

# Litchfield County Dispatch Radio System



*Fire & EMS  
Operational Protocols*

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# ***Introduction***

The Following Operational Protocols are to help ensure the most efficient and effective use of our radio system.

Adhering to these communication protocols will allow all services to facilitate their communications to provide for the safety and welfare of the people we serve.

# ***General Radio Standards and Practices***

## ***Use of Clear Text***

- Avoid Codes and Signals: LCD has stopped using codes to ensure clarity and interoperability among different agencies and responders.
- Plain Language: Using plain, clear, concise language is encouraged to avoid misunderstandings.

## ***Radio Discipline***

- Limit Transmission Time: Keeps the frequency available for critical communications; messages should be brief and to the point.
- Priority Communication: Emergencies or urgent communications should be given priority. Non-urgent messages should be deferred or relayed through other means.
- Listening Before Transmitting: This ensures the channel is clear and prevents stepping over ongoing communications.
- Acknowledgment of Messages: Receipt of messages should be confirmed to ensure that critical information is successfully communicated.

## ***Channel Management***

- Dedicated Channels: For larger incidents, dedicated channels may be assigned to different aspects of the operation (e.g., operations, logistics, command) to reduce congestion.
- Interoperability Channels: Channels or frequencies set aside for multi-agency coordination are essential for large-scale or cross-jurisdictional incidents.
- Regular Testing and Maintenance: Ensuring radio equipment and channels are functioning correctly through regular checks.

## ***Training and Exercises***

- Regular Training: All users should be trained in proper radio usage, including hands-on practice, to ensure they are comfortable and proficient.
- Simulated Exercises: Participating in drills and simulated emergency scenarios helps reinforce proper radio communication practices under pressure.

## ***Standard Operating Procedures (SOPs)***

- Development of SOPs: Clear guidelines on radio communication procedures, including channel assignments, priority system, and emergency activation protocols.
- Accessibility: SOPs should be readily available to all personnel for reference and review.

## ***Incident Command System (ICS) Integration***

- ICS Structure: Radio communication protocols should integrate with the ICS structure, ensuring clear communication paths according to the incident command hierarchy.
- Unified Command Communications: Establishing a unified command structure helps streamline communications in incidents involving multiple agencies.

# LCD Response Definitions

## As defined by LCD

- **Hot Response** Emergency Lights and Sirens Safely with due regard
- **Cold Response** No Emergency Lights, No Sirens. Proceed with traffic
- **Emergency/ Priority Traffic** Radio transmissions that involve immediate threats to life or property. (Primarily used during Wide Area Incidents)

## EMS Priorities (As recognized by the Priority Dispatch EMD Protocol & Litchfield County Dispatch Inc.)

- **Omega/Alpha** “Cold Response” – Important/Non-Life Threatening
- **Bravo** “Hot BLS Response” – Mid Priority
- **Charlie** “Hot BLS, Cold ALS Response” – Possibly Life-Threatening
- **Delta/Echo** “Hot BLS, HOT ALS Response” – Life Threatening/Imminent Death

# Radio Language

## Dispatch Language

- Exact Nature of the Emergency Accident
- Exact Nature of Fire w/ EFD Code (if applicable)
- Exact Nature of EMS Incident W/ EMD Code
- Exact Nature of Drill
- Exact Nature of Non-Emergency Incident

*Example: “LCD to Bantam Fire, Respond to 123 Main St. for a Structure Fire”*

## Response Language

- (Unit ID) Enroute to Headquarters
- (Unit ID) On the Air, awaiting a crew
- (Unit ID) Enroute to the Scene
- (Unit ID) On Scene

## Command Language

- Incident Under Control
- (Unit ID) Enroute to (Destination Hospital/LZ)
- (Unit ID) Arrival at (Destination Hospital/LZ)
- All Unit(s) are Clear the Scene/EMS Destination
- All Unit(s) are Back in Service
- (Service) Incident Terminated, Off the Air

# **LCD Dispatch**

## **LCD TRANSMIT ONLY FREQUENCY**

- All dispatching from LCD is done on this channel.
- This channel has no receivers; field responders will not be able to transmit.

