

ACRONYMS

AACN	Advanced Automatic Collision Notification
ACD	Automatic Call Distributor
ACN	Automatic Collision Notification
ADA	Americans with Disabilities Act
ALI	Automatic Location Identification
ALS	Advanced Life Support
AMBER	America's Missing Broadcast Emergency Response
ANI	Automatic Number Identification
APU	Answering Position Unit
ASL	American Sign Language
ATL	Attempt to Locate
AVL	Automate Vehicle Locator
B	Blind
BLS	Basic Life Support
BOLO	Be On the Look Out
BOP	Board of Probation
CAD	Computer Aided Dispatch
CAMEO	Computer Aided Management of Emergency Operations
CCC	Customer Care Center
CEMDR	Certified Emergency Medical Dispatch Resource
CI	Cognitive Impairment
CISB	Critical Incident Stress Debriefing
CJIS	Criminal Justice Information Systems
CMR	Code of Massachusetts Regulations
CORI	Criminal Offender Record Information
CP	Command Post
CYMBALS	Color, Year, Make, Body, Additional Info, License, State
DD	Developmentally Disabled
DHH	Deaf and Hard of Hearing
DI	Disability Indicator
DNR	Do Not Resuscitate
DTMF	Dual Tone Multi Frequency
EAP	Employee Assistance Program
EAS	Emergency Alert System
EMD	Emergency Medical Dispatch
EMS	Emergency Medical Service
ESN	Emergency Service Number
ESZ	Emergency Service Zone
FAA	Federal Aviation Administration
FCC	Federal Communications Commission
FLOP	Finance, Logistics, Operations, Planning
GA	Go Ahead
GIS	Geographic Information System
GPS	Global Position System

HAZMAT	Hazardous Material
HCO	Hearing Carry Over
HSPD	Homeland Security Presidential Directive
IC	Incident Command
ICS	Incident Command Systems
IM	Instant Messaging
IRR	Instant Recall Recorder
LEAPS	Law Enforcement Automatic Processing System
LNO	Liaison Officer
LSS	Life Support Systems
LTA	Life Threatening Allergies
MAARS	Modular ANI/ALI Retrieval System
MCI	Mass Casualty Incident
MDC	Mobile Data Computers
MDT	Mobile Data Terminals
MI	Mobility Impairment
MSAG	Master Street Address Guide
MSC	Mobile Switching Center
NCIC	National Crime Information Center
NIBRS	National Incident Based Reporting System
NIMS	National Incident Management Systems
NOC	Network Operations Center
NTSB	National Transportation Safety Board
OJT	On the Job Training
P & P	Policy & Procedures
P-ANI	Pseudo- Automatic Number Identification
PBX	Private Branch Exchange
PCS	Personal Communications Service
PDA	Personal Digital Assistant
PIO	Public Information Officer
PSAP	Public Safety Answering Point
RECC	Regional Emergency Communications Center
QA/QI	Quality Assurance / Quality Improvement
SCP	Service Control Point
SI	Speech Impairment
SMS	Short Message Service
SO	Safety Officer
SOG	Standard Operating Guidelines
SOP	Standard Operating Procedures
SRC	Service Response Center
TCC	Telematics Call Center
TTY/TDD	Teletypewriter Device
UPS	Uninterruptible Power Supply
VCO	Voice Carry Over
VoIP	Voice Over Internet Protocol
WLNP	Wireless Local Number Portability