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# Zone Flexing

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This page covers the subject of the planned or dynamic 'flexing' of CG Operational Zone responsibility in the National Network.

## What is Zone Flexing

National Network Operations requires that teams or individuals within the network are able to change their Area of Operational Responsibility (AOR) (i.e. Op Zone coverage) in order to provide support and/or take operational control of resources and incidents within those zones. This is called Zone Flexing.

The decision to 'flex' zones is taken by the Duty Controller in conjunction with the Controller(s) or Team Leader(s)/Supervisory SMOO(s) responsible for the AOR or AORs affected.

## When does Zone Flexing Happen

Zones may be flexed on a planned basis, where forecast events, weather, or staff training require another team to take operational control of certain zones, or dynamically, when an un-forecast event (such as a major incident) requires a change in zones to support a team under pressure.

## Zone Flexing Process

If the decision has been made to undertake Zone Flexing, the following process should be followed:

1. The decision to change AORs must be recorded in the daily ViSION Network Management incident.
2. The Duty Controller must inform the Team Leaders/Supervisory SMOOs of the transferring and receiving teams of the decision to zone flex and the functions being transferred.
3. The Zone Handover Checklist must be completed between the Team Leader/Supervising SMOO of the transferring team and Team Leader/Supervising SMOO of the receiving team.
4. A record of the checklist completion must be made in the daily ViSION Network Management incident.

## Zone Handover Checklist

□ A positive 'call and response' method of handover must be used.

The transferring team Team Leader/Supervisory SMOO is to say each part of the checklist in turn, with the receiving team Team Leader/Supervising SMOO responding as appropriate. If an element of handover is missed the checklist is to be stopped until the element is complete, then restarted from the top

Team Leader/Supervising SMOO	Response
1. DSC	"Confirm Monitored"
2. ICCS	"Zones [No.] to [No.] Selected"
3. ViSION	"Zones [No.] to [No.] Selected"
4. Radio Check	"Complete"
5. Phone and 999 Check	"Complete"
6. VTM Handover	"Complete"
7. Message Catalogue	"Active"
8. Given CG Functions * (e.g. SAR, VTM etc.)	Reads back Function list
9. Incident Handover	"Confirmed Complete"
10. AOB (e.g. CRTs offline, range firing etc.)	"Done"

\* The transferring team Team Leader/Supervisory SMOO tells the receiving team Team Leader/Supervisory SMOO which of the six CG Functions they are required to perform and the receiving team Team Leader/Supervisory SMOO repeats to confirm.

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