

# **LFB Operations Control Training - LOC**

**(LFBs Control Room)**



LONDON FIRE BRIGADE



# Explanation

As LFB we are attempting to present the best possible methods in which we can use to stay inline with irl operations and procedures. With this in mind we don't have the tool set that is used to monitor and dispatch LFB Appliances, Within LFB we will use the tool set given to use by Sonoran CAD. It is to note that LFBs control does not require a controller in RTO however must be available to go to the LFB channel if requested.

This document is both a training document and a reference document. And most efforts will be put into keeping it updated



# Operation Procedures

LFB use a control called LOC or London Operations Control, This is further broken down into 2 appliance contact desks of which Controls the North, East, West as one area and the South area as another. These desks work together, if an appliance moves from the M2FN area to M2FS, they will switch to M2FS's frequency, and the controllers will communicate directly inside the control room as needed.

The contact desk covering North, West, and East London is designated as M2FN

The contact desk covering South London is designated as M2FS



# Stop codes and stop messages

Stop codes are numerical. They are used to inform the control room of the incident specifics post-incident. A stop message is used to inform the control room of the incident being under control, and no further assets are needed.

A stop message is a short and concise message to sum up the incident. For example, on an RTC, a stop message might sound like “M2FS, F241, Stop. Stop message on behalf of Station Officer Smith, one small car, overturned on motorway slip road. In attendance, F241 and F242, One male extricated from the vehicle, no other persons reported trapped or at risk, Incident Commander assigned as Station Officer Smith. M2FS, Stop code 12.

# Stop codes

StopCodeId	Code	Description
2	F	Primary Fire
3	LC	Late Call
4	SF	Secondary Fire
5	CH	Chimney Fire
7	AFA	AFA
8	AC	False alarm - Good intent
9	M	False alarm - Malicious
11	FAT	Flood call attended - Batch mobilised
12	SS	Special Service
15	NA	Not attended call
16	NCC	Not attended - Call challenge
17	NMP	Not attended - Call from mobile phone
18	NOP	Operator created call
19	NPB	Not attended - Call from public call box
21	MA	Mutual assistance
26	FNA	Not attended - Call to flooding

26	FNA	Not attended - Call to flooding
27	FCN	Flood call - Attendance cancelled
30	DTF	Details to follow
37	NAFA	Not attended - Call to AFA
38	NSIL	Not attended - Shut in lift call
39		SYSTEM GENERATED RECORDS
40	NR	National Resilience Incident
41	GT	Use of Special Operations Room
42	FMP	Forward Mobilising Procedure
43	SBY	Standby
44	Duplicate	Duplicate Call
45	Merge	Merged Incident
46	SERD	Safety Event

47	AFR	Alleged Fire Risk
48	ESS	Request From Police - Refer to ILO

# Mobilisation Messages

The London Fire Brigade uses a mixture of CAD and topography when dispatching resources to incidents. The information on both is the same, however, the typography (aka tip sheet) is used first as it is always the most reliable. The information provided consists of:

Incident number, time of call, incident type (fire, special service, animal rescue, flood etc), Source of call (landline, mobile, phone box), address, grid reference, nearest hydrant number, any short details.

This information is sent to the station printer, and also to the onboard MDT.



