

GREENE COUNTY

DEPARTMENT OF EMERGENCY SERVICES



Standard Radio Procedures and Guidelines for Fire and EMS Operations

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GENERAL FIRE & EMS RADIO GUIDELINES

Purpose:

Our goal here at the Greene County 911 Operations Center will be to provide the most effective emergency communications possible to ensure rapid and convenient access to public safety for both the citizens of our communities and those passing through.

Identification of the Center:

On all fire and EMS radio channels/frequencies, Greene County 9-1-1 shall be identified as GREENE 911 by all fire and EMS Departments that we provide services to.

Regulations:

Greene County requires ALL Departments and Companies to utilize the Incident Command System (ICS). Using the ICS at all incidents will streamline communications and make the incident more manageable. The Incident Commander needs to operate the Command Post from a MOBILE radio.

The use of the 10 code will be prohibited and SHALL not be used.

Greene County Fire Radios:

This is a simplex radio system operating on the frequencies of 46.14 MHZ and 46.26 MHZ assigned by the FCC.

46.14 MHZ is the primary frequency used by the County base stations when transmitting to mobile units, other base stations, station house receivers, and home alert units. 46.14 MHZ (Channel 1) is the frequency used during normal operations.

46.26 MHZ is the secondary frequency used ONLY under the direction of an Emergency Operations Dispatcher on duty, the Greene County Emergency Services Director, Greene County Emergency Services Deputy Director, Greene County Deputy Fire Coordinators, or the Officer in charge of an incident may request the use of the frequency from dispatch. 46.26 MHZ (Channel 2) is the frequency used whenever 46.14 MHZ becomes overcrowded.

46.30 MHZ (Portables ONLY) may be used for fire ground operations.

Radio Requirements:

Efficient communication is essential in today's world. Of all the resources available, two-way radios are recognized as the most efficient system for keeping all units informed as to the exact conditions that exist on the scene of an incident. Preliminary reports and status updates make it possible for Officers to deploy their equipment most efficiently. Its value in the management of resources and operations has been well established.

Keep in mind;

- All radio communications must comply with the rules and regulations of the FCC (Federal Communications Commission)
- All conversations shall be brief as possible and all unnecessary repetition avoided.
- All radio conversations shall be business like without personal greeting or pleasantries.
- All transmissions shall be courteous but expressions of courtesy such as “thanks” and “please” shall be avoided. Indecent, obscene or profane language is strictly prohibited.
- Members shall use titles when identifying themselves, or addressing others. Avoid abbreviations such as “CAP”, L.T., Lew...
- Departments WILL NOT use the 10 code at anytime.
- If an error has been made, simply say “correction” and re-word the message
- All messages should be acknowledged as quickly as possible. Messages should be acknowledged using the phrase “message received” or “received”.
- All units should first call the dispatch center and await the dispatch centers reply. This ensures that the Dispatcher heard the unit calling and should reduce the amount of missed units calling enroute, on the scene or back in service.

General Rules:

- Listen before transmitting, verify the channel is clear
- Keep your message short, clear, and precise
- Think about what you want to say prior to using the radio
- Don’t shout, keep your voice calm
- Hang up the microphone when complete
- Turn off pagers and/or portable radios when transmitting on a mobile radio.

Department Frequencies:

Departments are encouraged to use their own local frequencies when mutual aid is not anticipated.

Greene County’s Radio Frequency list:

FIRE

- 46.14 MHZ Channel 1 Dispatch
- 46.26 MHZ Channel 2 Dispatch/fire ground
- 46.30 MHZ TBD by individual Fire Depts./Co. Fire Police/fire ground

EMS (Emergency Medical Services)

- 155.895 MHZ Channel 1 DPL 331 Dispatch ONLY
- 151.4825 MHZ Channel 2 DPL 331 Tac. 1
- 154.7925 MHZ Channel 3 DPL 331 Tac. 2

National VHF Inter-op Channels

- VCall10 is 155.7525 transmit 155.7525 CSQ/PL 156.7
- VTac 11 is 151.1375 transmit 151.1375 CSQ/PL 156.7
- VTac12 is 154.4525 transmit 154.4525 CSQ/PL 156.7
- VTac13 is 158.7375 transmit 158.7375 CSQ/PL 156.7
- VTac 14 is 159.4725 transmit 159.4725 CSQ/PL 156.7

Department of Emergency Services

- 453.8125
- 465.5250 (R.I.C.K repeater)
- 453.2875

All activities of Greene 911 are time sensitive. The time setting on ALL equipment is synchronized using Spectracom's GPS satellite based NetClock system. To avoid any confusion, all times are logged using 24-hour military time.

