



NEW ENGLAND CITYWIDE DISPATCH SOP'S
Version 2
NOVEMBER 2009

The Purpose of this document is to provide a basic rule of procedures for NECW Dispatchers.

DEFINITION:

The "Citywide Dispatcher" is defined as a dispatcher, whom has been cleared to do so, who answers, receives, and monitors radio traffic and information over the Citywide and 1st Responder Networks.

REASON FOR CITYWIDE DISPATCHERS:

To have a central location for the flow of information regarding incident's in our first due radio network coverage areas.

******* VERY IMPORTANT INFORMATION *******

Follow ALL SOP'S due to the fact we are dispatching for multiple locations throughout the Region and need to maintain a standard format in which information is transmitted to our monitors. Anyone who is not using the format bellow will be removed from the Dispatcher Position by the Dispatch Supervisor or any NECW Admin until they can prove they can follow the SOP's.

GENERAL INFORMATION

First you need to understand that any audio transmitted in the dispatch room will be transmitted over the radio networks.

There will be no “VOX” or open headsets allowed.

When transmitting, key up, count to 1, and start talking. Excessive talk time will time out the radio. Keep your transmissions under 60 seconds.

You may have phantoms in other rooms as long as it does not interfere with your ability to hear the radio. You may also leave the Dispatch room to talk to other members as long as you leave a phantom in the Dispatch room to listen. The Dispatch room is not for general chatter. Use the lobbies or a private chat. We would like you to stay in the Dispatch room if you are the dispatcher but it is not a requirement.

Be advised that when your PTT is active, your microphone is hot and all audio will be sent over the air.

Please be conscious of loud background noise that may interfere with all radio communications!

At no time will **ANY** user set up a binding that talks over all channels. NECW dispatchers may set up ONE binding to talk on the control radio when they are not in the control room.

The private rooms are just that, “PRIVATE ROOMS”. If you need someone who is in a Private room, either private message them or wait until they return to the lobby. **DO NOT GO IN THERE UNLESS ASKED TO!!!**

WHAT AREAS ARE WE COVERING

WE COVER ALL OF CONNECTICUT

Radio Transmission should start out with:

“ALL CITYWIDE MONITORS”

ADDITIONAL AREAS WILL BE LISTED AS THEY COME ONLINE

REGIONAL AND AREA DISPATCH

When operating as Citywide Dispatch you are responsible for our "Area". If there are no other Citywide Dispatchers on for the other "Area's" in our "Region" then you can cover for them.

Regions are as follows:

CT Region- Farmington, Essex, Stonnington, Killingly, Northford, KX/Colchester

Western Mass- Mt Tom, Mt Lincoln, Brodie, Marshfield

Eastern Mass- Mt Lincoln, Honey Hill

RI Region- Killingly, Stonnington

* The Regions will be explained more in depth in the future

**As new repeater sites come available, they will be listed here to assure communications are going over the right network. There will also be Rooms created with these regions.

WHAT TO PAGE

What calls are pagable?

- Alerts will include any "newsworthy" event that would typically be of interest to fire photographers, news agencies, and first responders.

The exception would be incidents of national or regional significance.

***** SERVICES CATEGORY*****

Any job in the Services Category WILL be sent due to our commercial subscribers.

- Typical incidents include:

Fires

- Confirmed structure fires
- Large brush fires (use of aircraft, buildings involved, or >5 acres)
- Standard automobile fires should **not** be alerted

Haz Mats

- Fuel Spills greater than 10 gallons
- Haz Mat Team requested
- Anytime a victim is transported

EMS

- MVA - There should be serious injuries
- Entrapped victims (more than a door pop)
- Medevac is requested
- Any vehicle that is Overturned

Traumatic injuries - Request for ALS is not enough for a Radio Alert

- You must have serious life-threatening injuries
- If Medevac is going to fly, then it's probably worthy
- Burn Injuries - Only if there is significant injuries