# **LCD Response**

- Used by the department's chief officers to advise "En route to headquarters" or "En route to the scene." Additional responders should use the FireTek application if able (see "FireTek" below).
- The dispatcher will provide incident details and updates to the first fire officer or EMS responder who signs on the air.
- Used by responding apparatus to radio "En route to the scene" or "arrival on the scene." Any other coordination traffic, such as "on the air awaiting a crew" or "awaiting a driver," should be done on a scene/TAC channel or private channel.
- Used by 1<sup>st</sup> unit to advise they have arrived "On scene" and to provide an initial scene size-up.
- The Incident Commander will advise the dispatcher when they are switching to Command on this channel.
- Used by the apparatus to advise they have arrived "On scene."
- Used by the assigned EMS duty crew to advise they are "En route to headquarters" or "En route to the scene."
- Used by EMS apparatus to advise they are "On Scene," "En route to (EMS Destination)," and "Arrival at (EMS Destination)."
- Scene operations will not take place on this channel, but rather on a scene/TAC or private town channel.
- Used by OIC or apparatus to advise they are returning, available, and incident terminated. Note: The first unit to advise via radio marks the entire service as such.

# **LCD Command**

- Used for CRITICAL and IMPORTANT communication between LCD and Incident Command.
- Used for on-scene command communications with sector chiefs or officers.
- All on-scene coordination will be done using a channel not monitored by LCD (i.e., scene channel, TAC channel, or private town channel)

## ***FireTek***

- This mobile application sends emergency responders' responses directly into LCD's CAD to help reduce radio traffic and shares this information with other responders.
- After the first officer or apparatus signs on via the radio, all additional Fire/EMS responders, including apparatus that can use the mobile application, shall use FireTek to indicate "en route," "on scene," and "clear the scene" of an incident.
- If there is no radio response from a dispatched service, the dispatcher will continue to follow standard dispatch procedures.
- The dispatcher will announce all apparatus en route and arrival responses over the 'LCD Response channel.
- Ambulances with access to FireTek shall use it to indicate they are 'en route at EMS destination' or 'arrival at EMS destination.' The dispatcher will transmit these updates over LCD Response.
- The fire/EMS service must transmit the incident termination on 'LCD Response,' not via the FireTek application.

## ***Zello***

- Zello is a free walkie-talkie app for smartphones, tablets, laptops, and desktop computers. The app requires an Internet connection to work properly, whether it's through Wi-Fi or a mobile data network. Unlike the standard calls you can make on the device of your choice, Zello connects you to fellow users and radio channels where large groups can talk regardless of distance.
- Zello allows radio transmissions on LCD Response and LCD Command channels, including the ability to receive audio from LCD Dispatch.

## ***Technology Limitations in Emergency Notifications***

- Technology isn't foolproof; issues like network problems or device malfunctions can occur.
- Relying solely on phone notifications for emergencies isn't guaranteed due to connectivity issues or battery drain.
- Unlike dedicated devices like pagers or radios, phones depend on networks that can be disrupted during emergencies.

# ***LCD Radio Programming Requirements***

*All radios with the ability to transmit on LCD's radio system will adhere to the following requirements:*

- An MDC identifier will be transmitted when the PTT button is pressed.
- Dispatch is to be programmed as a receive-only channel in all radios. No incoming transmissions from the field will be heard.
- Radios will be programmed with a 30-second maximum transmit time. After 30 seconds of transmit time, the radio will automatically time out and stop transmitting. This will help curb long-winded transmissions and prevent extended, inadvertent open mics from potentially impacting important communications.
- The LCD Zone template will be shared for all county radios to utilize.
- The emergency alert frequency will be programmed to use the active radio channel. (i.e., typically simplex (scene/TAC channels for fire incidents and LCD response for ambulance services)
- If the department wishes to utilize a DVRS repeater. They may program it however the department sees fit as long as it transmits an MDC identifier.