01:00=1:00 am	13:00=1:00 pm
02:00=2:00 am	14:00=2:00 pm
03:00=3:00 am	15:00=3:00 pm
04:00=4:00 am	16:00=4:00 pm
05:00=5:00 am	17:00=5:00 pm
06:00=6:00 am	18:00=6:00 pm
07:00=7:00 am	19:00=7:00 pm
08:00=8:00 am	20:00=8:00 pm
09:00=9:00 am	21:00=9:00 pm
10:00=10:00 am	22:00=10:00 pm
11:00=11:00 am	23:00=11:00 pm
12:00=12:00 pm	00:00=12:00 am

The Phonetic Alphabet:

To avoid confusion or misunderstanding, the phonetic alphabet will be used by ALL Greene County Dispatchers.

A-Adam	N-Nancy
B-Boy	O-Ocean
C-Charlie	P-Paul
D-David	Q-Queen
E-Edward	R-Robert
F-Frank	S-Sam
G-George	T-Tom
H-Henry	U-Union
I-Ida	V-Victor
J-John	W-William
K-King	X-X-ray
L-Lincoln	Y-Young
M-Mary	Z-Zebra

ALPHA NUMERIC PAGING/TEXT MESSAGES

Greene 911 can page groups through the CAD.

Greene County 911 can send text messages of dispatched calls to responders.

The alpha numeric paging/text messaging of fire departments and EMS agencies are done automatically through CAD using an interface with IAR (I Am Responding).

Alpha numeric paging is not a recognized primary means of dispatching.

Manual alpha numeric paging can also be performed by the Dispatcher. This function is primarily used for notifying the Fire Coordinators' Office, EMS Coordinators' Office, or other DES Officials.

THIS SERVICE IS NOT MEANT TO REPLACE YOUR FIRE DEPT. or EMS PAGER/RADIO.

This service is to be used as an extra tool to receive your calls for your Departments.

Since this service depends on a phone line Greene County 911 is not responsible for lost, multiple, misdirected, late or incorrect messages. If you cannot read your devices display due to a flashing display or you do not receive the whole message **DO NOT** call Greene 911 to find out where the call is.

Do not send message to or reply to the address you received the message from.

DO NOT CALL GREENE 911 TO SET UP THIS SERVICE...

DO NOT CALL GREENE 911 TO FIND OUT WHERE AND WHAT TYPE OF CALL THERE IS!!!!

**This service is for active Greene County Firefighters and
EMS Personnel.**

Identifying Fire Apparatus and Officers:

All Fire Department/Companies, are assigned a specific County number. These numbers are to be used at ALL times when radio communications are involved.

<u>Department</u>	<u>Department No.</u>
Ashland	1
Athens	2
Catskill	3
Cairo	4
Coxsackie	5
Lanesville	6
Earlton	7
East Durham	8
East Jewett	9
Freehold	10
Greenville	11
Haines Falls	12
Hensonville	13
Hunter	14
Jewett	15
Kiskatom	16
Leeds	17
Lexington	18
Medway Grapeville	19
New Baltimore	20
Oak hill Durham	21
Palenville	22
Prattsville	23
Round top	24
Tannersville	25
Windham	26
West Athens	27

Identifying County Fire Apparatus and Officers:

<u>Department</u>	<u>Department No.</u>
Director of D.E.S/Fire Coordinator	County Car 1
Deputy Director of D.E.S	County Car 2
Deputy Fire Coordinator	County Car 3
Deputy Fire Coordinator	County Car 4
Deputy Fire Coordinator	County Car 5
Deputy Fire Coordinator	County Car 6
Emergency Manager Specialist	County Car 7
EMS Coordinator	EMS Car 1
Deputy EMS Coordinator	EMS Car 2
Deputy EMS Coordinator	EMS Car 3
County Cause & Origin Chief	C&O Car 1
County Cause & Origin Deputy Chief	C&O Car 2
County Hazmat Chief	Hazmat Car 1
County Hazmat Deputy Chief	Hazmat Car 2
County Cause & Origin	66
County Hazmat	67
Radio Communications/Command Vehicle	68

Vehicle/Equipment Designations:

