MONTGOMERY COUNTY
DEPARTMENT OF PUBLIC SAFETY

Fire Communications Policy & Procedures

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PREFACE (FUTURE USE)

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SECTION 1.0

INTRODUCTION

1.1 PURPOSE AND SCOPE

This document will cover policies and procedures that govern the voice and data communications for the Fire Service of Montgomery County, Pennsylvania.

1.1.1 The purpose of this document is to provide a standardized policy and procedure manual so that appropriate resources can be deployed in a timely and predictable manner. Such standardized procedures will reduce time processing calls and dispatching units, reduce errors, and maximize efficiency of operations.

1.1.2 This document is to be considered the outline of the policies and standard operating procedures for a variety of situations. It is obviously not intended to cover every conceivable situation. For circumstances that are not addressed in this manual, common sense and good judgment on the part of Emergency Communications Division (ECD) supervisor will prevail.

1.1.3 Standardization is designed to save time, minimize confusion, reduce errors, and will assist all concerned in providing a timely and predictable response to emergency situations. This document is designed to adhere to NFPA, NIMS, and other applicable Federal standards.

1.2 CHANGES AND REVISIONS

It is imperative that all services keep this manual up to date at all times. All changes and revisions will follow the process listed below.

1.2.1 Any recognized organization or individual with standing desiring changes which effect the Fire and Rescue Communications Procedures, or which modify, supplement, or require action not covered by this publication, shall forward a request to the Assistant Director for Fire Rescue and Coordination. The Joint Radio Committee will review and forward the recommendations to the department through the Assistant Director for Fire Rescue and Coordination.

1.2.2 In cases where action on the part of the DPS is required, the department is responsible for implementing procedure revisions considered necessary to internal operations.

1.2.3 Approved changes will be published with the new date and distributed to all users of the manual.

1.2.4 The Joint Fire/EMS Radio Committee will serve as the “appeals board” to hear and attempt to resolve issues related to officers or unit radio designation or other relevant issues. Requests should be in writing, signed by the chief, stating reason for review. Recommendation will be forwarded to the DPS Deputy Director for Emergency Communications for further action if warranted.
SECTION 2.0

TECHNICAL SERVICE

2.1 The Technical Services Section maintains the communications infrastructure and related equipment. The Section is available during normal business hours and can be contacted using the information below.
   Phone: (610) 631-6511
   Email: eoctech@montcopa.org
   Do not contact individual technicians in lieu of contacting the Technical Service Section.

2.2 Simulcast tone and voice dispatch county-wide will be conducted on frequency 158.355

2.3 Simulcast alpha dispatch will be conducted on frequency 154.025

Note: All other sections of 2.0 intentionally left blank until completion of rebanding project.
SECTION 3.0

COMMUNICATIONS MANAGEMENT

3.1 Standard operating procedures should be used for handling messages by radio, Mobile Data Computer (MDC) or telephone. Use of standard operating procedures will conserve air time and permit accurate, brief, and rapid transmission of essential information. Careless procedure and the lack of radio discipline cause delay, confusion, and unnecessary transmissions.

3.2 DPS-ECD will be responsible for maintaining frequency discipline, for handling radio and telephone messages rapidly, for determining order of priority for which transmissions are to be made, and for directing and controlling the use of all radios.

3.3 Use of frequencies shall be limited to communications essential to the conduct of official fire and rescue activities. Under the rules of the Federal Communications Commission it is unlawful to carry out any of the follow actions:

3.3.1 Transmit or send superfluous signals or messages of a personal nature.

3.3.2 Use profane, indecent, or obscene language.

3.3.3 Willfully damage or permit radios to be damaged.

3.3.4 Cause unlawful or malicious interference with other radio or dispatch operations.

3.3.5 Intercept and use or publish the contents of any radio or dispatch messaging without the expressed written permission of the proper authority.

3.3.6 Make or send unnecessary or unidentified transmissions.

3.3.7 Transmit without first making sure that the transmissions will not cause harmful interference to other radio users.

3.3.8 Make adjustments, repairs or alterations whatsoever to a communication transmitter. Only a communication technician, holding a general radio/telephone license or higher, may make adjustments and repairs.

3.3.9 Deny access to any radio equipment if a properly identified representative of the FCC asks to inspect it. The equipment must be available for inspection at any reasonable time.

3.3.10 Transmit a call signal, letter, or numerical which has not been assigned.

3.4 DPS-ECD will at all times retain responsibility for control of the use of talk groups used to conduct fire/rescue operations.
3.5 The IC can request that incident radio traffic be assigned to a talk group. ECD will assign the appropriate talk group based on size/scope of incident and available talk groups at the time of request. The use of local fireground talk groups should be considered for incident operations when appropriate. ECD will broadcast the change in assigned radio talk group.

3.6 If radio traffic necessitates, ECD will prompt the IC and determine a talk group assignment.

3.7 When a talk group is needed to land a helicopter, the telecommunicator will advise the IC of the talk group to be used (PSCL 1 or PSCL2).

3.8 A “PRIORITY TRAFFIC CONDITION” will be utilized when there is a high volume of radio traffic or system use and conditions become congested.

3.8.1 At times the volume of traffic, both radio and telephone, reaches a point where it nearly overloads the communications network and available communications center personnel. (Example: during thunderstorms, natural disasters, major incidents, or multiple emergencies occurring simultaneously). There is a definite need at such times for the telecommunicator to maintain strict control over the situation to enable him or her to sort out priorities and ensure that vital information and calls are transmitted without delay or interruption.

3.8.2 The “Priority Traffic Condition” will be instituted by ECD with the following message: [audible alert tone] “Attention all units, operate under the Priority Traffic Condition.” ECD will also send a County-wide message that a “Priority Traffic Condition” exists.

3.8.3 When a “Priority Traffic Condition” exists, all unit-to-unit transmissions will be discontinued with the exception of emergency traffic and whenever possible, the OIC should advise of station or apparatus status changes rather than each individual unit doing so via MDC.

3.8.4 The “Priority Traffic Condition” is not intended to cease transmissions by the OIC to ECD relative to the conditions of the call or orders to be relayed to responding apparatus.

3.8.5 When “Priority Traffic Condition” is in effect, the following procedures may be followed:

3.8.5.1 ECD may downgrade a dispatch to single company for certain calls during storms. Example: Automatic alarms, trees/wires call, etc.

3.8.5.2 Structural and rescue calls will continue to get a full response, depending on unit availability and/or information received.
3.8.5.3 Agencies should make every attempt to staff their station during priority traffic conditions. Once adequate staffing is in the station, they will advise ECD that the station is staffed. All low priority and downgraded calls may be given to the OIC by MDC, telephone, alpha pager or other alternative communication methods.

3.8.5.4 ECD will call the station with non-emergency calls (investigations, etc.) if there is no apparatus or officer on radio. If apparatus or an officer is on radio, calls will be given directly to the unit. MDC use is recommended.

3.8.5.5 Times will not be given by phone or radio during “Priority Traffic Condition” or under busy conditions.

3.8.6 The words “Operate Under Priority Traffic Condition” will be announced every half hour until the condition is lifted, at which time a message will be transmitted advising that the condition has been lifted. ECD will also send a County Wide message via MDC and alpha page that the condition is CANCELED.

3.9 Under certain conditions, radio and telephone traffic may become heavy enough to prevent immediate answers to radio calls. When this occurs, ECD may advise “all units stand-by”. This means that ECD is temporarily unable to answer your message either because of heavy radio/telephone traffic or the need to dispatch another unit. Do not call again until answered unless you have a “priority emergency”. If you have an emergency, state your unit designation and “priority traffic”. Wait until acknowledged and then proceed with message. The use of “priority” will be restricted to the type of situation where life or personal injury is at stake or to a critical situation that requires immediate additional assistance. Once the heavy condition is alleviated, a message, “all units resume normal traffic” will be broadcast.

3.10 All fire/rescue personnel should continuously be aware of the need to conserve the use of radio systems and should strive to eliminate unnecessary use of the radio by using person to person communications, fireground talk groups and MDCs.

3.11 When Divisions and Groups are established under NIMS/ICS, Division and Group supervisors should maintain contact with the IC on regional or tactical talk groups.

3.12 The IC should maintain contact with ECD via the assigned regional talk group. The IC should consider utilizing a Command Team to help coordinate on-scene communications.
SECTION 4.0

BASIC RULES FOR RADIO OPERATION

4.1 The manner in which radio operations are handled is often a measure of the efficiency of an organization and the attitude of its individuals. Observing simple basic rules will expedite message handling and improve working relationships among all concerned. Application of general guidelines outlined here will lead to professional performance.

4.2 Prior to transmitting, organize your thoughts and listen to make certain the talk groups are clear.

4.3 Keep all transmissions brief and to the point. Avoid longwinded descriptions and unnecessary repetition. Accuracy, brevity, and speed are all important; however, they should be considered in that order.

4.4 Speak distinctly and pronounce words carefully. Speak at a moderate speed using your conversational tone of voice with emphasis and rhythm. A message should be spoken by phrases, not one word at a time.

4.5 When using a portable/mobile radio, hold the microphone about one inch from your lips, press the microphone button down firmly and then speak slowly and clearly across the mouthpiece in a normal voice. Do not hold the microphone directly in front of your mouth, but slightly to the side at an angle of about forty-five degrees so that you can talk across the face of the microphone instead of “blowing” into it.

4.6 Avoid transmitting when audible emergency warning devices are operating.

4.7 Use official titles and authorized apparatus designations in all transmissions. Do not use nicknames or first names.

4.8 During all radio operations, remain cordial and calm. Words or voice inflections which reflect an individual’s irritation, disgust or sarcasm are not to be used. Remember, your conduct on the radio reflects your entire agency.

4.9 Units should maintain radio discipline at all times. Avoid monopolizing or overuse of radio communications.

4.10 DO NOT use preliminary calls simply to establish contact. When advising that a unit is responding, on location, or all units are available from the scene, identify yourself and give your message in a single transmission.

