

Dispatch Training

2002

GOALS:

****MAINTAIN SEARCHER SAFETY****

The most important job of the dispatcher is to ensure effective communication and safety throughout the search. (*That means searchers en route, on scene, and homeward bound!*)

Complete and Accurate Documentation

Document, DOCUMENT, Document!

Determine the Availabilities of BRMRG Members

Must get base the personnel resources it needs to run an effective search.

Determine the Availabilities of Other ASRC Groups

The BRMRG dispatcher also serves as the conference dispatcher for the ASRC. The dispatcher also needs to keep track of teams *en route, on scene* and *homeward bound* from other groups.

Determine the Equipment, Personnel, and Other Needs of Base

Need to understand what resources Base needs, or call and find out. Meeting those needs means getting appropriate personnel and sending them with the appropriate resources.

Plan for FUTURE DISPATCH!

Dispatchers need to ensure that someone is available to replace them and to fill future shifts.

BACKGROUND (OR "A LIL' BIT O DISPATCH THEORY")

The Virginia Department of Emergency Management (DEM) is the agency responsible for running Virginia's inland SAR as well as alerting resources of requests from other states. Two of their most important resources are the _____ (Winnie Pennington) and the various _____ (SARDO). Under some circumstances DEM or Base may send their communications through the dispatcher instead of dealing directly, so the dispatcher should be aware of whom DEM is.

OPENING/TAKING OVER DISPATCH (OR "DON'T GO IN BLIND, GET ALL THE INFO YOU CAN")

Get the important information from the current dispatcher:

- Incident Summary
- Basic Subject Profile
- Groups Alerted (don't forget MARG and AMRG!)
- Directions to scene
- Base Phone #
- Info on Avail Board and Mission Board
- Personnel and Equipment Needs
- Name and number of Dispatch Supervisor
- Dispatch Replacements

DISPATCH LOG (OR "THE COMPUTER IS OUR FRIEND")

The Dispatch Log is a word document of everything that occurs in a search. All _____, _____, and _____ are recorded. Remember to SAVE frequently!

FOUR WAYS TO SEND A PAGE (OR "IF AT FIRST YOU DON'T SUCCEED . . .")

1. _____ (Computer Program)
2. _____ (pages can be delayed from hours to days, so be sure to check the dispatch pager!)
3. _____ (numeric pages, remember the Pager Codes)
4. _____

SENDING EMAILS (OR "LET'S KEEP IN TOUCH")

Use the account asrcdispatch@hotmail.com, login and password located on the computer.

An email must be sent out at the _____ of a new search, during a search with _____, and at the _____ of a search.

LOCKER PHONES (OR "TELE-COMMUNIATION IN THE 21ST CENTURY")

A dispatch gets most of his/her information through telephone conversation: with _____, with _____, with the _____. It's important to be _____! A good way to answer the phone during a search is "ASRC Dispatch. This is <<insert name here>>."

Bathroom Protocol (cause when ya gotta go...): take both phones off the hook. That way, anyone trying to reach Dispatch will receive a busy signal, and will call back. Don't waste time; you are an essential part of the search effort.

PAGER CODES (OR "GOTTA GIVE YA SOMETHING TO MEMORIZE")

These are the numeric codes used to send information over the ASRC Pager Net during a search:

0XX ASRC Personal Identification Number

000 Disregard last page

100 AO>: Alert Officer call the following number.

101 Handled: An AO, ACA, or a DS has answered a 100, 103, or 106 page

102 IC>: Incident Commanders call the following number.

103 ACA>: Area Command Authority call the following number.

105 Disp#: Dispatch changed to the following number.

106 DS>: Dispatch Supervisor call the following number.

123 Test: Pager test code, call the following number.

111 Notification: a search is occurring and ASRC response is unlikely.

222 Alert: a search is occurring and ASRC response is likely in the next 12 hours.

331 OHT: Overhead team requested consisting of an IC and 1-3 IS.

332 LCO: Limited Callout, a request for a specific type or number of ASRC resources.

333 FCO: Full Callout.

441 _____: Subject found alive.

442 _____: Subject found alive, needs medical attention.

443 _____: Subject found not alive.

444 Turn: Teams in route turn around.

445 Susp: Search is suspended.

551 B>: Base call the following number.

552 D>: Dispatch call the following number.

553 Te>: Teams in route call the following number.

554 GD>: All group dispatchers call the following number.

600 BOD>: Two members of the Board of Directors call the following number.

650 DO>: Dispatcher to the locker, then call the following number.

651 DO Hdl: A DO has answered the 650 page, followed by the DO's PIN.

7XX BRMRG Personal Identification Number

888 Dispatch closing. (Anna)

999 Dist>: Disaster

TAKING AVAILS (OR "WHOSE DOING WHAT AND WHEN")

Group avails give Base a sense of what resources they'll have to work with in the immediate future and over the next 48 hours. Our Dispatcher is responsible for both _____ and _____ avails.

Avails can be gotten from BRMRG members in 3 ways:

1. _____
2. _____
3. _____ (This is mandatory! Also, make sure to include roster with Dispatch Log at close of search!)

Avails can be gotten from other ASRC through the individual _____ (GDOs):

1. send out a 554 page
2. call the Primary, Secondary, or Tertiary phone numbers for other groups (numbers are found on the *desktop in front of the computer*)

**** Remember to record contact with GDOs on the info board – don't leave it to memory.****

Keep track of ALL avails on the Avail Board – remember this is essential for searcher safety!

DISPATCH SUPERVISOR (OR "YOUR DISPATCH SAVIOR")

All Dispatch Officers are supported by a Dispatch Supervisor. *Do not hesitate to call your DS!* They are experienced Alert Officers there to help if:

- An unfamiliar problem arises
- If a second search begins
- If the Press calls
- Anytime you feel uncomfortable about the situation in dispatch

CLOSING DISPATCH (OR "AHHH... TIME TO GO BACK HOME AND SLEEP")

- Make certain everyone is home – ASRC Dispatch cannot close until every last ASRC member has been accounted for
- Call the _____ and tell them ASRC Dispatch is closing
- Change Answering Machine message
- Send out an _____ page
- Print out _____ copies of the completed Dispatch Log: put one copy in the BRMRG ADC box and one copy in the ASRC ADC box

DISPATCH OFFICER TRAINING CHECK-LIST

(It's amazing how easy this is!!!)

I have completed (please check off):

_____ Classroom Dispatch Training

_____ 3-hour Apprentice Dispatch Shift during a search.

Please write name of DO: _____

_____ 3-hour Solo Dispatch Shift during a search

Please write name of DS: _____

_____ Written test

CONGRATULATIONS!

**** Return to Eric Berlin for Alert Dispatch Coordinator approval****