Police

- Hostage Situation
- Pursuit
- Armed Robbery (weapon shown)
- Shooting
- Found Body

Other incidents

- Use your judgment. If there is a large police, fire or EMS presence then it is probably worth reporting.
- **Suicides or Attempted Suicides are NOT to be paged out.**

Weather Alerts

Only Severe Weather Warnings or Red Flag Warnings (Red Flag to be alerted at 0800 when confirmed by NWS)

Hurricane/Tropical Storm Watches/Warnings will be paged daily with updated tracking and storm information at 0800 and the 1900 tone test. (For Coverage Area ONLY)

Limited Operations (EOC Mode)

When determined that due to severe weather, the service will be flooded with calls, the system Admins will determine the appropriate time to switch to EOC Mode.

EOC Mode is a status where limited information will be sent over the service. Only the following call types will be sent :

- Working Fires (and any alarm level upgrade)
- Major Haz-Mats Requesting a level II response or higher (Level III being Highest, Level I lowest)
- Major MVAs to include - DOA, Entrapment, Mass Casualty
- Major Power Outages
- PSAP (Public Safety Access Point ((911 center)) Loss of Power ; Coms

- Special Rescues to include: Water, Ice, Technical, Trench, Rope, Confined Space, USAR

- Any activation of USAR or Emergency Management SAR, COMS, or Special Rescue Teams

The purpose of limiting the call volume is so that the end-users will get the best information with out flooding the airwaves. Once the call volume has decreased, the Admins will make the determination of resumeing normal traffic.

Terroist Threat Level

Only when the Terroist Threat Level reaches Orange for an area, not type of service affected, will be paged out.

UPDATED INCIDENTS

Not all updates should be paged over the network. If the information is vital to news agencies and or buffs then send the update. If the information is something that has NO effect for people on scene or people responding to the scene it is NOT pageable.

Here are some examples of what IS pagable for updates:

Fire knocked down

Firefighter down

Anything involving Medevac

Anything involving Extrication

Anything involving Fire related injuries (Burn victims)

Examples that do NOT qualify to be put out as an update:

Additional Lines stretched

Water supply issues

Coverage Assignments responding unless it's an Alarm Upgrade

ALERT TONES

Tone Listings We Use:

All Call - Updates, messages

Fire/EMS - anything in the Fire/EMS category EXCEPT Structure Fires or Addtl Alarms (SEE Box Alarm)

Box Alarm - All Structure Fires (Working) and Additional Alarm Levels

Service- Anything in the SERVICE Category.

PD - anything in the PD category

Supervisor - when a supervisor is needed.

Alert - when there is a situation endangering life (I.E. tornado touchdown, earthquake ext) in our first due coverage area's ONLY!

What to Say When Paging a Call:

This is what the Page might look like :

SPRINGFIELD, MA (HAMPDEN) *PERP SEARCH* 115 STATE ST. PD
SEARCHING FOR B/M 5-10, LSW BLACK HOODIE W/SILVER DESIGN, FLED
ON FOOT AFTER BANK ROBBERY.
01/14/09 12:35 PM

This is the Format the page should be put out over the radio.

(SEND TONES)

**“ATTN. ALL CITYWIDE MONITORS, HAMPDEN COUNTY, CITY OF
SPRINGFIELD 115 STATE ST *PERP SEARCH* PD SEARCHING FOR B/M
5-10, LSW BLACK HOODIE W/SILVER DESIGN, FLED ON FOOT AFTER
BANK ROBBERY**

Un-key your mic due to the repeater timing out at 60 sec. Wait 3 seconds.

