LaMoille Ambulance and Fire currently are dispatched through BueComm, a central dispatch for Bureau County's emergency services (minus law enforcement). Their communication center is state of the art and the telecommunicators do a great job for us and our communities. Occasionally county EMS and fire services are tasked with "managing" our Knox box due to a fiber optic line that got cut or a failure in equipment with Frontier (formerly Verizon). You see, when a person dials 9-1-1 in Bureau County, that phone call gets routed to Bloomington for distribution and then sent back to Princeton to BueComm for handling. When this system fails, we are tasked with "managing" that 9-1-1 phone at our station for our exchange, along with every other county fire department doing the same thing. This has become more of a burden on us as emergency providers. Not only does it take an emergency responder away from the actual call, but we also have personnel that have had to take time off of their "every day, real job" to man these phones. The burden placed on us is great, especially when this occurs during the day!

I am asking for your help in requiring Frontier to set up some type of redundancy to these important phone lines. Currently we are told by Diana Stiles, BueComm Director, that Frontier is NOT required to have a redundancy. I cannot believe that is even possible. We have many checks and balances in place for our own emergency equipment in case of failure, why is Verizon not held accountable?

While the increase burden lies on us volunteers, where does the liability lay? What if a 9-1-1 caller needs CPR instructions for their loved one while the ambulance is being dispatched? We are not trained to give instructions for such skill. What if we don't advise a caller to remove themselves and their family from a structure with carbon monoxide in it because we aren't trained on the phone to recognize the symptoms?