

Maryland State Police
District Heights, MD
September 27, 2008
MIA08MA203

**NATIONAL TRANSPORTATION SAFETY BOARD
WASHINGTON, D.C.**

ATTACHMENT 6

SYSCOM OPERATIONAL POLICIES

19 Pages

Landing zones at schools during school hours Notification of school officials

In the interest of safety for school personnel, students, and flight crews, the following policy has been established;

- *The use of emergency landing zones located within school property present a safe and relatively secure location for medevac patient transfer. However, due to the high concentration of students on or around the property, a significant risk can be posed if adequate notification has not been provided of the helicopter arrival.*
- *It is the responsibility of the PSAP requesting and coordinating medevac operations to provide advanced notification to school officials if the landing zone is within school property and during normal school hours.*
- *The SDO will verify with the PSAP that notifications have been provided to school officials in any event that involves a landing zone selection on any school property during normal school hours.*

Flight Net Talk Group

1. Daily Operational Brief

Initiated by the SDO @ exactly 0800 on week days.

OD may initiate limited talk group including the SDO & Maint. Spvr. on weekends & holidays as needed.

Procedures:

Advise SYSCOM staff of preparation for daily brief

Select Flight Network on NEXTEL

Key & announce

“SYSCOM to Flight Net with the Daily Operational Brief”

Observe display to confirm individual connections. Allow sufficient time for personnel to acknowledge.

Once the staff has acknowledged the net the SDO will provide the following:

- *Identify SDO*
- *Identify OD*
- *Identify Maint. Supervisor*
- *Report Fleet status*
- *Report Fleet outlook & WX for the day*
- *Direct Report from the following*
 - **Maint.**
 - **OD**
 - **Metro Supervisor**
 - **East Supervisor**
 - **South Supervisor**
 - **West Supervisor**
 - **Training Section Supervisor**
 - **Additional personnel**
- **Report briefing complete**

The SDO must maintain SA in the center. If needed, the SDO can move to immediate operational tasks as required. If able, the SDO will announce “SYSCOM Off Net” and move to manage other tasks. The OD can provide an update to the SDO of any critical items that were discussed.

2. Flight Operations Communications

The Flight Net TG is the preferred method for operational advisories and staff communication throughout the day as needed. It will be used similar to a conventional 2 way radio. All staff members can monitor the interaction but do not need to acknowledge the call.

CAD Quality Assurance Checks

MS Access Quality Assurance audits will be completed a minimum of 2 times per shift by each SDO. The SDO will run one audit at the beginning of the shift when practicable to identify any outstanding audits from the previous shift.

A second QA audit will be completed at the end of each shift. The audit will be reviewed and all errors identified in CAD will be corrected. A final QA will be completed and saved under SDO Files/QA.

CAD QA Issues

Please pay close attention to these details. They are common mistakes that are easily identified and corrected. Please make every effort to work on this.

Launch Times:

On *any* mission, the time interval between Dispatch & En route will not exceed 7 minutes without explanation listed in the Trip Dispatch Comments field of the Trip Summary window. If the aircraft is delayed for any reason or the radio call is missed please enter a comment. Failure to comply will result in a section chute time violation hit during the administrative QA review of ALL missions (does not matter if it is a medevac or pilot training). If the crew is late responding and you indicate the reason the blame is on them, if there is no comment it becomes the fault of the SDO.

Response Times:

On *any type 1 or 2* mission, the time interval between En route & On scene will not exceed 24 minutes without explanation listed in the Trip Dispatch Comments field of the Trip Summary window. Under the terms of the Commercial Helicopter Use MOU, medevac response times in excess of 25 minutes require the SDO to consider use & availability of a commercial service. Documentation must be provided on specific patient category, if a commercial service was dispatched and unable to respond and any additional relevant details.

Type:

All numeric codes must be the same (all 1's, all 2's etc)

On any multi aircraft medevac the Response Priority will indicate a 1 B

On an double patient transport the Transport Priority will indicate a 1 D

Comments:

Information in this field is generated from entries made in the Trip Dispatch Comments field of the Trip Summary. Use this field for any important mission details that are not covered in a separate specific field.

Flight Times:

Until further advised flight time will be entered on every mission active or cancelled.

If no time is generated or there is no launch enter 0.0

Shift Start Tasks

Shift Start tasks.