“E” Engine	Pumper equipped with a 500 G.P.M or larger pump.
“T” Truck	Ladder, Aerial or Quint
“TA” Tanker	Tank truck with less than a 500 G.P.M pump
“ETA” Engine Tanker	500 G.P.M or larger pump & 600 GAL. or larger water tank
“R” Rescue	Rescue truck, Squad (1st Response EMS type vehicles) or Emergency unit---piece of apparatus to carry specialized equipment to perform non-routine, technical rescues to include, but not limited to vehicle extrication, building collapse, trench or below grade, high angle, confined space rescues and not capable of patient transport.
“Tower”	Telescoping platform
“M” Miscellaneous	Any vehicle not otherwise identified:
	➤ High Pressure Fog
	➤ Utility van
	➤ Brush truck/Mini pumper
	➤ Air/Light unit
	➤ Rehab unit
	➤ Foam tender
	➤ Hose tender
	➤ Salvage truck
	➤ ATV’s/UTV’s
“B” Boat	Fire Department owned marine unit either for firefighting or rescue.
“A” Ambulance	A vehicle that is licensed and equipped to transport and treat sick and injured to a medical facility.
“Medic”	Paramedic equipped response vehicle not capable of patient trans.
“P” Portable	handheld 2 way radio, (AKA walkie talkie)

Chief and Assistant Chiefs:

Greene County authorizes (1) Department Chief and (4) Assistant Chiefs.

Standard Fire Officer Terminology:

FIRE CHIEF	Is considered a Chief Officer. Is the highest ranking Fire Department line officer.
ASSISTANT CHIEFS	Are considered a Chief Officer. Is usually the 2 nd , 3 rd , 4 th and 5 th highest ranking line officer.
CAPTAIN	Is considered an officer and is below a Chief and Assistant Chief.
LIEUTENANTS	Is considered a junior officer and is below a Captain.
SAFETY OFFICER	In charge of fire fighters safety on the fire ground.

Fire Officer Radio Designations:

FIRE CHIEF	DEPARTMENT NAME CAR 1
1 st ASSISTANT CHIEF	DEPARTMENT NAME CAR 2
2 nd ASSISTANT CHIEF	DEPARTMENT NAME CAR 3
3 rd ASSISTANT CHIEF	DEPARTMENT NAME CAR 4
4 th ASSISTANT CHIEF	DEPARTMENT NAME CAR 5
CAPTAIN	COUNTY DEPARTMENT NUMBER--10
1 st LIEUTENANT	COUNTY DEPARTMENT NUMBER--20
2 nd LIEUTENANT	COUNTY DEPARTMENT NUMBER--30
SAFETY OFFICER	COUNTY DEPARTMENT NUMBER--40

Mobile Identifiers:

The identifiers of a mobile units excluding Chief units will include the follow:

TYPE OF VEHICLE (i.e. E, ETA, TA, T, Tower or M)
COUNTY NUMBER (i.e. 1,2,3,4,10,21, etc.)
VEHICLE NUMBER (i.e. 1, 3, 5, 21 etc.)

Example: TA4-8

We permit LMR's (Land Mobile Radios) in all Fire Department/Company owned emergency vehicles, Chief's and Assistant Chiefs' private vehicles.

Portable Radios/Identifiers:

Portables radios, though convenient are best used for on scene communications. With a maximum output power of 7.5 watts, they are not well suited for communications with base stations. Mobile radios range from 25 to 110 watts. If you attempt to contact the communications center on a portable and you are unreadable, do not keep trying, switch to a mobile radio.

We require that the number of the apparatus to which department assigns the portable radio be used, by changing the identifier to read "PORTABLE" followed by the number assigned to the apparatus.

Example: "Portable 19-2"

EMS Apparatus and Officers:

<u>Department</u>	<u>Department No.</u>	
Ashland	71	
Catskill	73	
Cairo	74	
Coxsackie	75	
Durham	91	
East Jewett	9	(1 st Response only)
Greenville	81	
Hunter	84	
Lexington	18	(Fire Department owned/operated ambulance)
Prattsville	23	(Fire Department owned/operated ambulance)
Medway Grapeville	19	(1 st Response only)
New Baltimore	20	(1 st Response only)
Palenville	22	(1 st Response only)
Tannersville	25	(1 st Response only)
Windham	96	
Greene EMS	MED	

EMS Officer Terminology:

OPERATIONS CHIEF/ADMINISTRATOR Is considered a Chief Officer. Is the highest ranking EMS line officer.