4.11 The use of thanks, please, and other expressions of courtesy are unnecessary and should not be used.

4.12 When you are finished using the microphone, secure it in a proper position to avoid an “open mic” which could be very damaging to essential and emergency radio traffic.
4.13 Emergency Identifier

4.13.1 A radio’s emergency identifier can be activated on any talk group for any situation that poses an eminent threat to the life and/or safety of emergency personnel. Once the emergency identifier is activated, the radio will automatically transmit for ten (10) seconds, allowing the Emergency Communications Center to monitor the situation in the field.

4.13.2 Activations on local talk groups (e.g. – PSCL, fire ground) will only alert on-scene units; providing situational awareness for incident command staff.

4.13.3 Activations on system talk groups (e.g. – fire region, EMS hail) will alert the ECC, and prompt a status check on the activated talk group.

4.13.4 All activations will be reported immediately to incident command.

4.13.5 An accidental activation of the emergency identifier should be immediately reported to the Emergency Communications Center.

4.13.6 To reset the emergency identifier, turn the radio off and back on.
SECTION 5.0

COMMUNICATIONS ORDER MODEL

5.1 Under normal conditions, it is not necessary for mobile units to call and wait for acknowledgment before transmitting short messages, such as, responding or on location.

Example: “County, Engine 17-2 responding”
Example: “County, Assistant 6 is on location”

However, in advance of sending a lengthy message, make a preliminary call and await acknowledgment before proceeding. The identifying words “County” should be used when calling ECD. The message should start with “County” followed by your unit number.

Example: “County from Chief 76”

5.2 All individually responding and arriving apparatus, officers and fire marshals will be acknowledged by ECD.

5.2.1 If staffing reports are provided for responding apparatus, the number reported should be based on total certified firefighter and/or rescue personnel per individual department standards.

5.3 The first officer or apparatus arriving on location shall advise ECD of their arrival and report information of value to other incoming units. (See section 8)

5.4 Fire police personnel and units (vehicles) will respond and operate on the appropriate fire police talk group.

5.5 Companies should be made available by the OIC. Individual apparatus or officers returning to station or available from a scene should not advise ECD of such status via radio. MDCs may be utilized by individual units and officers, when available.

5.6 When a fire marshal remains on scene to conduct an investigation the incident will remain open until the fire marshal is available.

5.7 “Plain speak” will be utilized. “10” codes will not be used. The phrase “ok” will be used to signify acknowledgement.

5.8 The first officer or unit arriving on an incident scene shall assume command, until they are relieved by a higher ranking officer. Once command is established, all communications should go through “Command” not individual ranks, regardless of the rank of the Incident Commander.

i.e.: AC28 has established command. When CH28 goes enroute, there is no need to re-advice orders or notes given to Command.
5.9 Command should monitor the Region talk group when all operations are on Fire Ground. The Region talk group is to be used by the IC or Command to request additional resources and relay specific orders to incoming units. ECD will monitor the Region talk group at all times.

5.10 The “echo” technique should be used for acknowledging critical messages, e.g., “Command to Ladder 20.” “Search the top floor for victims.” “Ladder 20”, “Okay, searching top floor.”

5.11 If the Incident Commander leaves the Incident Command Post, they will utilize “IC” as a radio designator and the Command Post will continue to use “Command”.
SECTION 6.0

TELEPHONE PROCEDURES

6.1 General

6.1.1 Whenever calling ECD, whether on business or for an emergency, identify yourself, stating your name and the agency that you are with, or use your assigned designation.

6.1.2 All calls to ECD of a business nature will be done ONLY on the administrative line. The emergency number(s) are NOT to be used. The administrative lines numbers are as follows:

Main #: (610) 635-4300
Fire/EMS Positions: (610) 635-4345/4346
Shift Supervisor (Direct): 610-635-4350
Alarm Companies (To report alarms):
   - Police (610) 635-4497
   - EMS (610) 635-4498
   - Fire (610) 635-4499

6.1.3 The line to the supervisor is the telephone line you must use to talk to the on duty supervisor. The other business lines shall not be used for this purpose.

6.1.4 9-1-1 is only to be used to report a true emergency. 9-1-1 is not to be used by fire/rescue personnel for updates or call information.

6.2 Performance Standard

6.2.1 The telecommunicator must obtain information as quickly as possible. Time is critical. We cannot expect that a person will remain in a burning building to answer all of our questions. After obtaining critical information (location what is on fire, occupancy) the caller will be advised to leave the structure and go to a safe area. If additional information is needed, the caller can be advised to call back from a neighbor’s phone or a cell phone.

6.2.2 Ninety percent (90%) of all emergency calls shall be processed and ready for dispatch within sixty (60) seconds and ninety-five percent (95%) of all emergency calls shall be processed and ready for dispatch within ninety (90) seconds.
SECTION 7.0

DISPATCH PROCEDURES

7.1 The order that the tones are activated and the order that the companies are announced in the dispatch will be made in the same order as the companies that are due to respond. Pre-alert will be used for building and dwelling fires and rescues.

Procedure for voice dispatch:

7.1.1 Pre-alert – [Audible tone]: municipality, address, type (Building/Dwelling /Rescue) Example: Trappe, 123 Main St. a________________. (Only applicable for General Box and Tactical Box responses only)

7.1.2 Activate tone or tones.

7.1.3 Announce the stations and or units that are due to respond.

7.1.4 Announce the type of call.

7.1.5 Announce the location of the call.

7.1.6 Announce the cross streets.

7.1.6.1 Only on final dispatch if information is repeated.

7.1.6.2 Cross streets are not required for a unique commonplace.

7.1.7 Announce the box number, section or complex if known.

7.1.8 Announce the community, where applicable.

7.1.9 Announce the municipality. The term “township” or “borough” is not necessary

7.1.10 Repeat steps 7.1.2 through 7.1.8, unless under priority traffic conditions

7.1.11 Announce the Fire Region units are to operate on when more than one Region Fire Company is involved in the incident. I.e. Sta 44 and 88 dispatched to Turnpike the first due company’s region would be utilized.

7.1.12 Announce the dispatch time.
Procedure for alpha/numeric dispatch:

7.1.13 Address of call.
7.1.14 Municipality or county of call.
7.1.15 Fire company box number or map page.
7.1.16 Nature of call.
7.1.17 Apparatus assigned to call.
7.1.18 Cross streets.
7.1.19 Incident number.
7.1.20 Any additional notes received prior to dispatch.
7.1.21 Lock box and hazard information.

7.2 Agencies may deploy alternative notification methods such as third party over-the-top applications and other means that take advantage of emerging technology. Any notification method that utilizes public networks and wireless providers outside of the dedicated County network should not be considered a primary means of notification. Agencies should always maintain notification method(s) supported by the private County network.

7.3 Any additional pertinent information pertaining to the dispatch, such as safety issues, entrance to use, numerous phone calls reporting the same incident, protected area for alarm calls, etc. will be given to the first out officer, apparatus and/or fire marshal.

7.4 In rare cases when the telecommunicator receives information indicating that additional equipment will be needed on the initial alarm, or that a normal dispatch is excessive than that which is shown on the procedure, the telecommunicator has the authority to upgrade or downgrade one level/alarm.

7.5 If a company that is already in service gets another call in their first run area and they have no cover up company, the OIC will be contacted by radio and advised of the second call. They shall then advise ECD if their company will handle the call or if another company should be dispatched. If the OIC does not answer, the zone company will be dispatched per procedure.

7.6 If a company that is already in service gets another call in their first run area and they have a cover up company, the zone company and cover up company will be dispatched. After the cover up company has been dispatched, the OIC of the zone company will also be notified.
7.7 When a company is going to be out of service, for whatever reason, and they are going to have a cover up company, it shall be the responsibility of the OIC of the cover up company to advise ECD of the method of dispatch for their company. The OIC of the company going out of service will also advise ECD if they want any tones activated or any notification via alpha.

7.8 When a company from an adjacent county or a company on a frequency that ECD does not have the capability to transmit on is called for in the procedure, it will be noted in the dispatch, so the OIC is aware that the proper companies are being dispatched. Example: “Station 95 and Bucks County, Station 29.”

7.9 An incident number is assigned to all calls that are recorded in CAD. This includes pump details, assist police, animal calls, etc. Only one incident number will be generated for an incident no matter how large or small. Rekindles will be entered as a new complaint if all units have returned to the station from the previous call at the same location.

7.10 If a fire station or fire officer is requesting tones be activated for a special service, or if a company is self dispatching to any type of call that would normally get an incident number, the caller must provide ECD with all necessary information.

7.11 If for any reason no verbal response is received from a company within five minutes after the dispatch, the telecommunicator shall response check the company in question on both the dispatch and hailing talk groups. If no response is received, the company shall be re-dispatched along with the next due unit.

7.11.1 Stations acknowledging a dispatch should carry out this procedure on their assigned regional talk group.

7.11.2 A dispatch can be acknowledged via MDCs, if available.

7.11.3 When companies are dispatched for specific pieces of apparatus using the “Box” system, and there is no response received from those specific unit(s), the OIC of the incident will be notified that a specific unit(s) is not responding. There will not be a re-dispatch of those units. If it is a “confirmed incident” the unit will be replaced automatically.

7.12 If a company is dispatched to assist another company that is operating on a talk group other than their Regional frequency, or if ECD wants all of the units being dispatched to operate on a frequency other than Region or an Event Talk group, the following message will be added to the dispatch. “All units will operate on Region or Event ______.” Responding units shall switch to the Region or Event talk group assigned and maintain communications with ECD until clear of the said incident.

7.13 When a structure-related call is received and the caller states that the fire is out, the telecommunicator will dispatch a Building Investigation. The telecommunicator will not state that the fire is out with the dispatch, but will advise the first officer of the zone company when they advise that they are responding.
7.14 When a fire alarm, water flow alarm or non-structure related call is received and there is a report that it was set off by accident, caused by burnt food, set off by workers, a tamper switch, the fire is out, etc., the telecommunicator will dispatch a Fire Investigation. In some instances only the OIC and the fire marshal will be notified.

7.15 Normal requests for fire police will be handled per the procedure of the requested company or companies.

7.15.1 If for any reason no response is received from a fire police unit within ten minutes after the dispatch, the IC will be notified.