- The SDO will report for duty alert & prepared to perform all duties & responsibilities throughout the shift.
- The duty shift will start at 0545hrs (Day) and 1745hrs (Night). Arriving personnel will be in the operations center area no later.
- A shift report will be exchanged between oncoming and outgoing SDO's including the following items:
 - Current fleet status & airframe/section specific issues
 - Personnel issues for current day

- **Weather forecast**
 - **Pending missions or activities**
 - **SYSCOM/EMRC staff**
- **The oncoming SDO will be completely briefed, establish console control and be fully logged in with all systems operational prior to the top of the hour.**
- **The SDO will initiate the following IT tasks:**
- **Using specific user log on to access CAD work station.**
 - **Launch CAD & confirm vehicle status**
 - **Confirm CRABS ADS-B status on CRABS work station. Volume check**
 - **Confirm main center CRABS display & alert check**
 - **Confirm ADDS HEMS WX data function**
 - **Complete Comm system checks**
 - **Confirm WebEOC log in & function**
 - **Launch CapWIN**
 - **Launch DOR**
 - **Complete CAD QA review on previous shift**
 -

<i>SYSCOM Daily Notification</i>

The SDO is responsible for monitoring the status of each helicopter section. That includes the crew, aircraft and flight conditions for the shift. In order for correct information to be available and maintained in CAD the SDO must receive the required information at the beginning of each shift. This also aids in mission planning and aircraft selection based on capabilities and crew needs.

Effective immediately, personnel reporting for duty at a helicopter section will advise SYSCOM (SDO *or* any operator) of the following at the beginning of their shift:

Flight crew:

- Current shift.
- Following shift
- Regular or overtime status?

Aircraft:

- ID
- Airframe or flight hour limitations/restrictions
- Inop mission equipment (Hoist, FLT TRK, FLIR, NiteSun, etc)

WX Forecast

- Local vs. regional conditions & predictions

Missions & Assignments:

- Maintenance (pending service)
- Flight requests
- Section activity (Training, fuel delivery, tours)
- OAP or Training personnel

This information will be used to improve fleet & personnel management.

Any changes in the above information will be immediately relayed to SYSCOM.

Helicopter Sections Status will be tracked & listed in the following conditions:

- **GREEN** (*unrestricted operations & availability*),
 - **YELLOW** (*Wx Conditional, delayed response (fuel etc)*)
 - **RED** (*non available for WX, CREW, MAINT*)
- **20 hr. section staff will report when section is closing at end of the day.**

Aircraft Dispatch Procedure
Medevac

Aircraft Dispatch Procedure
<i>Commercial Aeromedical Helicopter Dispatch Policy</i>

The following policy change on commercial aeromedical dispatch as approved by the EMS Board has been implemented.

SYSCOM POLICY

1. Use of commercial helicopters¹ for category A patients:
 - A. SYSCOM will request dispatch of a commercial helicopter for category A patients when the ETA of a public safety helicopter is greater than 25 minutes and the commercial helicopter can arrive 10 minutes or sooner, or
 - B. SYSCOM will approve transport by a commercial helicopter service for category A patients within a 5-minute transport by ground to a commercial helicopter base when the aircraft is at the base and is immediately available.
2. Use of commercial helicopters for Other” category (B,C and D) patients:

SYSCOM **may** request dispatch of a commercial helicopter for “other” category patients when public safety helicopters are unavailable to respond.

3. SYSCOM may deviate from the policies as outlined in Paragraphs 1 and 2 when unusual circumstances indicate that transport by a commercial helicopter is more appropriate. For example: a motor vehicle crash occurs adjacent to a commercial helicopter base, the commercial helicopter EMS providers render immediate medical attention at the scene, and the commercial helicopter is at the base and is immediately available.
4. Contraindications for dispatch of public safety or commercial helicopters to scene locations:
 - A. Weather conditions preclude safe access to or transport from the scene location transport.
 - B. SYSCOM shall not dispatch a helicopter when weather minimums at the scene location are below a 600 foot ceiling and 2 mile visibility during the day or an 800 foot ceiling and a 3 mile visibility during the night. SYSCOM will remain cognizant that when weather is locally bad at one helicopter base, there may be other public safety or commercial helicopter bases that can respond to the scene and transport to the most appropriate designated facility with weather that is above these minimums.

