



Manhattan Fire Protection District

SOP #: 760-1	Effective Date: 09/01/20	Revised Date:
Section: Fire Operations		
Subject: Dispatch "Storm Status" / "Abnormal" Radio Operations		

PURPOSE:

To provide a consistent response and provide direction to the members when our dispatch center declares "Storm Status" or other high call volume events.

SCOPE:

The scope of this procedure applies to all members of the Fire District. The Shift Officer is responsible for all members' compliance with this SOP.

DEFINITIONS:

Computer Aided Dispatch (CAD): is designed to assist the LCC Fire Telecommunicator in processing incidents in a timely fashion. When abnormal radio operations are established, the use of the CAD is critical so that incidents can be processed on a "priority basis".

Alternate Frequencies: are frequencies designated by network coordinators, available for use during high call volume events and/or abnormal radio operations. These frequencies will generally be network based.

LCC: Laraway Communications Center

Single Point of Contact (SPOC): is a command level person that will be assigned the position of communicating directly with LCC with the intention of receiving and coordinating medium and low priority incidents, without burdening the main dispatch radio frequency.

GUIDELINE:

Once LCC declares "Storm Status" / Abnormal Radio Operations:

1. A Chief Officer will become the designated single point of contact (SPOC) and announce via radio when LCC performs a "roll call".
2. The SPOC will be the incident coordinator for Manhattan.
3. The SPOC may require an "aide" to help with incident tracking and radio channels.
4. The SPOC should be stationary, either in a building or vehicle, with multiple radios, a MDT, accountability board and cell phone.
5. The SPOC will implement an alternative radio operations plan. Manhattan units will operate on West Ops 1 (bank b, channel 2), NOT THE MAIN DISPATCH CHANNEL.
6. LCC will assign the medium and low priority calls to the SPOC and the SPOC will assign units on the alternate channel determined by the SPOC.
7. LCC may "stack" medium and low priority incidents and assign them to the SPOC via CAD (unit #).
8. The SPOC shall document all calls received, response to each call and incident times and notes on the storm status worksheet.



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All Manhattan units shall monitor the main dispatch channel for true emergencies and maintain communication of their status with the SPOC. Manhattan units shall “self-assign” to incidents via their MDT when assigned by the SPOC or LCC. The MDT’s shall be used for ALL status changes. When performing an incident size-up, the Officer should minimize the initial incident size-up information except in the event of incident escalation. High priority incidents will be dispatch by normal means.

Examples of high priority incidents:

1. EMS Incidents
2. Structure Fires
3. Auto Accidents
4. Lightning strikes with smoke or fire
5. Inside gas leaks

Examples of medium priority incidents:

1. Fire Alarms at occupied schools or highly populated occupancies
2. Wires down
3. Outside gas leaks
4. Lightning strike with no smoke or fire

Examples of low priority incidents:

1. Fire Alarms at residences
2. Commercial fire alarms
3. Smoke Investigations

SAFETY CONSIDERATIONS:

Members must be sure to always maintain contact with the SPOC / LCC via radio or other means.

SPECIAL CONSIDERATIONS:

Upon completion of “storm status” and/or abnormal radio operations, LCC shall make notification to all fire agencies that normal operations are resuming. The SPOC will decide when companies will return to normal operations.

Approved By:

Signature: Steve Malone

Date: 09/01/20