7.16 If a company receives another emergency call while operating on a tactical talk group, the OIC will be notified on their assigned regional talk group.

7.18 Following are the list of event type and sub-type codes (EVENT TYPE/SUB-TYPE format):

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>FAL</td>
<td>Fire alarm</td>
</tr>
<tr>
<td>FAP</td>
<td>Appliance (<em>FUTURE USE</em>)</td>
</tr>
<tr>
<td>FBL/CO</td>
<td>Commercial building</td>
</tr>
<tr>
<td>FBL/NCO</td>
<td>Non-commercial building</td>
</tr>
<tr>
<td>FCM/NOS</td>
<td>Carbon monoxide detector/No CO poisoning symptoms present</td>
</tr>
<tr>
<td>FCM/SYM</td>
<td>Carbon monoxide detector/CO poisoning symptoms present</td>
</tr>
<tr>
<td>FDF</td>
<td>Debris/fluids on highway</td>
</tr>
<tr>
<td>FEO</td>
<td>Electrical outside</td>
</tr>
<tr>
<td>FFP</td>
<td>Fire police</td>
</tr>
<tr>
<td>FGL/CO</td>
<td>Gas leak inside/Commercial building</td>
</tr>
<tr>
<td>FGL/NCO</td>
<td>Gas leak inside/Non-commercial building</td>
</tr>
<tr>
<td>FGO/OUT</td>
<td>Gas leak outside</td>
</tr>
<tr>
<td>FHL</td>
<td>Helicopter standby or landing</td>
</tr>
<tr>
<td>FHM/CO</td>
<td>Haz-Mat Inside/Commercial building</td>
</tr>
<tr>
<td>FHM/NCO</td>
<td>Haz-Mat Inside/Non-commercial building</td>
</tr>
<tr>
<td>FHM/OUT</td>
<td>Haz-Mat Outside</td>
</tr>
<tr>
<td>FIN/FO</td>
<td>Fire officer/marshal investigation</td>
</tr>
<tr>
<td>FIN/BI</td>
<td>Building investigation</td>
</tr>
<tr>
<td>FPD</td>
<td>Pump detail</td>
</tr>
<tr>
<td>FRE</td>
<td>Rescue - other than vehicle or water</td>
</tr>
<tr>
<td>FRL</td>
<td>Elevator Rescue</td>
</tr>
<tr>
<td>FRT</td>
<td>Rescue - Technical</td>
</tr>
<tr>
<td>FRW</td>
<td>Rescue - Water</td>
</tr>
<tr>
<td>FSB</td>
<td>Stand-by</td>
</tr>
<tr>
<td>FSS</td>
<td>Special service</td>
</tr>
<tr>
<td>FTR</td>
<td>Trash/dumpster</td>
</tr>
<tr>
<td>FUN</td>
<td>Unknown type fire</td>
</tr>
<tr>
<td>FVE</td>
<td>Vehicle</td>
</tr>
<tr>
<td>FVL</td>
<td>Vehicle leaking fluids</td>
</tr>
<tr>
<td>FWF</td>
<td>Field/woods</td>
</tr>
<tr>
<td>MCA</td>
<td>Cardiac Arrest (<em>FUTURE USE</em>)</td>
</tr>
</tbody>
</table>
PLC  Plane Crash  
TRC  Train Crash  
VA/FP  Fire police for vehicle accident  
VA/INJ  Vehicle accident with injuries  
VA/MC  Vehicle accident with motorcycle  
VA/PED  Vehicle accident with pedestrian  
VA/RE  Vehicle accident with rescue  
VA/SB  Vehicle accident standby

7.20 The following terms will be the terminology used for dispatch:

7.20.1 Building fires - any industrial, institutional, or commercial type building, multi-family including apartment buildings. Medium to high hazard occupancies.

7.20.2 Dwelling fire - any noncommercial type building used as a residence, including single-family, garages, sheds and out buildings.

7.20.3 Appliance – equipment that can be easily carried out of a structure (example: television, toaster).

7.20.4 Fire alarm - announce type if known, water flow, automatic alarm, or manual alarms

7.20.5 CO alarm - carbon monoxide alarm

7.20.6 Vehicle - any type of vehicle

7.20.7 Trash - any type of outside trash, rubbish, or dumpsters

7.20.8 Electrical outside - any type of wires, poles, transformers

7.20.9 Odor of gas outside - any types of gas odors outside, including propane tanks.

7.20.10 Odor of gas inside - any type of gas odors inside.

7.20.11 Accident with injuries

7.20.12 Stand-by at an accident - for calls that the police request the fire company to stand-by for hazard control, including vehicle information, building, and fluids.

7.20.13 Debris (or fluids) on the roadway.

7.20.14 Hazardous Materials Incident - Spill, leak or release of a hazardous chemical or substance other than small vehicle fuel tank or oil spills. 
**NOTE:** IC can escalate call by requesting a Hazmat Officer response.
7.20.15 Building investigation – a report of a hazardous condition, absent the presence of smoke and fire that directly involves any type of structure. (e.g. - extinguished stove fire, witnessed pull of fire alarm, odor from a light ballast, flooded basement, unconfirmed elevator alarms, elevator stuck – no one in distress)

7.20.16 Fire Investigation - a report of type of investigation of a hazardous condition that does not involve a structure, (example: controlled burning complaint, municipal fire safety ordinance investigation, burn injuries, open/broken hydrant).

7.20.17 Brush - includes grass, mulch, fields, woods, trees, etc.

7.20.18 Special service - assist EMS or police.

7.20.19 Rescue - vehicle, water, residential, industrial, confined space, trench, high angle, elevator.

7.20.20 Stand-by at station - used for requests for cover up from your fire station.

7.20.21 Relocate – used for requests for cover up company to move to another fire station.

7.20.22 Air medical evacuation – used when there is a need to establish a landing zone

7.21 Extra Alarms

7.21.1 ECD will automatically dispatch the confirmed fire procedure when sufficient information is received (e.g. – multiple calls reporting similar conditions, on scene report from a public safety official. In the absence of a confirmed fire procedure, ECD will dispatch the following units: 1 EN, 1 RIC, 1 ALS.

7.21.2 Requests from the IC for assistance can be made as “special calls” or as additional alarms, i.e. “transmit the 2nd alarm”.

7.21.3 The CAD will select units to respond based on geography and type needed.

7.22 Box System (FUTURE USE)

7.22.1 The box system designates areas or zones within each department’s respective jurisdiction, sometimes referred to as their “local”. The assigned box number utilizing the assigned municipality identification and the zone within that municipality provides for easy identification of the geographic area of the incident. This allows for identification of an area map, area resource list and a basis for deploying the nearest appropriate resource (fire or EMS unit).

7.22.2 The use of the box system requires that response assignments be predetermined. Boxes are categorized as Local Box, Technical Rescue box, Rescue Box, HazMat Box and Specials Calls.
7.22.3 Municipalities or fire companies will determine the appropriate response to alarms in their jurisdictions. The following is listed as guidance based on the consensus of the Joint Communications Committee. It is assumed that apparatus will be appropriately staffed.

**High Hazard Occupancies – Box** (A.K.A-Commercial Building Assignments such as apartments or factories, etc.)
At least 4 engines, 2 ladder trucks, 2 chief officers, and other specialized apparatus as may be needed to cope with the combustible involved. Includes: multiple story buildings, target hazards, institutions, etc.

**Medium Hazard Occupancies – Tactical Box** (A.K.A-Non Commercial Buildings such as dwellings)
At least 3 engines, 1 ladder truck, 1 chief officer and other specialized apparatus as may be needed or available. Includes: dwellings, chimneys, heaters, smoke odor only, etc.

**Local** – Low hazard incident, usually handled by a single company. Includes: vehicles, grass, fuel spills, appliances, etc.

**Hamat Box**-This is the dispatch of the County Hazmat Team as documented in Section 22 – Hazardous Materials and Fuel Spills.

**Technical Rescue Box**-This is the dispatch of a predetermined Task Force of Special Units at the request of the I.C.

**NOTE:** Rural areas should consider adding tankers.

7.22.4 The deployment will be determined by the Select & Recommend feature of the CAD system.

7.22.5 The jurisdictional company and the nearest company (if different) will be dispatched on buildings, dwellings, and rescue calls.
SECTION 8.0

FIREGROUND COMMUNICATIONS AND REPORTS – ORDER MODEL

8.1 The first arriving unit shall advise of arrival and provide a brief description of conditions. Example: “Engine 21 on location; heavy smoke showing, second floor.”

8.1.1 Standard terminology includes: light smoke, heavy smoke, fire showing, fully involved, or any other information reporting the presence of an abnormal circumstance.

8.1.2 Reports should be based on “management by exception”. Normal and expected conditions should not be reported and will not be relayed to responding units. This would include statements including: nothing showing, investigating, or any other information reporting normal conditions.

8.1.3 If necessary designate side A.

8.2 Use of adopted ICS will be the standard operating procedure for Montgomery County.

8.3 When ECD receives an initial report, it will be rebroadcast for all responding units on both the dispatch and Region talk groups. For example: “[Audible alert] all units responding to____, from Assistant 27, light smoke showing.” The report will also be sent over the alpha pagers. The report will be announced once. If the same report is given by other arriving units, it will not be announced. If the report was not received from the OIC of the first due company, they should acknowledge that they received the report. If they do not acknowledge, an attempt to contact will be made one additional time.

8.4 The IC after sizing up/assessing the situation should make a more detailed report to ECD giving any and all pertinent information available.

8.5 The IC should periodically keep ECD advised of the situation and progress. For example: If evacuation is in progress, any roads that are going to be closed for a long period of time, when the fire is under control or out, when rescue is complete, etc. ECD may from time to time contact the IC for an update. When a message is received that the fire is under control or out or that rescue is complete, the time will be recorded on the complaint and the benchmark, broadcast, i.e. “Fire under control at 1720 hours”.

