



Missouri Hospital Association

Standard Operating Guide

October 2020

MOSWIN STANDARD OPERATING GUIDE
MISSOURI HOSPITAL ASSOCIATION

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I. Purpose

The purpose of this operational procedure is to establish and prescribe the standards for the use of talk groups and conventional channels associated with the Missouri Statewide Interoperability Network (MOSWIN). The scope of this operational procedure includes Missouri Hospital Association, Missouri hospitals, 16 Mass Casualty Incident/Communications Trailers, Local Public Health Agencies, EMS Services, EMS Mutual Aid Regional Coordinators, County Emergency Medical Directors and DHSS that have been provided MOSWIN communication equipment.

II. System Overview

MOSWIN is an initiative within the Missouri Department of Public Safety. The network consists of a Project 25 digital trunked VHF and 700 MHz infrastructure currently utilizing 116 tower sites, three master controller sites (including the City of St. Louis) and one network operations center in Jefferson City.

The system goal is to provide coverage throughout the state of Missouri so that users can provide essential governmental services and achieve local, regional and statewide interagency multidiscipline radio interoperability. MOSWIN is the statewide interoperable communications platform for mission-critical, life and public safety communications. **Non-mission critical, life and safety communications are prohibited by MO DPS MOSWIN System Administration.**

Operations

Radios are programmed with both MOSWIN talkgroups and conventional national interoperability radio channels such as the VTAC series.

Contacting another in-Region MOSWIN user:

MHA and other MOSWIN members sharing MHA talkgroups will utilize their home Region I/O "Call" talkgroup to contact each other. Once contact is made, the called party should move the conversation off the Region Call talkgroup to another talkgroup to continue the conversation.

Contacting another out-Region MOSWIN user:

MOSWIN radio traffic is limited to mission-critical public safety communications. When there is a mission critical need and MOSWIN is the most expedient communications method available; switch from Region I/O Call to MHA 1, MHA 2 or MHA 3, as appropriate, to make the call. Once the call/incident is completed, both parties will return to their Region Call.

One of the most common user errors is not waiting for the 'permission to talk' beeps to be heard before speaking. Before speaking, hold down the Push-To-Talk switch until the 'permission to talk' beeps are heard.

Mobile Operation

The MOSWIN radio network is designed for mobile coverage; portables will work on the system but will not have as large a coverage area as mobile radios.

Portable Operation

The radio network is not designed to provide coverage for portable radios. However, portable radios will be capable of communicating on the *MOSWIN* network when they are within the portable working range of a tower site. Because the power output of portables is much less than that of mobile radios their coverage area is significantly less than a mobile. Therefore, a portable must be significantly closer to a tower site than mobiles in order to reliably access *MOSWIN*.

III. MHA MOSWIN Radios

MHA Talkgroups

MHA-owned radios are programmed with MHA 1, MHA 2 or MHA 3 talkgroups, depending on the discipline.

MHA 1 is the first option in communicating among the Nonurban Healthcare Coalition regions. The Nonurban HCC recognizes not all members have this talkgroup available. The HCC will then move to a statewide “must carry” talkgroup. For example, MO Event 1.

MHA 2 is designated for communication among the EMS Statewide Coordinator and the Regional EMS Coordinators.

MHA 3 is the designated talkgroup for communication among the hospitals.

Control Station

A Motorola APX-7500 control station with desktop microphone is established in MHA’s Jefferson City Conference Room.

The radio is programmed with 8 zones.

Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
HOME	MO IO	MO Hlth.Med IO	F REG IO	VHF IO	700 IO	700 EMS	800 IO
Cole Co All	MO IO CALL	MO MHA 1	F EMS 1	VMED28	7CALL50	7MED65	8CALL90
Cole Co Trvl	MO IO 1	MO MHA 2	F EMS 2	TX/RX 155.3400	7CALL50D	7MED65D	8CALL90D
	MO IO 2	MO MHA 3	F EMS 3	VMED29			
	MO IO 3	DHSS COMMON	REGF IO CALL	TX/RX 155.3475	7TAC51	7MED66	8TAC91
	MO IO 4	DHSS TAC	REGF IO 1	MED TAC 1	7TAC51D	7MED66D	8TAC91D
	MO EVENT 1	DHSS TEMP 1	REGF IO 2	TX/RX 155.2200	7TAC52	7MED86	8TAC92
	MO EVENT 2	DHSS TEMP 2	REGF IO 3	MED TAC 2	7TAC52D	7MED86D	8TAC92D
	MO EVENT 3	DHSS TEMP 3	REGF IO 4	TX/RX 155.4000	7TAC53	7MED87	8TAC93
	MO EVENT 4	MODRS COMMON	F EVENT 1	HEAR 160	7TAC53D	7MED87D	8TAC93D
	MO EVENT 5	MODRS TRVL	F EVENT 2	155.160	7TAC54		8TAC94
		SNS TAC	F EVENT 3	MTAC	7TAC54D		8TAC94D
			F EVENT 4	154.680 pl 156.7 both	7TAC55		
				VCALL10	7TAC55D		
				VTAC11	7TAC56		
				VTAC12	7TAC56D		
				VTAC13	7CALL70		
				VTAC14	7CALL70D		
				VTAC 36	7TAC71		
				VTAC 36 D	7TAC71D		
				VTAC37	7TAC72		
				VTAC 37 D	7TAC72D		
				VLAWS1	7TAC73		
				Tx/Rx 155.4750	7TAC73D		
				VLAWS2	7TAC74		
				Tx/Rx 155.4825	7TAC74D		
				SHF NET	7TAC75		
				Rx only 155.7300	7TAC75D		
				MODRS RPT	7TAC76		
				Rx 154.3475 CSQ	7TAC76D		
				Tx 150.7825 PL 250.3			
				MODRS DIRECT			
				TX/RX 154.3475 Both with PL 250.3			

Handhelds

MHA also has 11 Motorola APX 700 handhelds available. These radios are programmed for use in any region. These radios are considered mobile assets and can be deployed to any facility upon request.

Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8	Zone 9	Zone 10	Zone 11	Zone 12	Zone 13	Zone 14	Zone 15	Zone 16
HOME	MO IO	MO Hth-Med IO	A REG IO	B REG IO	C REG IO	D REG IO	E REG IO	F REG IO	G REG IO	H REG IO	I REG IO	VHF IO	700 IO	700 EMS	800 IO
Cole Co All	MO IO CALL	MO MHA 1	A EMS 1	B EMS 1	C EMS 1	D EMS 1	E EMS 1	F EMS 1	G EMS 1	H EMS 1	I EMS 1	VMED18	7CALL50	7MED65	BCALL90
Cole Co Trvl	MO IO 1	MO MHA 2	A EMS 2	B EMS 2	C EMS 2	D EMS 2	E EMS 2	F EMS 2	G EMS 2	H EMS 2	I EMS 2	VMED19	7CALL50D	7MED65D	BCALL90D
Mercy COMM	MO IO 2	MO MHA 3	A EMS 3	B EMS 3	C EMS 3	D EMS 3	E EMS 3	F EMS 3	G EMS 3	H EMS 3	I EMS 3	TRX 155.3475	7TAC51	7MED66	BTAC91
Mercy East	MO IO 3	DHSS COMMON	REGA IO CALL	REGB IO CALL	REGC IO CALL	REGD IO CALL	REGE IO CALL	REGF IO CALL	REGG IO CALL	REGH IO CALL	REGI IO CALL	TRX 155.2200	7TAC51D	7MED66D	BTAC91D
Mercy West	MO IO 4	DHSS TAC	REGA IO 1	REGB IO 1	REGC IO 1	REGD IO 1	REGE IO 1	REGF IO 1	REGG IO 1	REGH IO 1	REGI IO 1	MED TAC 1	7TAC52	7MED66	BTAC92
Mercy Trvl	MO EVENT 1	DHSS TEMP 1	REGA IO 2	REGB IO 2	REGC IO 2	REGD IO 2	REGE IO 2	REGF IO 2	REGG IO 2	REGH IO 2	REGI IO 2	WEAR 160 155.260	7TAC52D	7MED66D	BTAC92D
Laver EMS Ops	MO EVENT 2	DHSS TEMP 2	REGA IO 3	REGB IO 3	REGC IO 3	REGD IO 3	REGE IO 3	REGF IO 3	REGG IO 3	REGH IO 3	REGI IO 3	MTAC	7TAC53	7MED67	BTAC93
Mercy Stn EMSOps	MO EVENT 3	DHSS TEMP 3	REGA IO 4	REGB IO 4	REGC IO 4	REGD IO 4	REGE IO 4	REGF IO 4	REGG IO 4	REGH IO 4	REGI IO 4	154.680 pt 156.7 both VCALL18	7TAC53D	7MED67D	BTAC93D
MERCYLine OP	MO EVENT 4	MODRS COMMON	A EVENT 1	B EVENT 1	C EVENT 1	D EVENT 1	E EVENT 1	F EVENT 1	G EVENT 1	H EVENT 1	I EVENT 1	VTAC11	7TAC54		BTAC94
	MO EVENT 5	MODRS TRVL	A EVENT 2	B EVENT 2	C EVENT 2	D EVENT 2	E EVENT 2	F EVENT 2	G EVENT 2	H EVENT 2	I EVENT 2	VTAC12	7TAC54D		BTAC94D
		SNS TAC	A EVENT 3	B EVENT 3	C EVENT 3	D EVENT 3	E EVENT 3	F EVENT 3	G EVENT 3	H EVENT 3	I EVENT 3	VTAC13	7TAC55		
			A EVENT 4	B EVENT 4	C EVENT 4	D EVENT 4	E EVENT 4	F EVENT 4	G EVENT 4	H EVENT 4	I EVENT 4	VTAC14	7TAC55D		
												VTAC 36	7TAC56		
												VTAC 36 D	7TAC56D		
												VTAC37	7CALL70		
												MODRS RPT			
												See Comment			
												MODRS DIRECT			
												See Comment			
												7CALL70D			

IV. Hospital MOSWIN Radios

There are a total of 143 radios of a combination of Control Stations, Mobiles and Handhelds provided to 94 Missouri Hospitals. A list of those hospitals is available in the Appendix A.

Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7
HOME	MO Hlth.Med IO	MO IO	700 IO	700 EMS	800 IO	VHF IO
Home Co All	MO MHA 1	MO IO CALL	7CALL50	7MED65	8CALL90	VMED28 TX/RX 155.3400
	MO MHA 2	MO IO 1	7CALL50D	7MED65D	8CALL90D	VMED29 TX/RX 155.3475
REGX EMS 1	MO MHA3	MO IO 2	7TACS1	7MED66	8TAC91	MED TAC 1 TX/RX 155.2200
REGX EMS 2	DHSS COMMON	MO IO 3	7TACS1D	7MED66D	8TAC91D	MED TAC 2 TX/RX 155.4000
REGX EMS 3	DHSS TAC	MO IO 4	7TACS2	7MED86	8TAC92	VCALL10 RX/TX 155.7525 PL 156.7
REGX IO CALL	DHSS TEMP 1	MO EVENT 1	7TACS2D	7MED86D	8TAC92D	VTAC11 RX/TX 151.1375 PL: 156.7
REGX IO 1	DHSS TEMP 2	MO EVENT 2	7TACS3	7MED87	8TAC93	VTAC12 RX/TX: 154.4525 PL: 156.7
REGX IO 2	DHSS TEMP 3	MO EVENT 3	7TACS3D	7MED87D	8TAC93D	VTAC13 RX/TX 158.7375 PL: 156.7
REGX IO 3		MO EVENT 4	7TACS4		8TAC94	VTAC14 RX/TX 159.4725 PL: 156.7
REGX IO 4		MO EVENT 5	7TACS4D		8TAC94D	VTAC 36 RX 151.1375 TX 159.4725 CSQ/136.5
REGX EVENT 1			7TACS5			VTAC 36 D RX/TX VTAC 37
REGX EVENT 2			7TACS5D			VTAC 37 D
REGX EVENT 3			7TACS6			MTAC 154.6800 PL 156.7 both
REGX EVENT 4			7TACS6D			
REGX EVENT 5			7CALL70			
			7CALL70D			
			7TAC71			
			7TAC71D			
			7TAC72			
			7TAC72D			
			7TAC73			
			7TAC73D			
			7TAC74			
			7TAC74D			
			7TAC75			
			7TAC75D			
			7TAC76			
			7TAC76D			

V. Mobile Communication Trailers MOSWIN Radios

MHA has 16 mobile communication trailers. Each asset is equipped with a fixed and handheld radio.

Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
HOME	MO IO	MO Hlth.Med IO	F REG IO	VHF IO	700 IO	700 EMS	800 IO
Cole Co All	MO IO CALL	MO MHA 1	F EMS 1	VMED28 TX/RX 155.3400	7CALL50	7MED65	8CALL90
Cole Co Trvl	MO IO 1	MO MHA 2	F EMS 2	VMED29 TX/RX 155.3475	7CALL50D	7MED65D	8CALL90D
	MO IO 2	MO MHA 3	F EMS 3	MED TAC 1 TX/RX 155.2200	7TAC51	7MED66	8TAC91
	MO IO 3	DHSS COMMON	REGF IO CALL	MED TAC 2 TX/RX 155.4000	7TAC51D	7MED66D	8TAC91D
	MO IO 4	DHSS TAC	REGF IO 1	HEAR 160 155.160	7TAC52	7MED86	8TAC92
	MO EVENT 1	DHSS TEMP 1	REGF IO 2	MTAC	7TAC52D	7MED86D	8TAC92D
	MO EVENT 2	DHSS TEMP 2	REGF IO 3	154.600 pl 156.7 both	7TAC53	7MED87	8TAC93
	MO EVENT 3	DHSS TEMP 3	REGF IO 4	VCALL10	7TAC53D	7MED87D	8TAC93D
	MO EVENT 4	MODRS COMMON	F EVENT 1	VTAC11			8TAC94
	MO EVENT 5	MODRS TRVL	F EVENT 2	VTAC12	7TAC54		8TAC94D
		SNS TAC	F EVENT 3	VTAC13	7TAC54D		
			F EVENT 4	VTAC14	7TAC55		
				VTAC 36	7TAC55D		
				VTAC 36 D	7TAC56		
				VTAC37	7TAC56D		
				VTAC 37 D	7CALL70		
				VLA31	7CALL70D		
				Tx/Rx 155.4750	7TAC71		
				VLA32	7TAC71D		
				Tx/Rx 155.4825	7TAC72		
				SHF NET	7TAC72D		
				Rx only 155.7300	7TAC73		
				MODRS RPT	7TAC73D		
				See Comment	7TAC74		
				MODRS DIRECT	7TAC74D		
				See Comment	7TAC75		
					7TAC75D		
					7TAC76		
					7TAC76D		

VI. Emergency Medical Services

The Statewide Mutual Aid EMS Coordinator and each Regional EMS Coordinator have a portable radio. A list of the contacts is available in Appendix B.

Within the nonurban regions, the local EMS services also have 293 mobile, 270 portable and 42 control station radios. A list of the EMS services is available in Appendix C.

VII. County Emergency Directors

The State Emergency Management Agency has provided the county EMDs with 175 mobile, 239 portable and 19 control station radios. A list of those counties is available in Appendix D.

VIII. Public Health Agencies

The Missouri Department of Health and Senior Services has provide local public health agencies with 12 mobile, 44, portable and 70 control station radios. Many of the counties have the MHA talkgroups. A list of health departments is in Appendix E.

IX. Interoperable Communications

Communications between agencies can be accomplished in several ways depending upon the capabilities of the agencies involved. Additional information regarding interoperable talkgroups is available in the Appendix.

Non-MOSWIN Conventional Interoperability Channels

Conventional ***off-network, discipline-specific mutual aid*** channels are still available to communicate with other user agencies. Every radio on the *MOSWIN* system is equipped with conventional state and national interoperability channels. Typically these include local ***on-scene, incident based*** channels as listed below.

MTAC can be used as a statewide calling/hailing channel for assistance or for coordination. MTAC is available statewide for public safety users who have an MOU with the state.

VCALL10 is the ***on-scene, incident-based*** calling channel, typically to an ICS Incident Commander (IC).

VTAC 11-14 (4 channels) are ***on-scene, incident-based*** tactical channels subject to assignment by the incident commander (IC). On larger incidents a *MOSWIN* regional or event talk group might be implemented in addition to the conventional channels to increase capacity or to meet other operational requirements

VTAC 36 and VTAC 37. VTAC 36 and VTAC 37 are for use with repeaters. Portable repeaters may be established at a scene or other operational venue to expand the radio coverage area. Various agencies throughout the state have these portable repeaters available. The *MOSWIN* deployable trailer is also equipped with onboard VTAC 36 and VTAC 37 repeaters.

Special access tones: With the exception of VCALL10, all VHF I/O channels are protected from extraneous interference and the reception of certain other on-channel users by the use of special access tones known as CTCSS (Continuous Tone Coded Squelch). Stations not using the same CTCSS special access tones will not be heard.

VCALL10 through VTAC 14 are also available in this zone but without the use of special access CTCSS tones on each channel as in the VHF I/O zone. Channels in this zone are provided to communicate with users who may have special tones different from those used in radios programmed for use on the *MOSWIN* system. By default, VCALL10 does not use special access tones regardless of the zone.

VMED 28 and VMED 29, MED TAC 1, MED TAC 2 are for use among EMS providers.

HEAR 160, VLAW 31, VLAW 32, SHF NET, MODRS RPT, MODRS DIRECT are not authorized for MHA use.

700 I/O and 800 I/O (non-MOSWIN)

These are national interoperability channels in the 700-800 MHz range. The 700 MHz channels are all digital mode. The 800 MHz channels are all analog mode. Any channel in the 700-800 MHz range having a naming convention which includes the word 'Call' should be treated as a 'hailing' channel. All other channels may be considered as 'working' channels. **This does not apply to the Mobile Communication Trailers. They are equipped with radios to support this communication system.**

MOSWIN Trunked Statewide Interoperability Talk Groups

MO IO Talk Groups

Five **statewide** interoperable (I/O) talk groups are "must carry" in all radios on *MOSWIN*:

- MO I/O CALL Hailing talk group, scanned as secondary to regional calling channel
- MO I/O 1 Working talk group
- MO I/O 2 Working talk group
- MO I/O 3 Working talk group
- MO I/O 4 Working talk group

These talk groups can be used to communicate with any system user statewide. The statewide interoperability talk groups are intended for coordination of incidents and resources across multiple regions. Statewide interoperability talk groups have inter-regional coverage and can be used by users roaming outside their home region.

Control stations at PSAPS throughout the state are equipped with these talk groups to support statewide operations and to provide emergency support to out-of-region *MOSWIN* users.

Trunked Regional Interoperability Talk Groups

Region I/O Talk Groups

Each of the nine regions have five (5) **Regional** I/O talk groups specifically for operations in their region:

Examples:

REG F I/O CALL	Hailing talk group, scanned by PSAPS and MSHP
REG F I/O 1	Working talk group
REG F I/O 2	Working talk group
REG F I/O 3	Working talk group
REG F I/O 4	Working talk group

These are “must carry” in all radios on *MOSWIN* and can be used to communicate with other system users **region-wide**. Regional I/ O talk groups are for emergency, mission-critical communications

Control stations at PSAPS throughout each region are equipped with these talk groups. Every PSAP must rest on their “Region I/O Call”. If the PSAP borders another Region the PSAP may scan the bordering “Region I/O Call” as well.

