



**City of Winchester
Fire and Rescue Department
STANDARD OPERATING PROCEDURE**



Section: Radio Communications	SOP: 6.2
Subject: ECC Dispatch Procedures	Effective: September 7, 2016 Revised: September 10, 2016
Revised:  Allen W. Baldwin, Fire Chief	

SCOPE

To establish procedures for effective dispatching of resources for emergency and non-emergency incidents.

PURPOSE

This procedure is to ensure that all personnel utilizing the city radio communication system understands fire department resource deployment when the ECC initiates an emergency or non-emergency incident.

RESPONSIBILITY

It shall be the responsibility of all personnel that operate on the Winchester Fire and Rescue Department (WFRD) and Winchester Emergency Communications Center (ECC) radio communication system to understand and use this Standard Operating Procedure (SOP) for all radio communications.

INCIDENT DISPATCH SEQUENCE

The main talkgroup that shall be monitored by WFRD personnel for radio communications will be Fire-1 (800 MHz). This talkgroup will be simultaneously broadcasted with Interop-1 (VHF) for the dispatching of units and personnel for emergency incidents. **NO** communication with the ECC shall take place on this talkgroup at any time as direction will be given to the talkgroup to respond on. When making contact with the Winchester ECC, their radio designator shall be "Headquarters". Upon receipt of an emergency or non-emergency incident in the ECC, the following dispatch sequence shall be followed:

DISPATCH SEQUENCE		
All Incident Types	EMS and 3 or less Engine Response	4 or more Engine Response
Between the hours of 0700-2100	Between the hours of 2100-0700	Between the hours of 2100-0700
Set off pre-alert : 1 Beep or Special All-Call Tone (see below)	Set off pre-alert : 1 Beep	Set off pre-alert : Special All-Call Tone
Identify: Announce units to respond and the talkgroup to respond on (1 Beep = FIRE-3 Special Tone = FIRE-2)	Identify: Announce units to respond and the talkgroup to respond on (Typically FIRE-3)	Identify: Announce units to respond and the talkgroup to respond on (Typically FIRE-2)
Set off: City Page	Set off: House Alarms (Specific to station) City Page (Multi-unit responses Only)	Set off: Emergency Announcement (Sets off ALL station house alarms)
Announce: Initial general announcement and the talkgroup to respond on	Announce: Initial general announcement and the talkgroup to respond on	Announce: Initial general announcement and the talkgroup to respond on
Repeat: Units to respond	Repeat: Units to respond	Repeat: Units to respond
Units mark-up on designated Fire talkgroup	Units mark-up on FIRE-3	Units mark-up on FIRE-2
Announce: Enhanced general announcement	Announce: Enhanced general announcement	Announce: Enhanced general announcement
Note Responding units do not have to acknowledge the enhanced GA.		

1. **NO units are to markup or use Fire-1 (dispatch talkgroup) unless specifically directed to by the ECC or for personal safety.**
2. **ONE beep** - will be for all **EMS Responses and for THREE or LESS ENGINE responses**. The unit(s) dispatched will be advised by ECC to respond on talkgroup FIRE-3.
3. **Special All-Call Tone** - will be for all **FOUR or MORE ENGINE responses (ONLY)**. The units dispatched will be advised by ECC to respond on talkgroup FIRE-2.
4. When responding and regardless of incident type, all units shall announce their unit manpower totals when marking en-route with ECC. All non-operational personnel shall be counted and announced as a plus. (i.e. "Wagon 5 responding with 2 plus 1"). Non-operational personnel (plus) shall include red hats, preceptees and ride-alongs.
5. If a unit is out of the station and available for service or have the ability to clear a previous incident, during an incident dispatch, they should maintain radio silence until the initial general announcement is complete. After that time the unit can announce their intentions.

6. When multiple units are responding from the same station or location it is acceptable and preferred for a single unit to mark all responding apparatus en-route with the total manpower for all units they are marking up for.
7. Marking available after an incident shall be completed on the main operational talkgroup of the incident only. Once ECC has acknowledged that the unit is available the unit shall switch back and monitor the main dispatch talkgroup (FIRE-1) and NOT re-announce availability.
8. Units that need to contact headquarters when not on a dispatched incident shall do so on talkgroup FIRE-3. (e.g. reporting an accident)

FIRE DISPATCH OPERATIONAL PROCESS

1. Dispatching

- a. ECC processes call and alerts appropriate Fire/EMS units simultaneously via FIRE-1/Dispatch talkgroup and VHF Interop-1/Dispatch (VHF Interop-1/Dispatch will alert the stations and open up house alarms/control lighting and pagers). FIRE-1/Dispatch will only be used for alerting units, no radio traffic from responding units shall take place on this talkgroup.
- b. If call type warrants mutual aid, ECC contacts appropriate jurisdiction and makes request. ECC advises mutual aid responding units which VHF interop channel to respond on.

2. Responding units

- a. All City units will respond and operate on the 800 FIRE-2 or 3 as instructed by the ECC.
- b. All mutual aid units will respond and operate on the VHF Interop-2 or 3 as instructed by the ECC.
- c. All EMS and three or less engine dispatched incidents shall respond and operate on FIRE-3 unless directed by ECC or on-scene personnel to move to an alternate talkgroup.
- d. All four or more engine dispatched incidents shall respond and operate on FIRE-2 unless directed by ECC or on-scene personnel to move to an alternate talkgroup.

3. Operations

- a. All units (city and mutual aid) operate on the talkgroup/channel as assigned.
- b. When a 2nd incident is processed by ECC, they will assign the next available 800 Fire talkgroup (2 or 3) and VHF channel (Interop 2, 3, or 4) as appropriate. For major incidents (i.e. structure fires), the goal is to have mutual aid units operate on VHF Interop-2 as this is a repeated channel.