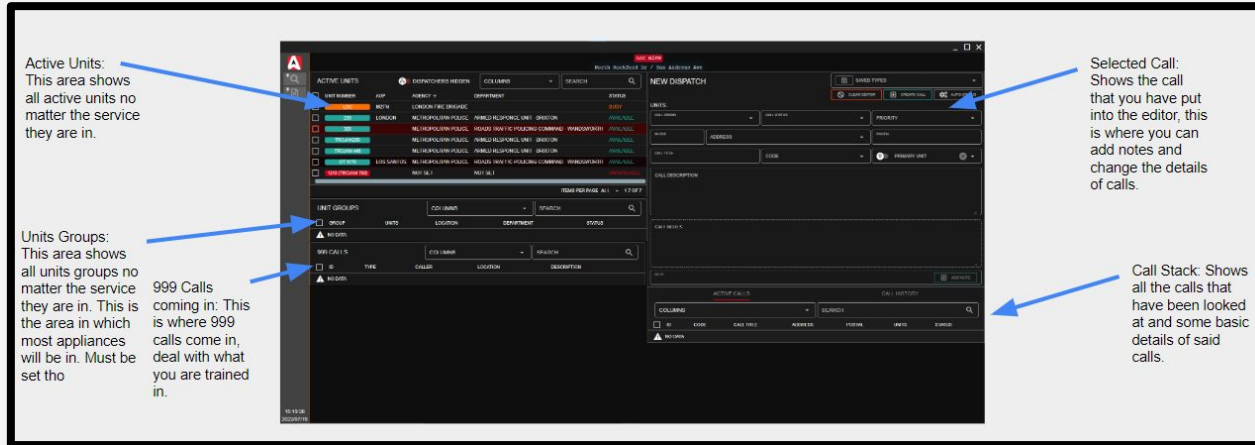
# Standby messages

In the event of a fire taking all frontline resources from a station, control may send an appliance from another station to stand in for the appliances at their home station. This is to ensure fire cover all over the city and to ensure continuity in stations cover.

You may communicate this by creating your own call and attaching them as described later. Or verbally instruct them over RTO. You must remember where they have been sent and understand that there will be a change in response times and actions.

# Preparation of CAD

When you access the Dispatch section of the CAD you may be confronted by a number of things new to you. This next 2 slides will help in understanding it. Below is a shot of a the Dispatch panel with points to help you understand.



The screenshot shows the CAD Dispatch panel with several sections and annotations:

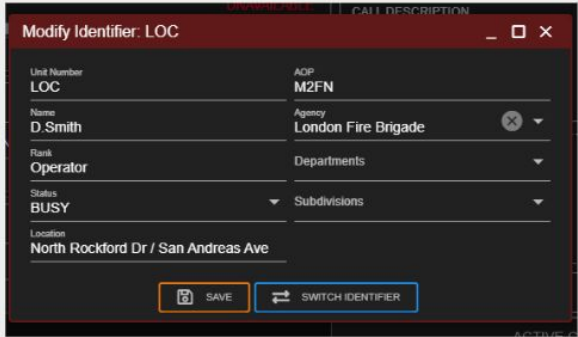
- Active Units:** This area shows all active units no matter the service they are in. (Annotation points to the 'ACTIVE UNITS' table)
- Units Groups:** This area shows all units groups no matter the service they are in. This is the area in which most appliances will be in. Must be set to (Annotation points to the 'UNIT GROUPS' table)
- 999 Calls coming in:** This is where 999 calls come in, deal with what you are trained in. (Annotation points to the 'NEW CALLS' table)
- Selected Call:** Shows the call that you have put into the editor, this is where you can add notes and change the details of calls. (Annotation points to the 'NEW DISPATCH' editor)
- Call Stack:** Shows all the calls that have been looked at and some basic details of said calls. (Annotation points to the 'CALL STACK' table)



# Preparation of CAD

After understanding where the basic things are we need to ensure that the identifier used is set correctly, as you have been told there are 2 desks. With this in mind the identifiers should be suited. Below are the examples that should be used, for M2FN and M2FS.

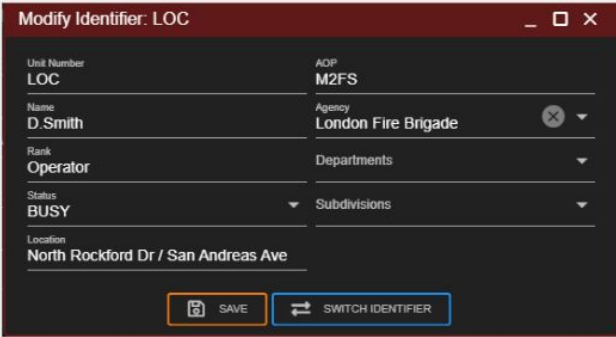
### M2FN



Unit Number	AOP
LOC	M2FN
Name	Agency
D.Smith	London Fire Brigade
Rank	Departments
Operator	
Status	Subdivisions
BUSY	
Location	
North Rockford Dr / San Andreas Ave	