Aircraft Dispatch Procedure
<i>Request for Helicopter Standby</i>

If an operations center or public safety agency requests that an MDSP aircraft be placed on “stand by” for a specific mission the operator on call intake will accept the mission information and provide ID and ETE data for the most appropriate aircraft to the scene. The requestor will then be directed to re contact as soon as a GO/NO GO decision is made. The SDO will not commit an aircraft to the mission or initiate a CC Card at this time. The response will be informational only. The standby policy does not restrict an aircraft from other missions.

Aircraft Dispatch Procedure
IHT

Aircraft Dispatch Procedure
SAR

Aircraft Dispatch Procedure
HS

Aircraft Dispatch Procedure

Medevac

Aircraft Dispatch Procedure

Mission Request Format

CAD Mission data input. Stand By and Unavailable Categories

CAD Mission data input. Stand By and Unavailable Categories

Every request for aviation service regardless of vehicle response or action will be entered in CAD as a mission.

1. Missions requiring in station stand by will be appropriately coded and retained in the CAD Open Work file pending final disposition of the event. If there is no further action from the requestor, the mission will be assigned a corresponding “X” code, time stamped through “COMPLETE” and closed.
2. Mission requests that are unfulfilled due to weather or vehicle availability will be assigned a corresponding “X” code, time stamped through “COMPLETE” and closed. A statement indicating “*Unavailable WX* “ will be entered in TRIP NOTES.
3. Requests for aircraft availability check for a specific incident or event will be considered a mission stand by and require CAD card posting.
4. Requests for general aircraft availability checks where a specific incident is not indicated will not require CAD action.

CAD Mission data input. Waypoint and Interval Tracking responsibilities,

CAD Mission data input. Waypoint and Interval Tracking responsibilities,

It remains the responsibility of personnel acknowledging radio reports from aircraft to complete the CAD date entry. If an acknowledgement is provided by personnel occupying the EMRC stations, immediate, direct verbal notification will be made and acknowledged to personnel occupying a SYSCOM station.

Flight Tracking

Flight Tracking

The SDO retains responsibility to insure that all MDSP Aviation Command helicopters are positively identified & tracked throughout each mission. It is the responsibility of all personnel in the center regardless of work station assignment to contribute to the safe operation of the MDSP helicopter fleet.

1. Personnel stationed at the SYSCOM-A & B consoles maintain access to individual flight tracking work stations. The SYSCOM B station controls the main center wide flight track display. Personnel manning these consoles will actively parallel the SDO in diligent flight track observation.
2. The flight tracking system (ADS-B) vehicle status alert function will remain fully functional at both the SDO and SYSCOM-B work stations. This will allow positive status alert

monitoring & resets to be completed in the event an operator or SDO is temporarily unavailable.

3. At no time will the audio level on the flight tracking work stations be altered to a point where alerts will not be detected at all stations within the center.
4. A statewide flight track view will be maintained on the center wall mount display. In the event of a monitor failure compromising the flight track display, immediate action will be taken to route the video display to the next available screen
5. The ADS-B CRABS flight tracking program will be restarted on a weekly basis.
6. Aircraft ADS-B failures will be identified and confirmed with flight crew
7. Loss of ADS-B position reporting will be identified and immediate contact made with flight crew to confirm status. In the event of GDL-90 failure, crew will be directed to provide radio position reports at 5 min. interval throughout mission.
8. If unable to make radio contact, status confirmation will be obtained from available sources (911 center, hospital, ATC, etc)
9. SDO will manage all necessary tasks to establish positive aircraft position and status in the event of ADS-B signal loss.

Aircraft Emergency,

SDO will be responsible to coordinate all tasks involved in supporting the flight crew in the event of an operational emergency. SYSCOM/EMRC staff will prioritize tasks and assignments in order to dedicate full support to flight crew assistance.

