



Guideline:

The purpose of this protocol is to establish guidelines for the management of significant events that place a high demand on center operations.

Definitions:

1. Significant Events are those that are beyond the scope of the normal day to day operation that put a high demand on center operations. These situations may include but are not limited to:
 - a. Wide spread weather events (lightning, snow, flooding, etc.)
 - b. Significant increase in call volume due to fires, motor vehicle accidents, etc.
 - c. Operating from the ECSO Backup Center

Key Considerations:

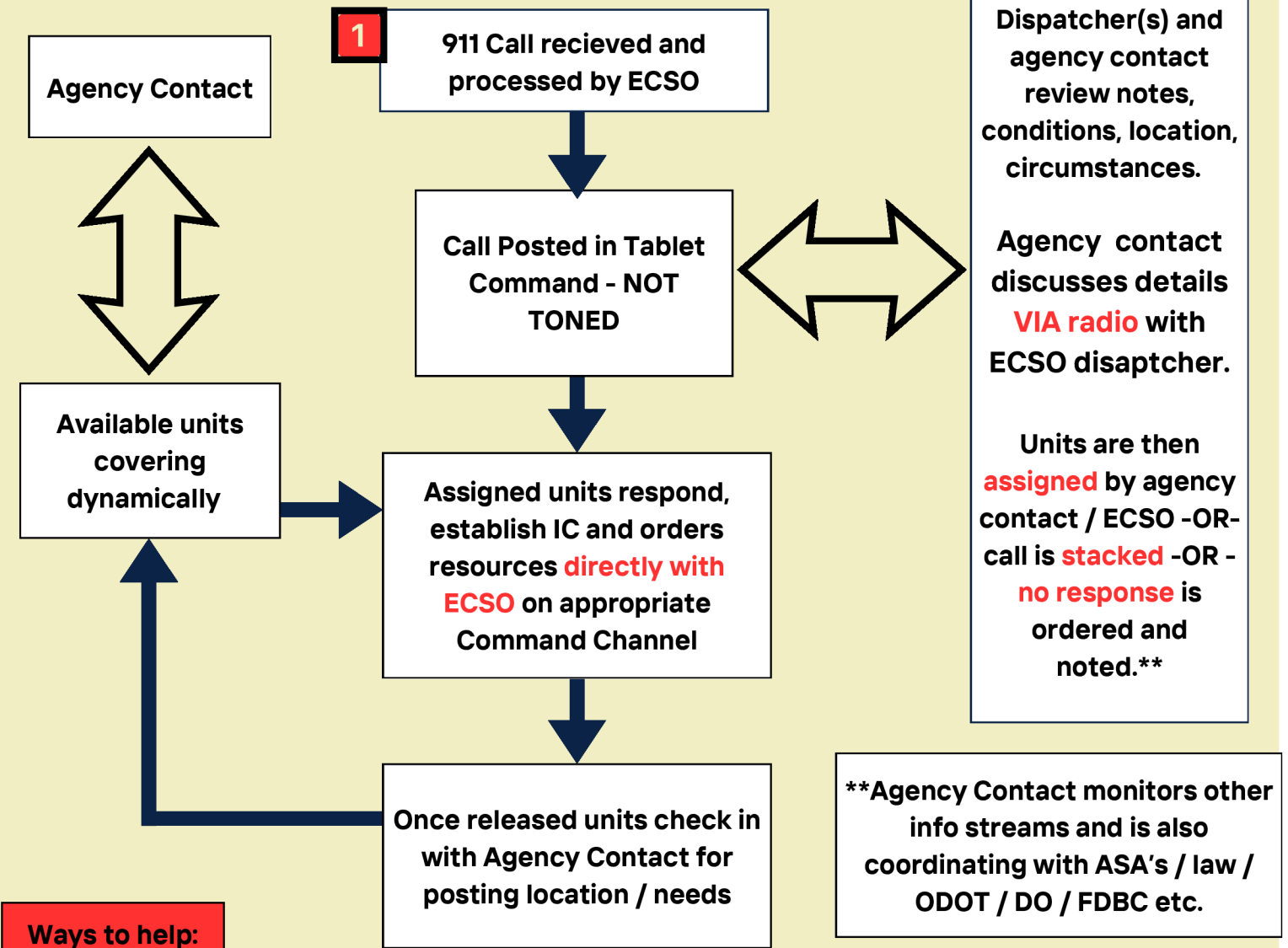
1. Consider disabling Fire Station Alerting (FSA) to allow manual tones to be heard.
 - a. FSA computers are in the radio room on a lower rack to the right of the door. Each computer is labeled with the frequency it controls and can be disabled by powering off the tower (Press the power button on the tower again to reinstate FSA).
2. It is permissible to suspend ProQA case exit instructions to answer ringing emergent calls.

Procedure:

1. ECSO management, Lead Dispatcher or user agency will determine when the Significant Event Protocol will be used.
2. Normal dispatching and toning practices will be suspended.
 - a. For agencies that are mobile data computer (MDC) equipped, ECSO may stack pending calls for the agency(s) operational contact unless the agency advises otherwise.
 - b. For agencies that are not MDC equipped, ECSO will radio the operational contact with pending call details.
3. Agency(s) operational contact(s) will triage pending calls for their agency and advise ECSO who will respond and when.
4. ECSO will dispatch and manually tone calls as directed by the operational contact.

Significant Event Protocol Communication Procedures

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Ways to help:

- Be prepared for dispatch process slow down and let incidents develop for a short period.
- Listen to the radio / read call notes early.
- Once you hear the traffic that your unit has been chosen...immediatly "self assign" on MDC to prevent toning - Agency Contact and Dispatcher will see this - saves radio traffic / time.
- Do not "self assign" unless coordinated - be ok with some calls being stacked or discarded.
- Freely move around your assigned area - stay available in the CAD however.