8.6 On all working building fires, rescues, hazardous material incidents, closures of limited access highways, or any other incident at the request of the IC, the IC will be given a “Twenty Minute Mark” check by ECD based on the time of the first arriving unit/officer. The IC will update the ECD with information about the call. This will continue every twenty minutes until the fire is placed under control, rescue is complete, or the IC advises to discontinue the checks.
8.7 When a request is received to “Reduce Speed” of incoming units, the following format will be used on the dispatch and region talk groups:

8.7.1 If all units are to reduce speed - [alert tone] “all units responding to (location), reduce speed”. Do not repeat.

8.7.2 If all units are to reduce speed with the exception of a specific unit or units - [alert tone] “All units responding to (location) with the exception of (specific unit or units), reduce speed”. Do not repeat.

8.7.3 If all units are to reduce speed and units still at station are to remain at station - [alert tone] “all units reduce and hold”. Do not repeat.

8.7.4 All messages that are broadcasted via radio will also be sent via alpha page to all agencies operating on the incident. This includes switching to Fire Ground Talk groups.

8.8 When a request is received to “Recall” units, the following format will be used on the dispatch and region talk groups:

8.8.1 If all units are to recall - [alert tone] “all units responding to (location), recall”. Do not repeat.

8.8.2 If units are to recall with the exception of specific unit or units - [alert tone] “All units responding to (location) with the exception of (specific unit or units), recall”. Do not repeat.

8.8.3 All messages that are broadcast via radio will also be sent via alpha page to all agencies operating on the incident.

8.8.4 When a company becomes available; it will be repeated, “Station 00 available 0000 hours”. When more than one company becomes available at the same time, acknowledge units together. i.e.: Station 84/85 available 0000 hours.

8.9 The steady alert tone will be used in the following manner:

8.9.1 One tone - will be used when repeating the first in report or giving special instructions to incoming units. This would also be used when repeating the order to reduce speed or advising units to remain at station.

8.9.2 Pulse tone – will be used for pre-alert and announcing drills

8.9.3 Two tones - will be used when repeating the order to recall.

8.9.4 Three quick tones - will be used if a unit does not answer after repeated attempts to contact them. Also will be used when activating or canceling “priority traffic condition”.
8.10 Benchmark:
When the IC places the incident under control, announce:

**Fire:** Fire is under control on Box & Location ______ or Tactical Box ______ at time______.

**HazMat:** Incident is under control on HazMat Box & Location ______or Tactical Box ______

at time ______.

**Extrication:** Rescue complete on Rescue Box & Location ______ at time______.

**All Clear:** May be used by IC to benchmark completion of search. Announce All Clear

on Box & Location ______ or Tactical Box ______ at time______.

8.11 For working or confirmed structures fires, ECD will dispatch a working fire assignment

consisting of a RIC unit and other predetermined units as required. Some situations where

a RIC unit shall be deployed include:

- Fires when all units on the box assignment are being committed.
- Structure fire where SCBA is being used.
- Situations with possibility of collapse.
- Situations where personnel might become lost.
- When deemed necessary by the IC.
SECTION 9.0

ANNOUNCEMENTS

9.1 When ECD receives a request for the dispatch of an assist company or companies, the requesting party shall be advised of any apparatus that is out of service from that company or companies before the dispatch.

9.2 When severe weather warnings (e.g. – tornado warning, flood warning) are received, they will be broadcast over the alpha pagers. Weather watches will not be broadcast.

9.3 Funeral broadcasts will be limited to line of duty fatalities. Other announcements will be done through Alphanumeric Pagers. Administrative messages (not broadcasts) should be referred to the on duty supervisor.

9.4 Scheduled system, or partial system, outages (e.g. – radio tower(s), 9-1-1 phone system, alpha paging, MDCs, station printers) will be announced to all public safety communities 48 hours prior to the scheduled outage, unless the situation surrounding the outage does not provide for that amount of lead time. In those rare cases, notification will be made as soon as possible. Association representatives will be notified via email. MDC, alpha and radio announcements will also be utilized based on need.

9.5 Unscheduled system, or partial system, outages that result in a failure of one or several core functions (e.g. – phone, radio, paging) will be announced immediately utilizing communications paths unaffected by the failure.

*NOTE: If system failure significantly compromises traditional communication methods, agencies should consider staffing their station to monitor alternative communication methods (e.g. – wireline phone, wireless phone, MDC).
SECTION 10.0
SPECIAL PROCEDURES

10.1 Changes in procedures can be requested by an officer when caused by weather or road conditions, banquets, equipment breakdowns, special occasions, or special hazards.

10.1.1 Special procedures will be accepted by phone, fax, or e-mail to the Assistant Director for Fire and Rescue Coordination during normal business hours or to the ECD Supervisor after hours. Acceptable temporary changes include but not limited to: training nights when the company is out of their first due area for a few hours, equipment or vehicle breakdowns, requests for 4 wheel drive vehicles to assist EMS during severe weather conditions, etc. If these special procedures were given by phone, they will be considered temporary until ECD receives supporting documentation. If the documentation is not received by the end of the next business day, the procedure will be removed. This information can be received via fax, email, U.S. mail, or hand delivery. When the special procedure is to be removed, documentation will be needed and the procedure will be removed from the CAD the next business day.

10.2 All other changes or updates for procedures, geographical information, landmark changes and telephone number changes shall be sent via email, U.S. mail or fax to ECD.

Email: Contact by phone for current POC information

Department number:  
(610) 631-6500

Department fax number:
(610) 631-6539

Mailing Address:  
Montgomery County ECD  
50 Eagleville Road  
Eagleville, PA 19403  
Attn: Assistant Director for Fire/Rescue Coordination

10.3 All requests received for fire, police or EMS services will be complied when requested by the Incident Commander. If there is a discrepancy or conflict with resources dispatched, it will be addressed with the requesting official and agencies involved.
SECTION 11.0

INQUIRIES AND TAPE REQUESTS

11.1 The fire chief or a municipal fire marshal may make an inquiry to ECD staff after an incident occurs. This should be done by calling the Shift Supervisor at (610) 635-4350. All inquiries shall be documented for staff review and corrective action where necessary. Inquiries are never to be made to telecommunicators.

11.2 Continuous recordings are made of all primary radio talk groups and telephone lines at ECD. These tapes are kept for approximately 30 days, unless it is requested in writing that they be held for a longer period of time.

11.3 All requests for records must be completed in accordance with 6.7 – Records Management of the ECD Division S.O.P, which states:

11.3.1 All requests must be in writing

11.3.2 The request must be signed by the requestor and proper contact must be included.

11.3.3 The request must include specific incident, time, date, location and nature of call

11.3.4 A subpoena is required for any request submitted by a non-law enforcement agency.

11.3.5 A $25.00 charge will be assessed for all record requests. All written requests must be accompanied by a non-refundable check for the fee amount.
SECTION 12.0

COMMUNICATIONS SUPPORT EQUIPMENT

12.1 Field Communications Unit (Field Comm.1, Field Comm.2, Field Comm. 3)

Field Comm.1, 2, and 3 are available to all Public Safety agencies of Montgomery County for response to, but not limited to, the following types of incidents:

Multiple alarm fires, major transportation accidents (highway, railroad, aircraft), hazardous material incidents, mass evacuations, natural disasters, and multi-agency responses to an incident which the incident commander requires communications coordination. ECD may prompt an IC for a Field Comm response during an incident if they determine that resource a benefit to the operation. The units may also be available for preplanned events, depending on staff availability.

12.2 When Field Comm. unit is on the scene, it will not use “Command” as its identifier, unless the Incident Commander is in the Field Comm. For example: 37 COMMAND OR ANYTOWN COMMAND will be used when the Incident Commander is commanding the incident from Field Comm. Otherwise, it will be Field Comm. 1, 2, or 3.

12.3 The radios in the Field Comm. are programmed with most frequencies used in the County and surrounding counties. Additional frequencies can be programmed on the scene if needed. Additional equipment carried on Field Comm units includes cell phones, fax machine, copier, plotter printers, internet, satellite phones, and video surveillance.

12.4 Tactical Communications Team and Incident Support Team

12.4.1 Tactical Communication Team (TCT): The division maintains a team of experienced telecommunicators who have received additional training in NIMS/ICS, Tactical Communications and other relevant courses in order to assist the Incident Commander with the development of an Incident Communications Plan. Working closely with Technical Services Section, they can establish on scene interoperability with local, county, regional, state and federal officials. They are trained to utilize on-board technical capabilities of Field Comm units as well Technical Services rapid response unit. The team also works closely with the Incident Support Team (IST) and the Emergency Management on-call staff in order to assist the host jurisdiction with the establishment of a Unified Command Post. The TCT deploys automatically with the dispatch of a Field Comm unit.

12.4.2 Incident Support Team (IST): The department maintains multi-disciplinary team of experienced emergency responders available to assist the host Incident Commander with the establishment of a Unified Command Post, an Incident Action Plan, Planning and Logistics capability, general staff positions or other positions as requested. This team has received significant training in all Hazards Incident Management. They deploy at the request of the local Incident Commander and receive direction from them on arrival. ECD may prompt an IC for an IST
response during an incident if they determine that resource a benefit to the operation.

12.5 Tech Support

12.5.1 The ECD maintains vehicles equipped with extra radios, mobile repeater, and an ACU 1000 (interoperability equipment). It is dispatched with the on-call Division technician.

12.5.2 This equipment is for emergencies and preplanned events, depending on staff availability.

12.5.3 Other resources, such as Tac Repeater, mobile towers, Field Tac Solution are deployed as needed by the Tech Support Team.

12.6 Southeastern Communications Network (SECOM NET)

12.6.1 This is a secure multi-county, multi-state interoperability system that may be utilized by the department under limited circumstances. The TCT and Tech Services will establish this link when appropriate.
SECTION 13.0

ACTIVATION SYSTEM TESTING

13.1 General testing of activation equipment (e.g. – pagers, siren, printer) may be completed provided there is no emergency radio traffic. This can be done by calling fire/EMS communications at (610) 635-4345 or (610) 635-4346.
SECTION 14.0
MISCELLANEOUS INFORMATION

14.1 Hydrants, sprinkler systems, alarm systems out of service and street closings will be given to the fire company and fire marshal responsible for that area via alpha pager.

