

Dispatch Setup

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Introduction



Dispatch Icon

This user manual describes how to setup the Dispatch module. Access the Dispatch setup by pressing the down arrow on the Dispatch icon.

Tab: General

The General tab includes three sections.

Tab General: Status Code Definitions

The following are definitions of each status code and how it is used. In order to use this tab, you must enter the Status Codes first.

Status Code Definition	Description	How it is Used	Example
Time Received	The time the call was received.	The time received status code is entered when the new call button is pressed.	REC
Time Dispatched	The time the call was dispatched.	The time dispatched status code is entered when the dispatched button is pressed.	DISP
Generated NFIRS	The time the NFIRS report was created for the selected agency. There can be more than one of these in a call.	Select the time stamp the drop down box.	NFIRS
Next Alarm Code	Next alarm code.	Select the time stamp the drop down box.	NA
Time Address Changed	The time the address of the call was changed.	Select the time stamp from the lookup. This table is maintained in the status code table.	CA
Time Call Type Changed	Notes the call type was changed	Time stamp of when call type was changed from that of original dispatch.	CCT
Time out of Station	Time apparatus leaves station and is en route to cal.	Note time when apparatus leaves station	ENR
Time Arrived at Scene	Time apparatus arrives at location of call.	Note time when apparatus arrives at location of call	SCENE
Time Controlled	Time incident command declares situation under control.	Note time IC declares situation under control.	UC
Time Unit Cleared	Time unit clears call.	Note time unit leaves scene	RD
Close Alarm	Time alarm is ended	Note time alarm is ended. Usually once all units have cleared the scene.	CL
Mobile Message	Mobile Message Code.	This status code represents messages from the mobile units.	MM
Notes Status Code	Notes Status Code	This status code represents the notes code.	NOTE

Tab General: Parameters and Functions

Field	Description	Comments	Example
User ESRI	Check this box to utilize the ESRI Soap Service for determining Latitude and Longitudes.	Only Alpine personnel can access this field. It needs a password.	N/A
Generate Response . . .	Check this box to generate a response running orders based on the call type, time of day, and location of the call.	Only Alpine personnel can access this field. It needs a password.	N/A
Show Nth Alarm . .	This activates or deactivates the N th alarm button.	Only Alpine personnel can access this field. It needs a password.	N/A
Don't Update Call Taker	This activates or deactivates the Agency Transfer field.	Only Alpine personnel can access this field. It needs a password.	N/A
Grid Refresh	This determines how often the polling takes place for refreshing the grids.	Only Alpine personnel can access this field. It needs a password.	2 - 10 seconds.
Dispatch Timer Default	This determines when the dispatch timer starts the audible alarm.	Enter the number of minutes in the space provided.	3 - 30 minutes.

Tab General: Call Taker Screen Setup

The check boxes are to display different fields in the call taker screen.

Tab: Status Codes

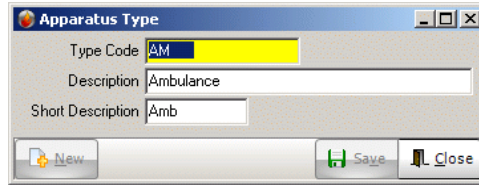
Select the Status Codes tab to enter the status codes. The following fields are entered:

Field	Description	Comments	Example
Status Code	Code	Must be Unique.	ENR
Apparatus Status #	Column number for placement in the Dispatch Command Screen, Truck Status window.	Start at 1, and increment from left to right.	2
Description	Description of the Code.	This is the long description.	Enroute.
Short Description	Short Description.	This is the short description used in the dispatch command screen.	ENR
Dispatch Screen Color	Dispatch command screen color of record in the Available Apparatus window.	This only applies to status codes that have a T in the Truck or Alarm field.	clred
(T) Truck or (A) Alarm	Determines which menu the status code will be assigned to.	Enter an A for progress status code and a T for Truck menu status codes.	T
Show in Available Apparatus Window?	Determines whether a truck is displayed in the available apparatus window in the dispatch command screen.	Only	N/A

Activate Pagers	Determines if pagers are activated when this status is used.		N/A
Print Rip and Run	Print a rip and run when this status code is entered.	There should only be one of these for the entire call.	N/A
Print End of Alarm	Print an attendance report	There should only be one of these for the entire call.	N/A
Add to Daily Log	Add a record to the daily log.	Check this off to log a record in the daily log.	N/A
The following fields are used for Mobile Dispatch Module			
Include in Mobile Dispatch			
Transmit to Unit Only	Transmits status to unit.		
Transmit to All Units			

Tab: Types and Locations: Types

Enter the apparatus types to be assigned to the apparatus created in the Apparatus tab of the Dispatch Setup function.



