

# 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.

# 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 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 Emergency Accident
- Exact Nature of Fire
- 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 Radio Channels

LCD Recommended Radio Programming\*

| LCD Zone                  | Interoperability Zone     |
|---------------------------|---------------------------|
| Dispatch 1                | Dispatch 1                |
| Command 3                 | Command 3                 |
| Scene 4                   | STOCS-1                   |
| Scene 5                   | STOCS-2                   |
| Scene 6                   | STOCS-3                   |
| Scene 7                   | STOCS-4                   |
| Scene 8                   | STOCS-5                   |
| Scene 9                   | *Open*                    |
| Scene 10                  | *Open*                    |
| Scene 11                  | *Open*                    |
| Scene 12                  | *Open*                    |
| Traffic 13                | *Open*                    |
| Airtac 14                 | *Open*                    |
| Inter-ops 15              | *Open*                    |
| Weather 16                | *Open*                    |
| Departments Scene Channel | Departments Scene Channel |

## Frequencies

|              |                         |
|--------------|-------------------------|
| Dispatch 1   | 155.1075                |
| Command 3    | 155.1225                |
| 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                 |
| Inter-ops 15 | 154.665 141.3T          |
| Weather 16   | 162.500                 |
| Intra-County | Rx:463.925 – Tx:468.925 |

\*Litchfield County Dispatch mandates an "LCD Zone" containing Channels 1 thru 16  
Including an Inter-Ops Zone containing STOCS frequencies

STOCS Frequencies may be used only in portable radios with a maximum output power of 5-Watts

# Dispatch 1

- All dispatching from LCD done on this channel.
- Used by responding department officers to radio “Enroute to headquarters” or “Enroute to the scene”.
- Used by responding apparatus to radio “On the air, awaiting a Crew” or “Enroute to the scene”.
- Used by 1<sup>st</sup> radio unit on scene to radio “On scene” advising size-up.
- Used by the 1<sup>st</sup> apparatus on scene to radio “On scene”.
- Used by assigned EMS duty crew or 1<sup>st</sup> 4 individuals responding to EMS incident radio “Enroute to headquarters” or “Enroute to the scene”.
- Used by EMS apparatus to radio “On Scene”.

## Normal Operations

LCD Dispatches  
Emergency  
All Priorities

Officers &  
Apparatus  
Enroute & On Scene

1<sup>st</sup> Unit on scene gives  
Size-up

Medical Crew  
Responding

1<sup>st</sup> Responder On  
Scene

## Technical Emergency

Service base will  
Dispatch Emergency

Should be  
considered  
**UNUSABLE** by  
LCD

## Wide Area Incident Emergency

LCD Dispatches  
Medical &  
Priority 1 & 2  
Emergencies

Officers & Apparatus  
Enroute & On Scene

1<sup>st</sup> Unit on scene gives  
Size-up

Medical Crew  
Responding

1<sup>st</sup> Responder On  
Scene

# Command 2

**\*\*Not In Service\*\***

# Command 3

- Used for CRITICAL and IMPORTANT communication between LCD and Incident Command and/or LCD and section officers.
- Used for CRITICAL communication between a mutual aid chief officer while enroute to an incident and the incident commander.
- Used for on scene command communications with sector chiefs or officers.
- Used by EMS apparatus to radio “Enroute/Arrival at (EMS Destination)”

## Normal Operations

To Radio: Incident under control, Service clear scene, Back in Service, Incident Closed/off the air

All Requests for Mutual Aid, or other agencies

## Technical Emergency

Should be considered  
**UNUSABLE**

## Wide Area Incident Emergency

To Radio: Incident under control, Service clear scene, Back in Service, Incident Closed/off the air

All requests for Mutual Aid, Priority 1 & 2 requests for other agencies

Notify LCD of Upgrade to Priority 1 or 2

# *Scene Channels 4-12*

- Scene channels are pre-assigned, one per town
- If additional scene channels are needed, LCD will assign an incoming departments scene channel.
- 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.

| 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                 |



## 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.

## Inter Ops 15

- Used by field units for operations with other agencies.
- State Police, State EMS, Emergency Management, DEP, FBI, Etc.