OPERATIONS ASSISTANT CHIEF/ASSISTANT ADMINISTRATOR Is considered a Chief Officer. Is usually the 2nd highest ranking line officer.

EMS CAPTAIN Is considered an officer and is below the Operations Chief /Administrator and Operations assistant chief/Assistance Administrator.

EMS LIEUTENANTS Is considered a junior officer and is below an EMS Captain.

Standard EMS Officer Radio Designations:

OPERATIONS CHIEF/ADMINISTRATOR COUNTY DEPARTMENT NUMBER--10

OPERATIONS ASSISTANT CHIEF/ASSISTANT ADMINISTRATOR COUNTY DEPARTMENT NUMBER—20

Fire Operations:

Dispatching of Alarms

All fire alarms will be dispatched using emergency communication radios on frequency 46.14 MHZ or 46.26 MHZ. All dispatches will be made in accordance with Greene 9-1-1 Procedures and Protocols.

The only exception to this is during storms where the Dispatcher might relay service calls to a fire station via landline.

The dispatch center has been instructed that if no response has been received in six (6) minutes following initial dispatch, the next closest fire department is to be dispatched.

Initial dispatch---immediate

- Activate the appropriate Fire Department

Second dispatch---3 minutes after previous dispatch

- Activate the appropriate Fire Department

Third dispatch---3 minutes after the second (if no response) dispatch nearest available mutual aid Fire Department

- Activate the appropriate Fire Department

Acknowledging the call---many units have the first person acknowledge the call. This is fine; but you should realize that this person is accepting the call and its responsibility for your department at this point; and all decisions regarding the call are yours.

If the Dispatcher does not hear from the unit that acknowledged the call within (3) minutes the Dispatcher will call the unit that acknowledged that call and ask for the status.

Enroute

All units SHALL call enroute to the call they were dispatched too.

The terminology “OUT OF SERVICE” will no longer be used to report enroute to a call.

Chief Officers SHALL call enroute (i.e. Car 1, 2, 3, 4 & 5).

Officers such as Captains, Lieutenants, and Safety Officers etc **SHALL** not call enroute.

Units calling enroute should include the address of the incident in which they are enroute to. This is a method of verifying the location and letting the dispatchers know that you are enroute to the proper location.

Example of units calling enroute

- **Unit** **Greene 911 E5-2**
- **County** **Go ahead E5-2**
- **Unit** **E5-2 enroute to 123 Mansion St.**

Arriving

All units SHALL call arriving on the scene of the call.

Chief Officers SHALL call arriving on the scene

The first arriving apparatus or Chief Officer arriving on the scene should notify Greene 9-1-1 of their arrival and include an initial size up. If the Chief Officer arrives on scene before the apparatus, the Chief Officer will give the initial size up report. (See Fire ground Communications and Reports)

Progress Reports

Progress reports are necessary to keep Dispatchers and responding units informed as to the status of the incident. Progress reports should indicate what is actually occurring at the scene. These reports should be accurate but brief.

The terminology such as “worker” should be avoided because they do not indicate what is actually occurring.

In Service

When a piece of apparatus is back in service and able to respond to another alarm, the dispatch center **SHALL** be notified.

If a Chief Officer has already placed units in service it is NOT NECESSARY for individual units to call back in service, returning to quarters etc...

Example

- **Unit** **Greene 911 Catskill Car 1**
- **County** **Go ahead Catskill Car 1**
- **Unit** **Catskill Car 1 and ALL Catskill units are clear of the scene and in service**
- **County** **Affirmative Catskill Car 1 all Catskill units are clear of the scene and in service 1700 hrs KEG324 Dispatcher 20-##.**

In Quarters No longer required or recommended (see back in service)

Terminating the Alarm

The Incident Commander may, in accordance with his/her department’s policy, terminate an alarm when ALL equipment is back in service. When an alarm is terminated, no other transmissions should be made, including equipment call back in service.

Out of Service

This term means that a piece of apparatus is unable to respond to a call. Departments shall not call units out of service unless one of the following conditions exists:

- Repairs
- Parades
- Training
- Fund drives
- Delivering water

When an apparatus leaves its station for REPAIRS or FOR ANY OF THE ABOVE REASONS and not available for calls or mutual aid it is considered out of service.

Each day at 09:00, 17:00, and 01:00 hours, Greene 911 will announce the list of ALL apparatus listed out of service. All fire apparatus will be announced on low band and all EMS apparatus will be announced on VHF high band.