Repeat the message then say:

“ANY UNIT ON THE AIR PLEASE ACKNOWLEDGE”

After receiving a radio check from a user say:

**“ROGER I READ YOU THE SAME (OR BROKEN....ETC) CITYWIDE
MONITORING @ <MILITARY TIME>, WPKN630 (or Current Tower Station ID)”**

*** REMEMBER STATE – COUNTY – CITY OR TOWN ***

ON DUTY SUPERVISOR

If issues arise while you are on as the citywide dispatcher that you need a supervisor to deal with, you may contact the on duty supervisor. The on duty supervisor will be listed on the Citywide dispatcher calendar at the top of each day. That means they are the supervisor on duty (SOD) for that night from 8pm until 8am the next morning. You may contact them via the Supervisors tone. If there is no response use the phone numbers listed in the contact lists.

** If Technical Issue with Repeater or Online Server, Please contact David Dragan (District 2) immediately. 800-660-9105 ext42

What to say while paging the SOD

Send Out Supervisor Tone

“(SOD’S ID NUMBER) PLEASE CONTACT CITYWIDE”

Then Repeat the Message and add

**“(SOD’S ID NUMBER) PLEASE CONTACT CITYWIDE, (YOUR DISPATCHER #)
@ _____HRS., WPKN630 (or Current Tower Station ID)” ”**

911 CENTERS

The 911 Center users are those currently working as Public Safety Dispatchers. They are there to communicate with other 911 Centers and Dispatchers regarding incidents on their area. Please do not message any 911 Center user unless told to do so by that user due to the fact that they are working and may be extremely busy. The 911 Center users are all aware that their information is valuable, and will update the Dispatcher as needed. Any information from a 911 Center is to be considered confirmed and final.

911 Centers that wish to Dispatch NECW calls may do so.

1RWN PUBLIC SAFETY DESK

There are several features available to us from this interface. There is a 2-way communication tool called the Internal Communications Center (ICC), an Incident Responder Roll Call (IRRC), and a Community Alert System (CAS).

***** ONLY REQUESTS FOR A SUPERVISOR OR REPORTING OF TECHNICAL ISSUES WILL BE PAGED BY DISPATCHERS*****

Those caught using the system improperly, changing settings, or sending malicious information will be terminated on site with the possibility of a non-refund policy.

ACCEPTABLE CODES / 10 CODES

For general New England Citywide Communications, the following codes are approved for transmission. OTHERWISE, plain language will be used.

10 CODES (HARTFORD COUNTY)

- 10-1 Enroute**
- 10-2 ON SCENE**
- 10-3 WORKING FIRE**
- 10-4 MESSAGE RECIEVED**
- 10-6 CALL BY PHONE**
- 10-7 OFF THE AIR / IN QTRS**
- 10-8 ON THE AIR / IN SERVICE**
- 10-9 OUT OF SERIVCE**
- 10-10 AMBULANCE
- 1-1-2 2ND ALARM
- 3-3 3RD ALARM

SIGNALS (NEW HAVEN COUNTY)

- 99 MESSAGE RECIEVED
- 73 WORKING FIRE
- 21 BOX ALARM
- 22 2ND ALARM
- 23 3RD ALARM
- 24 4TH ALARM
- 25 5TH ALARM
- 26 AMBULANCE
- 29 POLICE
- 16 ETOH
- 17 EDP
- 1 MAYDAY

OTHER CODES THAT MAY BE USED

- 10-60 MAJOR EMERGENCY
- 10-66 INJURED OR TRAPPED MOS
- 10-75 WORKING FIRE
- 10-76 HIGH RISE BUILDING FIRE
- 10-77 HIGH RISE MULTIPLE DWELLING FIRE
- 10-80 HAZ-MAT
- 10-84 ON SCENE

1st Responder Wireless

As of 1 September, 2009, **ALL NECW** Dispatchers Will be **1RWN** Dispatchers at the REGULAR or Higher Level. You are REQUIRED to send / receive all calls from the 1RWN CAD. Any disciplinary action on the 1RWN side will be carried over to the NECW side, and vice versa. Any appeals can be made to the Districts no later than 30 days after action is taken.

All Dispatchers will be logged into both the NECW Ventrilo and 1RWN CAD while on duty.