



Burlington Fire Department



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Section: 06 - Communications/Dispatch	
SOG Number: 06.30	Effective Date: 03.01.2019
Subject: Master Radio Call Box Receiving Station Failure Procedures	
By Order of Fire Chief Steven A. Locke	

I. Purpose:

This procedure describes the actions that Burlington Fire Department members may be asked to perform in the event of a failure of the primary and secondary master radio call box receiving stations in Burlington Fire Dispatch.

II. Scope:

This procedure applies to any personnel who may be assigned to monitor the backup Vision 21 master radio call box (MRCB) receiving station at Fire Station #3. The equipment is located on the second floor of the station in the MRCB Technician's room at the southwest (A/D) corner of the building, near the hose tower access.

III. Definitions:

Master Radio Call Box:

A long-range radio alarm transceiver which transmits an alarm, trouble, or supervisory signal to a central communications center (dispatch).

Vision 21: Signal Communications® System Processor for Radio Alarm Reporting Systems.

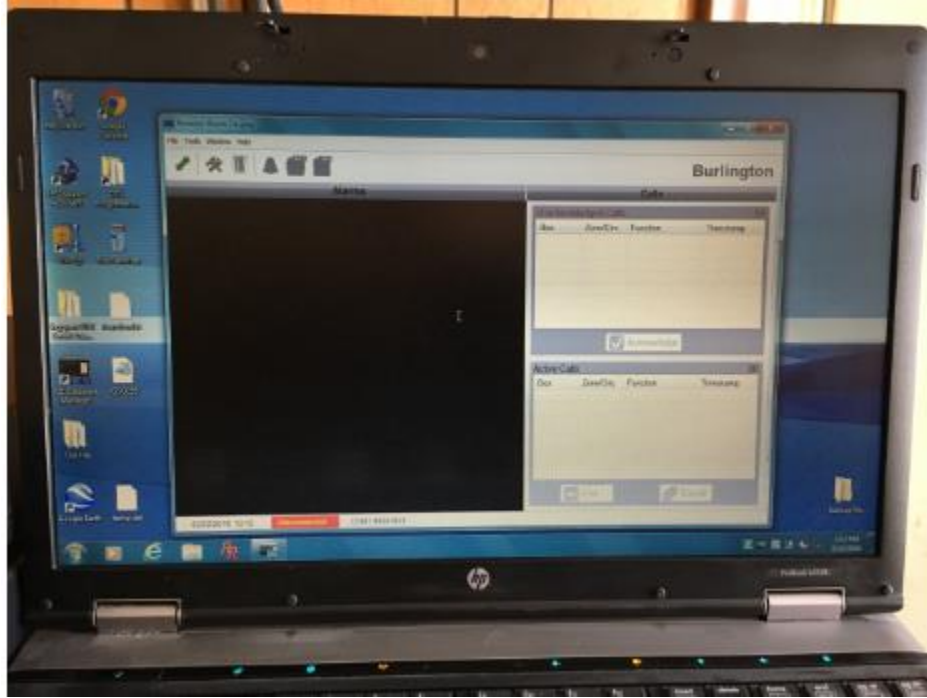
IV. Guidelines:

- A). Personnel assigned to monitor the Vision 21 console in the event of a total failure of the MRCB monitoring station at Dispatch will need to have the following equipment with them:
1. BFD Portable Radio (Primary communications to dispatch, Identify as “Station 3”)
 2. Cell Phone (Alternate communications with dispatch)
 3. Pen or pencil
 4. A MRCB alarm logging sheet and a copy of this procedure (provided at the Vision 21 equipment).
- B). The laptop computer on top of the Vision 21 console should already be logged in and running the RAD program.

