



STATE OF CONNECTICUT
DEPARTMENT OF EMERGENCY SERVICES & PUBLIC PROTECTION
DIVISION OF EMERGENCY MANAGEMENT & HOMELAND SECURITY



**STRATEGIC TECHNOLOGY RESERVE
MOBILE COMMUNICATIONS VEHICLE ACTIVATION**

PROCEDURE TITLE: Activation of Mobile Communications Vehicles	DOCUMENT SECTION: Interoperable Standards	SUBSECTION:	NUMBER: 15-001
ORIGINAL DATE ISSUED:	DATE ISSUED:	EFFECTIVE DATE:	CROSS-REFERENCED SOPs:
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Concept of Operations

The Department of Emergency Services and Public Protection, Division of Emergency Management and Homeland Security, (DESPP/DEMHS) Mobile Communications Vehicles (MCVs) are pre-staged in various locations throughout the State. Five of these vehicles are housed and operated on behalf of DESPP/DEMHS by municipalities and multi-jurisdictional groups in each of the five (5) DEMHS Regions. These MCVs have a broad variety of capabilities to provide enhanced on-scene communications interoperability at major incidents and to provide surge capacity over and above what may be expected on a day- to- day basis.

The MCVs are available to support public safety communications needs within Connecticut for emergency incidents or scheduled events. The estimated time for deployment in an emergency is anticipated to be two hours from the request. Deployments for scheduled events are requested in advance of the event and approved by the State Director of Emergency Management.

For Emergency Requests, DEMHS will endeavor to send the Regional MCV to the site of the emergency. For planned events, the MCV assigned to the region in which the event will take place will receive the primary mission tasking.

Deployment Procedure

Emergency Incidents:

Emergency Requests for deployment of an MCV must be initiated by the Incident Commander or his/her designee through the DEMHS Regional Coordinator.

It is the responsibility of the requesting agency to maintain appropriate internal procedures to ensure that requests originate from, or are approved by, a person with the authority to accept responsibility for the MCV.

A request from a municipality for deployment of an MCV constitutes acceptance of responsibility for proper use, security, and support of deployed equipment.

It is the responsibility of the DEMHS Regional Coordinator or designee to advise the local Emergency Management Director that an Emergency MCV request has been made.

DEMHS Regional Coordinators can be reached at the numbers below. If unable to reach the Regional Coordinator, contact the DEMHS Duty Officer.

DEMHS Regional Coordinator Contact Numbers

<u>Region</u>	<u>Name</u>	<u>Cell Number</u>	<u>Pager Number</u>
Region 1	Robert Kenny	860-250-2478	860-708-0726
Region 2	John Field	860-250-3453	860-708-0748
Region 3	Tom Gavaghan	860-250-2548	860-708-0749
Region 4	Mike Caplet	860-250-3449	860-708-0756
Region 5	Tom Vannini	860-250-2535	860-708-0795
Duty Officer			860-708-0821

The Agency Requesting the deployment must contact the DEMHS Regional Coordinator to request deployment of the MCV and provide the information outlined below:

- Name of Requesting Agency:
- Agency Contact Name:
- Voice Number:
- Fax Number:
- Incident Name:
- Incident Type:
- Incident Location:
- Incident Talk group or Channel:
- Staging Area:
- Task Assignment:

When an emergency request is received, the DEMHS Regional Coordinator will forward all of the information to the DEMHS Field Support Manager and/or the DEMHS Operations, Training, and Exercise (OTE) Manager with email notification to the following: DEMHS Field Support Manager; DEMHS OTE Manager; State Emergency Management Director; DEMHS Deputy Commissioner; DEMHS Public Information Officer; DEMHS Legal Advisor, and DEMHS Duty Officer. The DEMHS Regional Coordinator will provide a situation report on the incident to this group by email as soon as practical.

The DEMHS Field Support Manager and/or the DEMHS OTE Manager may approve emergency deployment of the MCV.

The State Emergency Management Director and/or the DEMHS Deputy Commissioner shall review and confirm each such approval.