Field	Description	Comments	Example
Type Code	Code	Enter an abbreviation for the apparatus type.	EN, AM, HR
Description	Enter a description of the apparatus type	None	Engine, Heavy Rescue
Short Description	Enter a short description of the apparatus type	None	Eng., Rescue, Ladder

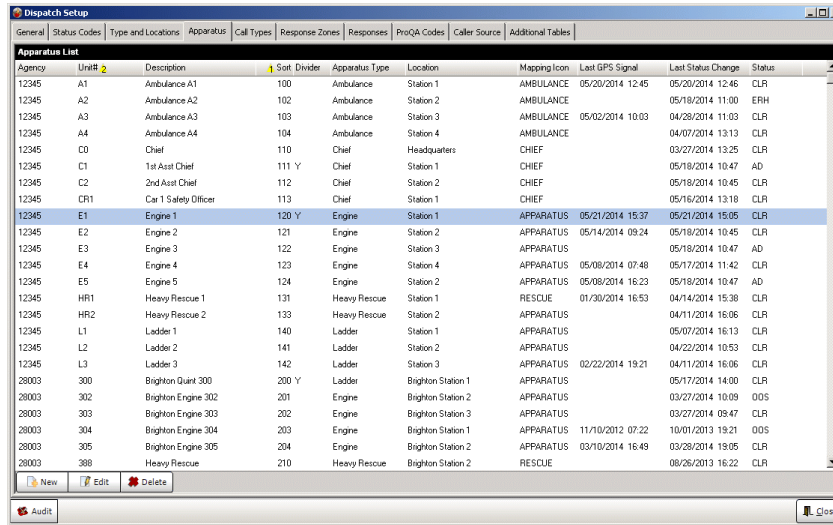
Tab: Types and Locations: Locations

Enter the locations of all fire stations that house the apparatus you will be entering in the dispatch system.

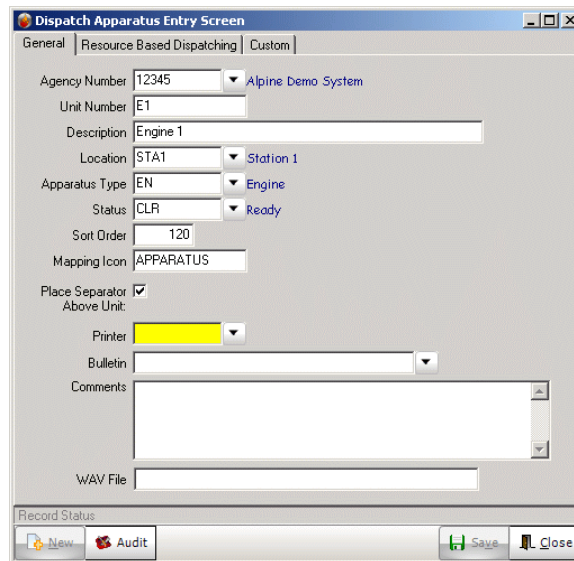
Field	Description	Comments	Example
Agency Number	Select the Agency of the station.	None	12345
Location	Enter a Location Code	None	ALP1
Description	Enter the station description	None	Alpine Station 1
Short Description	Enter the station short description	None	Alp 1
Latitude/Longitude	Click the get Lat and Long button	Retrieves the coordinates based upon the address information	43.07694400 -77.3166800
Station Address	Enter the physical address of the station	None	123 Main St.
Location ID	Id number assigned by the system	For Alpine use only	11
Include ESRI Directions	Include the station in the auto create of directions.	Enter a Y to include this station location.	Y or N.

Tab: Apparatus

Select this tab to enter the apparatus that will be visible on the Dispatch Command Screen.



From this screen, you can add, edit and delete apparatus. The following screen shows an example apparatus entry screen.



The following fields are entered or maintained in the Dispatch Apparatus Entry Screen.

