

# Annex H. ASRC Dispatch Officer Functions

## **H.1 Conference Dispatch**

The ASRC Dispatch function is fulfilled via the Dispatch Supervisor (DS) and the Dispatch Officers (DOs) during actual or simulated missions. During non-incident times the ASRC Dispatch Coordinator provides overall coordination of the dispatch function.

## **H.2 Chain of Command**

If the Conference Dispatch is activated, all ASRC DOs shall report directly to the incident DS to resolve all operational decisions during an incident. In cases of conflict between the DS and the AR, the AR directions shall have precedence over the DS's directions. In cases of conflict between the ACA and the AR, the ACA's directions shall have precedence over the AR's directions.

## **H.3 ~~Manning Staffing~~ Dispatch**

During periods of low activity, the DS may authorize the DO(s) to physically leave the dispatch office unstaffed provided an answering machine is set up and working properly. The answering machine shall have a message describing the current mission status and detailing how to contact the DS if needed.

## **H.4 ~~Generic Responsibilities~~Duties of the Conference Dispatch Officer**

The ASRC DO carries out the ~~minute-by-minute~~detailed conference dispatch ~~functions~~duties.

## **H.5 Initiation of ASRC Dispatch**

The ~~AO or~~ initial DO is responsible for initiating the ~~Dispatch-dispatch~~ function as directed by the DS.

## **H.6 Normal ASRC Dispatch Duties**

The DO is responsible for performing the following duties.

### **H.6.1 Timely Dispatching**

The DO is responsible for recruiting additional help as needed to ~~e~~insure timely dispatching.

### **H.6.2 Tracking Group Dispatchers**

The ASRC DO shall maintain a current list of GDOs, one for each group, including a pager or telephone number where the GDO can be reached.

### **H.6.3 Logging Conversations**

The DO ~~will keep a~~shall log ~~of~~ every telephone conversation, page, email or other communication that occurs during a mission, including the time of the calls, who called, and the content of the message.

#### **H.6.4 Maintain the Status Board**

The Conference DO will keep an updated status board that monitors the alert status of every group and the availability of members of every group.

#### **H.6.5 Maintaining Contact with the Incident Base**

The Conference DO ~~will~~shall establish and maintain contact with ~~Mission~~mission base at least every six hours and will pass updated information to every group dispatch and to ~~VADESM~~.

#### **H.6.6 Updating MEDCOM**

If the Conference was alerted through UVA MEDCOM, the Conference DO will keep MEDCOM ~~appraised~~apprised of the mission situation at least once every twenty-four hours.

#### **H.6.7 Information Flow to the Groups**

The Conference DO is responsible for passing the following information to each group's GDO at least once each day:

- Weather conditions
- Changes to the base location or directions
- Changes in alert status
- When group members reach or leave base
- Incident update / status report

#### **H.6.8 Logistics Support**

The Conference DO is responsible for ~~seeing~~ensuring that equipment requests from the base are ~~fulfilled~~satisfied. This includes calling other groups to determine what equipment is availableand.~~This~~ may include dispatching personnel to the search solely for the purpose of transporting equipment.

#### ***H.7 Incident Status Change Information Dissemination***

Once ~~Dispatch~~dispatch has been notified by ~~Base~~base that there is a find, or that a decision has been made to suspend the mission, all groups must be contacted immediately. If there are teams en route, a turn-around page must be issued. If teams are en route without a pager and have not called in, Conference Dispatch must notify Base that there are still incoming personnel and attempt to use other means to contact en route personnel.

#### **H.7.1 Incident Completion**

The Conference DO is responsible for talking to each of the GDO's to ascertain that they have received an end-of-incident page. This may include calling the GDO directly.

#### **H.7.2 Incident Closure**

The Conference DO is responsible for contacting ~~VADES~~VADESM to notify them that the mission is closing, unless ~~VADES~~VDEM notified Dispatch first.

## H.8 ASRC Dispatch Closure

The DO is responsible to fulfill a number of tasks prior to closing down the Conference Dispatch.

### H.8.1 Notifying the Groups

Prior to closing ASRC Dispatch, all groups must first be notified of the impending closure. If any group has members who are unaccounted for, or if any group cites a reason why dispatch should not close, then Dispatch will remain open or reopen until all Conference members have ~~returned~~been accounted for and have returned to their start point.

### H.8.2 Notifying ~~VADES-VDEM~~ and UVA MEDCOM

The Conference DO ~~will~~shall notify ~~VADES-VDEM Watch Officer~~Emergency Operations Center when Dispatch closes. If the ASRC was alerted through UVA MEDCOM, the Conference DO ~~will~~shall notify the MEDCOM operator that dispatch is closing.

### H.8.3 Documentation

The Conference DO at closing is responsible for filing the Dispatch Log with the mission files.

## H.9 ASRC Dispatch Backup to Group Dispatch

ASRC Dispatch is responsible for all operational dispatch functions. If an ASRC group is ~~not capable of~~unable to performing its own dispatch function, the ASRC DO is responsible for maintaining that group's dispatch.

## H.10 Response to Press Inquiries

If contacted by members of the press, the Conference DO ~~has two options~~shall either:

- ~~The DO can R~~refer the reporter to the IC or an ACA, if one has been activated.
- Issue a previously prepared press statement, if approved by the IC or an ACA (for an ongoing incident), ~~have established standing orders and have approved a previously prepared press statement,~~ the DO may issue the press statement upon request.