**Any radio that does not meet or is unable to meet these specifications will be restricted from transmitting on LCD's radio system.**



# LCD Radio Channels

LCD Recommended Radio Programming\*

LCD Zone	Standard 800 Lineup
LCD Dispatch	LCD Dispatch T
LCD Response	LCD Response T
LCD Command	LCD Command T
Scene 4	LCD TAC 1
Scene 5	LCD TAC 2
Scene 6	LCD TAC 3
Scene 7	LCD TAC 4
Scene 8	LCD TAC 5
Scene 9	LCD TAC 6
Scene 10	LCD TAC 7
Scene 11	LCD TAC 8
Scene 12	LCD TAC 9
Traffic 13	LCD TAC 10
Airtac 14	LCD TAC 11
Departments Scene Channel	LCD TAC 12
	LCD TAC 13

## Frequencies

LCD Dispatch	155.1075 82.5T
LCD Response	159.1125TX/155.0925RX 071D
LCD Command	158.7300TX/155.1225RX 532D
Scene 4	155.8125 072D
Scene 5	155.8275 025D
Scene 6	156.0075 051D
Scene 7	155.8125 172D
Scene 8	155.8275 125D
Scene 9	156.0075 152D
Scene 10	155.8125 271D
Scene 11	155.8275 205D
Scene 12	156.0075 244D
Traffic 13	158.3025 532D
Air-tac 14	150.790

# Scene Channels 4-12

- Scene channels are pre-assigned, one per town
- If additional scene channels are needed, LCD will assign a scene channel.
- The incident commander may request a channel change.
- LCD may change a department's scene channel.
- Used for routine communications
- Used before or upon "Arrival on scene."
- Used for scene operations
- Used between department base and field units.
- LCD does not monitor these channels

Service	Scene Channel	
Bantam Fire Department	7	<b>Scene 4</b>
Barkhamsted East Fire Department	4	Barkhamsted
Bridgewater Fire Department	12	Kent
Colebrook Fire Department	8	Salisbury
Cornwall Fire Department	10	
East Hartland Fire Department	9	<b>Scene 5</b>
East Litchfield Fire Department	7	New Hartford
Falls Village Fire Department	6	North Canaan
Goshen Fire Department	11	
Harwinton Fire department	6	<b>Scene 6</b>
Harwinton Ambulance	6	Canaan (Falls Village)
Kent Fire Department	4	Harwinton
Lakeville Fire Department	4	
Litchfield Fire Department	7	<b>Scene 7</b>
Litchfield Ambulance	7	Litchfield
Morris Fire Department	11	Norfolk
New Hartford Fire Department	5	
New Hartford Ambulance	5	<b>Scene 8</b>
Nepaug Fire Department	5	Colebrook
Norfolk Fire Department	7	Warren
Norfolk Ambulance	7	
North Canaan Fire Department	5	<b>Scene 9</b>
North Canaan Ambulance	5	Hartland
Northfield Fire Department	7	Washington
Pine Meadow Fire Department	5	
Pleasant Valley Fire Department	4	<b>Scene 10</b>
Riverton Fire Department	4	Cornwall
Salisbury Ambulance	4	Sherman
Sharon Fire Department	12	
Sherman Fire Department	10	<b>Scene 11</b>
Warren Fire Department	8	Goshen
Washington Fire Department	9	Morris
Washington Ambulance	9	
West Hartland Fire Department	9	<b>Scene 12</b>
		Bridgewater
		Sharon

# ***LCD TAC Channels***

*(700/800 Radios only)*

- “Tac 1” and “Tac 2” are designated as additional coordination channels. LCD can monitor these channels, which are assigned at the request of the incident commander.
- LCD will assign LCD TAC Channels (TAC 3-13) at the request of the incident commander. LCD does not monitor these channels.

