Franklin County Fire/EMS/Fire Police Communications System Fleet Map Reprogramming

SECTION VIII: FIRE DISPATCH RESPONSE (Franklin County Department of Emergency Services: Fire, EMS, and Fire Police Fleet Map Standard Operating Guidelines) **REVISED: October 2012; December 4, 2012; December 19, 2012; January 15, 2013; February 19, 2013; FINALIZED March 4th, 2013.**

I. Dispatch

    a. Incident dispatches will occur on FIRE/EMS DISP Talk Group (TG), unless otherwise notified by the Franklin County Department of Emergency Services (FCDES) Emergency Communications Center, which is identified by the radio designation of "Franklin" and referenced as such in this document.

    b. EMS Dispatch structure will be as follows:

        i. First Round - First Due Company Pager Tone, Municipality, Address, Cross Street, Type of Incident, Class Response per, **SECTION XI: EMERGENCY MEDICAL SERVICES DISPATCH and RESPONSE**, Box Area, Units due from Box Card, TG Assignment.

        ii. Second Round - Two minutes after the initial dispatch Franklin will repeat with above listed dispatch.

    c. Fire/Rescue Dispatch structure will be as follows:

        i. First Round - First Due Company Pager Tone, Municipality, Address, Cross Street, Type of Incident, Box Area, Units due from Box Card, TG Assignment (any temporary patches needed for the incident will be established at the console by the respective telecommunicator).

        ii. Second Round - The dispatch will be repeated with first due siren tone followed by mutual aid tones (pager then siren respectively) and completed by saying "have been alerted," before giving the talk group assignment.

II. Response

    a. EMS Units

        i. EMS units will respond on FIRE/EMS DISP TG.

        ii. Franklin will acknowledge each unit's response on FIRE/EMS DISP and the assigned incident TG.

        iii. Units will then switch over to the assigned incident TG.

    b. Fire Apparatus

        i. Units will respond on FIRE/EMS DISP TG, providing appropriate staffing levels per, **FRANKLIN COUNTY DEPARTMENT OF EMERGENCY SERVICES, UNIT STAFFING LEVEL REPORT GUIDELINE,** *Attachment N.*

        ii. Franklin will acknowledge units' responses on FIRE/EMS DISP and the assigned incident TG, if not impeding on incident communications.

  iii. Units will then switch over to the assigned incident TG.

  iv. Units are permitted to respond on the assigned operations TG when their immediate communications with Franklin is necessary.

 c. Fire Police

  i. Fire Police personnel/units will respond on Fire Police (FP) Main.

  ii. Fire Police personnel/units will then switch over to the first available FP OPS TG.

III. Incident Talk Group Assignments

 a. EMS Incidents

  i. Units dispatched to incidents requiring EMS services only will be assigned to operate on OPS 2.

  ii. Care should be given to minimize radio traffic as multiple EMS incidents will be assigned to OPS 2 at various times, due to minimal need for radio traffic.

  iii. If the IC determines additional units are required to mitigate the incident, an alternative TG may be requested through Franklin, in which case an available Tactical Operations Group of TGs will be assigned.

 b. Local Alarm Incidents (Outlined on 2013 Revised Box Cards)

  i. Incidents deemed Local Alarms by Franklin will be assigned to OPS 3 or OPS 4.

  ii. If the IC determines additional units are required to mitigate the incident, an alternative TG may be requested through Franklin, in which case an available Tactical Operations Group of TGs will be assigned.

  iii. During periods of high call volume and at the discretion of Franklin, Local Alarms may be assigned to additional TGs.

 c. Box Alarm Incidents (Outlined on 2013 Revised Box Cards)

  i. Incidents including, but not limited to, structure fires (single and multi-family dwellings, commercial buildings, barns, outbuildings/sheds, and chimneys) and inside investigations shall be assigned to an available Tactical Operations Group of TGs, as illustrated below, except when otherwise specified by Franklin.

   1. Tactical Operations Group 1

    a. OPS 5 – Primary Incident Operations TG

    b. OPS 6 – Incident Support TG

    c. OPS 7 – Incident Support TG

   2. Tactical Operations Group 2

    a. OPS 8 – Primary Incident Operations TG

    b. OPS 9 – Incident Support TG

    c. OPS 10 – Incident Support TG

   3. Tactical Operations Group 3
    a. OPS 11 – Primary Incident Operations TG
    b. OPS 12 – Incident Support TG
    c. OPS 13 – Incident Support TG
   4. Tactical Operations Group 4
    a. OPS 14 – Primary Incident Operations TG
    b. OPS 15 – Incident Support TG
    c. OPS 16 – Incident Support TG

  ii. Franklin will assign the Tactical Operations Group of TGs by identifying the Primary Incident Operations TG only (i.e. OPS 5, 8, 11, 14).

  iii. At the discretion of the on duty communication's supervisor and when the four Primary Incident Operations TGs are assigned and being utilized, Incident Support TGs may be utilized for additional incidents requiring a Primary Incident Operations TG.