14.1.1 Notification will be between 0700 hrs and 2000 hrs.

14.2 Sprinkler systems and alarm systems being worked on or tested will be handled by ECD. The telecommunicator will obtain a building name and address and also the name and phone number of the caller. This info will be entered into CAD as a “Caution Note” and will expire at midnight.

14.3 Informational calls for a fire company that are received by ECD will be given to the Chief or O.I.C. per fire company SOP.

14.4 Anytime that a multi-company preplan drill is going to be conducted where ECD will be involved, in any aspect, ECD must be notified of the particulars of the drill at least forty eight hours in advance. The information should be forwarded via email, U.S. mail or fax to the Assistant Director for Fire/Rescue Coordination, including the location, date, time, duration, and companies involved. Radio communications for the drill will be on assigned talk groups.

14.5 During normal operations, members of ECC/EOC, community groups and other interested persons are encouraged to visit the EOC to observe the operations. These tours should be setup with the Assistant Director for Special Services (610) 631-6516 at least five days before they are to take place. Groups of fifteen people or more may need to be split to facilitate a beneficial experience. All visitors to the EOC are to use the main entrance and must sign the security log, which is located in the reception area. The shift supervisor shall have full authority to prohibit visitors, or to curtail a tour that is in progress at any time to maintain the efficient operation of the EOC. All visitors shall be warned of the need to curtail conversations when transmitters are broadcasting or telephone calls are being received. No visitors will be allowed to have weapons of any kind. All cell phones must be powered off when you enter the Emergency Communications Center.

14.6 Any automatic dial alarm terminating at ECD shall be governed by the following regulations:

14.6.1 The recording must include, but is not limited to, name of residence or business, street address number, municipality (borough or township) and closest intersection.

14.6.2 It must dial the correct TEN digit emergency number referenced in 6.0 - Telephone Procedures.

14.6.3 The use of 9-1-1 lines is prohibited for any dial alarm and/or any alarm reporting.
14.7 Requests for paging by ECD shall be limited to service related problems or a family emergency that cannot be handled by telephone calls. If the telecommunicator believes the request does not qualify, the caller will be turned over to the shift supervisor for disposition. ECD reserves the right to curtail paging when necessary.

14.8 Addition or deletion of apparatus. ECD must be notified in writing of any changes as soon as possible. Any changes in apparatus for your company may reflect in your dispatch procedure.

14.9 A list of company officers, name, rank, and telephone numbers, shall be provided to ECD after company elections and when personnel changes occur. The chief shall provide ECD with their mailing and email address.

14.10 In the event that any major element in the Emergency Communications Center is in failure, or in immediate danger of failing or a critical security event (internal or external to the EOC) is occurring all units will be advised of a system alert. All stations should take necessary action using local back-up procedures as necessary.

14.11 In the event of a loss of the trunking system or other technical failure, the radio system will revert to “Fail Soft” Backup.

14.11.1 In Fail Soft, all transmitter talk groups turn on and operate in a conventional repeater mode. The field radios are able to recognize this condition and switch to a predetermined frequency, depending on your selected talk group. Several talk groups will share each frequency. Some ancillary talk groups will go off the air.

14.12 In the event of a situation that requires the evacuation of the Emergency Communications Center, the staff will relocate to our secondary ECC located at the Public Safety Training Campus in Plymouth Township.
SECTION 15.0

INCIDENT EVACUATION PLAN

15.1 A procedure to alert ALL personnel (Fire, EMS, Police, or Other) to evacuate an immediately unsafe building and/or incident area.

15.1.1 The Incident Commander activates the plan by broadcasting the incident identity, and all personnel to evacuate immediately.

ORDER MODEL

“County from_______ Command all units, EVACUATE THE BUILDING/AREA IMMEDIATELY.”

15.1.2 ECD will simultaneously rebroadcast this on all monitored potentially involved frequencies (Fire, Police, EMS, Other) and by the alpha pagers. This will be repeated in two minutes by the telecommunicator.

Example: [Alert Tone] “All units operating (location), evacuate the building/area immediately.”

15.1.3 Upon the command to evacuate, ALL vehicle operators should sound their air horn devices simultaneously and continuously for a fifteen second period.

15.1.4 Upon the command “EVACUATE IMMEDIATELY”, all personnel should leave the affected area.

15.1.5 All officers responsible for personnel should take an immediate personnel accountability report (PAR) accounting of their personnel and report to the Incident Commander. If a PAR is not conducted immediately following the evacuation announcement, ECD will prompt the IC to conduct a PAR.

15.1.6 The Evacuation plan should be used only for emergency evacuation.
SECTION 16.0

MONTGOMERY COUNTY INCIDENT COMMAND

16.1 COMMAND DESIGNATIONS

16.1.1 On working incidents where an Incident Command post (CP) has been established, the IC shall “name” the incident. The name may be the company, i.e. “27 Command” or “Any town Command” or “Acme Command”, etc. The lead agency will be responsible for naming the incident and there will only be one recognized command per incident. Other disciplines, operating on a fire scene, should consider designation as a “branch” or “division”, i.e. HazMat Branch, EMS Branch, if they are not the lead agency.

16.2 ADDITIONAL RESOURCES

16.2.1 Requests for additional resources shall be made through COMMAND. Any requests made by other individuals will be cleared through COMMAND before being dispatched. The only exception to this would be assisting companies requesting a standby company.

16.3 The National Incident Management System (NIMS) will be the SOP for emergency operations. The IC will designate branches, groups and divisions as needed, and they should communicate to the Incident Command Post.
SECTION 17.0
MAYDAY PROCEDURES

17.1 MAYDAY: A nationally accepted term used when emergency services personnel are in immediate danger. The term will be used when a firefighter(s) finds themselves in any of the following situations:

17.1.1 Low on air

17.1.2 Lost in the building

17.1.3 Trapped

17.1.4 Overtaken by fire conditions

17.2 This term is used to gain immediate priority on the fireground.

17.3 Dispatch Procedure for a MAYDAY: The following procedure will be followed whenever a “MAYDAY” transmission is received from the fireground. The “MAYDAY” call can come from command or any unit operating on the fire scene.

17.3.1 All non-MAYDAY related traffic will move to another talk group as determined and assigned by ECD. All transmissions on the MAYDAY talk group shall cease until the “ALL CLEAR” is given by command.

17.3.2 A second telecommunicator will be assigned to assist with the incident, with one telecommunicator dedicated to the MAYDAY operation.

17.3.3 ECD will dispatch a Mayday Task Force of engine, ladder, rescue, an additional RIC and two additional ALS Ambulances.

17.3.4 After the MAYDAY ASSIGNMENT is dispatched, the IC will be notified. The IC can increase, reduce, or recall the Task Force as needed.

17.3.5 If the telecommunicator is unable to raise a command officer (i.e. may be incapacitated from explosion, etc.), the telecommunicator, with the approval of the shift supervisor, may strike out an additional alarm.

17.4 Fireground procedure for a MAYDAY incident.

17.4.1 Anytime emergency personnel on an incident feel they are trapped, injured, or lost, they shall signal a MAYDAY alert. Immediately following the MAYDAY signal, those personnel shall manually activate their PASS devices.

17.4.2 They shall transmit the word “MAYDAY” via radio, announcing in increments of three “MAYDAY, MAYDAY, and MAYDAY” followed by a radio message to command identifying all points of LUNAR (Attachment J):
- L – Location (as specific as possible)
- U – Unit
- N – Name
- A – Assignment and Air Supply
- R – Resources Needed

This shall be repeated until acknowledged by either the Incident Commander or ECD. If the Incident Commander does not acknowledge the MAYDAY alert, ECD shall immediately relay this information to command.

17.4.3 Incident Commander shall deploy the necessary resources needed to assist with a rescue.

17.4.4 Upon the “MAYDAY” call, a Personnel Accountability Report (PAR) shall be initiated for all other crews.

17.4.5 A MAYDAY report from any unit on the fireground will cause this plan to be activated.
SECTION 18.0

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SECTION 19.0

PROCEDURES FOR FIRE DISPATCH ON VOICE COMMUNICATIONS

19.1 At the conclusion of a dispatch, the telecommunicator will assign the company, or companies, to a fire operation talk group.

19.2 Upon arrival all units should operate on the region Fire Ground talk group.

19.3 Major Fires and Multi-Agency Incidents:

  19.3.1 If there is a large-scale fire or multi-agency incident involving a large geographic area, the Incident Commander can request an Event talk group. This is a talk group that is common in all agencies radios. ECD will continue to monitor the operations talk group for requests from the IC.

  19.3.2 Once an Event talk group is assigned, all units on that incident will switch to and operate off of that Event talk group or Fire Ground talk group as assigned by the IC.

  19.3.3 The Event talk group that is assigned will coincide with the Home Region where the incident is occurring when available.

  19.3.4 If for any reason there is a need for additional event talk groups, Event talk groups 7 through 10 will be used. This will keep the remaining Regions and their Event talk groups available in case of another large-scale incident.

  19.3.5 In the event of another incident in the same region, Event Talk groups 7 through 10 will be assigned.

19.4 Move-up/Standby:

  19.4.1 When responding to another company to standby, communicate with the ECC on your Home Fire Region. Once on-scene of the standby, switch to that company’s Home Fire Region, if different.

19.5 Out of County Response:

  19.5.1 When responding outside of the county, communicate with the ECC on your Home Fire Region, and then follow your company guidelines for out-of-county radio operations.

  19.5.2 Once on the scene, you may utilize the Fire Ground talk groups at your discretion.

19.6 Assistance From Out of County Agencies:
19.6.1 Agencies responding into the county for mutual aid should consider purchasing digital 800 MHz radios so they have communications with the ECC and the agency they are assisting. Companies with digital 800 MHz radios will follow the procedures as above.

19.6.2 If there is a large-scale incident that requires a large response from out of county agencies, the Incident Commander should consider requesting assistance from ECD to assist with the coordination of communications between all agencies, utilizing on scene tactical communications equipment.

