

Montgomery County Fire and Rescue Service FIRE CHIEF'S GENERAL ORDER

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TO: All MCFRS Personnel

FROM: Fire Chief Scott Goldstein



SUBJECT: PremierOne CAD Unit Status Commands

With the implementation of the new PremierOne Computer-Aided Dispatch ("P1" CAD) system, MCFRS will introduce some new unit status codes which will allow for enhanced unit accountability and more accurate resource deployment and dispatching.

The following unit status codes will be used with PremierOne CAD, along with their definitions and required actions with each code.

UNIT STATUS COMMANDS FOR FIELD PERSONNEL OR ECC USE:

To initiate one of these status changes, users in the field will use their unit's Mobile Data Computer (MDC) running the PremierOne Mobile software. The Function Keys (F1 through F7) or the touch screen icons across the top of the display will be used to initiate a status change.

Once initiated, the status icon will change background color to red; and the unit status display drop-down menu will change to the active unit status, briefly changing font to green then back to black. This change in color is the indication that the PremierOne CAD has accepted the unit status change. **Users in the field must not use this drop down menu to change unit status. Any unit status changes other than those in the Function Keys and touch screen icons must be made verbally with ECC.**

Key: On-screen Button:

- F1 Enroute** Indicates that a unit is responding to an event and has met minimum staffing requirements.
- F2 On Scene** Indicates that a unit has arrived on scene of an event.
- F3 AOR** Indicates that a unit is out its quarters or has cleared an incident and is available for dispatch to an event (Available on Radio).
- F4 AIQ** Indicates that a unit is in quarters and available for dispatch (Available in Quarters). *The PremierOne CAD will add one minute to Automated Vehicle Routing (AVR) calculations to account for station turnout.*

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- F5 TX Begin** Indicates that a unit has begun transporting to a medical facility (Transport Begin). When the TRN status is initiated, a "Unit Status Change" pop-up window will appear. Users must type in the destination hospital name in the "Location" field, and then click the "Verify" button to the right, and select the correct name of the location (i.e., Shady Grove Hospital, Medstar Montgomery, etc.) from the drop-down list. If the transport location is not in Montgomery County, simply type the name of the facility in the Location field, DO NOT verify it, and continue as normal. A comment is required for this status, so be sure to make an entry in the "Unit Comments" field at the bottom of the form. When all steps are complete, click the "OK" button to submit.
- F6 TX Arrived** Indicates that a unit has arrived at the previously indicated hospital (Transport Arrived).
- F7 DOR** Indicates that a unit will be delayed (Delayed on Radio) for a specific reason (i.e., hose testing, drills with aerial up or hose off the engine, etc.). Use of this status must be approved by the appropriate Battalion Chief or LFRD Chief. When the DOR status is initiated, a "Unit Status Change" pop-up window will appear. Users must type in the name of the approving chief officer and the reason for the DOR status in the "Unit Comments" field, and then click the "OK" button to submit. *The PremierOne CAD will add two minutes to AVR calculations to account for making the unit available for response.*

UNIT STATUS COMMANDS FOR ECC USE ONLY:

Users in the field must not use their MDCs to initiate any of these status changes. These status codes must be initiated via a verbal transmission to ECC, or as otherwise noted, are for ECC use only.

Once initiated by ECC, the unit status display drop-down menu will change to the active unit status, briefly changing font to green then back to black. This change in color is the indication that the PremierOne CAD has accepted the unit status change.

AOS (Available on Scene) Indicates that a unit is still on the scene of a previous event, has a clear means of egress from the scene, and is available to respond to another event. *The PremierOne CAD will add one minute to AVR calculations to account for turnout.*

CMF (OOS at CMF) Indicates that a unit is out of service and either at, or enroute to, CMF.

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DDO (Double Dispatch - Out of Service) An automatic and momentary unit status used for units assigned to double dispatch (specialty units and their linked primary unit). When a specialty unit is dispatched on an event, the linked unit defaults to the DDO status. The ECC dispatcher must change the status of the linked unit to DDR, making it available again for dispatch. This status is for ECC use ONLY.

DDR (Double Dispatch Required) Indicates the status of a primary unit, when a specialty unit from the same station has been previously dispatched to an event, making the primary unit available for dispatch. When in this status, ECC will always double dispatch this unit (i.e., dispatching this unit and the next closest like unit). This status is for ECC use ONLY.

DET (Detailed – Other) Indicates that a unit is out of service on a detail for any reason not covered by the other statuses.

DSP (Dispatched) Indicates that a unit has been dispatched to an event, and has not yet statused Enroute. This status is for ECC use ONLY.

ENR2P (Enroute with 2 Personnel) Indicates that a unit is responding and has announced they are “enroute with 2 personnel.” ECC will dispatch another unit to supplement a unit responding as ENR2P.

ENRDO (Enroute Driver Only) Indicates that a unit is responding and has announced they are “enroute with a driver only.” ECC will dispatch another unit to supplement a unit responding as ENRDO.

ENRF3 (Enroute with a Firefighter 3 as Officer) Indicates that a unit is responding and has announced they are “enroute with a Firefighter 3 as unit officer.” ECC WILL NOT dispatch another unit to supplement a unit responding as ENRF3.

ENRNO (Enroute with No Officer) Indicates that a unit is responding and has announced they are “enroute without a unit officer.” ECC will dispatch another unit to supplement a unit responding as ENRNO.

FFR (Failure to Respond) Indicates that a unit has been dispatched to an event and has not acknowledged that they are enroute within 5 minutes of the time of being dispatched. This status is for ECC use ONLY.

FROMS (Out of Service at FROMS) Indicates that a unit is out of service at FROMS. This status must first be approved by the appropriate Battalion Chief or LFRD Chief.

MECH (Out of Service – Mechanical) Indicates that a unit is out of service for

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mechanical reasons.

OOC (Out of County Unit AIQ) Indicates that an out-of-county unit is available in its quarters for response into Montgomery County. *The PremierOne CAD will add one minute to AVR calculations to account for turnout.* This status is for ECC use ONLY.

OOS (Out of Service – Other) Indicates that a unit is out of service for any reason not covered by the other statuses.

PRE (Preempt) Indicates a unit that has been dispatched to an event and no longer is required to respond. This status is used to prevent a Unit Report from being required. This status is for ECC use ONLY.

PSTA (Detailed to the PSTA/Training) Indicates that unit is on a detail to the PSTA for training. This status must first be approved by the appropriate Battalion Chief or LFRD Chief.

UU (Uncontrolled) Indicates that a unit is to remain in CAD, but be placed out of service and no longer available for dispatch. This status is for ECC use ONLY.

Questions can be directed to the Communications Section Chief at 240-773-7101