Upon approval of the request, the DEMHS Field Support Manager and/or the DEMHS OTE Manager will contact the DEMHS Duty Officer and DEMHS Regional Coordinator and indicate which MCV will be assigned to the mission. The DEMHS Duty Officer will notify:

- The Agency Housing the MCV (AHMCV) that a request has been received and deployment authorized.
- DESPP Computer Service Unit.
- DESPP Connecticut Telecommunications Service.

MCV Emergency Contact Numbers

<u>Unit</u>	<u>AHMCV</u>	<u>Telephone number</u>
MCV1	Town of Greenwich	203-622-8004
MCV 2	City of New Haven	203-781-8200
MCV 3	Tolland County Dispatch	860-872-7333
MCV 4	Town of East Lyme	860-739-3419
MCV 5	City of Danbury	203-797-4671
MCV 6	DEMHS	800-842-0200

The requesting agency will follow up an emergency request within 24 hours with a completed Deployment Request form, sent through the Regional Coordinator to the DEMHS Field Support Unit. The DEMHS Field Support Unit, the requesting municipality, and the AHMCV shall keep a record of all requests and deployments.

When the MCV is responding to the deployment, it shall sign on the air with the DESPP Message Center on the DEMHS Statewide Calling Talk Group “148 DEMHS” indicating that they are responding. The deployed MCV will also advise DESPP Message Center when on scene, and monitor this channel throughout the deployment.

The DESPP Message Center will alert the DEMHS Duty Officer whenever an MCV signs on the air. The DEMHS Duty Officer will notify the DEMHS Field Support Manager, the DEMHS Operations, Training and Exercise (OTE) Manager, the State Emergency Management Director, the DEMHS Deputy Commissioner, DEMHS Public Information Officer, and DEMHS Legal Advisor. The Duty Officer and affected Regional Coordinator(s) may monitor the MCV status on Talk Group 148 on their portable radios. The deployed MCV will establish communications with the Incident Commander and/or designee as soon as practical during response.

The Vehicle Identifiers for each MCV are as follows:

MCV 1	Region 1 Unit
MCV 2	Region 2 Unit
MCV 3	Region 3 Unit
MCV 4	Region 4 Unit
MCV 5	Region 5 Unit
MCV 6	State Unit

Upon completion of the Mission, the AHMCV will file a Deployment Report Form with the DEMHS Field Support Unit within 24 hours. The report shall include the names of all personnel who responded and activated the MCV, vehicle driver(s), and/or operators and a description of all activities undertaken and equipment used during the deployment.

Specifically, subsequent to the deployment the AHMCV shall provide the names of individuals who drove, operated, had access to, or performed any function on or in the MCV within 24 hours of the completion of the deployment. By submitting the names, the AHMCV is certifying that these individuals have received appropriate training and have been sworn in under Conn. Gen. Stat. Section 28-12 as civil preparedness force members. No other individuals shall have access to operate, or perform any function on or in the MCV.

Scheduled Training or Pre-Planned Events:

Application for deployment of an MCV for scheduled training or events should be initiated by a local Emergency Management Director no later than 30 days and no more than 120 days prior to the event. It is understood that there will be some events that may require a last minute request. These requests should be made through the DEMHS Regional Coordinator using the MCV Deployment Request Form. The request will be reviewed and approved, based on the priority of the request on the date the request was received.

The DEMHS Regional Coordinator will forward the MCV Deployment Request Form to the DEMHS Field Support and OTE Managers with a recommendation to approve or deny.

The DEMHS Field Support and OTE Managers will coordinate with the AHMCV to evaluate the request with the assistance of the DEMHS Regional Coordinator and make a recommendation to the State Director of Emergency Management to approve or deny the request. The AHMCV shall submit a proposed roster of trained staff to accompany the MCV with the request form. No other individuals shall have access to operate, or perform any function on or in the MCV.

Upon approval of the request, the DEMHS Field Support Manager/OTE Manager/Regional Coordinator will contact the DEMHS Duty Officer and indicate which MCV will be assigned to the mission.