## ***Traffic 13***

- Used by Field Units to coordinate traffic control at the scene of an incident.
- Primarily used by Fire Police.

## ***Air Tac 14***

- Used by field units to communicate with responding air support.
- Life Star, Trooper 1, Etc.

# C-Med

- When the ambulance crew is ready to communicate with the hospital, the ambulance will advise LCD on the appropriate “Call Channel” (see below for channel list) by transmitting the following information.

(Ambulance service) to LCD requesting a patch to (destination hospital), (priority level)

\*If appropriate, specify “for medical control.”

- Priority Levels
  - Emergency/Urgent
  - Emergency/Stable
  - Non-Emergency:

*If you can not reach LCD on the listed Call Channel after two attempts, radio to LCD on the “LCD Response” frequency.*

- Change your MED radio to the LCD-assigned Patch Channel.
- Communicate with the hospital or medical control on the LCD-assigned Patch Channel.
- When you are finished communicating with the hospital or medical control, radio to LCD on the assigned Patch Channel that you are clear of the patch.
- A request to leave a C-MED patch open can be made for “priority 1” calls when continuous open communication with the hospital or medical control is essential.

NOTE: If you are transporting to a hospital not serviced by LCD, radio to LCD on your appropriate Call Channel before leaving the area for instructions on what C-MED center to contact for the facility you are transporting.

Facility	C-Med	Call Channel	Patch Channel	Phone Line
Backus - Norwich	Norwich Cmed	E Med 9 E	Med 1 or 4	860-886-1461
Backus Health CTR - Plainfield	QVEC CMED	E Med 9 E	Med 4	860-774-7555
Bridgeport Hospital	SW CMED	SW Med 9	SW Med 3	203-338-0762
Bristol Hospital	NC CMED	NC Med 10	NC Assigned	860-769-6051
Charlotte Hungerford	LCD CMED	NW Med 3	NW Med 3	860-496-0711
CT Children's - Hartford	NC CMED	NC Med 10	NC Assigned	860-769-6051
Danbury Hospital	NW CMed	NW Med 10	NW Med 8	203-758-0050
Day Kimball -	QVEC CMED	E Med 9 E	Med 7	860-774-7555
Greenwich Hospital	SW CMED	SW Med 5	SW Med 1	203-338-0762
Griffin - Derby	NW CMed	NW Med 102	NW Med 42	203-758-0050
Hartford Hospital	NC CMED	NC Med 10	NC Assigned	860-769-6051
HCC New Britain	NC CMED	NC Med 10	NC Assigned	860-769-6051
HCC Southington	NC CMED	NC Med 10	NC Assigned	860-769-6051
John Dempsey UCONN	NC CMED	NC Med 10	NC Assigned	860-769-6051
Johnson Memorial	TN CMED	E Med 92	E Med 72	860-875-2543
L+M New London	GFA Cmed	E Med 9 E	Med 6 or 8	860-445-2497
L+M New London	Waterford Cmed E	Med 9 E	Med 5	860-442-5331
L+M Pequot - Groton	GFA Cmed	E Med 9 E	Med 6 or 8	860-445-2497
Manchester Hospital	NC CMED	NC Med 10	NC Assigned	860-769-6051
Manchester Hospital	NC CMED	NC Med 10	NC Assigned	860-769-6051
Middlesex - Marlborough	Valley Shore	SC Med 62	SC Med 62	860-399-7981
Middlesex - Marlborough	QVEC CMED	E Med 9 E	Med 5	860-774-7555
Middlesex - Middletown	Valley Shore	SC Med 62	SC Med 62 or 2	860-399-7981
Middlesex - Westbrook	Valley Shore	SC Med 62	SC Med 62 or 32	860-399-7981
Middlesex Middletown	Valley Shore	E Med 4 E	Med 4	860-399-7981
Midstate - Meriden	NW CMed	NW Med 102	NW Med 82	203-758-0050
Milford Hospital	SW Cmed	SW Med 9	SW Med 52	203-338-0762
New Milford Hospital	NW CMed	NW Med 10	NW Med 7 or 2	203-758-0050
New Milford Hospital	LCD CMED	NW Med 4	NW Med 4	860-496-0711
Norwalk Hospital	SW CMED	SW Med 10	SW Med 7	203-338-0762
Rockville General	TN CMED	E Med 92	E Med 12	860-875-2543
Sharon Hospital	LCD CMED	NW Med 2	NW Med 2	860-496-0711
ST Francis - Hartford	NC CMED	NC Med 10	NC Assigned	860-769-6051
ST Mary's - Waterbury	NW CMed	NW Med 10	NW Med 5	203-758-0050
ST Vincents - Bridgeport	SW CMED	SW Med 9	SW Med 8	203-338-0762
Stamford Hospital	SW CMED	SW Med 5	SW Med 6	203-338-0762
Waterbury Hospital	NW CMed	NW Med 10	NW Med 6	203-758-0050
West Haven VA	MedComm	SC Med 10	SC Med 8	203-499-5607
Windham Hospital-Willimantic	WW CMED	Med 9	E Med 6	860-465-3128
Winsted Health Center	LCD CMED	NW Med 7	NW Med 7	860-496-0711
Yale - Guilford	Valley Shore	SC Med 22	SC Med 22 or 32	860-399-7981
Yale - ST Rays	MedComm	SC Med 10	SC Med 6	203-499-5607
Yale - ST Rays	Valley Shore	SC Med 22	SC Med 22 or 2	860-399-7981
Yale - York Street	MedComm	SC Med 10	SC Med 7	203-499-5607
Yale - York Street	Valley Shore	SC Med 22	SC Med 22 or 2	860-399-7981

