



**Greene County
Department of Emergency Services
Cairo, New York 12413**

Subject: Dispatching

Date: January 1, 2011

2011-004

Purpose: To provide an efficient means of operation of radio traffic. It is further the intent of this policy to eliminate confusion on the radio frequencies and using structured operations within the 911 Center.

Standardized dispatch is especially useful during emergencies, large scale operations and when the communications workload is heavy. Proper dispatching will expedite communications and facilitate the reduction of confusion and frustration.

Policy:

FIRE CALLS:

When Dispatchers receives notification of an impending dispatch, follow these steps to reduce the confusion in the 911 Center and out in the field.

- a. Always state your identifier first, and then the identifier of the unit you are calling.

“By following this sequence you will immediately have their attention”

(I.e. Greene 911 to Hensonville 13-3)

- b. Always echo (repeat) information and the status reports in order to confirm or clarify.

(i.e. “Greene 911 ETA 17-3 is on the scene”)

(Reply from Greene 911:---ETA 17-3 is on the scene at 1430)

- c. **Maintain brevity and keep all information short, and in logical sequence.**

- d. Always pronounce “0” as zero and “O” as Oh.

- 1. PRE-ANNOUNCEMENT

- A. Agency Name-----“Hunter Fire Standby”

Once again SHORT AND TO THE POINT. Details are not necessary or favorable at this point. (THIS GOES FOR FIRE, EMS & LAW calls)

2. ACTIVATE APPROPRIATE TONES

*Activate the appropriate Fire Department from the **FIRE PAGING** folder. The fire paging folder is the only folder that has the Fire Departments stacked and assigned to the appropriate tower.*

- a. Primary Response Department, first.

3. ALARM ANNOUNCEMENT (All County Fire Departments)

“Greene 911 to” (follow format below)

Agency Name-----“Hunter Fire”
Nature of Call-----“Dumpster fire” (give additional if applicable: close to a residence, received multiple calls, reported people trapped, etc.)
House/Street Number-----“16”
Street name-----“Ski Bowl Rd.”
Residence name (if available)-----“The Smith Residence”
Cross Street or Cross Streets (if available)-----“Cross St. is Route 214”

Repeat Message

Repeating “Greene 911 to” (follow format below)

Agency Name-----“Hunter Fire”
Nature of Call-----“Dumpster fire” (give additional if applicable: close to a residence, received multiple calls, reported people trapped, etc.)
House/Street Number-----“16”
Street name-----“Ski Bowl Rd.”
Residence name (if available)-----“The Smith Residence”
Cross Street or Cross Streets (if available)-----“Cross St. is Route 214”
Dispatch time of Dispatcher’s Shield-----2214 Dispatcher 20-__.

Example: “Greene 911 to Hunter Fire respond for a reported dumpster fire 20 feet from a residence at 16 Ski Bowl Rd the Smith Residence cross Street is Route 214”. **Repeating:** “Greene 911 to Hunter Fire respond for a reported dumpster fire 20 feet from a residence at 16 Ski Bowl Rd the Smith Residence cross Street is Route 214, 2214 Dispatcher 20-__.”

CALL LETTERS AT END OF INCIDENT:

At the end of the incident is when Dispatchers will say the assigned call letters **KEG324**.

Example: Hunter Command terminated all Hunter Units in Service at 2240 KEG324 Dispatcher 20-__.

Additional Information:

- Only the first unit on the scene, provide a status report.
- Use of the ICS is a must
- IC should use a mobile radio whenever possible
- One returning to quarters transmission by the IC or OIC
- No need to call out for fuel

EMS CALLS:

When Dispatchers receives notification of an impending dispatch, follow these steps to reduce the confusion in the 911 Center and out in the field.

- a. Always state your identifier first, and then the identifier of the unit you are calling.

“By following this sequence you will immediately have their attention”

(I.e. Greene 911 to Windham R96-1)

- b. Always echo (repeat) information and the status reports in order to confirm or clarify.

(i.e. “Greene 911 Windham 96-1 is on the scene”)

(Reply from Greene 911:---Windham 96-1 is on the scene at 1430)

- c. **Maintain brevity and keep all information short, and in logical sequence.**

- d. Always pronounce “0” as zero and “O” as Oh.

1. PRE-ANNOUNCEMENT

- A. Agency Name-----“Windham Ambulance Standby”

Once again SHORT AND TO THE POINT. Details are not necessary or favorable at this point. (THIS GOES FOR FIRE, EMS & LAW calls)

2. ACTIVATE APPROPRIATE TONES

*Activate the appropriate EMS Department from the **FIRE PAGING** folder. The fire paging folder is the only folder that has the EMS Departments stacked and assigned to the appropriate tower.*

3. Primary Response Department, first.

4. ALARM ANNOUNCEMENT (All County EMS Departments)

“Greene 911 to” (follow format below)

Agency Name----- “Windham Ambulance”
Priority Response--- A=Alpha, B=Bravo, C=Charlie, D=D=delta or E=echo.
House/Street Number----- “16”
Street name-----“Begley Road.”
Residence name (if available)-----“The Smith Residence”
Nature of call----36yof chest pain with difficulty in breathing.
Cross Street or Cross Streets (if available)----- “Cross St. is Route 23”

Repeat Message

Repeating “Greene 911 to” (follow format below)

Agency Name-----“Windham Ambulance”
Priority Response----A=Alpha, B=Bravo, C=Charlie, D=D=delta or E=echo.
House/Street Number-----“16”
Street name-----“Begley Road.”
Residence name (if available)-----“The Smith Residence”
Nature of call----36yof chest pain with difficulty in breathing.
Cross Street or Cross Streets (if available)-----“Cross St. is Route 23”
Dispatch time of Dispatcher’s Shield-----2214 Dispatcher 20-__.