All units that are out of service for the above reasons SHALL notify the 911 Center.

Out of service information is necessary so that the 911 Center is aware whether or not a specific piece of equipment is available for dispatch.

Fire Ground Communications and Reports:

The Chief or first arriving apparatus shall advise Greene 911 of their arrival and give a size up report. The report shall include but is not limited to the following:

- **“Nothing showing”**
- **“Nothing showing. Investigating”**---This could be used on large structures where fire could easily be concealed within the building or where all sides of the building are not visible.
- **“Light smoke showing”**---Give floor and/or any other location within the building such as section or wing.
- **“Heavy smoke showing”**---Give floor and/or any other location within the building such as section or wing.
- **“Fire showing”**--- Give floor and/or any other location within the building such as section or wing.
- **“Fully involved”**

Greene 911 SHALL re-broadcast or echo messages if time allows from the Chief or first arriving apparatus and end the transmission with the time. Listed below are examples of situations and echoing. This does not mean that these examples are the only time echoing is to be utilized.

- Fire Department size up/conditions found (see above)
- Response level changes for apparatus (cancels, downgrade apparatus response, etc.)
- Critical Incident Updates (confirmed fires, people trapped, etc.)
- Fire units enroute
- Fire units calling enroute with staffing levels
- Fire units calling on the scene
- Any report of a working fire
- Fire units returning
- General orders from Command or OIC

Examples of echoing:

- **Unit** **Greene 911 ETA 3-12 enroute with 5**
- **County** **Affirmative ETA 3-12 enroute with 5 07:00.**

- **Unit** **Greene 911 E5-2 on the scene**
- **County** **Affirmative E5-2 on the scene 21:54.**

- **Unit** **Greene 911 Cairo Car 1 on the scene I have a working fire in a 2 ½ story residential building Cairo Car 1 will be Command.**

- **County** **Affirmative Cairo Car 1 is on the scene with a working fire in a 2 ½ story residential building and Cairo Car 1 will be Command at 14:25.**

- **Unit** **Greene 911 ETA 14-2 is on the scene nothing showing investigating.**
- **County** **Affirmative ETA 14-2 is on the scene with nothing showing 20:45**

EMS Operations:

The dispatch center has been instructed that if no response has been received in six (6) minutes following initial dispatch, the next closest EMS department is to be dispatched.

Initial dispatch---immediate

- Activate the appropriate Ambulance

Second dispatch---3 minutes after previous dispatch

- Activate the appropriate Ambulance

Third dispatch---3 minutes after the second (if no response) dispatch nearest available mutual aid Ambulance

- Activate the appropriate Fire Department

Acknowledging the call---many units have the first person acknowledge the call. This is fine; but you should realize that this person is accepting the call and its responsibility for your department at this point; and all decisions regarding the call are yours.

If the Dispatcher does not hear from the unit that acknowledged the call within (3) minutes the Dispatcher will reach out to the unit and ask for the status.

Enroute

All units SHALL call enroute to the call they were dispatched too.

The terminology “OUT OF SERVICE” will no longer be used to report enroute to a call.

Units calling enroute should include the address of the incident in which they are responding to. This is a method of verifying the location and letting the dispatchers know that you are enroute to the proper location.

Example of units calling enroute

- **Unit** **Greene 911 73-2**
- **County** **Go ahead 73-2**
- **Unit** **73-2 enroute to 123 Main St.**

Arriving

Each ambulance and EMS response unit SHALL call arriving on the scene to establish their arrival time.

Enroute to the Hospital

Each ambulance SHALL call Greene 9-1-1 upon leaving the scene with a patient(s) on board. The radio transmission should indicate the destination hospital and whether it is ALS or BLS.

Arriving at the Hospital

Ambulances SHALL call arriving at the hospital.

Returning

Each Ambulance and EMS units SHALL call returning from the hospital.

In Service

Each Ambulance and EMS unit should call back in service when they are able to handle another call in their response area.

In Quarters No longer required or recommended (see back in service)

Ambulance transporting from a Fire Scene

When an ambulance is transporting from a fire scene, Greene 9-1-1 must be notified. The ambulance should contact Greene 9-1-1 upon leaving the scene. Included in the transmission should be the hospital in which they are enroute to.

