

Utah Valley Dispatch Special Service District (UVDSSD)
Operations Policy and Procedure

SUBJECT	POLICY NUMBER
Utah Valley Metro Special Response Team	F-2011-008

PURPOSE:

To provide the steps for activating the Utah Valley Metro Special Response Team.

POLICY:

Utah Valley Dispatch will make the appropriate notifications upon request to activate the Utah Valley Metro Special Response Team.

PROCEDURE:

A. Definitions:

1. *UVMSRT* – Utah Valley Metro Special Response Team (SRT)
 2. *UVD* – Utah Valley Dispatch
 3. *SRT Support Officer Position* – SRT Battalion Chiefs, SRT Captains
 4. *SRT Operations Officer* – SRT Captain Positions, SRT Battalion Chiefs
 5. *SRT Disciplines* – Hazardous Materials, Confined Space, High Angle/Rope Rescue, Trench Rescue, Structural Collapse – The SRT responsibilities for each discipline will be assigned to one or more of the SRT Captains
 6. *Shift Commander* - The on-duty ranking operations officer of a department, whether duty Battalion Chief, Acting Battalion Chief, or shift Captain.
 7. *Level II Activation* – Notification by UVD and response of on-duty SRT personnel, SRT Operations Officers and SRT Battalion Chiefs.
 8. *Level I Activation* – Notification by UVD and response of all SRT members by automated notification system, and will include activation level, incident information, response location instructions and contact information for SRT Support Officer.
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B. Level II Activation

1. UVD will:
 - a. Gather the following information from the requesting party:
 - a. Type of response needed (Level 2)
 - b. Type of rescue (trench, hazmat, etc.)
 - c. Location
 - d. Scope of incident or incident size (amount spilled, number of affected victims, etc.)

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- b. Notify Provo, Orem, Springville and Pleasant Grove dispatch centers by phone that a Level II UVMSRT activation has been requested. (It effects their fire station staffing.)
- c. Send out a City Watch Page using the UVDSSD list marked "30004 Tech Rescue L2" giving the particulars of the incident. Send as a SMS message only.
- d. Call the Lehi Fire on duty fire captain using the phone number from the Lehi roster which is faxed to the District daily and advise that a Level II activation has been made.

C. Level I Activation

UVD will:

- 2. Send out a City Watch Page using the UVDSSD list marked "30003 Tech Rescue L1" giving the particulars of the incident and requesting all SRT members respond.
- 3. Pleasant Grove dispatch center serves as a backup if paging problems occur due to equipment failure or evacuation. PGPD dispatch has limited access to paging lists in City Watch.

D. How to send an SMS City Watch Page

- 1. Log into City Watch
- 2. Click on the box "Create an Event"



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3. Click on the radio button marked as "Full Lists"

Choose your contacts

Select from User Class:
76: UVDSSD

No Ever
To beg
To get
QUALY,

Selection Methods
List Selection

Full Lists
 Ad Hoc Lists

Select from User Class:
76: UVDSSD

Selection Methods
List Selection

Full Lists
 Ad Hoc Lists

4. You will now see a listing of the available lists you can use for paging (to the right of the Full List button)

No Event Contacts
Select entire lists to add to your event. You may select any amount of lists.

30001: UVD Dispatchers
 30002: UVD CART
 30003: Tech Rescue L1
 30004: Tech Rescue L2
 30005: UVD List 5

5. Click on the level of activation you need. For a level 2 activation, click on list 30004.

30001: UVD Dispatchers
 30002: UVD CART
 30003: Tech Rescue L1
 30004: Tech Rescue L2
 30005: UVD List 5

6. To the right, just above the lists, you will now see buttons. Click on NEXT.

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7. You are now at the screen to configure your event. On the left side, there are check boxes for Voice, Email and SMS. Click on the SMS box only.

Initiate Event [button] Cancel [button]

Configure your Event

Event Channels:

Select All

Voice

Email

SMS

General [tab] SMS [tab]

Event Options

Creator: [text field]

Event Description: Important Message

Start Date: 3/23/2011 [calendar icon]

Start Time: 02 : 15 PM

Stop Time: 10:00 PM

8. Before you move on, you need to configure one more thing on the screen. There is a box marked STOP TIME. It defaults to 10:00 PM. Using the drop down, scroll all of the way to the top and select UNLIMITED.