Trunked Events Talk Groups

Region ‘Event’ Talk Groups

Located within their respective state or regional group zones.

Regional “Event” talk groups have been provisioned in the system for special events usage. These are “must carry” in all radios on *MOSWIN*. The Event talk groups are normally disabled but may be activated upon request to the *MOSWIN* System Administrator on a temporary basis and for a specific duration. Some examples of events might include the governor's inauguration, the Tour of Missouri, the Missouri state fair, local fairs or festivals, etc. Usage of these talk groups are subject to *MOSWIN* guidelines and directives of the event organizer or on-scene commander.

County ALL Talk Groups

HOME

The “County ALL” talk group is located in the HOME zone. The appropriate ‘County ALL’ talk group is determined by the primary geographic location of the radio.

"County ALL" talk groups are intended to facilitate agency to agency, multi-discipline Interoperable communication within a specific county. Traffic is permitted on this channel without *MOSWIN* coordination. It should be noted this is a countywide talk group utilized by all users in the county. As such, this talk group will support traffic from all disciplines so there should be no expectation by users that this talk group is private.

X. Operational Matters

Standard Radio Operation Procedures

MHA is considered a Level 2 *MOSWIN* agency and is subject to *MOSWIN* System Administration Interoperable Talkgroup Procedures Policy.

MHA talk groups will not be allowed to be shared with agencies other than those which have existing talk group sharing agreements with MHA.

Contacting another in-Region MOSWIN user:

MOSWIN members will utilize their home Region I/O "Call" talkgroup to contact each other. Once contact is made, the called party should move the conversation off the Region Call talkgroup to another talkgroup to continue the conversation.

Contacting another out-of-Region MOSWIN user

MOSWIN radio traffic is limited to mission-critical public safety communications. When there is a mission critical need and MOSWIN is the most expedient communications method available; switch from Region I/O Call to another talkgroup to make the call. Once the call/incident is completed, both parties will return to their Region Call.

Semi-Annual communications exercise.

SEMA conducts a semi-annual communications network exercise for all regions with an MHA or DHSS provided radio, which includes hospitals and LPHAs. The exercise will be conducted using the respective Region IO talkgroup.

Emergency button

The **orange emergency button** has Priority Level One system access. This data signal overrides any other communication on the currently selected talk group. The activation of an emergency button will be heard by all users on the talk group plus any MOSWIN consoles configured with that talk group. The identity of the *radio* (not the radio operator) is transmitted along with the emergency 'text' and tone. The exact physical location of the *radio* cannot be determined except by voice announcement of the radio user.

IMPORTANT: The radio that initiates the emergency must clear the emergency. Otherwise the radio will continue to issue emergency notifications at pre-programmed intervals. To exit emergency press and hold the Orange emergency button for about one second. The word 'emergency' will disappear from the radio screen when the radio is reset to normal operation.

The emergency button will NOT report an emergency to the MOSWIN network if the radio is on a conventional 'off-network' channel, such as one of the VTAC channels. Stations on the conventional channel may hear the alert tone and the momentary microphone audio (if this feature is activated) but will not decode the radio ID.

Interoperability with State and Local Agencies

Communicating with other agencies on the MOSWIN system may be achieved **On Network** or **Off Network**.

On Network

- Sharing agency talk groups - An agency allows another agency access to one of its talk groups.

- Sharing statewide, regional and event interoperability zones - All *MOSWIN* user radios are preprogrammed to operate in these zones.
- Console patching – Console patching is a function of a dispatch console that allows the console operator to temporarily join multiple talk groups together to operationally act as one. For example, a console with access to multiple agencies could patch together talk groups from these disparate agencies for temporary operations. Although DHSS is not equipped with consoles some agencies, such as SEMA, have this capability. See the *MOSWIN* Intersystem Connection Policy in the Appendix for more information on patching.
- Dynamic Regrouping – Dynamic regrouping is a system function that allows the *MOSWIN* network operations center (NOC) to temporarily combine selected radios into a new predefined talk group. Regrouping is only enacted under extraordinary circumstances.

Off Network

MOSWIN users may communicate with other *MOSWIN* users and non-*MOSWIN* users on the legacy conventional channels such as VLAW31 (former Law Mutual Aid), Point-to-Point, MTAC, VCALL/VTAC and similar interoperable channels.

Accessing **Off Network** (*conventional*) channels requires leaving the *MOSWIN* network. Users will not be able to hear or communicate on any *MOSWIN* talk groups while in **Off Network** status. A one or two second delay will be experienced when returning to the *MOSWIN* network while the radio re-affiliates itself with the network.

XI. Specialized Communication

There are inevitably situations that fall beyond the normal communications procedures that require specialized communications preparation or reaction. The following are some categorizations of circumstances and possible preparations or reactions.

Normal Operations

Under normal circumstances individual agencies operate on their routine talk groups.

ACTION - Normal radio traffic is handled on talk groups between field units and dispatch.

Planned Event Operations

Often there is a need to enhance communications capabilities for a specific event that is known well in advance. In these situations communications enhancements may be implemented to support a higher volume of routine traffic.

ACTION - For planned events, the EVENTS talk groups can be activated in advance for the area surrounding the event to allow additional talk paths for personnel working the event and for those

responding to incidents within the event. Event communications may be partially or entirely carried on MOSWIN 'EVENT' talk groups. Event talk groups may be activated on a temporary basis and for a specific duration upon request to the MOSWIN Network Operations Center (NOC). Two weeks advanced notice and a completed ICS-205 form is required for activating planned event talkgroups.

Urgent Situations

Urgent situations may require special communications resources and assignments.

ACTION - An incident that may produce a large amount of radio traffic or demand a great deal of focus without interruption should be moved to a talk group specifically assigned for that purpose. This allows other personnel to continue with routine traffic while urgent traffic is handled separately. Instances in which a large number of users occupy one MOSWIN talk group or one conventional channel may require a person to 'control' the traffic flow in an orderly fashion. Such a person would be entitled 'net control.'

Emergency Situations

Emergency situations may require a coordinated response of several responders from multiple agencies.

ACTION - In a localized incident on-scene shared talk groups or conventional interoperability channels should be used by the incident commander to facilitate communications within the incident perimeter and back to dispatch. In a large scale wide area incident, such as a tornado, wide area regional interoperability talk groups, and statewide interoperability talk groups are available to incident commanders for response coordination.

Deployment Situations

In prolonged incidents or incidents in areas requiring enhanced communications it may be necessary to deploy additional communications equipment or processes at or near the incident scene.