1. *In flight emergency involving violent patient.* SYSCOM will confirm aircraft condition, landing site and required support.
 - a. SYSCOM will alert appropriate local law enforcement and MSP Barrack
 - b. SYSCOM will alert county 911 center for EMS support.
 - c. SDO will establish contact with crew as soon as possible to confirm status
2. *In flight emergency involving aircraft flightworthiness.* SYSCOM will confirm aircraft condition, landing site and required support.
3. Loss of radio/flight track contact. SYSCOM will confirm aircraft condition, status and position.
 - a. Establish contact or verify position by available means including ATC if in airport environment, local 911 center if on arrival to field incident.
 - b. Other radio contact points
 - c. Presence of Traffic Information Broadcast (TIS) target visible on last known aircraft heading & alt.
 - d. SDO will initiate emergency services and Command staff alert notifications if unable to confirm position.
 - e. SDO will deploy available MSP and allied resources to assist in aircraft contact and location tasks
4. PIAP management. SDO is responsible for implementation of Post Acc
5. MIT Response. SDO is responsible to provide all required information to FOO or OD in order to activate Mishap Investigation Team.

6. Command Risk Management section will coordinate scheduled and unscheduled mishap drills involving SYSCOM & Flight Ops components.

Crew or support personnel injury or exposure

Equipment damage or critical failure

CAD Mission data input. Call Taking

Request for aeromedical & public safety aviation services communicated to SYSCOM will be managed in the most expedient & efficient manor in order to provide the specific service required. Mission requests received by lines identified as “emergency” are routinely answered by the most available operator at a SYSCOM CAD console. The SDO will when practicable, audit the conversation through muted connection. The operator will follow the established mission intake format & populate a CAD mission assignment. At the same time, the SDO will evaluate mission specifics and obtain the necessary information in order to select the most appropriate aircraft for the assignment. As soon as the selection is made the SDO will provide a direct verbal response to the operator managing the call identifying the assigned aircraft and ETA. The SDO may also interject any additional mission specific questions prior to call termination. The SDO will then make initial contact with the identified flight crew and provide the required mission response information. In the event the mission involves a critical law enforcement or rescue request, the operator will continue to manage the intake and confirm the SDO is monitoring the event. This eliminates any chance of placing a requestor on hold to wait for the duty officer.

Telephone Procedures

Telephone lines in the center are recorded. Interaction between callers and center staff is monitored and audited for quality assurance & procedural compliance. Every effort will be made to answer and conduct phone interactions in the most expedient & professional process.

- Emergency lines will be answered “Maryland Helicopter Dispatch”**
- Administrative, DEMSTEL, EMSTEL and toll free lines will be answered “SYSCOM”**

- MDSP specific lines will be answered “State Police Aviation, SYSCOM”
- On all lines, the operator/SDO will provide identification.

Noise discipline will be maintained throughout the center including conversation volume while on telephone lines.

<i>SPECIAL MISSION DISPATCH & MANAGEMENT PROCEDURES</i>
<i>Post Medevac & dedicated Critical Infrastructure Site Checks</i>

In order to more effectively assign, manage & track Command aircraft completing patrol check missions special procedures have been developed for specific mission code assignments and data tracking.

Aircraft completing medevac missions unless otherwise committed or detained, are considered available once patient movement and turn over has been completed at the receiving center. The return flight to the section provides a good opportunity to effectively utilize the aircraft in a surveillance or site assessment capacity rather than merely a direct return flight. This opportunity will allow the assignment of a patrol check that can occur in reasonable proximity to the aircrafts intended return flight part without an adverse delay. These patrol check assignments will be captured & recorded as a follow up mission relevant to the original medevac mission that was assigned.

Aircraft that are completing a repositioning flight (to or from MTN, etc) and maintaining a mission available status also provide a segment of useable flight time that will allow a surveillance opportunity for sites near the intended flight path. These missions will be captured a stand alone homeland security patrol checks.

The following procedures will be followed:

- SDO will determine the status and availability of Command aircraft completing patient transport missions to receiving centers or initiating a reposition flight to another base location.
- Unless other circumstances prohibit the assignment, the SDO will select an appropriate CI-site check site and initiate the dispatch process.
- The flight crew will be provided the CI-check target identifier and will reference the site location from the CI list in the aircraft flight manual .
- The SDO will indicate the CI-site identifier in the miscellaneous section on the CAD
- The mission coding will be as follows: Type 1-1, Response Type 1E Patrol check at the completion of a medevac
- The flight crew will complete visual surveillance of the assigned target and report any significant details or concerns directly to SYSCOM. If a non time critical security concern is

present, the information may be communicated to the SDO at the completion of the mission through land line.

- Any specific mission details will be recorded in CAD, miscellaneous section.
- The mission assignment will be indicated on the DOR by aircraft & CI-PC identifier.