SAVE SWITCH IDENTIFIER

### M2FS



Unit Number	AOP
LOC	M2FS
Name	Agency
D.Smith	London Fire Brigade
Rank	Departments
Operator	
Status	Subdivisions
BUSY	
Location	
North Rockford Dr / San Andreas Ave	

SAVE SWITCH IDENTIFIER

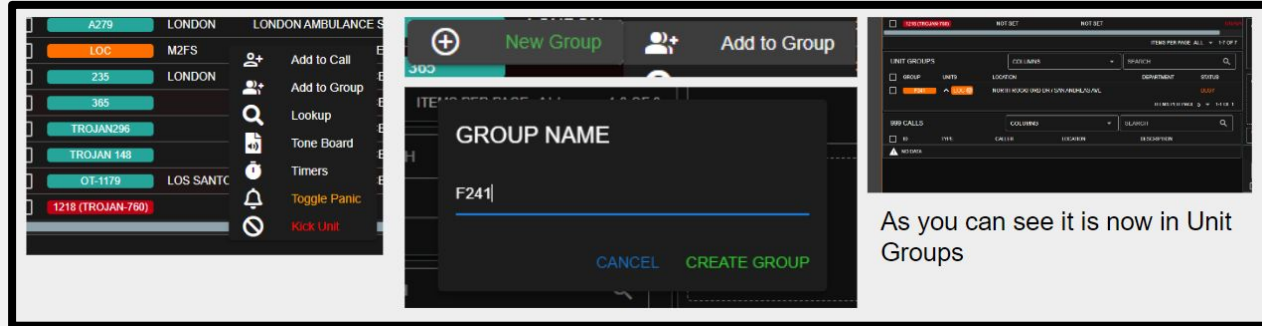
Please note that the only thing that has changed is the AOP



# CAD: Assigning appliances

As mentioned you appliances are to be set into groups with the number of FFs within the appliance. This can be done by left clicking (standard click) and selecting add to group. At this point you can add to a group or create new.

When creating a new group it should be named the appliance's callsign. For example F241 is the DLP out of station F24 based in Hackney.



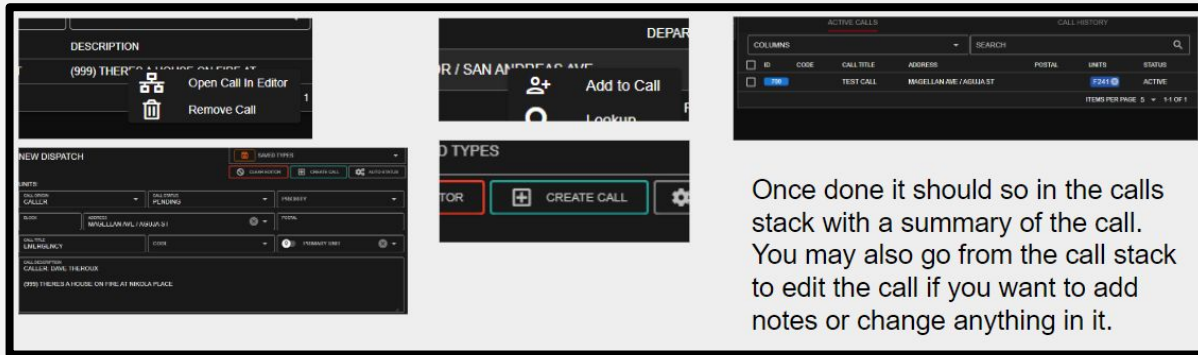
The image contains three screenshots from a CAD interface. The leftmost screenshot shows a list of appliances with their callsigns and locations. The middle screenshot shows a 'New Group' dialog box where the callsign 'F241' is entered. The rightmost screenshot shows a table of 'UNIT GROUPS' with a new entry for 'F241'.