ACTION - Off network/On Network, Cross-banding and increased capacity communications architectures may be necessary to support an operation. DPS deployable equipment may be utilized to support these types of operations. Such 'On Network' activities must be authorized and coordinated with the MOSWIN system administrator.

XII. Contingency Plans

Capacity Overload

A site that is temporarily overloaded with users will send a "busy" tone to the radio. Capacity overload conditions are usually of short duration but during an incident the conditions may persist.

To overcome overload conditions in the short term, traffic should be restricted to emergency traffic only. Agencies with a large number of users may employ an announcement talk group to broadcast special notices. Note: DHSS radios are not programmed with an announcement talk group.

XIII. MOSWIN Failure Modes

Site Trunking

If a *MOSWIN* site loses communication with its zone controller it will go into **Site Trunking** mode. Users may communicate with each other on their trunked talk groups but only in the area normally served by the site. Regional or statewide communication will not be possible during site trunking.

Failsoft

If a *MOSWIN* site fails due to complete trunking system failure it will go into Failsoft mode. Channels will no longer be 'trunked' but will revert to a conventional repeater style of operation for localized communications. Each radio using the site will automatically switch to its predesignated Failsoft channel. Unlike normal trunking operation, the failsoft channel will only accommodate one person speaking at a time. Wide area multi-site operations will not be possible from this site under this condition.

Contingent method

During a localized outage it may still be possible to stay **On Network** through an adjacent tower site. However, if the user is not within range of another tower site it will be necessary to relay radio traffic to a working site or to another agency by making contact on conventional interoperable radio channels.

XIV. Radio Etiquette

- Plain talk is by MOSWIN policy the standard for all radio communications.
- Usage of 10 codes or acronyms is discouraged when utilizing the MOSWIN Interoperable Talkgroups.
- MOSWIN suggests the phonetic spelling.

A - Adam
B - Boy
C - Charles
D - David
E - Edward
F - Frank
G - George
H - Henry
I - Ida

J - John
K - King
L - Lincoln
M - Mary
N - Nora
O - Ocean
P - Paul
Q - Queen
R - Robert

S - Sam
T - Tom
U - Union
V - Victor
W - William
X - X-Ray
Y - Young
Z - Zebra

Exercise Radio Role Call Exercise Script

Starting the MOSWIN Radio Test: “This is the (date) Region H Healthcare Emergency Preparedness Coalition MOSWIN Radio Test (exercise name) on (talk group)”.

Calling for agencies: “Nodaway County Health Department (calling agency) to (agency) on (talk group) do you copy?”

Once the Agency replies: “Confirmed (agency) on (talk group) thank you”

If agency member does not reply after a second call out: “Nodaway County Health Department (calling agency) to (agency), Negative Contact.” *(The agency may hear you, but you cannot hear them and this lets them know).*

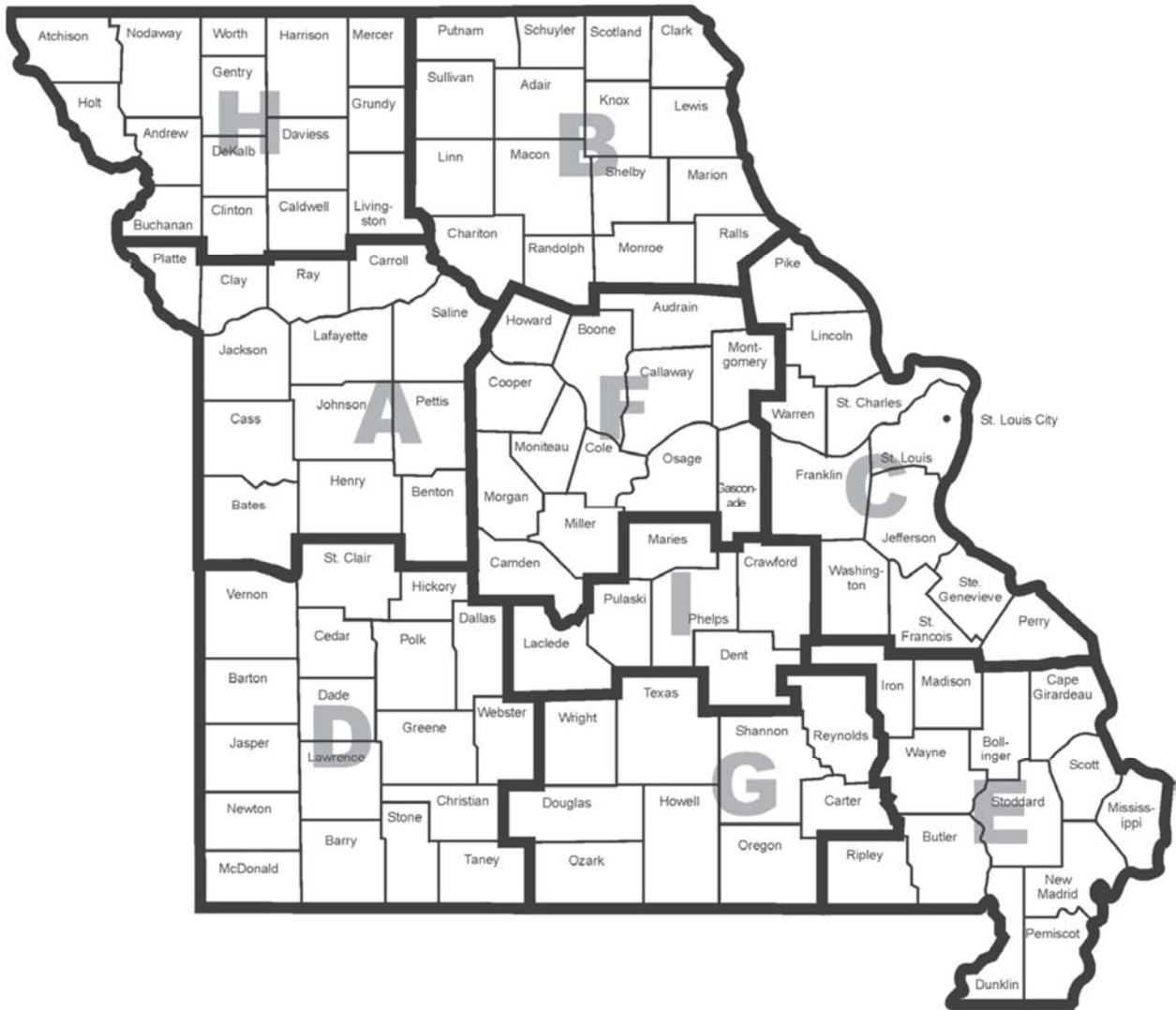
Continue down the list of agencies/participants.