# Fiberlink Intercom System

(Mitel Phone)

- Fiber-connected intercom system with LCD and surrounding departments.
- This internal system can only call other phones within the network. It will not make external calls.
- Speed dials have been programmed into the phones to connect LCD dispatch, administration, and neighboring departments. A 4-digit phone list of all department extensions was deployed with each Fiberlink phone.
- Fiberlink phones can be used for routine communications with LCD dispatch. (i.e., times, general inquiries) and other services.
- Fiberlink phones may also be used to communicate with LCD during emergencies and/or in the event of widespread or isolated weather-related incidents.

## STOCS

See the State Resource list to locate the nearest STOCS unit  
State Tactical On-Scene Channel System (STOCS) Frequencies

Channel ID	VHF	UHF	800 MHz	Operational Area by County
STOCS-1	154.4525 MHz	458.4625 MHz	855.9875 MHz	All Counties
STOCS-2	158.7375 MHz	458.7125 MHz	855.7125 MHz	All Counties Except Fairfield
STOCS-3	159.4725 MHz	458.8625 MHz	858.4625 MHz	All Counties Except Fairfield & New London
STOCS-4	158.7375 MHz	458.7125 MHz	860.2375 MHz	ONLY in Fairfield County
STOCS-5	159.4725 MHz	458.8625 MHz	856.2625 MHz	ONLY in Fairfield & New London Counties

Verified as of 10/2018

The CTCSS (Continuous Tone Coded Squelch System) Tone of 156.7 (5A) will be used for these frequencies. **These Frequencies may be used only in Mobile/Portable radios with a Maximum output power of 5-Watts** Power restriction is imperative; transmitting powers over 5 Watts will cause adjacent channel interference on other STOCS channels and render the Cross Band Repeater (CBA) inoperative.

All five STOCS channels shall be programmed into each portable radio to ensure compatibility and maximum flexibility.

# ***Technical Emergency***

## ***Declared by LCD ONLY***

- Under a Technical emergency, LCD's facility and/or ability to communicate has been jeopardized.
- Emergency Service departments shall decentralize communications.
- All Departments will staff their stations with an individual and provide dispatch services for their department.
- LCD will be notified via the Fiberlink Phone (Mitel) once the department is staffed.