<i>SPECIAL MISSION DISPATCH & MANAGEMENT PROCEDURES,</i>
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<i>Flight Crew Conference Call on SAR/LE support mission requests</i>

Flight crews involved in search operations require specific & direct details on mission information including exact location, supporting units, communication and object of the search. Typically a flight crew receives the dispatch package from the SDO who obtained the request from a dispatcher who took the initial request from the search manager or patrol officer. Much information is lost in the transition from origin to crew. The ability to involve a flight crew in the initial mission package development can result in direct time savings & improved operational efficiency for all involved. This will result in an increased mission success rate. For this reason an operational policy will be established to effectively manage the initial search mission request.

- On the receipt of a mission request that may involve complicated or intricate details concerning location, area, target identification, communication procedures or any other significant item, the ability to involve the flight crew with the initial requestor will be beneficial and reduce confusion.
- On any search or surveillance mission that does not require immediate launch to preserve life or safety, the SDO will when practicable, involve the selected flight crew in the initial mission request uptake through the use of a conference call process.

The following procedures will be followed:

- SDO will receive initial mission request.
- Basic event details will allow a mission approval decision.
- Determine potential mission complexity and necessity for flight crew interaction.
- If the mission is accepted the SDO will advise requestor that the flight crew will now be included in the remaining uptake process. (operational task load dependent)
- Flight crew contact will be established through conference call actions.
- Specific mission details will then be communicated directly to the flight crew by the requestor.
- *Warning.* At this stage the mission has been approved by the SDO and at no time will the flight crew discuss relevance or appropriateness of the mission request. This interaction serves to allow direct sharing of mission details with the flight crew which will help eliminate duplication of efforts and reduce confusion.
- Once the information has been exchanged the conference will be terminated with the understanding that the aircraft will be launched.

This process may be useful in complicated search missions, both LE & SAR. It provides the SDO with another tool in the information & resource management process. SDOs will make every effort to employ this tool when practicable. In the event that operational demands in the center preclude this procedure, the SDO will still obtain sufficient mission details to allow effective aircraft selection and launch.

**The SDO will document on the DOR each request and the actions taken to establish the conference call process and any relevant details concerning the process.
Report any concerns to the NCOIC SYSCOM ASAP.**

Conference call procedures review:

Initial call on HOLD

Establish secondary call, provide basic details on answer then place on HOLD

Select CONF.

Select Initial line

Select secondary line

Select CONF.

3 way conversation should be established.

<i>SPECIAL MISSION DISPATCH & MANAGEMENT PROCEDURES,</i>
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Ops Policy # 22-0512 HEAT Mission Dispatch

Effective immediately the SDO will include the following actions on all requests that include the potential for aerial rescue operations and/or rescue personnel deployment:

- 1) The primary hoist equipped helicopter section will be identified & alerted to the mission.**
- 2) A support helicopter section will be identified and alerted to the mission. (may be non hoist equipped)**
- 3) The jurisdictional H.E.A.T. will be requested through contact with appropriate county communications center.**
- 4) Following the activation protocol listed below, the SDO may elect to direct the support aircraft to provide H.E.A.T. team transport from a designated LZ to the incident site if this will significantly expedite the response.**

Communications Process

This policy applies to all HEAT Teams and all other Maryland Fire, EMS, Rescue and Law Enforcement organizations/entities that request HEAT Team services.

Request/Dispatch: All requests for HEAT Team services shall be made through SYSCOM.

Activation of Team: Based on the geographical location of the incident, the *MSP SYSCOM Duty Officer* will contact the assigned jurisdictions Communication's Center and have them activate their HEAT Team. In addition the Duty Officer will advise the Communication's Center of all information that is required/available concerning the mission (type of incident, location, number of victims, rendezvous site, aircraft section number responding, frequency, etc.). *Example: High rise fire, Baltimore City, 30 victims trapped on the roof, Baltimore City Training Academy, Trooper 1, Mutual Aid, etc.*

Hoist Rescues: Whenever an Aviation Command helicopter is involved in hoisting operations, the jurisdictional HEAT Team in the area of operation shall be activated. The HEAT Team may be able to provide additional resources and assistance to ensure the safety of the mission is not jeopardized. Activation of the HEAT Team does not mean that Command aircraft must wait until their arrival to hoist a victim. It only ensures additional resources are en route if the need arises for further assistance from Command-trained personnel.