Last Call: “Nodaway County Health Department (calling agency) now open for any Region H Healthcare Emergency Preparedness Coalition (exercise name) participant missed during the call on (talk group), please reply if missed.”

After the final agency is called, finish with: “This concludes the Region H Healthcare Coalition Radio Test (exercise name) on (talk group)”

APPENDIX

State Map with Regional Boundaries



Hospitals

Agency	HCC Region	Hwy Patrol Region
Bothwell Regional Health Center	MARC	A
Carroll County Memorial Hospital	MARC	A
Fitzgibbon Hospital	MARC	A
Golden Valley Memorial Healthcare	MARC	A
Lafayette Regional Health Center	MARC	A
Ray County Memorial Hospital	MARC	A
Saint Luke's Hospital	MARC	A
Saint Luke's Rehabilitation Hospital	MARC	A
Saint Mary's Hospital	MARC	A
University Of Kansas Hospital	MARC	A
Western Missouri Medical Center	MARC	A
Hannibal Regional Healthcare System	NE	B
Moberly Regional Medical Center	NE	B
Northeast Regional Medical Center	NE	B
Pershing Memorial Hospital	NE	B
Putnam County Hospital	NE	B
Samaritan Hospital	NE	B

Scotland County Hospital	NE	B
Sullivan County Memorial Hospital	NE	B
Barnes - Jewish Hospital	STARRS	C
Barnes - Jewish Saint Peters Hospital	STARRS	C
Barnes - Jewish West County Hospital	STARRS	C
Christian Hospital	STARRS	C
DePaul Hospital	STARRS	C
Des Peres Hospital	STARRS	C
Mercy Hospital - Jefferson	STARRS	C
Mercy Hospital - Lincoln	STARRS	C
Mercy Hospital - Saint Louis	STARRS	C
Mercy Hospital - Washington	STARRS	C
Missouri Baptist Medical Center	STARRS	C
Northwest HealthCare	STARRS	C
Parkland Health Center - Bonne Terre	STARRS	C
Parkland Health Center - Farmington (liberty Rd)	STARRS	C
Parkland Health Center - Farmington (weber Rd)	STARRS	C
Pike County Memorial Hospital	STARRS	C
Progress West Hospital	STARRS	C
Ranken Jordan Home for Convalescent Crippled Children	STARRS	C
Saint Alexius Hospital Corporation #1	STARRS	C

Saint Anthony's Medical Center	STARRS	C
Saint Clare Hospital	STARRS	C
Saint Louis University Hospital	STARRS	C
SSM Health Cardinal Glennon Children's Hospital	STARRS	C
SSM Health Care Saint Louis	STARRS	C
SSM Health Saint Joseph Hospital - Saint Charles	STARRS	C
SSM Health Saint Joseph Hospital - Wentzville	STARRS	C
SSM Saint Joseph Hospital - Lake Saint Louis	STARRS	C
Washington County Memorial Hospital	STARRS	C
Citizens Memorial Hospital	SW	D
Cox Hospital - Monett	SW	D
Cox Hospital South - Springfield	SW	D
Cox Medical Center - Branson	SW	D
Ellett Memorial Hospital	SW	D
Freeman Health System	SW	D
Freeman Hospital - Neosho	SW	D
Mercy / Saint John's Hospital - Aurora	SW	D
Mercy / Saint John's Hospital - Cassville	SW	D
Mercy / Saint John's Hospital - Joplin	SW	D
Mercy / Saint John's Hospital - Springfield	SW	D
Nevada Regional Medical Center	SW	D

Black River Medical Center	SE	E
Cross Trails Medical Center (FQHC)	SE	E
Iron County Medical Center	SE	E
Madison Medical Center	SE	E
Missouri Delta Medical Center	SE	E
Pemiscot Memorial Health System	SE	E
Perry County Memorial Hospital	SE	E
Sainte Genevieve County Memorial Hospital	SE	E
Southeast Health Cape Girardeau	SE	E
Southeast Health Center of Stoddard County	SE	E
Southeast Missouri Mental Health Center	SE	E
Saint Francis Hospital And Health Services	SE	E
Saint Francis Medical Center	SE	E
Boone Hospital Center	CN	F
Callaway Community Hospital	CN	F
Capital Regional Medical Center	CN	F
Harry S Truman Memorial Veterans' Hospital	CN	F
Lake Regional Hospital	CN	F
Lake Regional Hospital - Security	CN	F
Saint Mary's Hospital (Audrain Medical Center)	CN	F
Saint Mary's Hospital (SSM Health)	CN	F

University Of Missouri Health Care	CN	F
Ozarks Medical Center	SW	G
Texas County Memorial Hospital	SW	G
Cameron Regional Medical Center	NW	H
Harrison County Community Hospital	NW	H
Hedrick Medical Center	NW	H
MOSAIC Life Care - Heartland Regional Medical Center	NW	H
Mosaic Medical Center - Albany	NW	H
Wright Memorial Hospital	NW	H
Fairfax Community Hospital	NW	H
Mercy / Saint John's Hospital - Lebanon	SW	I
Missouri Baptist Sullivan Hospital	SW	I
Phelps Health	SW	I
Salem Memorial District Hospital	SW	I

EMS Statewide and Regional Mutual Aid Coordinators

Statewide Coordinator (Mercy Hospital Springfield)	Bob Patterson	417/820-5450	robert.patterson@mercy.net
Region A (Lee's Summit Fire Department)	Dan Manley	816/969-1304	dmanley@cityofls.net
Region B (Marion County Ambulance District)	John Clemens	573/221-5510	jclemens@mcadems.com
Region C	Chris McCarthy		cmccarthy@fentonfire.org
Region D (shane.vaughn@mercy.net)	Shane Vaughn	417/820-2000	William.Vaughan@Mercy.Net
Region E (North Scott Co. Ambulance District)	Larry Chasteen	573/887-6311	lchasteen@sbcglobal.net
Region G (Mercy EMS)	Jack Davis	417/934-6212	Jack.Davisjr@Mercy.Net
Region H (NTA Ambulance District)	John Barclay	660/425-6319	ntatrain@grm.net
Region I (Mercy EMS)	Bruce Naugle	417/718-1197	Bruce.Naugle@Mercy.Net