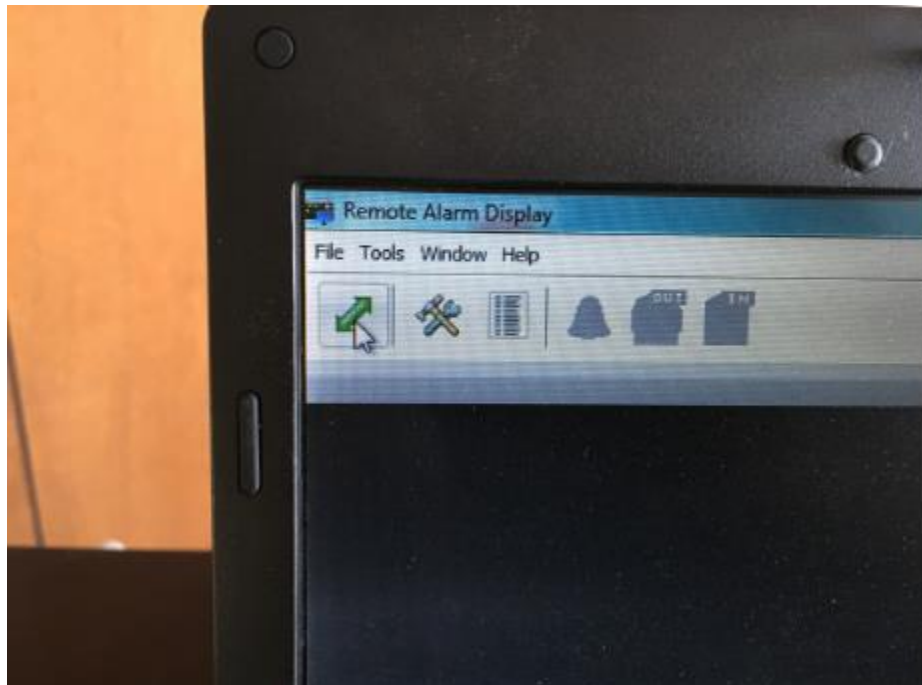


C). If it is not, do the following:

1. Log into the laptop with the Username: **Burlington Fire** Password: **3160386**
2. Double click the RAD icon on the desktop (this is the monitoring interface to the Vision 21 console)



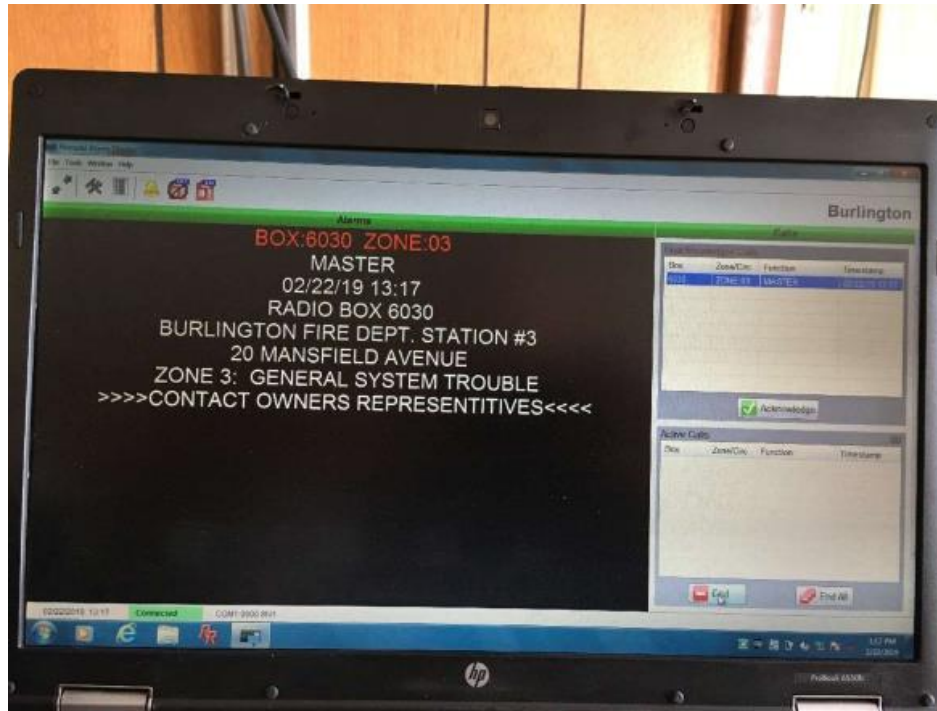
3. In RAD, click the green diagonal arrow button in the upper left corner of the screen.



4. RAD should connect to Vision 21.
 - a. If RAD does not connect to Vision 21, switch the Vision 21 console from “Logging” mode to “Dispatching” mode using the procedure taped to the module at the bottom of the rack or contained near the end of this document. Note: If you switch Vision 21 to “Dispatching” mode, you will not be using the laptop to read the alarm/trouble/supervisory information, only the paper tape.