Start Date: 3/23/2011 [calendar icon]

Start Time: 02 : 15 PM

Stop Time: 10:00 PM [dropdown]

General [tab] SMS [tab]

Event Options

Creator: [text field]

Event Description: Important Message

Start Date: 3/23/2011 [calendar icon]

Start Time: 02 : 15 PM

Stop Time: 10:00 PM [dropdown]

8:15 PM

8:30 PM

8:45 PM

9:00 PM

9:15 PM

9:30 PM

9:45 PM

10:00 PM

10:15 PM

10:30 PM

10:45 PM

11:00 PM

11:15 PM

11:30 PM

11:45 PM

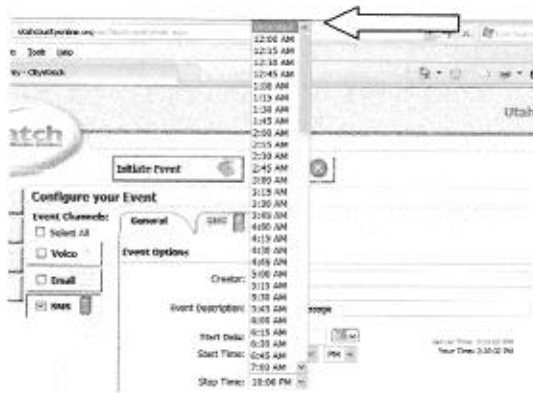
Save [button] Cancel [button]

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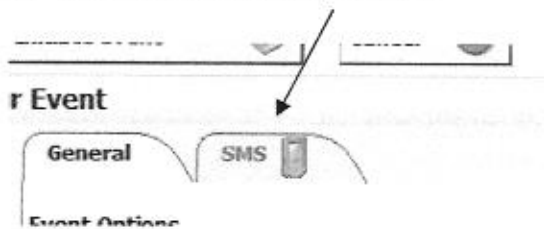
Event Description:

Start Date:

Start Time: :

Stop Time:

9. Click on the tab marked SMS



10. This will take you to the screen where you can enter the message to be sent. Here is an example of a message.

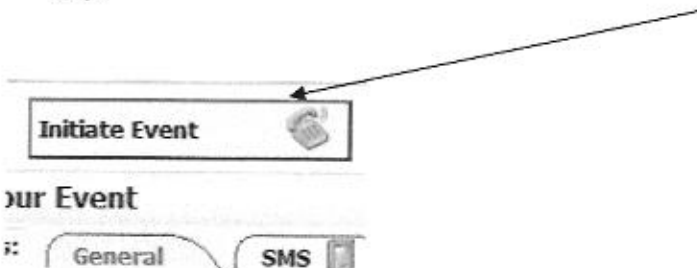
SMS Message

Message Type:

59 characters

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11. When you are done with the message, click on the INITIATE EVENT button at the top.



12. City Watch will then give you the following box:



Click on OK and the box will disappear.

13. You will now see a screen where you can view a progress report. City Watch will also send you an email that a message has been sent.

Event Details

Hide Event Details Archive Event

Select a report to view: --Available Reports-- View Report

Event ID: 1986
 Status: COMPLETE
 Started: 3/23/2011 2:36 PM
 Duration:
 Total Call Minutes Used: 0 (0 Billing)
 Created by: nreans (30427)
 User Class: FN
 Channel Message:

Last Status Summary:

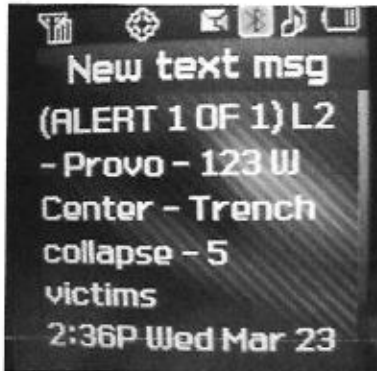
Status	Count	Percent
EMAIL SENT	1	100.00%
Total	1	

Channels Progress

Channel: SMS
 Progress: 100% (1 of 1)

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14. The message appears on the receiver's cell phone like this:



- E. Procedures for the SRT commanders and fire field commanders
1. All requests for an SRT response to any jurisdiction in Utah County shall be initiated by the on-scene Incident Commander of the agency having jurisdiction. The request shall be routed to UVD for all SRT notifications regardless of the jurisdiction initiating the request.
 2. The requesting agency shall provide all relevant information to UVD, including the type of response requested (Haz Mat, Trench Rescue, Structural Collapse, Confined Space, High Angle/Ropes), location of incident, and scope of the incident. The emergency response information will be updated through UVD as applicable.
 3. Upon receipt of the SRT response request, UVD will immediately initiate a Level II response. UVD will notify the dispatch centers of Orem, Provo and Pleasant Grove in order to inform their on-duty Shift Commander of the Level II request. Level II activation will serve as notice to all SRT members that an incident is in progress.
 4. The designated SRT Operations Officer will determine if a Level I activation will be initiated after consultation with the on-scene Incident Commander.
 5. If a Level I Activation is required, the SRT Operations Officer will direct UVD to initiate that response.
 6. Following a Level I Activation, all necessary response information will be made available to the responding SRT members. Responding SRT members will report to the designated SRT Support Officer for that specific incident.

APPROVED IN THE OPERATIONS BOARD MEETING HELD: May 5, 2011	POLICY EFFECTIVE DATE: May 12, 2011
<i>Deborah L. Mecham</i> EXECUTIVE DIRECTOR	<i>Rand Andrus</i> OPERATIONS BOARD CHAIRMAN