   1. In such cases, Franklin must immediately transmit an appropriate notification to the Incident Commander operating in the Tactical Operations Group chosen to be utilized for additional incidents.

   2. Franklin shall use discretion in selecting a Tactical Operation Group, considering current incident escalation, stabilization, and duration.

 d. Rescue Incidents

  i. Incidents not requiring significant resource deployment including, but not limited to, vehicle collisions without entrapment or occupants confined to the vehicle, lock-ins, and lock-outs will be categorized as Local Alarms at the discretion of the communication's supervisor.

  ii. Incidents requiring the deployment of multiple resources including, but not limited to, vehicle collisions with entrapment, hazardous materials, mass casualties, and specialty rescues will be assigned to an available Tactical Operations Group of TGs by Franklin, in the same manner as Box Alarm Incidents (See above Section III. Incident Talk Group Assignments, c. Box Alarms).

 e. Fire Police (Zone Y)

  i. Generally, Fire Police personnel/units will be assigned to the first available FP TG; FP OPS 2 or FP OPS 3, per Franklin.

  ii. The Incident Commander on large scale incidents has the ability to assigned Fire Police personnel/units to utilize an Incident Support TG within the Tactical Operations Group the incident has been assigned.

       iii. In the event Franklin has assigned a Special Event within the region to a Special Event or Public Safety TG, Fire Police operating at the event shall utilize the appropriately assigned SP EVENT or PUB SAFE TG.

IV. Incident Operations

  a. Any pertinent incident information (i.e. Initial on-scene reports, safety messages, incident downgrades) relayed to Franklin within the first 10 minutes of the first unit arriving or while units are still responding to the incident, will be echoed over the Primary Incident Operations TG and FIRE/EMS DISP.

  b. EMS Incidents

      i. EMS units shall utilize OPS 2 to communicate incident information with Franklin and/or other units.

      ii. EMS units shall utilize CHMB HOSP or WAY HOSP TGs to communicate patient and transport information with the respective facility.

      iii. EMS units requesting communications with a Maryland hospital facility should utilize *EMRC CALL211* for the appropriate TG, as directed by EMRC.

      iv. MED Channels 1-11 (Zone B) are to be utilized at the discretion of Franklin.

      v. When EMS units are dispatched with fire apparatus, communications will be transmitted on the respective assigned OPS TG.

      vi. Incident Commanders may assign EMS units to utilize Incident Support TGs during large scale incidents.

  c. Local Alarm Incidents

      i. At any given time, multiple local alarm incidents may be operating on OPS 3 or 4; therefore, units shall minimize radio traffic to necessary transmissions.

      ii. If an alternative TG is requested by the Incident Commander and assigned by Franklin, an immediate announcement shall be made to ensure all personnel responding to and operating on the incident scene are aware the "newly assigned" OPS TG.

  d. Box Alarm/Large Scale Incidents

      i. Personnel assigned to a Tactical Operations Group shall immediately ensure proper communications and assignments commence in the development of an Incident Command Structure, per the National Incident Management System (NIMS).

      ii. Communications and/or requests for Franklin should be primarily handled on the assigned Primary Incident Operations TGs (OPS 5, 8, 11, 14) via the IC or designee.

      iii. When deemed necessary, the IC has the ability to assign incident specific operations to an Incident Support TG within the Tactical Operations Group assigned to the incident, unless Franklin advises the TGs are unavailable (i.e. Incident assigned to OPS 5, Water Supply Operations on OPS 6, and EMS Operations on OPS 7).

          1. In the event an Incident Support TG is utilized for MAYDAY operations, personnel shall utilize the FCFCA SOG Op-3-MAYDAY, *MAYDAY Procedures*.

          2. If utilizing an Incident Support TG for staging operations, personnel shall comply with the FCFCA SOG Op-2-Stage, *Staging Procedures*.

V. Incident Termination – Upon clearing an incident, personnel/units shall notify Franklin on FIRE/EMS DISP.

VI. DEPT. PRIVATE Talk Group

    a. Department specific TGs shall be utilized at the respective departments' discretion in a non-emergent capacity compliant with Federal, State, and Local governmental regulations, as Franklin will not monitor the TGs.

    b. Approval from Franklin for utilization of the DEPT. PRIVATE TG is not necessary or required.