SPECIFIC INCIDENTS FOR SENDING FIRE AND EMS

EMS Response to Fire Incidents

1. The appropriate ambulance service will be dispatched to all **REPORTED** or **CONFIRMED** structure fires on the initial dispatch, following normal EMS dispatch protocol. The appropriate EMS Department will be dispatch as an “**A**” alpha response.
2. The only time an ambulance response will change is if there are victims reported to be injured or entrapped at the structure fire.
3. Fire calls involving injury or entrapment will be dispatched as a “**C**” Charlie response unless MPDS (Medical Priority Dispatch Systems) specifically indicates otherwise.
4. For all other fire related incidents (other than structure) EMS will be dispatched only at the request of the Incident Commander, a representative of the ambulance service whose district the incident is in, an EMS Coordinator or Fire Coordinator.
5. For incidents that are not dispatched as a structure fire but during the course of the incident are declared to be a structure fire by the Incident Commander (i.e. Fire department arrives on the scene of an alarm activation and reports a working structure fire) Greene 911 will automatically dispatch the appropriate ambulance service when notified of the change in the incident status. The appropriate EMS Department will be dispatch as an “**A**” alpha response.

NOTES:

1. For purposes of this protocol, a structure fire is defined as “a building or enclosed structure that is involved, or reported to be involved, in fire.
2. The following are structure fire categories:
 - Chimney Fire
 - Electrical Fire within a Structure
 - Furnace Fire
 - Stove Fire
 - Structure Fire

Auto Accidents Personal Injury

Upon receipt of an auto accident with personal injury Greene County 911 will utilize Medical Priority Dispatch EMD card 29 "Traffic/Transportation Incidents".

After performing EMD Greene County 911 **SHALL** dispatch Police, Fire, and EMS **for all auto accidents** that are personal injury. Fire and EMS may be simultaneously dispatched as policy indicates.

- *Fire and EMS personnel shall be dispatched simultaneously for situations requiring response from both. (i.e., fire incident – dispatch fire apparatus first and EMS apparatus second; EMS incident – dispatch EMS apparatus first and fire apparatus second. Simultaneous dispatching should be done whenever feasible. However, during extremely busy times, fire and EMS may be dispatched separately. It is important to note that, when situation updates are received, they must be relayed simultaneously to **ALL** emergency personnel in the field.*

ALL auto accident that are personal injury will be polled out as a 911 poll on the Greene County Law Enforcement polling frequency. This will also apply to PIAA's that are called in on a (7) seven digit line.

If the auto accident comes in as a property damage accident and when the law enforcement unit arrives on scene request EMS to evaluate a patient Greene 911 will dispatch Fire and EMS regardless of what the law enforcement unit states. On dispatch Greene 911 will advise that a patrol is on the scene and request EMS only for an evaluation. Once a Fire Chief or first piece of fire apparatus calls out Greene 911 will advise the unit that a patrol is on scene and request EMS only respond. The decision to respond will be up to the Fire Chief or first piece of fire apparatus calling enroute.

If the call warrants a medic dispatched per EMD protocols Greene 911 will dispatch said medic simultaneous with the Fire Dept and appropriate EMS agency.

Unknown Personal Injury Motor Vehicle Accidents

When Greene County 911 receives a report of Traffic/Transportation accident and injuries cannot be confirmed or denied, it **SHALL** be considered a unknown personal injury accident.

Following EMD protocol card #29 states "Unknown status (3rd party) calls dictate an A-alpha (BLS) response for EMS, Fire and Police SHALL be dispatched.

Helicopter Requested for Standby

After receipt of an (E) "Echo", (D) "Delta", (C) "Charlie" and in some cases (A) "Alpha" level call as described by Emergency Medical Dispatch Greene 911 will contact Life Net Dispatch and request the nearest helicopter be placed on standby.

Greene 911 will provide Life Net Dispatch with the following information:

- Location of Incident (Town or Village)
- Incident Type
- Greene 911's call back number

Once the responding medic has arrived on the scene, they should notify Greene 911 ASAP if the helicopter will be needed. Greene 911 will update Life Net Dispatch accordingly.

The appropriate Fire Dept. will be dispatched to establish the landing zone if the helicopter is requested to the scene and Life Net dispatch has confirmed a helicopter is available and able to fly.

The only time a Fire Dept. **will not** be notified to establish a landing zone is during the winter months November thru March at Hunter Mountain.

If the helicopter is requested to a different landing zone off of Hunter Mtn. property the appropriate Fire Dept. will be dispatched to setup a landing zone.