The DEMHS Duty Officer will notify the following that a request has been received and deployment authorized:

- The Agency Housing the MCV (AHMCV).
- DESPP Computer Service Unit.
- DESPP Connecticut Telecommunications Service.

Once an application has been approved, the requesting jurisdiction is responsible to work with the AHMCV for logistics matters, including but not limited to: fuel, electrical hook up, vehicle security, food, and comfort facilities for MCV staff. Staff from the assigned MCV should participate in all communications planning activity for the event.

An MCV deployed for scheduled events will be subject to recall for a higher priority emergency incident.

MCV Demobilization

The Incident Commander determines when the MCV is no longer required.

The Incident Commander or his/her designee will be responsible for coordinating the return of any equipment issued from the MCV as a result of the deployment.

Upon leaving the scene, the individuals staffing the MCV will contact the DESPP Message Center via radio on DEMHS Statewide Talk Group 148 and advise that the deployment is completed. The Message Center will notify the DEMHS Duty Officer who will notify the appropriate DEMHS Command Staff.

Upon arrival at home station, the AHMCV will ensure that the MCV is in all aspects ready for deployment, and so advise the DEMHS Field Support and OTE Managers. Being released from the scene does not constitute readiness to deploy until the vehicle is fueled and critical supplies are replaced and equipment is returned to its normal state including any required reprogramming.

The AHMCV shall immediately report any damage or non-functional systems or equipment to the DEMHS Field Support Unit.

Upon completion of the Mission, the AHMCV or its designee will file a Deployment After Action Report, with the DEMHS Field Support Unit within 24 hours, the report will include:

- A. Names of all personnel who responded and activated the MCV.
- B. The vehicle driver(s), and any other individuals having access to, operating or performing any function on or in the MCV.
- C. Description of all activities undertaken.
- D. Equipment used during the deployment.
- E. Copies of all ICS 205 Incident Communications Plan(s) used during the event.
- F. Any issues or problems requiring corrective action including damage.

MCV Staff Training

AHMCVs should train and drill their personnel as often as possible on the operation of the MCV and its installed equipment.

Any time an AHMCV plans a drill or training exercise for their staff, they shall send an email to the DEMHS Regional Coordinator who will notify the DEMHS Field Support Manager or DEMHS OTE Manager. Approval will be returned via email.

The AHMCV will file an MCV request form including a roster of all who participated in the training session to the DEMHS Field Support Manager within 24 hours of the event.

Vehicle Demonstrations

It is expected that the AHMCV will receive requests from various groups and responder agencies to demonstrate the capabilities of the MCV. Such events are encouraged.

The AHMCV shall request authorization for such activity by sending an email to the DEMHS Regional Coordinator who will notify DEMHS Field Support Manager or DEMHS OTE Manager. Approval will be returned via email. The appropriate DEMHS Manager will notify the DEMHS

Field Support Manager, the DEMHS Operations, Training and Exercise (OTE) Manager, the State Emergency Management Director, the DEMHS Deputy Commissioner, DEMHS Public Information Officer, DEMHS Legal Advisor, and DEMHS Duty Officer.

The AHMCV will file an MCV request form including a roster of all who participated in the vehicle demonstration to the Field Support Manager within 24 hours of the event.

