



Burlington Fire Department

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Section: 06 - Communications/Dispatch	
SOG Number: 06.23	Effective Date: Jan. 10, 2020
Subject: Crewforce Mobile Application Use	
By Order of Fire Chief Steven A. Locke	

I. Purpose:

The purpose of this document is to provide guidance related to the Crewforce mobile application during department operations. The primary intent is to provide valuable pre-arrival information and limit the amount of radio traffic which occurs during daily activities and incident response through the Emergency Communications Center (ABLE).

II. Scope:

This SOG is intended for any user of the Crewforce application within the Burlington Fire Department and familiarization for dispatchers at the Burlington Police Department.

III. Definitions:

Call List: Chronological display of dispatched incidents through the Computer Aided Dispatch (CAD) which displays the address, dispatch time, priority, incident call type, dispatcher, and narrative.

Chat: Display option located on the bottom of the Crewforce application. This feature is not currently in use at the Burlington Fire Department.

Crewforce: Mobile application used to provide initial response information to responding units during an emergency incident and data collection for response times.

First Arriving Company: The first Burlington Fire Department company arriving at the scene of an emergency.

Secondary Companies: Companies arriving on-scene after the first Burlington Fire Department company.

Home: Main screen within the Crewforce application which displays an overview map of the county and call list. This screen also provides selection for settings and logging.

Roles: Display option located on the bottom of the screen within the Crewforce application. This allows a user different response views based on which role they select. Options include Battalion, Officer, Firefighter and Engineer.

Recommendable Status: Any status the CAD system is programmed to accept as a unit available for assignment on an incident. Example: In Quarters, Available, Training, Available On-Scene.

Self -Dispatch Feature: Icon pinned on the overview map which indicates the address of a current incident. Allows a user to add a company to an incident without going through the traditional radio transmission to the Emergency Communications Center (ABLE).

Status: Current state of readiness. This can be one of several options including; In Quarters, Training, Out of Service, Available, Training OOS, Extra Duty, etc.

IV. Guidelines:

A). Reporting for Duty

1. Upon arrival for duty Riding The Seat (RTS) personnel will log out of the Crewforce application and then log back into the system verifying Crewforce is logged-in as the correct unit.

B). Weekly update of the Crewforce Application

1. Each unit will update their Crewforce Application during the weekly DPW-5 apparatus check.

C). Unit Status

Silent Operation:

Companies will maintain accurate status throughout a shift by changing their status utilizing the iPad and Crewforce application without radioing dispatch. All companies will utilize this practice except as outlined in Section C (3).

1. Once logged into the system for the shift, ensure the unit is in the proper status.

2. Units out of quarters performing daily assignments and not in an “Out of Service” type status will be in an “Available” status for call recommendation.
3. Units positioned at any fire station will maintain a “Delayed Response” status. This will allow for a one-minute programmed delay accounting for a unit taking longer to respond. This applies to any company visiting another station for any period of time. (This will help avoid units flip flopping districts when units are together)
4. When multiple units are at Station Two for trainings or meetings, if not in an Out of Service status, an In Quarters status should be utilized. This will allow units to be dispatched to their own districts in most cases.
5. Ambulances assigned to a shift training, regardless of the training location, should utilize the status option of "Training Second Call." This is a recommendable status, but with a 5-minute delay relative to recommendations based on proximity.
6. A unit who has coordinated with the on-duty Shift Commander and intends to be temporarily out of service while conducting company level training shall utilize the status option of "Training OOS". This is a non-recommendable status.
7. Suppression units assigned to a shift level training, regardless of location, should utilize the status of "Training OOS". This is a non-recommendable status.
8. Units traveling to DPW for apparatus maintenance will maintain an “Out of Service” status to alleviate being dispatched to an incident within another district. Apparatus utilizing the fuel depot at DPW shall stay in a recommendable status.
9. Unless condition 7 or 8 above are met, units are expressly forbidden from changing their status to “unrecommendable” in order to avoid being dispatched to an incident outside of their normal response district.

Commented [AC1]: Let me know when you have added this status to Crewforce. We will not be able to release the SOG until this is in fact a real option.

D). Response

1. RTS personnel will maintain the authority to place themselves in a recommendable status and self-dispatch at any time based on their best judgment. (This may occur when a high priority call is dispatched and a closer company in a non-recommendable status chooses to respond.)

Commented [AC2]: Any update relating to the question on Paramedic Credentialing and adding this capability to Crewforce?

2. Move-Up is utilized by dispatch for mutual aid units covering our stations. When in a Move-Up status, CAD will assign these units based on the station they are covering.

Status Options

Recommendable	Non-Recommendable
Available	At Hospital
Delayed Response	Transporting to Hospital
In Quarters	Dispatched
Move-Up	Enroute
On-Shift	Extra Duty
Standby	Off-Shift
Training Second Call	On-Scene
	Out of Service
	Staged
	Training Out of Service

Commented [AC3]: This currently is not an option in Crewforce.

