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Committee: **Communications**

HCCC MDC USAGE POLICY

Purpose

The main purpose of an MDC is to provide responders a method of communication between their dispatcher and each other that does not involve voice transmissions over a dispatch radio. With an MDC responders can view pertinent information for the incident they are involved in, immediately receive updates to their incident and inform dispatch of unit status changes all without using a voice radio. The MDC is also a powerful tool for querying CAD records. Responders are able to view other active incidents, review previous incidents and unit histories.

Policy

This document is intended to outline some key points to the usage of the MDC system for the Fire Departments dispatched by the Hamilton County Communications Center.

System Components

- All MDC transactions, including unit to unit messaging, are recorded and are public record. They may be requested by any private or government entity at any time for any reason.
- All MDC consoles should remain logged on at all times.
- The preferred method of unit status changes is to be conducted via MDC rather than voice transmission. Responding units shall also conduct verbal status changes on the fire ground talk group for the benefit of department officers and other responders .
- Once a status change button is pressed on the MDC the change will be reflected on the CAD status board. The responder making the change must ensure that the pop-up window appears indicating the change was effective* and/or check the "CAD Status" indicator at the bottom right of the MDC screen.

* The change will be recorded by CAD almost immediately after the button is pressed, but it may take a few seconds for the MDC to indicate this. It is in effect faster and more accurate than verbally relaying the info to the dispatcher who then enters it into CAD.

- If a size up report by an arriving unit is required, it is preferred that it is transmitted verbally to all units and the dispatcher by voice on the primary talk group, i.e. FD EAST and FD WEST.
- Any priority information should be transmitted verbally on the primary talk group. Incident updates will appear automatically on the MDC along with an alert “ring” and will be announced verbally by the dispatcher. All premise information, i.e. knox box locations, will be added to the incident remarks and can be read on the MDC after pressing the “Refresh All” button.
- Any logged on unit that is dispatched or voluntarily goes enroute to an incident will automatically receive the dispatch information. It is not necessary to request the incident be sent to the MDC.
- To facilitate MDC use by units dispatched as a RAT company the unit will go enroute on primary with the actual unit number in place of the RAT designation. For consistency all units must go enroute as their true unit number regardless of whether they are MDC equipped or not. For example RAT99 is dispatched. The department responds on E99. The voice traffic will be “E99 enroute as RAT99”. The RAT designation should still be used on the fire ground talk group for the benefit of department officers and other responders
- Any request for services such as the power company, police, etc., that needs immediate acknowledgement should be relayed verbally to the dispatcher on the primary talk group. A request for service for which delay is acceptable may be relayed to the dispatcher via a message.
- Do not send messages to the MDC unit XHCCC or SYSADMIN under the HCCC department.
- To send a message to the dispatcher you must type the following in the “Send To” field:

*CON;44 for the West dispatcher

*CON;48 for the East dispatcher

You must use *CON;44 anytime the East & West desk is combined.

- As with any computer, periodically rebooting the MDC laptop will be beneficial.
- Anti-virus software, firewalls, and constantly connected wireless networks are permissible, but can cause connectivity problems with the MDC.

Should you encounter any problems or have any questions about the function or use of the MDC that cannot be resolved by your department IT personnel contact Shawn Cruze or Mike Bailey at the HCCC.