## Weather 16

- Receive only
- National weather service Albany 162.500
- Located atop Mohawk mountain in Cornwall

## C-Med

- When the ambulance crew is ready to communicate with the hospital or medical control, they should radio to LCD on the appropriate *Call Channel* shown below and request a patch, specify which hospital and the priority:
    - 1. Emergency/Urgent
    - 2. Emergency/Stable
    - 3. Non-Emergency
- If you can not reach LCD on the listed Call Channel after two attempts, radio to LCD on the "Dispatch" frequency.*
- Change your MED radio to the LCD assigned Patch Channel.
  - Communicate with hospital or medical control on LCD assigned Patch Channel.
  - When you are finished communicating with hospital or medical control, radio to LCD on the assigned Patch Channel that you are clear of the patch.

- A request for a patch to be left open should be requested only for “priority 1” calls, when continued 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 to.

| <b>Facility</b>                | <b>C-Med</b>     | <b>Call Channel</b> | <b>Patch Channel</b> | <b>Phone Line</b> |
|--------------------------------|------------------|---------------------|----------------------|-------------------|
| 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 Childrens - 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      |

Adopted 10/24/2002  
Revised 10/29/2020

## *Intra-County Radio System (UHF)*

- UHF repeaterized Business Radio Channel
- Department base radio control station
- Normal Operations: Should not be utilized
- During a Technical Emergency: Used by LCD for coordination of information and instructions to a department base.
- During a Wide Area Incident Emergency: Used By LCD for coordination of Priority 3 activity to a department base.
- In the event of a wide area incident or isolated weather related incident, a department may utilize the Intra-County (UHF) radio system for communication with LCD.
- If you do not have Intra-County UHF coverage in your area or the system is down, you can utilize the LCD Fiberlink Phone.

## *Fiberlink Intercom System (Mitel Phone)*

- Fiber connected intercom system with LCD and surrounding departments.
- This is an internal system and 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 were 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 for communications with LCD during emergency situations and/or when the Intra-County radio system is not available.

## *ICALL/ITAC/700&800 MHz Talk Groups*

- The Statewide ICALL/ITAC interoperability communications system is designed for use in emergency situations.
- ICALL/ITAC is an 800Mhz operable radio system that allows incident commanders to communicate with one another.

# STOCS

See State Resource list to locate 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 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, Transmit powers over 5 Watts will cause adjacent channel interference on other STOCS channels, as well as render the Cross Band Repeater(CBA) inoperative*

*To ensure compatibility and maximum flexibility, all five STOCS channels shall be programmed into each portable radio*

## Technical Emergency

### ***Shall only be declared by LCD***

- Under a Technical emergency, LCDs 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.
- When staffed, LCD will be notified on the Intra-County (UHF) radio system.

# Wide Area Incident Emergency

## *Shall only be declared by LCD*

- 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 of time and it is clear that 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.
- When staffed, LCD will be notified via the Fiberlink Phone (MITEL) or Intra-County (UHF) radio system.
  - All Priority 1 & 2 incidents will be dispatched in their normal way.
    - PRIORITY 1: LIFE SAFETY (Medicals, MVAs)
    - PRIORITY 2: PROPERTY PRESERVATION (house & brush fires, HazMats)
  - All Priority 3 incidents will be given to the services base over the Fiberlink Phone (MITEL) or Intra-County (UHF) radio system.
    - PRIORITY 3: Environmental Hazards (wires down, trees down, flooded roads, cellar 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) or Intra-County (UHF) radio system. Priority 3 incidents will be documented with an Incident Number, Dispatch Date/Time, and Time given to base.

### Normal Operations

None

### Technical Emergency

Dispatch All Priorities from LCD to service base

Service base to request additional services on priority 1 & 2 from LCD

### Wide Area Incident Emergency

Priority 1 & 2 incidents received by service base will be given to LCD

Priority 3 incidents received by LCD will be given to service 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, pole 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 are hindering rescue efforts i.e. raising ladders, etc.*

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

- A situation where an electrical hazard exists that is hindering operation but is not life threatening.

*Example 1: A structure is on fire, no one is inside and the fire department is unable to 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 are hindering or obstructing full access for overhaul and other related operations.*

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

- A situation where an electrical hazard exists but in a non-threatening location or of no immediate threat to life or property.

*Example 1:* Wires down or a transformer fire. Police or fire are standing by securing 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 |