UNIT GROUPS	COLUMNS	SEARCH	ITEMS PER PAGE ALL	11/07/21	
<input type="checkbox"/>	GROUP	UNITS	LOCATION	DEPARTMENT	STATUS
<input type="checkbox"/>	<b>F241</b>	<b>LOC</b>	ROVER HOUSE (REG ON) (DRIVE) (REAR) (LOCAL)		

As you can see it is now in Unit Groups

# CAD: 999 Calls and Call stack

You will hear when a new call comes in from the 999 calls, and see it in the stack as well. By clicking on it you may open it in the editor and go to look at the call. At this point you can set the priority to 1 and call status to active. You may edit the call description to add more details if you get anymore though. It is also noted that you should only deal with 999 calls that you are trained for. You may then attach a callsign (from the group and from the unit stack) to the call by clicking them and adding to call and then click create call.



The image displays three screenshots from a CAD interface. The top-left screenshot shows a 'DESCRIPTION' window for a call with the text '(999) THERE'S A FIRE ON FIRE AT BRIGADE PLACE' and buttons for 'Open Call in Editor' and 'Remove Call'. The bottom-left screenshot shows a 'NEW DISPATCH' window with fields for 'UNITS', 'CALLER', 'ADDRESS', 'EMERGENCY', and 'CALLER DIAL THE HOUR'. The middle screenshot shows a 'DEPART' window with an 'Add to Call' button and a 'LOCKUP' button. The right screenshot shows an 'ACTIVE CALLS' table with columns for ID, CODE, CALL TITLE, ADDRESS, POSTAL, UNITS, and STATUS. The table contains one entry: 'TEST CALL' with address 'MAGELLAN AVE / AGUIA ST', units 'F341', and status 'ACTIVE'.

ACTIVE CALLS	CALL HISTORY						
COLUMNS	SEARCH						
<input type="checkbox"/>	ID	CODE	CALL TITLE	ADDRESS	POSTAL	UNITS	STATUS
<input type="checkbox"/>	0000		TEST CALL	MAGELLAN AVE / AGUIA ST		F341	ACTIVE

Once done it should so in the calls stack with a summary of the call. You may also go from the call stack to edit the call if you want to add notes or change anything in it.



# CAD: Communication with FFs and Ground Staff

You as a LOC Operator have 2 main ways of communication to FFs and Ground Staff for LFB. One which is via Radio Traffic and Voice, other by CAD. As LOC we need to rely on FFs on the ground to give good information regarding the call and its progress. Within LFB and other services out there, they tend to do this by logging it on a CAD. The same is to be done here. With the Notes section of each call you can rely messages to units without the need to hold RTO which the Scene Cmd might be using. So messages like a Mobilise, or Stop, relieve, and more may be sent this way. We do however need to ensure that all notes being passed are seen and attended to. With this in mind RTO is to be as clear as possible.



# CAD: Mobilisation Messages

You as a LOC Operator have the ability to mobilise appliances to a scene how you feel fit. However, operators should consider the incident facing them and the resources available. For example, you wouldn't send three pumps to a bin fire. We also mustn't under staff a incident we would look at the requirements and what is the best access to the incident and then we make a decision that can be used to justify the sending of appliances.

Put it simple once you have received and edited it. You may then attach the appliances you think are needed. If more appliances are requested then you can get the call back into the editor and attach the appliances that are required. Remember to update the call!

