FIRE AND RESCUE DEPARTMENT

April 11, 2014

INSTRUCTIONAL BULLETIN#14-13

TO: All Fire and Rescue Personnel

FROM: Kurtis R. Wilson, Division Chief/ Operations

RE: **Premier Mobile Dispatch Computer (PMDC) and Unit Status Changes**

Purpose: To streamline communications and reduce radio traffic the antiquated unit "Roll Call" procedure as well as the procedure requiring field units to communicate with FRCC for unit status changes is revised. Field units will now be allowed to use the Premier Mobile Dispatch Computer (PMDC) to change status.

Overview: Changing unit status is a ***process***. Depending upon the situation a unit's status may include up to 10 steps or more.   For example: **Step 1** incident received and acknowledged; **Step 2** unit en-route; **Step 3** Unit on scene; **Step 4** unit en-route to hospital facility **Step 5** unit arrive at hospital facility **Step 6** unit 'available' from hospital facility with a disposition; **Step 7** unit out of position; **Step 8** unit back in position 'available' in first due territory; **Step 9** unit 'in quarters'. ***Each step is important and must be captured for reporting purposes and to ensure accurate unit dispatch.***

Premier Mobile Dispatch Computer (PMDC)
Unit status buttons are located on the Navigation Dispatch toolbar at the top of the PMDC.

- ➢ ***F2 Button –en-route to an assigned incident. This button captures the 'actual' unit response time.*** The acknowledgement button in the station only recognizes receipt of an incident ***and does not signify unit response. The correct procedure is to acknowledge the incident first then show unit en-route via the F2 button***.

- ➢ ***F3 Button - arrival to an incident location***. ***This button does not signify patient contact***.   Patient contact is not available via PMDC and requires radio communications with dispatch.

➤ *F4 Button* - *change unit status to available when the unit is <u>NOT</u> assigned to an incident*. <u>*Selecting F4 will signify available in first due territory only*</u>. ***Do not select F4 to check back from an incident; Using F4 without selecting a proper disposition code on F9 will leave the unit assigned to the incident.***

➤ *F5 Button* - *unit in quarters*. Only select F5 if (1) the unit was on a F4 non-emergency status or (2) the unit is correctly reflected as 'available' after selecting a disposition code in F9.

➤ *F6 Button* - *new en-route time when incident location changes after unit arrival*. Example: Unit arrives at initial dispatch location but cannot locate incident; FRCC advises new location and address is changed in CAD by dispatch; unit engages re-route button to properly capture new en-route time.

➤ *F7 Button* - *manually refresh the PMDC.*

➤ *F8 Button* - *select a disposition and change status to available after completing an incident*. Selecting this button will activate a drop down box containing all available disposition codes (see below

Available Disposition Codes on PMDC
After pressing the F8 button a box will open. Tap into the yellow box area to the display the following dispositions. Selecting a disposition will remove the unit from the incident and automatically place the unit into an 'available' status with full capabilities. ***If the unit is limited capabilities after selecting a disposition in F8 go to F9 and select the correct status.***

0   **Secondary (Available)** -   clears unit from incident; assigns secondary JFIRS report; changes unit status to available

01   **Primary (ROMEO)** – clears unit from incident; assigns primary JFIRS report; changes unit status to available

02   **Investigative Secondary** -   previously used for JFRD Fire Prevention Investigative reports; assigns secondary investigative report; clears unit from incident; changes unit status to available

03   **Patient Contact Primary (Papa Romeo)** – notates patient contact; clears unit from incident; assigns primary report; generates EPro report; changes unit status to available

04   **Patient Contact Secondary (Papa)** – notates patient contact; clears unit from incident; assigns secondary report; generates EPro report; changes unit status to available

05   **Investigative Primary (Romeo)** – previously used for JFRD Fire Prevention Investigative reports; assigns primary investigative report; clears unit from incident; changes unit status to available

06   **Transport Primary (India Romeo)** – notates patient transport; clears unit from incident; assigns primary report; generates EPro report; changes unit status to available

07   **Transport Secondary (India)** – notates patient transport; clears unit from incident; assigns secondary report; generates EPro report; changes unit status to available

F9 Button allows units to change status. Below is a list of status changes available on F9. **EMS units should continue to communicate with dispatch to receive hospital status information prior to transport.**

Talk Groups A1 and A3

In Quarters
- Units responding from *quarters* shall acknowledge receipt of incident via the EDAS and Wyse button located in the station. After acknowledging receipt of incident, unit status should be changed to en-route via PMDC.