Commented [AC4]: This currently is not an option in Crewforce. When we do evolve this status, will it in fact place this unit as the second call unit? Or are we hoping that dispatch will see it and it will become the prompt to send the other unit if available?

When units self-dispatch use of the “dispatch” icon located on the home screen as a primary means is preferred.

- (a) Units will utilize the two-way radio and contact ABLÉ as a secondary means for adding a company to an incident.
- (b) Two-way radio communication between the company initially dispatched and the company self-dispatching is paramount to avoid more resources responding than necessary. **Unit to unit radio communication is the primary means for the self-dispatched companies to cancel each other.**

The order of operation for self-dispatch is as follows:

- i. Company makes the company recommendable through Crewforce.
- ii. Company taking the call self dispatches using screen icon.
- iii. Company that self-dispatched notifies originally assigned company they are no longer on the incident and can cancel, via two-way radio.

- iv. Dispatch monitors CAD to verify correct status changes occurred.
 - v. Cancelled company changes their status from “dispatched” to the most appropriate status, which matches their situation.
 - vi. Company taking the call continues to the incident and changes status’ as usual.
- 3. Companies dispatched to an incident will use Crewforce as the primary way to communicate their response status to dispatch. This includes changing status from “Dispatched” to “Enroute” and from “Enroute” to the other most accurate selection based on situation located on the status screen. This should not impede the ability for units to talk to one another over the radio and/or request important incident information during response.
- 4. In addition, two-way radio communication should be reserved for the first arriving company Brief Initial Report as outlined in SOG 06.21 or emergency traffic, RTS broadcast of important information, or a Crewforce system failure. (Any system failure shall be reported to the CAD HelpDesk at FireCADHelp@bpdvt.org.)

E). On-Scene Arrival

- 1. Emergency Medical Calls
 - a. The first arriving company on-scene shall change their status to “On-Scene” once they have arrived at the incident location.
 - b. The first arriving company will sign on scene and establish command on BFD Channel 1.
 - c. The second arriving company will sign on scene on Channel 1.
 - d. The company which reaches the patient first shall relay any pertinent patient updates to the later arriving company.
 - e. All radio communications will follow the guidance outlined in SOG 06.20 - Radio Procedures.
- 2. Fire Responses or other Incident Response Types
 - a. The first arriving company on-scene shall change their status to “On-Scene” once they have arrived at the incident location.
 - b. The first arriving company performs a Brief Initial Report on BFD Channel 1 and remains on Channel 1 until directed to move to a fireground channel by the second due.
 - c. Upon arrival of the second due company, they will change their status to “On-Scene” in crewforce and sign on scene on Channel 1 and verbalize the fireground channel (Usually Channel 3 or 4) in accordance with SOG 06.21.

Changing from the dispatch frequency (Channel 1) to a tactical frequency (Channel 3 or 4) will occur once the second unit arrives on-scene and will broadcast at that time (Example: “Engine 1 on-scene on a hydrant, switching to tactical Channel 3”). At this time, the initial on-scene unit will also switch to the tactical frequency with a verbal confirmation to occur on the tactical channel.

- d. Later arriving companies should consider announcing pertinent Common Radio Reports, such as “Charlie Side” reports as outlined in SOG 06.20 on both the primary dispatch frequency (Channel 1) and the tactical frequency upon arrival.
 - e. Transfer/Assumption of command by a later arriving unit (Such as Battalion One) will occur on both the primary and tactical radio frequencies.
 - f. Nothing in this guideline is meant to prohibit the relay of pertinent incident information via a radio update.
 - g. The first company communicates to all responding companies following Radio Procedure SOG 06.20.
3. Companies not arriving first will change their status to “On-Scene” once they reach the incident location.
- a. Additional companies arriving after the second due unit will announce their arrival and location on the tactical frequency.
 - b. Command will acknowledge units as they arrive on-scene via the tactical channel assigned to the incident.
 - c. On-scene orders will be transmitted on the assigned tactical channel.
 - d. Mutual aid departments will be instructed by dispatch to switch to the fireground tactical channel upon arrival and contact the incident commander on the assigned tactical channel.
- E). Patient Transports and Recommendable Status’
- a. After completion of on-scene incident activity, each company will be responsible for changing their company to the most accurate status using Crewforce.
 - b. When a patient is transported to the hospital each transport company (A1, A2, A4, or A5) will need to change their status to “Transporting to Hospital.” Transport companies will then change status’ using the most accurate status after they arrive at UVMMC.

V. Responsibility:

It is the responsibility of all personnel to read, understand and follow this Standard Operating Guideline

Revision History			
Revision Date	Section	Summary	Principal Author
12/17/2019		Initial Release of Document	DC Plante
01/17/2020	IV. C. 5-7	Provides additional guidance for Crewforce Status while conducting training.	Lt. S. Petit
02/06/2020	E. 1-3	Provides more clarity for radio use while using Crewforce.	DC Collette