



**MINUTES OF MEETING**  
**SUSCOM Meeting**  
**September 28, 2005**  
Delaware State Police



**Meeting Date:** September 28, 2005  
**Location:** DSP SUSCOM Building  
**Purpose:** SUSCOM Meeting

**List of Attendees:**

First Name	Last Name	Agency	Email
Collins	Jeffrey	DSP - SUSCOM (PSAP Manager)	jeffrey.collins@state.de.us
Short	Rick	Fire - SUSCOM	rshort@sussexcountyde.gov
Gene	Donaldson	DeIDOT/TMC	gene.donaldson@state.de.us
Regis	Wagner	Edwards and Kelcey	rwagner@ekmail.com

**TMT Communications Working Group:**

Gene Donaldson began the meeting by giving a brief overview of the TMT Communications Working Group's function. Mr. Donaldson stated that he has already met with KENTCOM and RECOM and is working to better understand how all Delaware 911 Communications Centers operate. Mr. Donaldson's goals are to improve:

- Communications from center to center
- Communications from center to field
- Finding the best ways DeIDOT can communicate with others

Mr. Donaldson mentioned that DeIDOT would be holding a statewide Communications Working Group meeting on October 25, 2005 to aid in helping meet these goals.

**SUSCOM Operational Procedures**

Mr. Collins stated that the Fire and State Police 911 Call Centers are located in the same room. He explained that when a call comes in, both Fire and State Police answer the phone and remain on the line until it is decided based on the situation, who will handle the call. The call is then entered into their CAD system. Mr. Collins stated that Fire and State Police have a good working relationship and coordinate well.

Mr. Donaldson asked if a dedicated circuit (direct ring down line) was needed between the SUSCOM 911 Communications Center and the TMC. Mr. Collins replied that he didn't think one was necessary. He stated that the TMC number is on their direct dial in the event of an incident. Mr. Collins did however supply Mr. Donaldson with additional numbers for the TMC to contact the 911 Center (302-855-2980 and 302-855-2981) in the event the TMC is having problems contacting SUSCOM.

Mr. Collins explained the 911 Center's procedure for contacting DeIDOT for assistance. He stated that any request for DeIDOT personnel and/or equipment for an incident are made through the TMC. Mr. Donaldson replied that this is the correct procedure and requested that it be continued in the future. Mr. Donaldson requested that additional information from the field (description of the incident) be added. He explained that the TMC would better understand the situation and could dispatch the correct resources (personnel and equipment) to the scene more efficiently from the description. Mr. Donaldson defined resources as:

- People
- Vehicle types



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- Heavy equipment
  - Materials

**Communication Failure Procedures**

A total communications failure may occur due to an act of God (weather related) or a terrorist event. Mr. Collins and Mr. Donaldson agreed that communication procedures with different agencies needed to be created in the event of total communication failure. Mr. Donaldson stated that DelDOT is in the process of building a huge telecom system in part to help alleviate this situation. He explained that currently, there is fiber optic cable installed from Dover to New Castle County and future plans include Dover to Georgetown.

Mr. Collins stated that in the event of a total communications failure, SUSCOM's back-up communication plan is to use HAM radios. He went on to say that DEMA is in the process of buying satellite phones through WMD grants. Mr. Collins offered that the TMC operators could be involved with training Telecom Emergency Response Team TERT. Mr. Donaldson expressed interest and will coordinate with Mr. Collins in the future.

**Pagers**

Mr. Collins and Mr. Donaldson both agreed that after the initial call from SUSCOM, a page should be created by the 911 Communication Center and sent to appropriate people at the TMC as backup notification. Mr. Donaldson stated that most people in DelDOT Traffic have pagers and he is currently investigating the purchase of more.