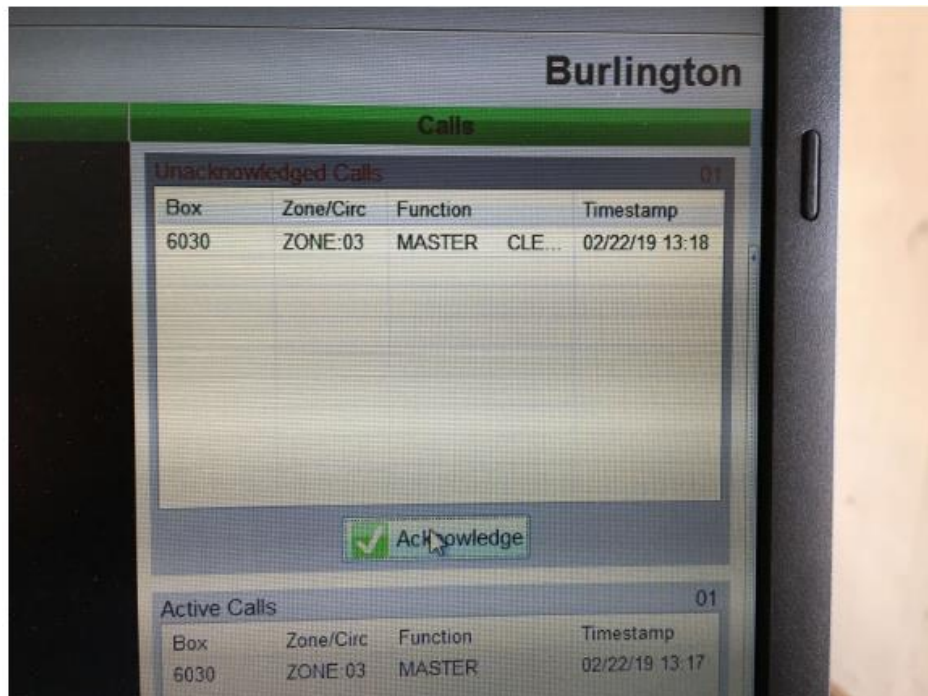


5. To verify that either a) RAD is connected to Vision 21, or b) the Vision 21 is switched to “Dispatching” mode, remove the smoke detector head from its base mounted on the ceiling of this room. A trouble signal should transmit through to Vision 21 and/or RAD. Replace the smoke detector head when this trouble signal is confirmed.

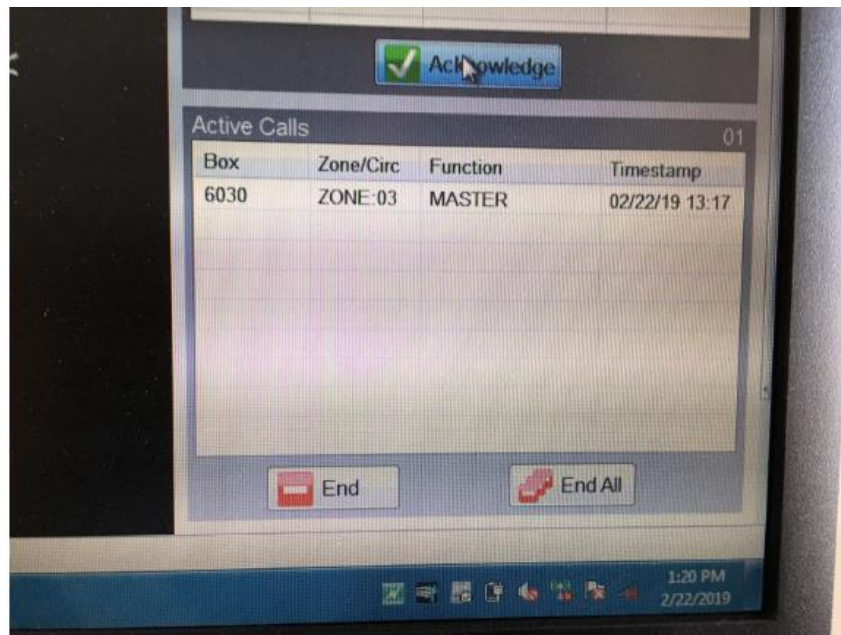


6. Call the fire desk at dispatch (802) 864-5311 by phone or radio to determine the approximate time that the MRCB monitoring system when offline (document this time). If possible, have dispatch provide the last signal received, and the time it was received.
7. Process and document all unacknowledged alarms (top right box on the RAD screen) back to 10 minutes prior to the out of service time that dispatch provided.
8. To process an alarm, trouble, or supervisory signal in RAD:
 - (1) Sections of the screen:

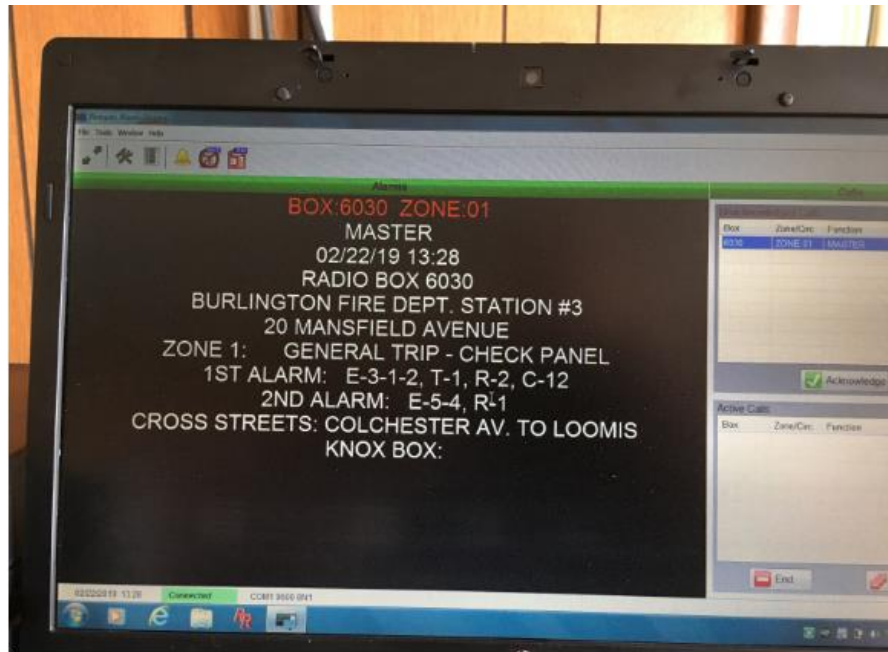
- (2) Signals will go into a queue in the “Unacknowledged Calls” box at the top right side of the screen.



- (3) The large alarms window at the left side of the screen will provide specific signal information.
- (4) Acknowledged calls will appear in the box at the bottom right side of the screen.

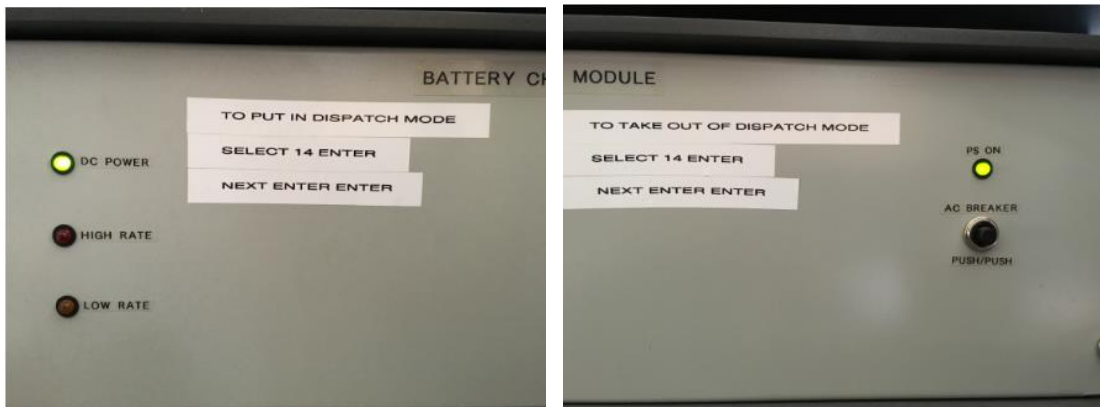


- b. Click on each unacknowledged alarm and write down the pertinent information in the log sheet.