Field	Description	Comments	Example
Agency Number	Agency number the apparatus is assigned to.	This field is only active for multi agency systems.	12345

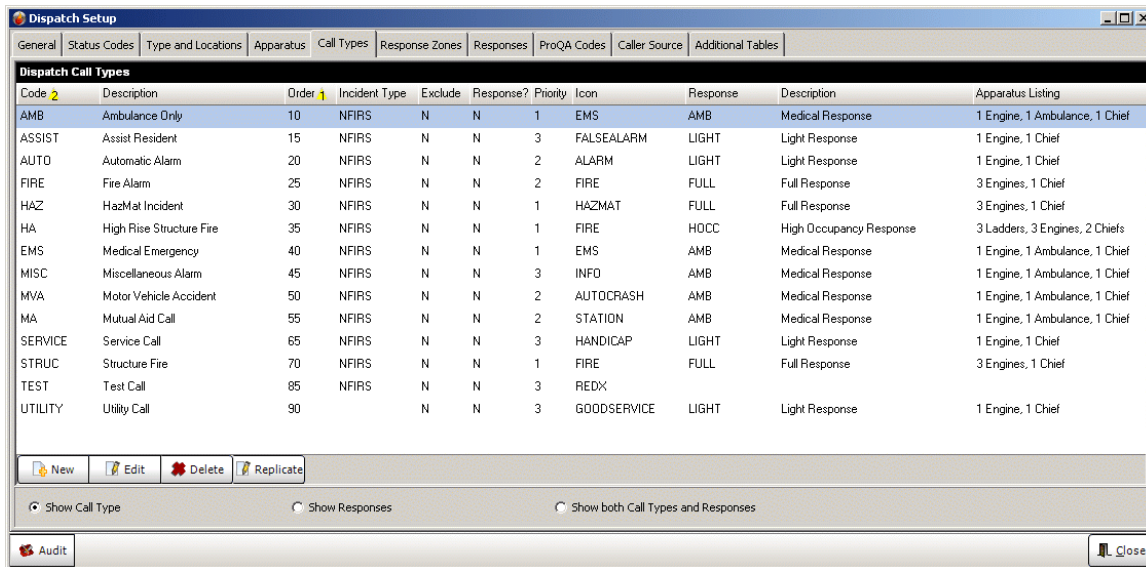
Unit Number	Unit number that is displayed in the dispatch command screen. It is also the designated radio number.	This unit number should be the same as the unit number in the apparatus module.	E1, 105, L1
Description	The description of the apparatus.	This is a verbal description to assist in describing the apparatus or unit.	Engine 1
Location	The station location of the apparatus.	Use the drop down to select the station location.	STA1
Apparatus Type	The apparatus type.	Use the drop down to select the apparatus type.	EN
Status	The current status of the apparatus.	Use the drop down to select the status.	CLR
Sort Order	The sort or placement order to be displayed in the dispatch command screen.	Enter the lowest number for the top, highest number to be placed on the bottom.	10
Mapping Icon	The mapping icon that is displayed on the map, for use with AVL.	Enter the icon name without the file extension in the space provided.	APPARATUS
Place Separator Above Unit	Check box for placing a separator above the unit number in the dispatch command screen.	Check off the box.	N/A

Special Note

Remember that if a unit number or station changes, you must make the changes in both the apparatus module and this dispatch setup.

Tab: Call Types

Select the Call Types tab to enter the call types.



There are three radio buttons on the bottom of the screen.

- Show Call Types. Select this to show only the call types.
- Show Responses. Select this to show only the responses.
- Show both Call Types and Responses. Select this to show both the call type and responses.