Example: “Greene 911 to Windham Ambulance respond Charlie priority 16 Begley Road the Smith Residence for a 36yof chest pain with difficulty in breathing cross street is Route 23. **Repeating:** “Greene 911 to Windham Ambulance respond Charlie priority 16 Begley Road the Smith residence for a 36yof chest pain with difficulty in breathing cross Street is Route 23, 2214 Dispatcher 20-__.”

CALL LETTERS AT END OF INCIDENT:

At the end of the incident is when Dispatchers will say the assigned call letters **WNLL932**

Example: Windham Ambulance 96-1 in service at 2240 WNLL932 Dispatcher 20-__.

POLICE CALLS/911 POLICE EMERGENCIES:

This section is for all police calls or 911 emergencies that require a Law Enforcement unit dispatched

When Dispatchers receives notification of an impending dispatch, follow these steps to reduce the confusion in the 911 Center and out in the field.

- a. Always state your identifier first, and then the identifier of the unit you are calling.

“By following this sequence you will immediately have their attention”

Polling 911 calls (i.e. Greene 911 to 3F41)

Non 911 calls (i.e. Greene to Car 23)

- b. Always echo (repeat) information and the status reports in order to confirm or clarify.

911 calls---(i.e. “Greene 911 3F41 is on the scene”)

Non 911 calls---(i.e. Greene Car 23 is on the scene)

(Reply :)

911 calls---(3F41 is on the scene at 1430)

Non-911 calls---(Car 23 is on the scene at 1430)

- c. **Maintain brevity and keep all information short, and in logical sequence.**
- d. Always pronounce “0” as zero and “O” as Oh.

Radio Operations for 911 Polling:

- a. 911 RADIO ANNOUNCEMENT (All County Law Departments)

**Greene 911 to patrols covering post: 63_, (Town/Village) of _____,
(Location)_____, for a (type of incident)_____, call in by
location.**

**Once again SHORT AND TO THE POINT. Details are not necessary or favorable
at this point. (THIS GOES FOR FIRE, EMS & LAW calls)**

- a. A 911 poll will be done twice to ensure that all units in the field have a chance to answer with their location.
- b. All police calls regarding complaints in the Village of Catskill and the Village of Coxsackie will be assigned to the Village of Catskill and Village of Coxsackie patrols, unless that patrol is unavailable. In this case the nearest available police car will be assigned (See procedure 5 of the PSAP operating procedures for dispatching Catskill Police Dept and Memo 2010-075 for dispatching Coxsackie Police Dept.)

Radio Operations for Non 911 calls:

1. RADIO ANNOUNCEMENT Non 911 calls (All County Law Departments)

“Greene to” (follow format below)

Agency Name----- “Car 12”

House/Street Number----- “16”

Street name-----“Sandy Plains Rd. Town of Athens”

Residence name (if available)-----“The Smith Residence”

Nature of call----for a burglary to a seasonal residence.

Example: Greene to Car 12 patrol to 16 Sandy Plains Rd Town of Athens the Smith Residence for a burglary to a seasonal residence.

Once again SHORT AND TO THE POINT. Details are not necessary or favorable at this point. (THIS GOES FOR FIRE, EMS & LAW calls)

- a. When assigning a call alert the unit in advanced: “Greene to Car 13 prepare to copy (complaint, telephone number, etc.). This will allow the Deputy, Trooper or Police Officer to stop the vehicle at which time the Deputy, Trooper or Police Officer will transmit: Car 13 to Greene go ahead.
- b. “Greene to Car 23”. The unit will respond Car 23 is on Greene or simply Car 23.
- c. To call the dispatch center or another unit a unit will state Car 23 to Greene, or Car 1 to Car 13.
- d. Greene 911 Dispatchers not ready to accept radio traffic shall transmit the term “STAND-BY.” When a Dispatcher is prepared to acknowledge the radio traffic, the Dispatcher will state Car 23, go ahead with your transmission.
- e. All calls for service are to be assigned by radio.
 - Use telephone communications only when necessary to reduce airtime or to keep a transmission confidential.
 - If officers safety is in question, if a crime is in progress or violent in nature, all information will be given over the radio. The only exception is if the radio transmission itself will jeopardize the safety of those involved.
 - If the complaint is long or complicated, dispatch the initial complaint by type and location by radio and follow up with a request for a telephone call if the unit is equipped with a cell phone. (Example: Greene to Car 13, patrol to 1234 Catskill Rd Catskill investigation a burglary overnight at BBQ Barn. Call for additional details.)

Dissemination of messages associated with major police incidents:

- a. Police information messages associated with major police incidents or crimes are broadcasted to all field patrol units in the following manner:
- Transmit a 3-5 second “Alert 1” tone followed by the narrative; Greene to all units in service, prepare to copy (file classification number or type of crime), authority of (issuing agency)
 - A pause of 15 seconds will allow field units to prepare to copy the information. The message will then be given and repeated once. After the message has been broadcasted twice, a roll call of all units in service, including town and village patrols, will be taken to insure that all have received the message.
 - Any units not responding to the roll call will be given the information via telephone as soon as they become available.
 - A CAD incident will be generated for all major police incidents or crimes. The CAD should reflect that a radio broadcast was done. The CAD should also reflect the units that received the message.
 - The event code that should be used for this type of activity is “BOLO”. The remarks field should have what type of major police incident is occurring.

Example: Hudson Police Dept investigating an assault that took place on Warren Street in the City of Hudson this date. Victim was assaulted and a knife was displayed during the assault. Also, see teletype file 25 sent this date by Hudson Police Dept.