If the Security Dept. at Hunter Mountain ski resorts request the Fire Dept. to set up a landing zone Greene 911 will honor their request and dispatch the appropriate Fire Dept.

Fire Departments will utilize the frequency of **155.715** open (PL) for the landing zone.

When the helicopter is placed on standby Life Net/NYSP Lifeguard will automatically launch their aircraft for an airborne standby if the call is greater than 25 nautical miles/15 min away. The helicopter will not land unless requested to do so by the on scene responders.

Mutual Aid Assistance/Request

- The Incident Commander should be the person asking for the mutual aid.
- The O.I.C (Officer in Charge) is the highest ranking Officer on the air and will be the Incident Commander. If there is no Officer responding, then the first piece of apparatus on the air will be the O.I.C. or Incident Commander.
- When requesting mutual aid assistance the Incident Commander or person in charge should advise Greene 911 prepare to copy the following mutual aid request(s) and wait for the County to acknowledge.
- The Incident Commander SHALL make the request using a mobile radio, not a portable.

Chief
Asst. Chief
Asst. Chief
Asst. Chief
Asst. Chief
Captain
Lieutenant
Lieutenant
First apparatus on the air

- Make request specific
 - What Agency
 - Where exactly do you want the Dept./Company or unit
- The Dispatcher should never refuse a mutual aid request from the O.I.C/Incident Commander.
- Dispatchers should dispatch the requested mutual aid as per County standard radio procedures.
- When a second Department is dispatched to the scene the Fire Coordinators' Office **SHALL** be dispatched using standard radio procedures. (**exception to this is automatic mutual aid plans**)
- When a third transporting agency is requested to the scene of an E.M.S call the E.M.S. Coordinators' Office **SHALL** be dispatched using standard radio procedures.

Making Request for Additional Equipment or Personnel

- All requests for additional resources **MUST** come from the Incident Commander or person in charge at the scene.
- The Incident Commander **SHALL** make the request using a mobile radio, not a portable.
- If a police officer has not been assigned to the call and one is needed, one may be requested. Be prepared to describe the problem or justify the request. (i.e. Traffic control, Crowd control, Scene safety, etc...)
- In the event of an obvious death, whenever possible, it is suggested the IC or person in charge contact the 911 Center via phone to explain the circumstances. Exceptions would be a death as a result of a motor vehicle accident.
- Be aware that what starts out as a fire and EMS call could easily become a crime scene, such as a suicide or an assault.
- In the event of a fire or EMS call at the scene of a potential crime scene or hazardous situation, you may be asked to stand-by “near” the scene until it is secured by law enforcement personnel. Not doing so may place first responders in danger as well as the responding officers.
- **In accordance with NYS law, a patrol unit is sent to ALL motor vehicle accidents. It is not necessary to specifically request one.**
- *Tow trucks should be requested for emergencies only. Generally, removing damaged vehicles from the accident scene is a police matter.*

Multi Dept./Company Drills

If a drill is to be dispatched by Greene County 911 the Chief Officer must provide a detailed list of the dispatch requests to the Deputy Director of Emergency Services in writing. The information must be provided as soon as possible but not less than 48-hours prior to the drill.

The written instructions must include the date, time of dispatch, location of drill, and apparatus to be dispatched.

Alarm Tests

- Testing should be conducted once a week.
- Greene County 911 urge that all Departments test their alarm systems from Greene 911 weekly
- “ALL CALL” alarm tests will be conducted quarterly from Greene 911. Greene 911 will conduct these tests on the 3rd Saturday of March, June, September and December at 1300 hrs.
- Permission **SHALL** be obtained from Greene County 911 before any base station conducts any test.

May Day Alert

In the event that a MAY DAY is broadcast from the fire ground, it is essential that command is notified and that ALL firefighters operating clear the air and dispatch is to enact the following protocol.

1. Dispatch to utilize alert tone 1 for 3 seconds
2. Dispatch will announce the following over the fire ground frequency.
“Greene 911 to all units operating (location), a MAY DAY has been called, clear the air and maintain radio silence.”
3. Command did you copy the MAY DAY.

Radio Announcements

Transmissions will only be for communications essential to official fire or E.M.S activities.

- a. Announcements are to be submitted by the Chief Officer or President of the Department (or their designee).
- b. Announcements must be submitted to Greene 911 no later than 3pm in writing to be announced at 6p.
- c. If there are emergencies in progress at 6p then the announcement will be made at 7p providing there are no emergencies in progress.