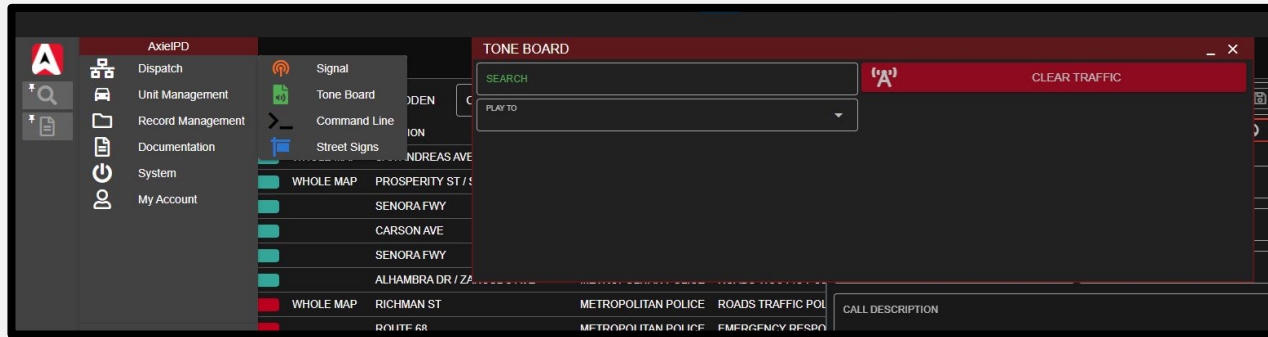
As mentioned in Slide 5, a mobilisation message needs to be sent in the from of attaching the appliance to the call and updating it. This should give details listed in the CAD/MDT.



# CAD: Mobilisation Messages

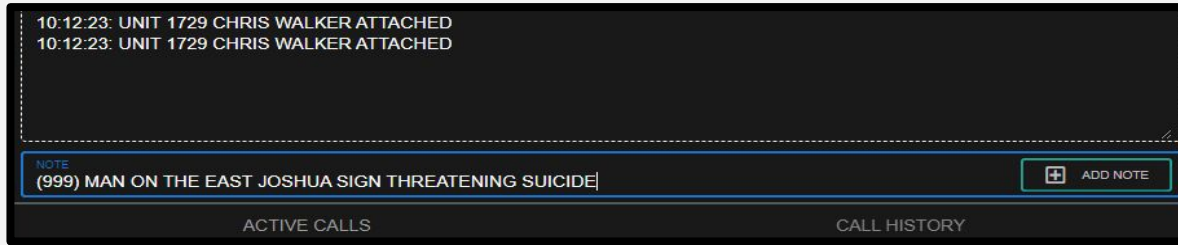
When a LFB get sent to a call, they get “Tones” as Control our best ability is to use a Tones Board. In short it sends a sound alerting people in CAD to standby for a message.

To do this you must open the tones board, do this by going to menu, Dispatch, Tone Board. This pulls up a menu for tones, you need to ensure that the tones are played to only LFB/Station that you wish to acknowledge. Then the clear traffic button.



# CAD: Updates

You as a LOC Operator you may come across other 999 calls relating to the same incident. Don't worry take a look at the 999 call and pass the relevant information to the other CAD which is being used. A method of doing so is opening the 999 call in the editor and copying the call details by (Ctl+C and Ctl+V) This then can be pasted into the Call Notes and then pressing Add note.

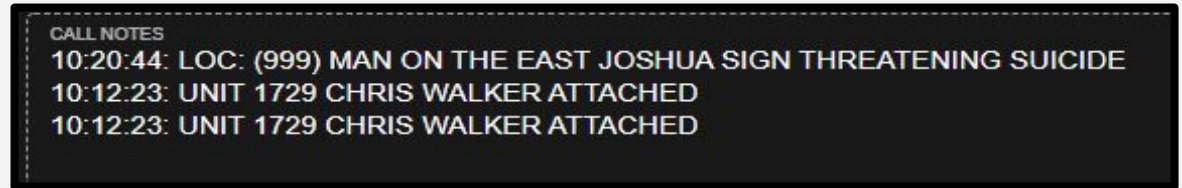


10:12:23: UNIT 1729 CHRIS WALKER ATTACHED  
10:12:23: UNIT 1729 CHRIS WALKER ATTACHED

NOTE  
(999) MAN ON THE EAST JOSHUA SIGN THREATENING SUICIDE

+ ADD NOTE

ACTIVE CALLS CALL HISTORY



CALL NOTES  
10:20:44: LOC: (999) MAN ON THE EAST JOSHUA SIGN THREATENING SUICIDE  
10:12:23: UNIT 1729 CHRIS WALKER ATTACHED  
10:12:23: UNIT 1729 CHRIS WALKER ATTACHED



# CAD: Stop Messages

You as a LOC Operator you need to be able to read and understand a Stop message. Please refer to Slide 4.