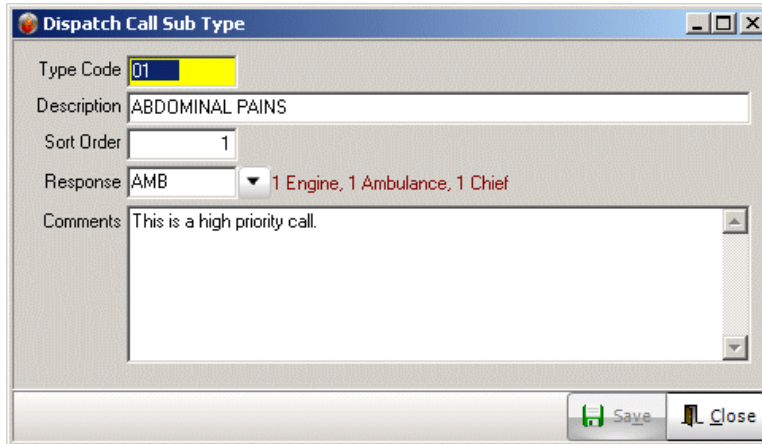
Enter the following fields

Field	Description	Comments	Example
Call Code	Call type abbreviation.	Enter call code in space provided.	AA
Sort Order	Determines in what order the call type appears in the Call Type drop down list of the call taker screen.	Enter the lowest number for the top, highest for the bottom.	1
Priority Order	The priority of the call.	Used for sorting in the call queue.	1
Exclude as Call Type	Determines if Call Type will be displayed in list of call types on Call Taker screen.	Enter a Y to leave this call type out of the call taker screen. Used for dispatch history records or obsolete call types.	N
Verbal Description	This is used if the call type entry is actually a response.	Enter the description in the space provided.	Automatic Alarm or Full Engine Response
Response Description	Description of the call type.	Enter the description in the space provided.	3 Engines, 1 Ladder.
Mapping Icon	Mapping icon for display of call type on map.	Use the select box to pick from the list of available icons. You do not need the extension.	EMS
Type	Type of report to generate.	Defaults to NFIRS. Leave blank if no NFIRS report is to be generated.	NFIRS

Response	Adds call type to response tab in order to configure apparatus response	Enter a Y if this is a response.	Y
Response Code	Response code to be used when dispatching this call type	Select the desired response code from the drop down list. See the Creating Response Types of this section of the user manual for additional information.	FULL
The following section describes each tab.			
Nature of Call	Call sub types can be created if desired	Allows for the creation of call sub types. For example, Automatic Alarm would be the call type, possible sub types could include: Smoke Detector Activation and Water Flow Alarm	Smoke Detector Activation
Paging Groups	Paging groups to be paged for this call type	Toggle to Yes to activate paging group.	Yes
Resource Based Dispatch	This is used as an over ride to dispatch a specific unit to a certain call type.	For certain call types a specific unit of a certain type can be specified. Instead of dispatching an engine according to the normal station/box responses, a specific engine can be specified for a call type if it carries specialized equipment for that call type.	Extrication Engine or Tower ladder in place of a straight stick.

Tab: Call Types - Nature of Call

The Nature of Call tab allows you to enter call sub types. For example, you could have a primary call type like Medical Emergency, with sub types like Abdominal Pains, Choking, Diabetic Problems etc. These sub types are displayed on the main call taker screen



Field	Description	Comments	Example
Type Code	The type of call code.	This number should also link with ProQA codes.	01
Description	The description of the sub type.	Enter the description in the space provide.	ABDOMINAL PAINS
Sort Order	The order of placement in the Dispatch Call Type Screen	The lowest number is first.	1
Response	The assigned response for the sub type.	Select from the drop down. If this is blank, it reverts to the primary dispatch call type.	AMB
Comments	Comments to display associated with the call type.	Enter comments in the space provided.	This is a high priority call.

Tab: Dispatch Boxes

Enter in your Dispatch Boxes/Zones. These are geographical entities. Apparatus assigned to a particular call generally varies according to Dispatch Boxes.

Tab: Responses

The system has the flexibility to create different combinations of responses depending upon Call Type, Box (location) and specific unit or a combination of these items. Before responses can be configured, the following must be completed.

Prerequisites to creating responses

1. Enter all apparatus in the apparatus tab of the Dispatch Setup screen. This list of apparatus should include any mutual aid units dispatched by your department or that would otherwise be tracked with your calls. Note that this list of apparatus is completely independent of the apparatus entered in the Apparatus module of the program.
2. All call types must be setup under the Call Types tab of the Dispatch Setup window.
3. All boxes must be setup under the Dispatch Boxes tab of the Dispatch Setup window.
4. Address, range and intersection records must have a box assigned.
5. Apparatus types must be entered in the Apparatus Types tab of the Dispatch Setup window.

Response Concepts

Units can be assigned based upon Call Type. For example a vehicle fire receives 2 engines and a battalion chief, an automatic alarm receives 1 engine, 1 ladder and 1 battalion chief.

Different call types may receive the same response. An automatic alarm and an MVA may both receive 1 engine, 1 ladder and 1battalion chief. The system was designed with this in mind and allows for the creation of predefined responses that can then be assigned to multiple call types. A response named 1E1L1C, for example, could be created and applied to all call types that dictate a response of 1 engine, 1 ladder and 1 chief.