- c. Click on the “Acknowledge” button then “End Call” for each call before moving to the next signal.
 - d. Once all unacknowledged calls are processed (acknowledged), contact dispatch by radio or by phone and provide:
 - (1) MRCB number
 - (2) zone number and label
 - (3) address
 - (4) time of signal for every signal recorded thus far.
9. When a new MRCB signal appears on the RAD screen, follow steps 5 b, c, and d. Immediately notify dispatch by radio or phone.

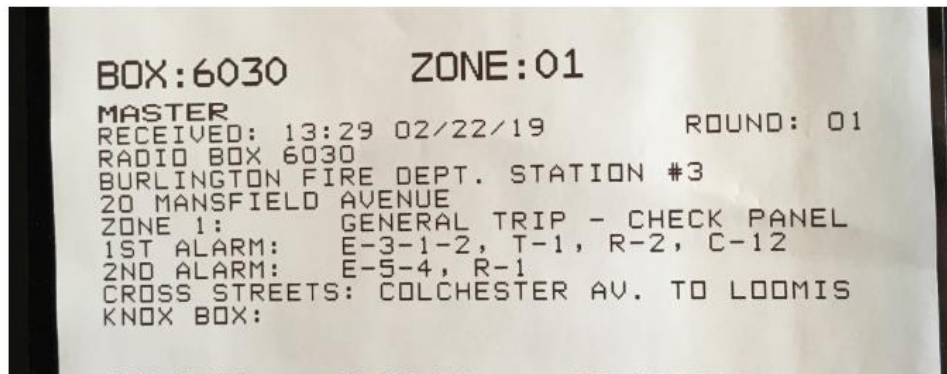
D). Switching from “Logging” to “Dispatching” mode on Vision 21:



1. On the vision 21 console keypad:
 - a. Push the “Select” button
 - b. Push the “1” and “4” buttons (14)
 - c. Push the “Enter” button
 - d. Push the “Next” button
 - e. Push the “Enter” button twice
 - f. The paper tape should display “Dispatching Mode.”



2. Read the information off the paper tape for any alarm, trouble, or supervisory signal and enter this information on the log sheet.



3. Push the “Acknowledge” button to acknowledge the signal.
4. Push the “End Call” button.
5. The paper roll can be pulled back manually to review information. Push the appropriate button near the paper to take up the excess paper when done.

6. Contact dispatch by radio or phone and provide: MRCB number, zone number and label, address, and time of signal, for every signal, recorded thus far.

E). Restoration of Monitoring Capability at Dispatch:

1. When dispatch advises that the MRCB monitoring capability has been restored to service at 1 North Avenue:
 - a. Ensure that the Vision 21 console is in “logging” mode (if not, follow the instructions on the bottom rack module and confirm the change was made by reading “Logging Mode” on the paper tape.
 - b. Leave the RAD program open and the laptop open and running.
 - c. Notify dispatch by radio or phone that the backup MRCB monitoring at Station #3 is complete and confirm that dispatch has assumed monitoring responsibility (note this information on the log sheet).
 - (1) To confirm that dispatch is receiving MRCB signals, remove the smoke detector head in the room and have dispatch verify that the trouble signal is received from the Station #3 MRCB.
 - d. Notify the Fire Marshal’s Office by email (bfdfiremarshal@burlingtonvt.gov) or phone/voice mail message that a log sheet has been completed for emergency MRCB monitoring at Station #3.

F). Points of Contact

1. Primary: I-1 in the Fire Marshal’s Office 864-5577 x1 (business hours) or 802-316-0471 (24-hour cell).
2. If the Fire Marshal is not available, contact either I-2 at cell: (802) 557-8028
3. Alternate: Scott Carroll – City of Burlington MRCB Technician (802) 355-6590.

V. **Responsibility:**

It is the responsibility of the on-duty Shift Commander on Battalion One to detail an individual to this duty when they receive notification of a MRCB receiving system failure at Burlington Fire Dispatch. The Fire Marshal's office may be able to respond to relieve on-duty members from this detail in the event of a failure.

Revision History			
Revision Date	Section	Summary	Principal Author
03.01.2019	All	Initial Release of Document	BC Barry Simays, Fire Marshal
06.08.2021	F.1 and F.2	Points of contact	DC Libby