Emergency Medical Services

Agency	HCC Region	Hwy Patrol Region
Bates County Memorial Hospital Ambulance	MARC	A
Cole Camp Community Ambulance District	MARC	A
Golden Valley Memorial Healthcare - EMS	MARC	A
Odessa EMS	MARC	A
Pettis County Ambulance District	MARC	A
LifeFlight Eagle	MARC	A
Ray County Ambulance District*	MARC	A
Adair County Ambulance District	Northeast	B
Chariton County Ambulance District	Northeast	B
Clark County Ambulance	Northeast	B
Knox County Ambulance District	Northeast	B
Knox County Rescue Squad	Northeast	B
Lewis County Ambulance District	Northeast	B
Linn County Ambulance District	Northeast	B
Macon County Ambulance District	Northeast	B
Marion County Ambulance District	Northeast	B
Monroe City Ambulance District	Northeast	B

Ralls County Ambulance District	Northeast	B
Salt River Ambulance District	Northeast	B
Schuyler County Ambulance District	Northeast	B
Scotland County Ambulance District	Northeast	B
Lincoln County Ambulance District	Northeast	C
Christian Hospital EMS	STARRS	C
Northeast Ambulance and Fire Protection District	STARRS	C
Saint Louis Children's Hospital	STARRS	C
Washington University - EMS	STARRS	C
Barton County Memorial Hospital	Southwest	D
Citizens Memorial Hospital Ambulance Service	Southwest	D
Cox Air Care	Southwest	D
Cox North Hospital	Southwest	D
Freeman Ambulance Service - Anderson	Southwest	D
Freeman Neosho Ambulance Service	Southwest	D
Mercy / Saint John's Ems - Barry County	Southwest	D
Mercy / Saint John's Ems - Greene County - Springfield	Southwest	D
Metro Emergency Transport System	Southwest	D
Mount Vernon Ambulance District	Southwest	D
Newton County Ambulance District	Southwest	D
Taney County Ambulance District	Southwest	D

Air Evac Lifeteam - Poplar Bluff	Southeast	E
Air Evac Lifeteam - Sikeston	Southeast	E
Bollinger County EMS	Southeast	E
Cape County Private Ambulance Service Inc.	Southeast	E
Clearwater Ambulance District	Southeast	E
Dunklin County Ambulance District	Southeast	E
East Wayne County Ambulance District	Southeast	E
North Scott County Ambulance District	Southeast	E
Ripley County Ambulance District	Southeast	E
South Scott County Ambulance District	Southeast	E
Stoddard County Ambulance District	Southeast	E
Twin Rivers Regional Medical Center	Southeast	E
Callaway County Ambulance District	Central	F
Cole County EMS	Central	F
Cooper County Ambulance District	Central	F
Cooper County Memorial Hospital	Central	F
Osage County Ambulance District	Central	F
University of Missouri Health Care Ambulance Service	Central	F
East Carter County Ambulance	Southwest	G
New Madrid County EMS	Southwest	G
Oregon County Ambulance District	Southwest	G

Ozark County Ambulance District	Southwest	G
South Howell County Ambulance District	Southwest	G
West Carter County Ambulance District	Southwest	G
Willow Springs Ambulance District	Southwest	G
Andrew County EMS	Northwest	H
Atchison-Holt Ambulance District	Northwest	H
Buchanan County EMS	Northwest	H
Caldwell County Ambulance District	Northwest	H
Cameron Ambulance District*	Northwest	H
Chillicothe Ems	Northwest	H
DeKalb-Clinton Ambulance District	Northwest	H
Mercer County Ambulance District	Northwest	H
Nodaway County Ambulance District	Northwest	H
North Harrison County Ambulance District	Northwest	H
NTA Ambulance District	Northwest	H
Tri-County Ambulance District	Northwest	H
Dixon Ambulance District	Southwest	I
North Crawford County Ambulance District	Southwest	I
Ozark Central Ambulance District	Southwest	I
Phelps County Regional Medical Center - Ambulance	Southwest	I
Saint James Ambulance District	Southwest	I

Steeleville Ambulance District	Southwest	I
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County Emergency Directors

Agency	HCC Region	Hwy Patrol Region
Bates County Emergency Management	MARC	A
Benton County Emergency Management	MARC	A
Henry County Emergency Management	MARC	A
Johnson County Emergency Management	MARC	A
Lafayette County Emergency Management	MARC	A
Marshall / Saline County Emergency Management	MARC	A
Rich Hill Emergency Management Agency	MARC	A
Sedalia / Pettis County Emergency Management	MARC	A
Cass County Emergency Management Agency	MARC	A
Central Jackson County Emergency Management	MARC	A
Independence Emergency Operations Center	MARC	A
Jackson County Office of Emergency Preparedness	MARC	A
Kansas City Office Of Emergency Management	MARC	A
Oak Grove Emergency Management	MARC	A
Platte County Emergency Management	MARC	A
Ray County Emergency Management	MARC	A
Brookfield Emergency Management	NE	B
Clark County Emergency Management	NE	B
Hannibal/Marion Emergency Management	NE	B
Kirksville Emergency Management	NE	B
Knox County Emergency Management	NE	B

Lewis County Emergency Management	NE	B
Linn County Emergency Management	NE	B
Macon County Emergency Management	NE	B
Monroe County Emergency Management	NE	B
Palmyra Emergency Management	NE	B
Schuyler County Emergency Management	NE	B
Sullivan County Emergency Management	NE	B
Elsberry Emergency Management Agency	STARRS	C
Franklin County Emergency Management	STARRS	C
Lincoln County Emergency Management	STARRS	C
New Haven Emergency Management	STARRS	C
Perry County Emergency Management	STARRS	C
Pike County Emergency Management	STARRS	C
Sainte Genevieve County Emergency Management	STARRS	C
Warren County Emergency Management	STARRS	C
Washington Emergency Management	STARRS	C
Saint Louis City Emergency Management	STARRS	C
Ash Grove Emergency Management	SW	D
Barry County Emergency Management	SW	D
Barton County Emergency Management	SW	D
Bolivar Emergency Management	SW	D
Christian County Emergency Management	SW	D
Dade County Emergency Management	SW	D
Fair Grove Emergency Management Agency	SW	D

Forsyth Emergency Management	SW	D
Hickory County Emergency Management	SW	D
Joplin / Jasper County Emergency Management	SW	D
Lawrence County Emergency Management	SW	D
McDonald County Emergency Management	SW	D
Monett Emergency Management	SW	D
Polk County Emergency Management	SW	D
Saint Clair County Emergency Management	SW	D
Springfield / Greene County Emergency Management	SW	D
Stone County Emergency Management	SW	D
Taney County Emergency Management	SW	D
Vernon County Emergency Management	SW	D
Webb City Emergency Management	SW	D
Webster County Emergency Management	SW	D
Willard Emergency Management	SW	D
Butler County Emergency Management	SE	E
Cape Girardeau County Emergency Management	SE	E
Cape Girardeau Emergency Management	SE	E
Cardwell Office of Emergency Management	SE	E
Dexter Emergency Management	SE	E
Dunklin County Emergency Management	SE	E
Greenville Emergency Management	SE	E
Iron County Emergency Management	SE	E
Jackson Emergency Management	SE	E