You may then remove them from a call, do this by editing the call and pressing the x next to the identifier of the appliance, change the call status to closed and then update call.

UNITS:

CALL ORIGIN RADIO DISPATCH	CALL STATUS CLOSED	PRIORITY 2
BLOCK	ADDRESS BAY CITY AVENUE	POSTAL
CALL TITLE TEST	CODE 1 VEHICLE RTC	PRIMARY UNIT
CALL DESCRIPTION TEST		
CALL NOTES 10:41:20: UNIT 1729 CHRIS WALKER DETACHED 10:41:20: UNIT 1729 CHRIS WALKER DETACHED 10:20:44: LOC: (999) MAN ON THE EAST JOSHUA SIGN THREATENING SUICIDE 10:12:23: UNIT 1729 CHRIS WALKER ATTACHED 10:12:23: UNIT 1729 CHRIS WALKER ATTACHED		





# CAD: Callsigns

You as a LOC Operator you need to be able understand each callsign. It is fairly simple.

For all LFB appliances the have a Station Identifier (H33) then a Suffix (1), each station has a unique identifier and will change dependent of the station, the suffix will be used to Identify types of appliance, here is a guide below:

Pumps/Pump Ladders - “1”, “2”

32m Turntable ladders - “3”

64m Turntable ladders - “4”

Aerial Ladder Platforms - “5”

Fire Rescue Units - “6”

IRU/Bulk Foam - “7”

Hose Layer - “9”

Any Operational Support - “A”

Station Staff:

Duty Station Fire Officer - “S”

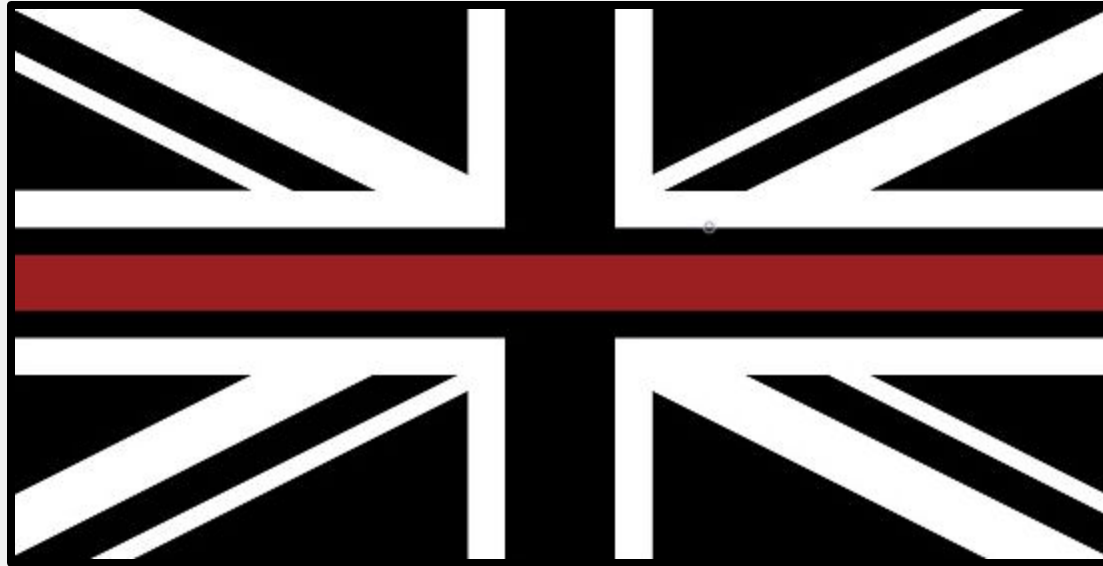
SLT:

These are short callsigns and not designated a station, the callsign would start F then single digit, from 1 as Commissioner then downwards

# **This is the End of this Document of LFB Operations Control Training - LOC**

**Be sure to look at our other documents  
to acquaint yourself with LFB.**





**L F B**

LONDON FIRE BRIGADE