Each HEAT Team will establish a reliable activation system that will allow team members to be mobilized and be available at predestinated rendezvous sites within 20 minutes unless otherwise directed by MSP or the HEAT Team Leader.

The SYSCOM Duty Officer will also dispatch the closest/most appropriate MSP aircraft to rendezvous with the HEAT Team at the predesignated landing zone and provide the flight crew with the same mission information as listed above.

For all HEAT Team missions, the SYSCOM Duty Officer will notify the Command Staff and the Safety/Risk Management Section of the situation via page.

Operating Frequencies: The SYSCOM Duty Officer will ascertain from the requesting jurisdiction the operating frequency for the HEAT Team mission.

Daily Reporting: Upon completion of a HEAT Team mission, the flight crew will provide the SYSCOM Duty Officer with appropriate/applicable information for the Daily Report. The flight crew will also complete a Form 17 to Flight Operations detailing the incident.

HEAT Team Geographical Coverage Responsibilities

Baltimore City Fire Department (Primary):

Baltimore City

Howard County

Kent County

Chesapeake Bay from Pooles Island to the Patapsco River

Back Up/Secondary HEAT Team for:

Baltimore County Fire Department

Anne Arundel County Fire Department

Cumberland City Fire Department (Primary):

Allegany County

Garrett County

Washington County from Allegany County to the Clear Spring, Md. area

Back Up/Secondary HEAT Team for:

Frederick County ATR

Anne Arundel County Fire Department (Primary):

Anne Arundel County

Calvert County

St. Marys County

Prince Georges County

Charles County

Entire Eastern Shore from Queen Anne's County South

Chesapeake Bay from the Patapsco River South

Back Up/Third HEAT Team for:

Baltimore County Fire Department/Baltimore City Fire Department

Baltimore County Fire Department (Primary):

Baltimore County

Carroll County

Harford County

Cecil County

Chesapeake Bay from Poole's Island to the North

Back Up/Secondary HEAT Team for:

Baltimore City Fire Department

Frederick County Advanced Technical Rescue (Primary):

Frederick County

Montgomery County

Washington County from Frederick County west to Clear Spring, Md.

Back up/Secondary HEAT Team for:

Cumberland City Fire Department

Designated Rendezvous Sites

To provide HEAT Teams with designated landing sites for rendezvous with MSP helicopters:

Baltimore City- Baltimore City Fire Department Training Academy

ADC - page 36, D 10 GPS - N 39.27.71 W 76.38.29

Cumberland City- Cumberland Airport Trooper 5 Hangar

GPS - N 39.36.93 W 78.45.65

Baltimore County- Baltimore County Fire Station # 17 York Road, Cockeysville

ADC - page 18, J 8 GPS - N 39.27.71 W 76.38.29

Anne Arundel County- Anne Arundel Community College

ADC - page 15, G 10 GPS - N 39.02.92 W 76.30.70

Frederick County- Fort Detrick, Frederick City

ADC - page 29, E 2 GPS - N 39.26.22 W 77.25.01

<p><i>SPECIAL MISSION DISPATCH & MANAGEMENT PROCEDURES,</i></p>
<p>Contingency Operations Plan (SCOP)</p>

SYSCOM Contingency Operations Plan (SCOP)

In the event of a catastrophic incident requiring evacuation or elimination of the operations center at SYSCOM the following tasks will be performed.

- 1: Personnel evacuation (assumption that immediate egress is required.)
 - A. SDO will obtain weapon (if not on person)
 - B. SDO will obtain SYSCOM NEXTEL phone
 - C. SDO will secure all LE sensitive data & files.
 - D. SDO will assist with evacuation of primary staff & facility
 - E. SDO, once evacuation is completed will move patrol vehicle to area considered safe with available egress.
 - F. SDO will meet with assembled EMRC staff and determine operational priorities.
 1. If all mechanical systems in center remained functional and in operation, team will immediately move to SYSCOM back up facility in STC building. (Level II Activation)
 2. If any potential exists for primary communication system failure, SDO will recover a minimum of three (3) EMRC staff members and either by MDSP vehicle or by convoy move under emergency response conditions to alternate operations facility. (Level III activation)
 - G. SDO will, upon determination of system capability, establish immediate contact and alert first available MDSP AC helicopter section to incident & status.