# ***Wide Area Incident Emergency***

## ***Declared by LCD ONLY***

- A wide area incident, intentional or unintentional, has occurred or is imminent.
- A wide area incident shall be declared when the number of incoming 911 calls exceeds normal capacity for an extended period, and the situation will extend for multiple hours.

### Upon Activation:

- Additional dispatchers and call-taker positions within LCD will be activated and staffed.
- Emergency Service departments shall staff their facility and prepare for emergency and non-emergency deployment.
- Once staffed, the department will notify LCD via the Fiberlink Phone (MITEL).
  - All Priority 1 & 2 incidents will be dispatched as normal.
    - PRIORITY 1: LIFE SAFETY (Medicals, MVAs)
    - PRIORITY 2: PROPERTY PRESERVATION (structure & brush fires, HazMats)
  - All Priority 3 incidents will be given to the service's base over the Fiberlink Phone (MITEL).
    - PRIORITY 3: Environmental Hazards (wires down, trees down, flooded roads, pump outs)
  - All Priority 3 incidents received by a service are to be recorded by the service for incident number after the Wide Area Incident Emergency is completed.
  - All service bases will coordinate with field units on scene channels for priority 3 incidents.
  - All service bases will contact Eversource or other needed agencies for priority 3 incidents.
  - LCD will contact Eversource or other needed agencies for priority 1 & 2 incidents.
- LCD will document all pertinent information on priority 1 & 2 incidents.
- When a Priority 3 call is queued for dispatch, the secondary or tertiary county dispatcher will notify the department's base station via the Fiberlink Phone (MITEL). Priority 3 incidents will be documented with an Incident Number, Dispatch Date/Time, and Time given to base.

# Eversource

**Fire and Police line only – Not to be given to or used by the public**

Eversource requires the following information to report electrical incidents:

- Town
- Street Address with closest numeric
- Nearest cross street
- Pole number
- Nature. i.e., wires down, poles on fire, trees on wires, wires interfering with roadway
- Equipment involved. i.e., primary or secondary wires, transformers
- Priority Level

## **Eversource Priority Level System**

*For Emergency response involving electrical hazards*

### **Priority 1      “Life-Threatening”**

- A situation where an individual(s) cannot be rescued until the power company either shuts off the power or disconnects a service line at the scene.

*Example 1:* An individual (conscious/unconscious) is trapped in a vehicle with a fallen power line lying across it.

*Example 2:* A structure is on fire, and an individual(s) is trapped. Power lines hinder rescue efforts (i.e., raising ladders).

### **Priority 2      “Hindering Operations”**

- A situation where an electrical hazard hinders operation but is not life-threatening.

*Example 1:* A structure is on fire, no one is inside, and the fire department cannot disconnect power at the fuse/circuit breaker box.

*Example 2:* A structure is on fire and in the process of being extinguished. Service wires to the building hinder or obstruct full access for overhaul and other related operations.

### **Priority 3      “Non-life threatening electrical hazard”**

- A situation where an electrical hazard exists but is in a nonthreatening location or poses no immediate threat to life or property.

*Example 1:* Wires down or a transformer fire. Police or fire departments are standing by to secure the scene with an appropriate safety zone.



# ***Connecticut Department of Transportation***



**Fire and Police line only – Not to be given to or used by the public**

To report hazardous incidents on a state road or highway

## ***Connecticut State Police***

Troop A: 800-376-1554 ----- 203-267-2200

Troop B: 800-497-0403 ----- 860-626-1820

Troop L: 800-953-9949 ----- 860-626-7900

## ***Standards of Use Agreement***

Effective enforcement and adherence to these protocols ensures fire and EMS services respond effectively to emergencies. Dispatch has the authority to direct responders to different channels based on call volume to ensure effective coordination of services. Failure to follow the guidelines outlined in this document will result in the offending individual's service chief being notified and may result in a meeting with the LCD Protocol committee and disciplinary action up to the revocation of radio privileges.