4. Incident Tactical

- a. The use of tactical talkgroups will be managed by the on-scene incident commander and may require further patching requests made to the ECC.
- b. Tactical talkgroups should only be used when the incident expands beyond the control of the initial operations and requires expansion as defined in the NIMS framework for operational assignments.
- c. Assignment of tactical talkgroups shall be monitored at **ALL TIMES** by the incident commander or personnel working in the command post. Additional personnel shall be assigned to the command post for this operation.

WINCHESTER FIRE AND RESCUE DEPARTMENT

Communication Operational Decision Matrix

800 mHz			VHF			
FIRE-1 Dispatch	FIRE-2	FIRE-3	VHF Interop-1 Dispatch	VHF Interop-2	VHF Interop-3	VHF Interop-4
(Permanent patch to VHF Interop-1)	(Manual patch to VHF Interop-2)	(Manual patch to VHF Interop-3)	Simplex (Permanent patch to 800 FIRE-1)	Repeated (Manual patch to 800 FIRE-2)	Simplex (Manual patch to 800 FIRE-3)	Simplex

Radio Operations for Incident Scenarios

(Follow each scenario from left to right)

Incident Type	Incident Scenario	Responding	Operations	Tactical
1	City Incident (No Mutual Aid Requested)	FIRE-2 or 3 As assigned by ECC: (EMS and 3 or less engine on Fire-3, 4 or more engine response on FIRE-2)	FIRE-2 or 3 As assigned by ECC: (EMS and 3 or less engine on FIRE-3, 4 or more engine response on FIRE-2)	FIRE-4 thru FIRE-10 utilized by the I.C. Fire Admin use PD-1 (unified command)
2	City Incident (Mutual Aid Requested)	FIRE-2 or 3 VHF Interop-2 or 3 As assigned by ECC: (EMS and 3 or less engine on FIRE-3, 4 or more engine response on FIRE-2)	FIRE-2 or 3 VHF Interop-2 or 3 As assigned by ECC: (EMS and 3 or less engine on FIRE-3, 4 or more engine response on FIRE-2)	FIRE-4 thru FIRE-10 utilized by the I.C. VHF Interop-2,3,4 patched by ECC to appropriate TAC talkgroup at the request of the I.C. Fire Admin use PD-1 (unified command)
3	City Incident (Mutual Aid, no City units responding)	VHF Interop-2 or 3 (Mutual Aid) (VHF Interop-2 or 3 patched to FIRE-2 or 3 by ECC upon dispatch)	Fire-2 or 3 VHF Interop-2,3,4 (VHF Interop-2 or 3 patched to FIRE-2 or 3 by ECC upon dispatch)	NO 800 tactical talkgroups used. (VHF Interop-2,3,4 used as necessary)
4	Mutual Aid Incident (Assist from City)	FIRE-2 or 3 (As assigned by ECC)	Zone 2,3,5,6 As appropriate for Mutual Aid jurisdiction	VARIABLES As instructed by Mutual Aid jurisdiction

FIRE-1 and Interop-1 are semi-permanently patched
 FIRE-2 and 3 are manually patched to Interop 2 and 3 respectively as needed

ECC MONITORING

For fire and rescue operations, the ECC shall always monitor the talkgroups of FIRE-1, FIRE-2, FIRE-3 and ECC-1. All other talkgroups in the fire and rescue system are not monitored although they are recorded at the ECC.

PATCHING PROCEDURE

The patching of talkgroups within the fire and rescue portion of the communications system is to give flexibility for interoperability with other entities that are not part of the fire channel plan(s). Each day the ECC shall ensure that the following patches are established and maintained when requesting mutual aid resources:

- FIRE-1 patched to Interop-1 (Permanent)
- FIRE-2 patched to Interop-2 (Manual)
- FIRE-3 patched to Interop-3 (Manual)

In addition, the incident commander of any incident shall have the flexibility to request from the ECC to patch 800 Mhz talkgroups or other interop VHF channels together as necessary to meet the objectives of his/her incident action plan. A working knowledge of talkgroup naming shall be required prior to making the request of the ECC.

SPECIAL PAGE TONES

Tones have been programmed into the radio system to alert special groups for various tasks as follows:

- **Command Officer tone:** is utilized to alert the command staff of special situations that may need their attention. (i.e. BAT-6 in the County)
- **Fire Marshal tone:** is utilized to alert the Fire Marshal's of special situations that may need their attention. (i.e. investigation requested)

VHF Interoperability

Quick Reference

City Personnel Responding to Mutual Aid Agencies:

- Winchester ECC advises to go direct with mutual aid agencies.
- Radios should be switched to:
 - Toggle Switch B - Zone 2, Channel 1 - Clarke County
 - Toggle Switch B - Zone 2, Channel 9 - Warren County
 - Toggle Switch C - Zone 3, Channel 1 - Frederick County
- Mutual Aid ECC's will advise if you need to move to other operational channels.
- In Frederick, an EA activation will be processed by the Frederick ECC.
- NO EA capability in Clarke or Warren.

Mutual Aid Agencies Responding to the City:

- Winchester ECC makes the resource aid request with the mutual aid agency and advises which city interop channel to respond on.
 - Interop 2 - 4 or more engine responses (Repeated Channel)
 - Interop 3 - EMS and 3 or less engine responses (Non-Repeated Channel)
- Winchester ECC sets up the patch to the appropriate city talkgroup.
- The Incident Commander may request to move mutual aid resources to other talkgroups based on incident needs. This will be completed by the IC requesting a patch setup through the Winchester ECC.
- An EA activation by Frederick County responders will be managed by the city.