Permitted announcements:

1. Emergency nature
2. SPECIAL meetings, drills, or classes
3. Cancellations or changes of meetings, drills, or classes
4. Funeral notices

Non Permitted Announcements:

1. social events
2. sporting events
3. fund drives
4. company/department regular meetings
5. commissioners/board of director's regular meetings
6. officers regular elections
7. raffle drawings
8. ladies auxiliary regular activities

The radio will not be used for personal or "sensitive" messages.

Permitted announcements will be done once.

Fire Coordinators Notification

The Director/Fire Coordinator, Deputy Director of Emergency Services and the appropriate Deputy Fire Coordinator **SHALL** be active under the following incidents;

- Confirmed structure fires that require mutual aid **to the scene**.
- All incidents involving more than (1) one Fire Department (Except automatic mutual aid calls)
- ALL fatal fires
- Line of duty injuries/deaths involving a firefighter
- Whenever a special County team is activated:
 - County Cause and Origin team
 - County Hazmat team
 - County Command Vehicle
 - County Accountability system
- When a Fire Dept. contacts OFPC for assistance at an incident.
- Upon request by the Incident Commander.

EMS Coordinators Notification

The Director of Emergency Services, Deputy Director of Emergency Services and the EMS Coordinator **SHALL** be activated under the following incidents;

- Any incident involving three or more AMBULANCES
- Any mutual aid fire call involving three or more M/A fire Departments/Companies to the scene.
- Any declared MCI.
- Any declared State of Emergency in County
- Any radio repair issues at a tower site that is affecting EMS communications
- Any time a hospital goes on or off diversion.
- ALL Hazmat incidents in County
- Line of duty injuries/deaths involving emergency service members
- Motor vehicle accidents involving ANY EMS agency. (NO MATTER HOW MINOR)
- All evacuations in County
- Sheltering needs in County
- Any of the following at a Greene County School or Greene County Office Building;
 - Evacuations
 - Hazmat incidents
 - Fires
 - MCI's
 - Bomb threats
 - Intruders
 - Active shooter
 - Hostage situations

Definitions/Terminology

Acknowledge---Lets dispatch know if the message was received and understood.

Affirmative---Yes or True. Opposite of negative.

All Stations---Attention all stations—Standby of message

Correction---Use if any error has been made

Emergency---Any incident that threatens life and/or property

EMERGENCY TRAFFIC---Message to follow will be of a life-threatening nature

Exposures---the surrounding property on all sides of a building or fire area. Exposures are defined in clockwise order beginning with Side “A” which is the street side.

False Alarms

- Malicious False Alarm (MFA)---An alarm deliberately sounded to cause inconvenience, disturbance, and excitement.
- Equipment---Malfunction of alarm system equipment
- Accidental---Accidental activation of a fire alarm system
- Good intent---Mistaken activation of the alarm system by a citizen with good intent.

ICS (Incident Command System)---A component of the National Incident Management System (NIMS). The Incident Command System (ICS) is a standardized, on-scene, all-hazard incident management concept in the United States.

In Service---Units ready and available for another alarm.

Message Received---Message has been received and understood

MPDS---Medical Priority Dispatch System

Negative---No or not true. Opposite of affirmative

Occupancy---The purpose for which the building is being used,

- Residential
- Commercial
- Multi-purpose

Occupants---Person or persons within a building

Occupied---People in the building at the time of the fire

Unoccupied---No people in the building at the time of the fire

Unit---The term used to designate any police, fire or EMS vehicle or person

Vacant---Unused or abandoned building

Out of Service--- This term means that a piece of apparatus is unable to respond to a call. Departments shall not call units out of service unless one of the following conditions exists:

- Repairs
- Parades
- Training
- Fund drives
- Delivering water

When an apparatus leaves its station for REPAIRS or FOR ANY OF THE ABOVE REASONS and not available for calls or mutual aid it is considered out of service.

RADIO DEFECT REPORT

This form is to be filled out as completely as possible by a Chief or Department Head and faxed to 518-622-0572. **LANDLINE COMPLAINTS WILL ONLY BE ACCEPTED IN AN EMERGENCY.**

Name of Officer or Department Head: _____

Date of incident: _____

Time of incident: _____

Types of radios involved: (Check ones that apply)

- MOBILE
- PAGER
- PORTABLE

Number of radios involved: _____

Location where the radio(s) problem occurred: _____

Date last preventive maintenance performed on radios involved: _____

Explain in detail exactly what the issue is: _____