Units can be assigned in one of two ways. Either by unit type (Engine, Ladder, Rescue) or by specific unit (Eng 1, Ladder 2, Rescue 1). Departments that have multiple stations often use the unit type method, whereby the closest units of a specific type are dispatched to a given call type, regardless of actual unit number. Departments that have one station generally dispatch by specific unit number. The system easily accommodates either method and where needed a combination of both methods.

The second variable is the box (call location). Continuing with the example above, the predefined response of 1E1L1C for an automatic alarm at Box 100 would also apply to Box 200. The difference would be that the assigned apparatus for Box 100 would be from Station 1 and Box 200 would assign the same type and quantity of apparatus but from Station 2.

Another consideration would be "special" boxes such as schools, industrial complexes or facilities with hazardous materials. Your department may assign extra or specialized apparatus for an automatic alarm at these locations. These specific locations can be assigned a box that dictates additional units be dispatched.

Examples illustrating these concepts are found below.

Specific Unit Responses

1. From the Call Types tab on the Dispatch Setup screen, double click on a call type.
2. Check the Response box. This will add the call type to the grid on the Responses tab.
3. Open the Responses tab.

4. Click on the cell at the intersection of the Call Type and Box number for which a response is to be created.
5. Click the New button at the bottom of the window.
6. Select the apparatus type from the drop down list.
7. Check the Apparatus box located on the right side of the upper pane of the window.
8. From the Unit Search Order column select the first apparatus of the selected type to be dispatched from the drop down list.
9. Now pick the 2nd, 3rd, etc. This can include other departments units if your units are already committed or are out of service. The system will work through the list until it assigns the specified number of that unit type to the call.
10. Select the quantity of that type of apparatus to be dispatched for the 1st alarm and so on. For example if the call type is car fire and it requires Engines 1&2, enter 2 in the 1st alarm field.
11. Click Save.
12. Repeat this process for each apparatus type to be assigned to this call type.

The screenshot shows the 'Dispatch Sequence Entry' window. At the top, 'Response Type' is set to 'STRUC' (Structure Fire) and 'Priority' is 0. 'Box or Zone' is set to '100' (Box 100). 'Apparatus Type' is set to 'EN' (Engine). There are checkboxes for 'Station Search' (unchecked) and 'Apparatus' (checked).

Unit Search Order		Alarm #	
1st	E1	1st	3
2nd	E2	2nd	1
3rd	E3	3rd	1
4th	E4	4th	0
5th	N1	5th	0
6th	N2	6th	0

This image shows the engines to be dispatched for structure fire at an address within Box 100. The initial call (1st Alarm) instructs the system to dispatch 3 engines as seen in the 1st field under the Alarm # heading on the right side of the graphic. To fill out the engine assignment for this response the system will dispatch E1, E2, E3, in order, assuming the units are available. If a particular unit is not available it will continue down the list until it identifies 3 available engines to assign. This process is repeated for each apparatus type responding this call type and box.

Station Responses

1. Complete steps 1-5 above.
2. Ensure the Station Search box is checked.
3. Select the desired station to dispatch the apparatus type from.
4. Repeat step 3 for the next stations as desired.
5. Enter the quantity of the apparatus type selected to be dispatched, from that station, on the first and subsequent alarms.

Station Search Order	Alias Apparatus	Alarm #
Station 1 STA1 Station 1	Alias	1st 3
Station 2 STA4 Station 4	Alias	2nd 2
Station 3 STA3 Station 3	Alias	3rd 1
Station 4 PHQ Pittsford Headquarters	Alias	4th 1
Station 5 BRS1 Brighton Station 1	Alias	5th 0

This image shows an example of 3 engine response by station. The system will search STA1 for 3 engines to assign to the call. If 3 engines are not available from STA1, the system will go down the list to STA4 and so on until it finds 3 available engines to assign to the call.

Tips

- Right click and select “Apply Responses (number of apparatus responding) Search Order to all Response Types”. This is a useful function for replicating the number of units to respond to the remainder of the boxes for the call type. This will save time and effort creating the responses.
- Right click and select “Apply Station Search Order to all Response Types”. This is a useful function for replicating the response to the remainder of the boxes for the call type. This will save you time.
- “Alias Apparatus” are apparatus which can be dispatched in the absence of the primary apparatus type. This is typically used for departments who configure 1st and 2nd line equipment. If your stations don't have 2nd line apparatus you can leave this alone.

Tab: Caller Source

Select this tab to enter the caller source. Examples include 911, Walk In etc.

Dispatch Auto Credit Setup

Refer to the Apparatus Setup manual to activate the auto credit function.