VII. Mutual Aid Talk Groups (Zone C)

    a. Personnel/units dispatched to respond to mutual aid counties, shall respond on FIRE/EMS DISP; and then operate on the TG assigned by Franklin.

    b. Upon clearing an incident in a mutual aid county, personnel/units shall notify Franklin on FIRE/EMS DISP.

VIII. ZONE D is to be utilized only as directed by Franklin.

IX. Department Specific Repeaters

    a. At each department's discretion, repeater frequencies are permitted to be programmed between Zone E and Zone Y (Fire Police).

    b. Federal, State, and Local compliant use of department purchased, installed, owned and operated repeaters will not be overseen by Franklin.

X. Public Safety Zone (Zone Z)

    a. Public Safety (PUB SAFE) TGs are to be utilized as directed and assigned by Franklin; and may be utilized in the event multiple jurisdictions or entities require communications to ensure interoperability.

    b. Special Event (SP EVENT) TGs are to be utilized as directed and assigned by Franklin.

    c. Municipal (MUNIC DISP, OPS 2, and 3) TGs are primary for municipal entities' use. Fire, EMS, and Fire Police personnel may communicate with municipal officials on the Municipal TGs when the situation warrants.

    d. PAGE/KNOX Channel

        i. Units requesting a Knox Box activation may do so on the assigned OPS TG for the incident. Franklin may attempt to activate the unit Knox Box on that TG or assign an alternative TG.

        ii. The conventional channel, PAGE/KNOX will be utilized if the activation is not successful on the digital TG.

XI. Emergency Button (EB) Activations

    a. Fire, EMS, Fire Police personnel/units in danger and requiring immediate radio communications shall push the EB on the portable or mobile radio, granting that radio 10 seconds of ruthless preemption to communicate the nature of the emergency when possible.

    b. Once the EB is activated, the emergency activation will follow the radio if it is switched to another TG.

    c. Activations on OPS 2, 3, or 4

        i. In the event an EB activation occurs on an OPS TG where no Incident Commander (IC) has been established, Franklin will immediately attempt to notify a known officer on the air or unit on the scene or on the air, who is assigned to the respective incident. In which case, the responding personnel/unit will immediately work to mitigate the situation.

        ii. Franklin will announce all other personnel/units assigned to the OPS TG minimize communications to emergent transmission only.

        iii. If no other personnel/unit has been dispatched to the incident, Franklin will continue attempts to reach the EB activator(s).

        iv. Franklin will dispatch the closest law enforcement agency, page the closest respective department officer based on the last known location of the activator, and a Chief Officer of the activator's department.

    d. Activations on a Tactical Operations Group TG shall be handled in coordination with the FCFCA SOG Op-3-MAYDAY, *MAYDAY Procedures*.

    e. Activations on DEPT. PRIVATE

        i. Emergency Button activations on a DEPT. PRIVATE TG will revert to PUB SAFE 4, where Franklin will immediately recognize the activation.

        ii. Franklin will attempt to determine if the activator is operating on an incident assigned to a different TG; and if so, will notify the respective IC or personnel/units assigned to the incident.

        iii. When the activator is not operating on an assigned incident scene and their location is determined, Franklin will dispatch the closest Law Enforcement agency, page the closest respective department officer, and a Chief Officer of the activator's department for appropriate notification.

    f.   In the event an EB activation is accidental, the activator shall immediately notify Franklin of the false activation and reset the EB on the radio, by pressing and holding the EB until reset.

    g.   Verbal denial of an emergency without a reset of the EB will be considered an emergency.

    h.   Once an EB activation has been mitigated, the activator's radio shall be reset.

XII.   Failsoft Mode

    a.   A site will enter Failsoft Mode automatically, as a last resort to maintain radio communications, in the event:

        i.   Both site controllers have failed.

        ii.   Half of the site's channels have failed or are out of service.

    b.   Portable and mobile radios will indicate they are in Failsoft Mode, limiting communications to conventional operation over three channels. FIRE/EMS DISP, Police DISP, and PUB SAFE 1 will be the only TGs available for communications.

    c.   During Failsoft Mode, Fire, EMS, and Fire Police personnel/units will be dispatched on FIRE/EMS DISP.

    d.   Personnel operating during Failsoft Mode should limit communications to emergency transmissions.

    e.   When the high band trunked system is back online, all radios will automatically revert back to normal fleet map configuration and operations.