19.7 Air Medical Evacuation:

19.7.1 Communications for helicopter landings will be utilized on PSCL (Public Safety Coordination Local) 1 or 2 or as assigned.

19.8 Pre – arranged Events and Drills:

19.8.1 Any pre-arranged events or drills that involve multi-agencies can be assigned a Local or Event talk group.

19.9 Fire Police Operations:

19.9.1 Fire Police have 2 talk groups, Fire Police West and East. The ECC will monitor these talk groups.

19.9.2 The Fire Police responding to and going on location will use these 2 talk groups. Once on location Fire Police **WILL** switch to and operates on a Fire Police local talk group.

19.9.3 Fire Police that are west of the Route 363 corridor will use Fire Police West and Fire Police that are East of Route 363 corridor will use Fire Police East.
SECTION 20.0

OFFICER DESIGNATION PROCEDURE

20.1 Officers: Example:

Chief (only 1 per company) Chief 7
Deputy Chief Deputy 7 Deputy 7-1
Assistant Chief Assistant 7 Assistant 7-1
Battalion Chief Battalion 7 Battalion 7-1
Captain Captain 7 Captain 7-1
Lieutenant Lieutenant 7 Lieutenant 7-1 Lieutenant 7-2
Safety Safety 7
Engineer Engineer 7 Engineer 7-1

You do not have to use every rank as listed. For example you may have a chief, three assistant chiefs and one captain. The officer’s list is to determine the rank of an officer in descending order.

20.2 Fire Marshal radio identifier will be FM and the municipal numerical designation. Example: FM-28

20.3 Borough or township chiefs are: borough/township name followed by five. Example: Bridgeport 5, Royersford 5.
SECTION 21.0

MOBILE DATA COMPUTERS (MDC)

21.1 Fire service apparatus equipped with MDCs are strongly encouraged to transmit status messages; this insures the most accurate times are being kept by the field users.

21.2 At no time should fire service personnel transmit a message via MDC that requires a response from the ECC.

21.3 The requests and remarks submitted via MDC are considered a part of a legal document and can be legally discovered at the request of records.
SECTION 22.0

HAZARDOUS MATERIALS AND FUEL SPILLS

PURPOSE:

This procedure is intended to assist ECD personnel and the first responder community in assessing and handling incidents involving hazardous materials. The procedure is also designed to ensure that the adequate equipment and appropriate personnel are dispatched to the emergency scene.

22.1 Receipt/Taking of Calls Involving the Potential of Hazardous Materials

22.1.1 ECD personnel receiving the initial call will attempt to obtain the following information from the person reporting the incident:

- Location (including nearest intersection or mile marker)
- Call back number
- Incident type - accident, spills, leak, fire
- Material(s) involved/name and/or type
- Amount and size of containers involved
- Specific information about problem (size of spill, volume of leak, etc.)
- Dangerous properties of the material(s) involved

22.2 Initial dispatch of confirmed or potential incidents involving hazardous materials will be announced as a Hazmat Incident.

22.3 When the Fire/EMS telecommunicator is advised by the local incident commander to have the County Hazmat Team respond, the following notifications will be completed.

22.3.1 The County Hazmat Team officers who will then determine level of Hazmat Team response (e.g. – officer only, division response, full team response)

22.3.2 County DPS staff – provide general information

22.3.3 On-call OEM and Special Operations staff – provide detailed information

22.3.4 Other agencies, as requested

22.4 Hazmat Response Guidelines

22.4.1 Level I (Local) – Incidents that are mitigated and controlled with local jurisdiction resources but may include a response from a County Hazmat Officer for consultation and advice. Request must be made through the Emergency Communications Center. Incidents usually include:
• Small amounts of hazardous materials that do not pose a life hazard in small quantities.
• Controlled Oil spills (not flammable) less than 150 gallons that pose minimum environmental threats and have not entered a stream or drinking water source.
• Vehicle accidents with placarded vehicles that are not breached.

22.4.2 **Level II (Tactical Box)** – Incidents that are mitigated with local resources and supported by a County Hazmat Limited Response. Incidents usually include:

• Large oil or chemical spills that pose a threat to humans and the environment. Require spill control assistance.
• The discharge is over 150 gallons or toxic or flammable or radioactive.
• Major leak or spill of dangerous or unknown chemicals.
• Additional instrumentation required.
• Decon of civilian or first responders needed.

22.4.3 **Level III (Box)** – Incidents that are beyond the resources of the local municipalities and require County, State and/or Federal intervention to mitigate the release or potential release. This incident will require one or more County Hazmat Divisions and additional County assets and resources as may be required. Incidents usually include:

• A WMD release.
• Large chemical or industrial plant release that endangers the public.
• A transportation emergency, such as a train derailment or large tanker or tractor with toxic, radioactive cargo.
• Any response that is so dangerous that a Level A Response is required to safely handle the product or incident.
• Uncontrolled radiological, biological or toxicological materials are present and may be released or may be unstable.
• Mass decon may be needed.
• Long term on-going large scale events requiring turn over of teams for rest periods.

22.5 Foam Task Force Guidelines

The following response procedure should be initiated by the on-scene OIC for incidents that require the use of foam suppression to mitigate the hazard. The Foam Task Force is comprised of resources from four separate agencies in Montgomery County. These resources must respond together and cannot be deployed separately or partially.

22.5.1 Contact the ECC and request the response of the Foam Task Force.

22.5.2 The Foam Task Force will be dispatched immediately and be assigned to an Event talk group.
22.5.3 The County Emergency Management Coordinator, the Hazmat Team Chief, or a designated representative, and the Foam Task Force technical advisors acting in the capacity of task force OIC will be notified.

22.5.4 The Foam Task Force OIC will assess the situation and determine if the deployment of foam product is an appropriate action.

22.5.5 If the use of foam product is justified, the Foam Task Force OIC will contact the County Emergency Management Coordinator, the Hazmat team chief or their designee for final approval to deploy foam product. Foam deployment may be approved on-site by the Foam Task Force OIC if the situation requires immediate action to preserve life.

22.6 Dispatch of a certified HAZMAT team to the incident site to provide appropriate equipment and technical expertise should be considered when any of the following incident characteristics are present:

- The spill or leak involves, or has the potential to involve, gasoline, fuel oil, heating oil, propane or natural gas from the fuel supply tanks or lines involved, but also hazardous chemicals or substances (products) that were being transported by the vehicle(s) or stored onsite.
- The imminent potential danger of significant uncontained fire or explosion exists at the site of the incident.
- The potential exist for development of pockets of combustible/explosive vapors around the incident site due to the terrain and/or structures involved in or adjacent to the incident.
- Visible smoke or vapor cloud is reported around the incident site at a SARA site.
- Identification markings on the vehicle, cargo, or adjacent stored materials indicate the presence of reactive products, which may leak and react violently with leaking or spilled fuel(s), air (oxygen etc.) and/or suppressants (water or foam).
- The potential exists for fuel spill or leak to directly enter a waterway and diking or diverting the fuel spill or leak is beyond the capability of the first responders at the scene.
- The potential exists for the contamination of drinking water supplies.
- The safety of the first response personnel is jeopardized because of insufficient training, equipment, and personal protective equipment or supplies needed under a typical “Emergency Service Response”.
- Uncontrolled radiological, biological or toxicological materials are present and may be released or are unstable.
- Additional instrumentation is required.

The circumstances of an incident, as described in this section concerning hazmat team response, must be evaluated by the officer in charge to determine if the incident is beyond the “fire department response” and necessitates response by a certified hazmat team. (Source: PEMA circular #C93-1)
SECTION 23.0

Pennsylvania Fire Information Reporting System (Penn FIRS) is the statewide information reporting system.

It is used to:

- Complete reports on all incidents to which the department responds.
- Provide that information to the Office State Fire Commissioner in accordance with the data collection protocols and transfer methods established for Penn FIRS.

Procedures:

- Penn FIRS reports should be sent to:
  
  EOCREPORTS@MONTCOPA.ORG
The Montgomery County Land Mobile Radio (LMR) System is divided into two sub-systems:

**West System:** Fire Region 1, Fire Region 2, Fire Region 3

**East System:** Fire Region 4, Fire Region 5, Fire Region 6

Fire agency personnel can communicate with other agencies operating on another sub-system (e.g. Station 83 on the West System can switch to the East System and communication with Station 33), but you are unable to scan both sub-systems simultaneously.
SECTION 25.0

SELECTED POLICIES

25.1 Vehicular Repeaters

DPS recognizes that the safety of providers is of paramount concern, and that some locations present challenges to the radio network that cannot be overcome by the network infrastructure. The use of vehicular repeaters is permitted, provided that there use meets the conditions stipulated in this section.

25.1.1 All vehicular repeaters shall be installed, operated, and conform to all applicable FCC regulations and guidelines.

25.1.2 All vehicular repeater installations shall be verified for proper operation by Technical Services Division personnel prior to their use on any County network.

- This verification process seeks only to insure that the operation of the vehicular repeater will not cause a safety risk to other users of the network, and will not be overtly technical or restrictive.

- Each agency shall be provided with a “Letter of Authorization” which details the specific units that are permitted to operate vehicular repeaters.

25.1.3 To maintain effective interoperability, all vehicular repeaters shall operate in-band specifically; vehicular repeaters operated on 800 MHz public safety system shall be used with 800 MHz portable radio equipment.

25.1.4 Vehicular repeaters must be capable of allowing portable units to trigger the emergency activation function of the mobile equipment. Although the specific identification of the portable unit declaring the emergency will be unknown, the identification of the mobile unit shall be known to ECD to aid in more rapid identification.

- The Chief Officer of each agency operating a vehicular repeater will be required to submit a signed “Acknowledgement of Liability” letter, stipulating that the agency understands the risks associated with operating a vehicular repeater, and assumes all liability for any outcomes resulting from their use.

25.1.5 DPS reserves the right to require the immediate de-activation of any vehicular repeater, at any time, when deemed necessary to insure the safety or security of field users.