1. Helo section will obtain posted SCOP action plan and assume helicopter fleet operational control until relieved by first available support facility
 2. Relay notification of contingency plan activation to all personnel & operations listed in action plan. (Attachment 1)
 3. Maintain contact with SDO during movement
2. Establishment of Command & Control at remote facility (Level II)
 - A. Initiate system activation and test HVAC, phone, computer systems & radio system
 - B. On confirmation of system operation & capabilities, assume operational system control of the fleet.
 - 3.

***Attachment 1, Notification List, Stage I
MDSP Primary & Support Installations***

AO2	MSP HQ Command Duty Officer, Pikesville (Baltimore Co.)
AO3	Barrack W McHenry (Garrett County)
AO4	Barrack C Cumberland (LaVale) (Allegany County)
A05	Barrack O Hagerstown (Washington)
A06	Barrack B Frederick (Frederick County)
A07	Barrack G Westminster (Carroll County)
A08	Barrack A Waterloo (Jessup) (Howard County)
A09	Barrack N Rockville (Montgomery County)
A10	Barrack L Forrestville (Prince George's County)
A11	Barrack H Laplata (Charles County)
A12	Barrack T Leonardtown (St. Mary's County)
A13	Barrack U Prince Frederick (Calvert County)
A14	Barrack Q College Park (Prince George's County)
B04	Barrack X Princess Anne Detachment (Somerset County)
B05	Barrack V Berlin (Worcester County)
B06	Barrack E Salisbury (Wicomico County)
B07	Barrack I Easton/Denton and Cambridge Det. (Caroline, Dorchester, and Talbot Counties)
B08	Barrack S Centreville (Kent and Queen Anne's Counties)
B09	Barrack J Annapolis (Anne Arundel County)

B10	Barrack P Glen Burnie (Anne Arundel County)
B11	Barrack F Northeast (Cecil County)
B13	Barrack M Perryville (I-95 corridor mile-marker 62 to Delaware line)
B14	Barrack R Golden Ring (Baltimore County)
B15	Barrack D Bel Air (Harford County)
	MD Emergency Management Agency
	National Capitol Region Coordination Center (NCRCC)
	Commander, MDSP Aviation
	AD, MDSP Aviation
	Reserve SDO Notification
	Flight Ops OIC

***Notification List, Stage II
County EOC & PSAP***

<u>Allegany County</u>
<u>Anne Arundel County</u>
<u>Baltimore City</u>
<u>Baltimore County</u>
<u>Calvert County</u>
<u>Caroline County</u>
<u>Carroll County</u>
<u>Cecil County</u>
<u>Montgomery County</u>
<u>Prince George's County</u>
<u>Queen Anne's County</u>
<u>St. Mary's County</u>
<u>Somerset County</u>
<u>Talbot County</u>
<u>Washington County</u>
<u>Wicomico County</u>
<u>Worcester County</u>

Special Procedures
Special Notifications, Restricted Airspace

The SDO is responsible to insure that advanced notification is provided to NCRCC regarding any transition of special restricted airspace including:
 NSF Thurmont (P40)
 White House (P56)
 Federal TFRs
 NC ADIZ FRZ

Special Procedures
Special Notifications, Restricted Airspace

Special Procedures

Aux heating systems

Admin procedures

1. Problem solving. It is the intent that problems be managed at the most basic level. Items critical in nature or unresolved may be elevated to the first line supervisory level. From there issues will be directed to the operational managers (NCOIC & MIEMSS Director).

Admin procedures
Recycle & trash

The MIEMSS facility will comply with all mandated recycle policies. Receptacles are available for paper, glass & plastic. Regarding paper product disposal, use caution in the disposal of sensitive or secure material. A shredder will be used for disposal of all item considered LE or operationally secure/sensitive.

Additional section attachments

Medevac dispatch launch steps. Intake format

- COP MEMA
- Flight tracking system failure
- Nav data system operation
- NCRCC interaction
- FAA TFR, FRZ & ADIZ interaction

CAD code definitions
Operations center physical security
COMAR & MD Medical Protocol reference
Weather Turn Down (WTD) Program operation
Radio Clear-Speak policy
Operations Center chain of Command & problem solving
Recycle policy
Secure/sensitive document management
Heaters, fans and additional electrical equipment/devices use
Noise discipline