Vehicle Operation

- The MCV shall at all times be operated within the motor vehicle laws and regulations of the State of Connecticut.
- Vehicle operators are responsible for any motor vehicle violations which may occur.
- Drivers shall conduct a complete vehicle safety check prior to each use including insuring that interior equipment , chairs, electronics rack doors, cargo netting, Airmasts, cameras, and light tower are properly stowed and secure, and that all exterior compartments are closed and locked.
- **Drivers shall be cognizant at all times of the 12 ft 7 inch height of the vehicles and any obstructions which may be found along a deployment specific route.**
- **The vehicle shall not be operated if any one of the provided equipment warning lights is on.**
- It is required to have a spotter/ground guide outside of the vehicle while passing through height restricted public streets. The spotter/ground guide should be in sight of the driver at all times.
- Anytime the vehicle is backed up a spotter shall be stationed at the rear of the vehicles in the sight of the driver.
- Any time the MCV is taken off of a public street, two (2) spotters/ground guides will be outside the vehicle ensuring that no height obstructions are encountered. One shall be stationed at the front of the vehicle and the other to the rear of the vehicle, both should be in sight of the driver at all times.
- If an Airmast proximity alarm sounds for any reason, the Alarm shall not be overridden.
- Prior to the raising or lowering of the Airmast Light Tower, a complete outside review of the area above the MCV will be undertaken by a spotter on the outside of the vehicle.
- Use of an MCV to tow trailers or any other vehicles is prohibited.
- The MCVs are provided with audible and visual warning devices (Emergency Lights). Emergency warning lights are only to be used when the vehicle is stationary in order to protect the vehicle and personnel. **Use of Siren and Flashing Lights during response is not allowed without the direct specific authorization of the DEMHS Deputy Commissioner or State Emergency Management Director.**
- At no time shall an MCV exceed the posted speed limit even when deploying to an incident.

Accident Reporting

In the event that the MCV is involved in a Motor Vehicle Accident, contact the DESPP Message Center on the DEMHS Talk Group 148 or 860-685-8190. A Connecticut State Police (CSP) Sergeant will be dispatched to undertake the investigation. The MCV and Driver and any other occupants shall stay at the scene until released by the CSP Investigating Officer.

In addition to the above, any and all damage which occurs to an MCV shall be reported to the DEMHS Duty Officer immediately.

Maintenance and Repair

Maintenance and Repair of the MCV will be arranged by the DESPP/ DEMHS using current State of Connecticut procedures.

Any costs associated with repairs or maintenance initiated by AHMCV will not be reimbursed.

In the event that an MCV suffers a breakdown on the road, contact the DESPP Message Center on the DEMHS Talk Group 148 or 860-685-8190. The Message Center will arrange for the dispatch of appropriate road service.

Forms and Documentation

The MCV Program uses several Forms which are outlined as follows:

DEMHS Monthly MCV Inspection Sheet

This form is to be filled out monthly in conjunction with the required monthly inspection by the AHMCV. It will be forwarded to the DEMHS Field Support Manager no later than the 10th of each month with copy to the DEMHS Regional Coordinator.

DEMHS Quarterly MCV Inspection Sheet

This form is to be filled out quarterly (January, April, July, October) in conjunction with the required quarterly inspection by the AHMCV. As the quarterly report contains all required monthly checks only the quarterly report needs to be filed. It will be forwarded to the DEMHS Field Support Manager no later than the 10th of the months outlined above with copy to the DEMHS Regional Coordinator.

DESPP Mileage Sheet

This form will be used to record all mileage accumulated by the MCV on each trip. Each entry will be signed by the vehicle driver and the POC of the AHMCV. It will be forwarded to the DEMHS Field Support Manager no later than the 10th of each month with copy to the DEMHS Regional Coordinator. If no mileage accumulates in a month, the report must still be filed indicating no activity.

DPS-0097 Form Equipment Loss or Damage

This form must be filled out and signed by the Vehicle Driver and the POC of the AHMCV for any MCV equipment lost or damaged. This form must be forwarded to the DEMHS Field Support Manager with copy to the DEMHS Regional Coordinator within 24 hours of the damage or loss.

MCV Activation Request

This series of forms is to be filled out for all MCV requests, planned and emergency, as outlined in this SOP.

MCV Staff Roster

This form will be filed bi-annually with the DEMHS Field Support Manager with copy to the DEMHS Regional Coordinator prior to the 10th day of July and January. It contains the names and qualifications of all persons authorized by the AHMCV to drive and or operate any of the functions on or in the MCV. Should staffing be changed during the course of the six- month period, a supplemental form shall be submitted.

Problem Resolution

Agencies using the services of an MCV shall report any problems with the specific MCV to the DEMHS Field Support Manager with copy to the DEMHS Regional Coordinator.

The DEMHS Field Support Manager will be responsible for ensuring effective resolution to concerns that exist with interoperability resources.