Cross-band Repeaters

Cross-band repeaters represent risks to the integrity and security of the 800 MHz network that outweigh any potential benefits they may provide.
25.1.6 The use of cross-band repeaters on the 800 MHz public safety network is prohibited.

- Cross-band repeaters include, but are not limited to, any fixed or mobile device capable of repeating signals received from disparate frequency ranges. These devices are typically VHF or UHF repeaters, operated from a fixed location, with interconnections to equipment capable of transmitting on DPS frequencies.

25.1.7 The retransmission of received audio from the 800 MHz network is permitted, provided that a “Letter of Authorization” is received from DPS that details the talk groups that will be retransmitted, and the location and frequencies from which the retransmissions will occur.

- In addition, Technical Services Personnel shall verify that the transmit capability of the equipment being used to provide the audio has been disabled prior to use on the 800 MHz network.

25.1.8 In the interest of field user safety, DPS will de-activate any unauthorized device on the 800 MHz network that is determined to be operating in conjunction with a cross-band repeater or similar device, or any device that is determined to be operating outside of the parameters authorized by DPS.

Properly authorized vehicular repeaters are permitted in accordance with section 25.1.1.

25.2 Contacting Board Up Companies

1. Purpose

The purpose of this procedure is to provide a prompt and efficient means of assisting property owners with securing buildings damaged by fires or other destructive events. This procedure applies when board up assistance is requested by the recognized Incident Commander or the responsible party.

2. Policy

It is the Policy of the DPS to contact companies to board up properties only when requested by the Incident Commander. This department will not notify any vendor not specifically requested by the Incident Commander not will any employee of the DPS recommend any vendor at any time for this duty.

3. Procedures

1. The Assistant Director for Fire/Rescue Coordination will maintain a list in the CAD of any known board up vendors that have been identified as doing business in Montgomery County.
2. We will not limit our calls to only those vendors pre-identified but maintain contact information only as a means to expedite a response.

3. When a board up company is requested by the Incident Commander, they will be required to provide a company name of the vendor being requested. No general requests for “any boarding company” will be accepted.

4. This Department assumes that the IC requesting the resource has the authority provided to him/her by the property owner or the municipal jurisdiction.

5. This department makes no assumptions regarding fees, insurance, work history, qualifications, response time, permits, licenses, or other related qualifications.

6. This Department serves only as the communications conduit between the requesting party and the vendor.

25.3 Emergency Responder Radio Coverage in New and Existing Buildings

1. Purpose

The Purpose of this policy is to provide guidance regarding this department’s involvement in radio coverage evaluation in new and/ or existing buildings.

2. Background

Various fire codes recognize the importance of reliable radio coverage in existing and new buildings. For example, The International Fire Code, 2012 edition, specifies coverage requirements in Chapter 5 (new construction) and Chapter 11, (existing buildings). Required approvals identify the Building Code Official and the Fire Code Official as the approving authorities.

3. Policy

It is the Policy of this department to provide limited assistance to municipal fire and code officials, when requested, concerning radio coverage in buildings, subject to the procedures listed below. Assistance will be available to provide advice and to participate with the authority having jurisdiction in the testing of equipment.

1. Agencies requesting assistance with site testing may schedule an appointment with Technical Services at least 10 days prior to the date requested.

2. Technical Services may provide advice and assistance only. At no time will this department be engaged in engineering services, design, and approval or vendor recommendations.

3. This department will not have any role in vendor selection, licensing, permits, etc.
4. Involvement in acceptance testing by the AHJ that involves more than just a very brief meeting will be invoiced based on the standard fee schedule.

25.4 Nearest Unit Dispatch

1. Purpose

The purpose of dispatching the closest available, and appropriate, fire unit to select incidents will ensure that potential loss of life and property risk is mitigated.

2. Policy

It is the Policy of this Department to dispatch the nearest appropriate fire unit to the scene of a life threatening incident. Unless otherwise specified by the Director of Public Safety, dispatch will be based on the nearest units for events that are immediately threatening to life. A response resolution from a municipality that is contrary to the process of deploying the nearest unit will supersede this policy.

3. Procedure

The Deputy Director of Public Safety for Emergency Communications will develop detailed procedures for the Select & Recommend feature of the Computer Aided Dispatch system. Those procedures will include the following:

1. Identification and deployment of both the jurisdictional agency and the nearest agency for box alarms, rescue of persons trapped and similar life threatening situations.

2. Identification and deployment of the jurisdictional agency for local alarms

3. Methods for updating information as needed, such as new developments, closing of fire stations and the like

4. Identification and deployment of agencies where municipalities opt out of sending the nearest agency for life threatening incidents.
SECTION 26.0

ADVISORY BOARD

26.1 The Montgomery County Fire Chiefs Mutual Aid Association, Municipal Fire Officers Association and Montgomery County Ambulance Association, along with appointments made by this Department, maintain a Communications Committee to serve as a liaison to MCDPS – ECD and to provide advice regarding the operations of the Communication System. This committee will also hear appeals regarding compliance to these procedures, and recommend corrective action to MCDPS-ECD.

26.2 The purpose of the Committee is to provide a forum for developing and recommending standardized Policy and procedures relative to the deployment of appropriate resources in order to:

- Reduce time to dispatch
- Reduce errors
- Maximize efficiency
- Deploy units in a predictable & timely manner
- Facilitate inter-agency communications and coordination’s
- Provide a platform for National Incident Management and system/ICS/unified Command communications procedure development.
SECTION 27.0

ATTACHMENTS

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**ATTACHMENT B**
PHONETIC ALPHABET

The following “international Phonetic Alphabet” will be used. Many letters in the English language sound alike. For example: B, C, D, E, V and Z could be confused with one another during a radio transmission. The Phonetic Alphabet consists of words in lieu of letters. They should be given as “A, Alpha”; “B, Bravo”; never “A as in Alpha” or “B as in Bravo”.

(A) ALPHA (J) JULIET (S) SIERRA
(B) BRAVO (K) KILO (T) TANGO
(C) CHARLIE (L) LIMA (U) UNIFORM
(D) DELTA (M) MIKE (V) VICTOR
(E) ECHO (N) NOVEMBER (W) WHISKEY
(F) FOXTROT (O) OSCAR (X) X-RAY
(G) GOLF (P) PAPA (Y) YANKEE
(H) HOTEL (Q) QUEBEC (Z) ZULU
(I) INDIA (R) ROMEO
<table>
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<td>WORCESTER TOWNSHIP</td>
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</table>
24 HOUR TIMES

The twenty-four hour clock system will be used to eliminate confusion resulting from the twelve hour system, which is duplicated in both A.M. and P.M. The expression of time using the 24-hour system consist of a four-digit number. The first two digits indicate the hour and the last two figures represent the minutes past the hour. The hours are numbered consecutively from midnight to midnight or “00” to “24”. The system is quite simple. All one has to do is add each hour past noon to twelve; thus 1:00 P.M. becomes 1300 (thirteen hundred), 2:00 P.M. becomes 1400 (fourteen hundred), etc. Some additional samples are as follows:

<table>
<thead>
<tr>
<th>HOURS</th>
<th>ACTUAL TIME</th>
<th>HOURS</th>
<th>ACTUAL TIME</th>
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<tbody>
<tr>
<td>0100</td>
<td>1:00 AM</td>
<td>1300</td>
<td>1:00 PM</td>
</tr>
<tr>
<td>0200</td>
<td>2:00 AM</td>
<td>1400</td>
<td>2:00 PM</td>
</tr>
<tr>
<td>0300</td>
<td>3:00 AM</td>
<td>1500</td>
<td>3:00 PM</td>
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<td>0400</td>
<td>4:00 AM</td>
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<td>0500</td>
<td>5:00 AM</td>
<td>1700</td>
<td>5:00 PM</td>
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<td>6:00 AM</td>
<td>1800</td>
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<td>0700</td>
<td>7:00 AM</td>
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<td>0800</td>
<td>8:00 AM</td>
<td>2000</td>
<td>8:00 PM</td>
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<tr>
<td>0900</td>
<td>9:00 AM</td>
<td>2100</td>
<td>9:00 PM</td>
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<tr>
<td>1000</td>
<td>10:00 AM</td>
<td>2200</td>
<td>10:00 PM</td>
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<tr>
<td>1100</td>
<td>11:00 AM</td>
<td>2300</td>
<td>11:00 PM</td>
</tr>
<tr>
<td>1200</td>
<td>12:00 PM</td>
<td>0000</td>
<td>12:00 AM</td>
</tr>
</tbody>
</table>

**Examples of use:**

00:01 HOURS = 1 minute past midnight (zero, zero, zero, one)
02:00 HOURS = 2 A.M. (zero, two hundred hours)
12:00 HOURS = Noon (twelve hundred hours)
18:00 HOURS = 6 P.M. (eighteen hundred hours)
ATTACHMENT E
DEFINITIONS & TERMINOLOGY

“____” Command: Incident Commander-designated by street or jurisdiction.

ADVISE: Give message to

AVAILABLE: Apparatus or vehicle is in-service and ready to respond to an additional assignment.

APPARATUS DESIGNATIONS:

AERIAL UNITS: (Should comply with Chapters 7, 8 or 9 of NFPA 1901)

LADDER: Primary climbable aerial main.

QUINT – 65 ft. aerial ladder or greater, 1000 GPM pump or greater (Reference NFPA category).

SNORKEL – Articulating platform device.

SQUIRT – Elevated articulating master stream and telescopic master stream with or without escape ladders.

TOWER: Elevated platform device.

AIR – Cascade units utilized for SCBA replenishment.

BOAT – Surface water rescue units.

CANTEEN - Food and comfort units.

CAR – Car when not used by Command Officer

CHEMICAL – Specially designed for chemical extinguishing agents.

DIVE – Sub-surface water rescue units.

ENGINE: Reference the NFPA requirements for engine definition. Should comply with Chapter 3 of NFPA 1901.

FIELD: Off road style firefighting equipment with water and pump.
FIRE MARSHAL – Appointed municipal official charged with the prevention and investigation of fires and explosions, enforcement of laws, codes and regulations related to fire protection. Will be identified by numerical designation of municipality (FM-52)

FIRE POLICE – Fire police units of fire companies.