- "On scene" shall be done via PMDC without radio communications, *unless* the unit's PMDC is not functioning or the unit is not equipped with a PMDC. FRCC shall monitor and only acknowledge the radio transmissions and change the statuses for the units without PMDC.

- FRCC shall only contact units when en-route information is not received, when the unit response has 'timed' out notating failure to arrive (elongated response), to relay updated incident information and to answer field requests.

- After completing assignment units shall select F8 on the PMDC and choose the correct disposition code (see above information). FRCC shall only acknowledge the status change for units with malfunctioning or no PMDC

- F9 should be selected after F8 if the unit is "out of service", "low staffed", "out of position", etc.   Units shall clarify the following F9 status selections with FRCC via radio or landline:

Available out of position	Second Out
Limited Equip	Three Person
One Person	Training
Out of Service	Two People
Out of service, equip.	Maintenance

Available Units

- Units assigned to incidents while on ***"available"*** status shall acknowledge receipt and arrival via PMDC. Responding locations shall be provided for the benefit of other surrounding units and FRCC shall not acknowledge. FRCC shall only acknowledge en-route and arrival status for units without functioning PMDCs.

- FRCC shall only contact units when en-route information is not received, when the unit response has 'timed' out notating failure to arrive (elongated response), to relay updated incident information and to answer field requests. After completing assignments units shall select F8 on the PMDC and choose the correct   disposition code (see above information). FRCC shall only acknowledge status changes for units with malfunctioning or no PMDC.

- F9 should be selected after F8 if the unit is "out of service", "low staffed", "out of position", etc.   Units shall clarify the F9 status (see above)

EMS Units

- **EMS units should continue to communicate with dispatch to receive hospital status information prior to transport.** If the facility is clear for transport the EMS unit may select F9 to change status to transport or advise FRCC. Arrival at hospital facilities may also be done without the assistance of FRCC on F9.
- EMS units may use F9 to clear hospital facilities after transport and maintain unit status via PMDC until arrival at quarters (see example under status changes)
- FRCC shall monitor and only acknowledge the radio transmissions and change the statuses for the units without PMDC.

Talk Groups B1 through B15

In Quarters

- Units responding from **quarters** shall acknowledge receipt of incident via acknowledgement button located in station. After acknowledging receipt of incident, unit status should be changed to en-route via PMDC.

- Units assigned to incidents while on **"available"** status shall acknowledge receipt via F2 on the PMDC. Units without a functioning PMDC shall acknowledge en-route on the assigned bravo talk group; FRCC shall not respond. FRCC shall monitor the radio transmissions and change the status for the units without PMDC

- Units shall advise "On scene" via PMDC **and** radio for the benefit of the riding Chief, Incident Commander and other responding units. **FRCC shall not acknowledge on scenes from units with PMDCs _unless requested by the responding Chief or IC._**

- FRCC shall only contact responding units when en-route information is not received, when the unit response has 'timed' out notating failure to arrive (elongated response), to provide updated incident information and by request of the responding Chief or IC.

- **_FRCC shall not repeat "scene size-up" unless requested by responding Chief or IC. When units are attempting unit to unit communications, FRCC shall not intervene unless assistance is requested by the responding Chief or IC._**

  After completing the assignment units shall select F8 on the PMDC and choose the correct disposition code (see above information). Units with malfunctioning or no PMDC shall switch to Talk Group A2 to advise FRCC of status. **_FRCC shall acknowledge and change the unit(s) status._**

Unit Roll Call

- When an incident is downgraded FRCC shall not acknowledge or repeat the information unless requested by the responding Chief or IC.
- **_Assigned and responding units not required for the incident shall switch to talk group A2, locate the F8 button and select the disposition "AVAILABLE". Selecting F4 will leave the unit logged to the incident. FRCC shall monitor the unit's via the CAD status board and only contact those units that fail to change status._**
- Units with malfunctioning or no PMDC shall switch to Talk Group A2 to advise FRCC of status. **_FRCC shall acknowledge and change the unit(s) status._**