Malden Emergency Management	SE	E
Mississippi County Emergency Management	SE	E
New Madrid County Emergency Management	SE	E
Ripley County Emergency Management	SE	E
Scott County Emergency Management	SE	E
Stoddard County Emergency Management	SE	E
Audrain County Emergency Management	CN	F
Callaway County EMA/911	CN	F
Camden County Emergency Management	CN	F
Cole County Emergency Management	CN	F
Cooper County Emergency Management	CN	F
Eldon Emergency Management	CN	F
Gasconade County Emergency Management	CN	F
Howard County Emergency Management	CN	F
Moniteau County Emergency Management	CN	F
Montgomery County Emergency Management	CN	F
Owensville Emergency Management	CN	F
Region F RHSOC	CN	F
Carter County Emergency Management Agency	SW	G
Douglas County Emergency Management	SW	G
Howell County Emergency Management	SW	G
Oregon County Emergency Management	SW	G
Ozark County Emergency Management	SW	G
Shannon County Emergency Management	SW	G

Thayer Emergency Management Agency	SW	G
West Plains Emergency Management Agency	SW	G
Andrew County Emergency Management	NW	H
Atchison County 911/Emergency Management	NW	H
Buchanan County Emergency Management	NW	H
Caldwell County Emergency Management	NW	H
Cameron Emergency Management Agency	NW	H
Clinton County Emergency Management	NW	H
Daviess County Emergency Management	NW	H
Gentry County Emergency Management	NW	H
Grundy County Emergency Management	NW	H
Livingston County / Chillicothe Emergency Management	NW	H
Mercer County Emergency Management	NW	H
Worth County Emergency Management Agency	NW	H
Laclede County Emergency Management	SW	I
Maries County Emergency Management	SW	I
Rolla HSRT	SW	I

Public Health Departments

Agency	HCC Region	Hwy Patrol Region
Pettis County Health Center	CN	A
Bates County Health Department	MARC	A
Benton County Health Center	MARC	A
Carroll County Health Department	MARC	A
Cass County Health Department	MARC	A
Clay County Public Health Center	MARC	A
Henry County Health Center	MARC	A
Independence Health Department	MARC	A
Jackson County Health Department	MARC	A
Johnson County Community Health Services	MARC	A
Kansas City Health Department	MARC	A
Lafayette County Health Department	MARC	A
Platte County Health Department	MARC	A
Ray County Health Department	MARC	A
Saline County Health Department	MARC	A
Chariton County Health Department	NE	B
Clark County Health Department	NE	B
Knox County Health Department	NE	B

Lewis County Health Department	NE	B
Linn County Health Department	NE	B
Macon County Health Department	NE	B
Marion County Health Department	NE	B
Monroe County Health Department	NE	B
Putnam County Health Department	NE	B
Ralls County Health Department	NE	B
Randolph County Health Department	NE	B
Schuyler County Health Department	NE	B
Scotland County Health Department	NE	B
Shelby County Health Department	NE	B
Sullivan County Health Department	NE	B
Adair County Health Department	NE	B
Saint Francois County Health Center	SE	C
Franklin County Health Department	STARRS	C
Jefferson County Health Department	STARRS	C
Lincoln County Health Department	STARRS	C
Pike County Health Department	STARRS	C
Saint Charles County Community Health & Environment	STARRS	C
Saint Louis City Department Of Health	STARRS	C
Saint Louis County Department of Health	STARRS	C

Saint Louis County Human Services	STARRS	C
Warren County Health Department	STARRS	C
Washington County Health Department	STARRS	C
Cedar County Health Department	SW	D
Christian County Health Department	SW	D
Dade County Health Department	SW	D
Dallas County Health Department	SW	D
Jasper County Health Department	SW	D
Joplin City Health Department	SW	D
Lawrence County Health Department	SW	D
McDonald County Health Department	SW	D
Newton County Health Department	SW	D
Polk County Health Center	SW	D
Saint Clair County Health Center	SW	D
Springfield/Greene County Health Department	SW	D
Stone County Health Department	SW	D
Taney County Health Department	SW	D
Vernon County Health Department	SW	D
Webster County Health Unit	SW	D
Barry County Health Department	SW	D
Barton County Health Department	SW	D

Bollinger County Health Department	SE	E
Butler County Health Department	SE	E
Cape Girardeau County Public Health Department	SE	E
Dunklin County Health Department	SE	E
Iron County Health Department	SE	E
Madison County Health Department	SE	E
Mississippi County Health Department	SE	E
New Madrid County Health Department	SE	E
Pemiscot County Health Center	SE	E
Perry County Health Department	SE	E
Ripley County Public Health Center	SE	E
Sainte Genevieve County Health Department	SE	E
Scott County Health Department	SE	E
Stoddard County Public Health Department	SE	E
Wayne County Health Department	SE	E
Callaway County Health Department	CN	F
Camden County Health Department	CN	F
Cole County Health Department	CN	F
Columbia / Boone County Health Department	CN	F
Cooper County Health Department	CN	F
Gasconade County Health Department	CN	F

Howard County Public Health Department	CN	F
Miller County Health Center	CN	F
Moniteau County Health Center	CN	F
Montgomery County Health Department	CN	F
Morgan County Health Department	CN	F
Osage County Health Department	CN	F
Audrain County Health Department	CN	F
MO State Public Health Laboratory	CN	F
Carter County Health Department	SW	G
Douglas County Health Department	SW	G
Howell County Health Department	SW	G
Oregon County Health Department	SW	G
Ozark County Health Center	SW	G
Reynolds County Health Center	SW	G
Shannon County Health Center	SW	G
Texas County Health Department	SW	G
Wright County Health Department	SW	G
Laclede County Health Department	SW	G
Caldwell County Health Department	NW	H
Clinton County Health Department	NW	H
Daviess County Health Department	NW	H

Grundy County Health Department	NW	H
Harrison County Health Department	NW	H
Holt County Health Department	NW	H
Livingston County Health Center	NW	H
Mercer County Health Department	NW	H
Nodaway County Health Center	NW	H
Saint Joseph City Health Department	NW	H
Tri - County Health Department (Worth County)	NW	H
Andrew County Health Department	NW	H
Atchison County Health Department	NW	H
Crawford County Nursing Service/Health Department	SW	I
Dent County Health Center	SW	I
Phelps / Maries County Health Department	SW	I
Pulaski County Health Center	SW	I