HAZMAT – State certified unit designated by County.

MARINE – Transport vehicle for boats and other surface water rescue units.

PIPELINE: Minimum 2000ft. 5” diameter supply line, and 1500 GPM pump (Extended Hose lay Engines).

RESCUE: Equipped to the operation level or higher as directed by the NFPA & State Health Department guidelines. Primary use – rescue.

SPECIAL OP UNITS: Special equipment for technical responses. Including not limited to: trench, collapse, high angle, confined space.

SPECIAL SERVICE - Support equipment, spill control units, decon units.

SQUAD: Engine equipped primarily for vehicle extrication. Meets the operation level for equipment as directed by Montgomery County Rescue Committee. Meets the engine category for pump and water as directed by the Common Terminology Committee. Primary use – engine or rescue.

TAC: Small “Mini-Pumper” trucks for primary response. Examples of equipment carried are listed in Section 10.7 of NFPA 1901.

TANKER/TENDER: Reference NFPA requirements. Should comply with Section 6.3 of NFPA 1901 PUMPER/TANKER – should be considered a TANKER.

TRAFFIC – Fire Police vehicles

UTILITY - All apparatus not specifically categorized.

APPLIANCE: Any appliance that can be easily disconnected and carried outside. This can also include an isolated large appliance malfunction (e.g. – self-cleaning oven emitting smoke).

BOX: A predetermined compliment of equipment. High hazard occupancies such as schools, nursing homes, high rises, apartments, industrial; major transportation incidents such as aircraft crashes, train derailment, etc. Companies can also designate response procedure for special boxes such as rescue (technical rescue), hazmat (level 3 hazmat).
COVER/COVER UP: Apparatus or vehicle is being transferred to another location or fill-in another station.

COVERING STATION: A condition where ECD has recognized that a geographic area has insufficient resources to deploy for a fire, rescue or EMS emergency. This would probably occur during a large-scale fire incident or a widespread event such as a flood. ECD will deploy units as needed and notify all affected OIC’s as radio traffic permits.

DISREGARD: Cancel last message

DIVISION: Geographic designator or an emergency scene, i.e. Division A for front of building.

E.T.A.: Estimate time of arrival

EXPOSURE: Refer to a structure that is attached or adjacent to the fire building. Exposures are commonly identified with a letter to the side relative to be building (Alpha-Delta).

GROUP: Fireground assignment without a specific geographic limitation, (e.g. vent group)

INCIDENT SUPPORT TEAM: A team of fire and emergency management personnel activated at the request of an IC to assist with the management of a major or prolonged event.

INVESTIGATION: A telecommunicator may, at their discretion, dispatch an incident as an investigation (building or fire officer) if it is clear that no emergency exists.

BUILDING – A response of a single fire agency to a report of a potentially hazardous condition, absent the presence of smoke and fire. Examples include, but not limited to, extinguished stove fire, witnessed pull of a fire alarm, odor from a light ballast, unconfirmed, elevator alarms, flooded basements, and elevator stuck – no one in distress.

FIRE OFFICER – A response of a fire official (fire marshal, fire chief, or designee) to an incident that is associated with a code violation or potential hazard. Examples include, but not limited to, burn injuries, controlled burning complaint, tamper alarm, fire code violation, municipal ordinance investigation, or a temporary procedure implemented for known issues such as alarm system malfunctions.

LOCAL BOX: Low hazard calls such as trash, woods, vehicles, accidents, dumpsters, automatic alarms, gas odors.

MANAGEMENT BY EXCEPTION: The practice of providing information and reports based on conditions that would be considered abnormal or uncharacteristic for an incident scene. When utilizing management by exception, reports of normal day-to-day
information are not relayed by units responding to, or arriving on, an incident scene.

MAYDAY: Fire fighter or crew is in a life-threatening situation. Takes priority over all other messages.

OFF RADIO: Apparatus or vehicle is not capable of being contacted by radio.

OFFICER DESIGNATION: See section 20.0

OK: Message received and understood

ON LOCATION: Apparatus or vehicle has arrived at the location of the emergency.

ON RADIO: Apparatus or vehicle is capable of being contacted by radio

P.A.R: Personnel Accountability Report
PAR checks are radio reports initiated by the Incident Commander at predetermined points in the incident, often at 20 minute marks prompted by ECD. The IC can initiate a PAR at any time it is deemed necessary, including by not limited to the following:
- Report of crew missing or trapped.
- When a unit in the hazard zone cannot be contacted.
- Sudden hazardous change on the scene
- Evacuator of building or area
- Change from an offensive to determine mode.

PERTINENT INFORMATION: Any Information that would affect responders safely and/or help a responder to more effectively perform their duty.
Pertinent Information is provided via radio to the first chief officer or apparatus to respond.

PREPARE TO COPY: Transmitted first to give apparatus or individuals who are going to receive an additional alarm response a forewarning that their next message will be an emergency alarm dispatch.

PRIORITY: When transmitted means that the following message is an emergency and must have immediate attention. All apparatus and units will standby until the message is acknowledged.

PROCEED: You have been given clearance to transmit your message

QUADRANT: Geographic area of the structure normally divided into four (Alpha-Delta).

RECALL: All responding apparatus return to station
**REDUCED SPEED:** All responding apparatus will turn emergency warning lights and sirens off and proceed into the emergency scene as a normal vehicle.

**RESPONDING:** Apparatus or vehicle is enroute to assigned location of emergency as dispatched.

**REPEAT:** Repeat your last message

**R.I.C.:** Any unit capable of providing rapid intervention to rescue lost or trapped firefighters.

**SECTOR:** Specified area or task on the fire ground

**SIDE “A” ALPHA:** Designated front side of building; usually the street or address side and continuing clockwise through Delta.

**STAFFING REPORT:** Information relayed by a responding unit providing the level of staffing present on the unit (e.g. – Engine 95 responding with 4).

**STAGING:** Apparatus to remain uncommitted and not to respond directly into the scene. Level 1 staging applies to initial responding companies based on pre-assigned SOG’s. Level 2 staging refers to additional alarm companies and is to a designated area.

**STAND-BY:** Stop transmitting and wait for further instructions

**STRIKE TEAM:** Five or more units of similar kinds operating as a specialized unit or for a specific purpose, such as a Tanker Strike Team.

**SYSTEM ALERT:** A potential problem exists or may occur with some element of the dispatch system i.e. phone, radio towers that may cause substantial disruption of the ability to deploy units. Or, a credible security threat for this geographic area exists. Companies should staff stations and operate on priority traffic.

**TACTICAL BOX:** Moderate hazards such as one and two family dwellings, chimney, appliances, inside fumes, hazmat, etc.

**TAKE-UP:** Stated apparatus and/or companies on the scene can shut down and wrap up

**TASK FORCE:** Two or more units of different kinds operating as a specialized unit or for a specific purpose, such as the Regional Fire Task Forces.

**UNDER CONTROL:** Emergency situation is under control

**VERIFY:** Verify an entire message and correct if necessary
**WORKING FIRE:** When a public safety official arrives on the scene of a structural fire and designates the incident as a working fire or all units assigned to the box will be committed to an uncontrolled incident. This will trigger a working fire assignment consisting of a RIC unit and other predetermined equipment.

It is understood that all terminologies are not covered in this section and some may differ from those recommended. Therefore, any message directed to the county telecommunicator for rebroadcast to incoming apparatus will be repeated as given to the telecommunicator.
ATTACHMENT F

TECHNICAL RESCUE BOX

Definition: A predetermined response at the request of the Incident Commander to a major emergency, such as a building collapse with entrapment, technical rescue, cave-in, terrorist attack, transportation disaster, complex event, etc. This procedure is a step above the local “heavy rescue” response and is initiated only at the request of the on scene Incident Commander. This should not typically be utilized for an incident that may only require an additional number of rescue units (in other words, more of the same equipment). Instead, it should be utilized for events that require specialized equipment and skills, events that are rapidly escalating, events where the need for resources may overwhelm the nearest available assets, etc.

Deployment: Upon request of the IC to dispatch a “Technical Rescue Box” the Comm Center will deploy the following assets automatically:

- Nearest three Rescue or Squad units or a Regional Rescue Team (if preselected)
- Field Comm and the Tactical Communications Team
- A Hazmat Unit (scene safety, air monitoring, decon)
- MC Incident Support Team (regional response)
- Mass Casualty Unit if reports indicate a possible MCI
- Recon team from USAR Co 2 with USAR Truck Two (specialized equipment and knowledge.

Regional Team: Some areas of the County have formed specialized rescue teams or agreements. Any jurisdiction may substitute the “regional rescue team” in place of “nearest three rescue of squad units” if pre-loaded in the CAD.

Additional Resources: The IC, after consultation with the on scene Rescue Technicians from SEPARTF USAR CO 2, determines that the situation requires balance of the USAR Team Co 2.

The IC should designate a staging area for incoming units responding on the Technical Rescue Box.
<table>
<thead>
<tr>
<th>Dispatch Protocol</th>
<th>Local Box</th>
<th>Tactical Box</th>
<th>Box</th>
<th>Confirmed Fire</th>
<th>*Hazmat Box</th>
<th>Rescue Box</th>
<th>*MCI Box</th>
<th>MAYDAY</th>
<th>Special Call</th>
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<tbody>
<tr>
<td>Recommended Response</td>
<td>1E 1L or 1R</td>
<td>2E 1L or 1R</td>
<td>4E / 2L / 1R</td>
<td>Full Box / RIC EMS</td>
<td>2E 1L or 1R</td>
<td>1E 1R or 1SD</td>
<td>1E 1R or 1S</td>
<td>See 17.0</td>
<td>Decon</td>
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<td>Inside Gas Leak or Fumes</td>
<td>Building Collapse</td>
<td>Cover-ups</td>
<td>Elevator with Distress</td>
<td>MCI Plan: Level 5</td>
<td>Level 4</td>
<td>Level 3</td>
<td>Level 2</td>
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<td>Inside Wires</td>
<td>Structure Fire - Building</td>
<td>Stand-boys</td>
<td>High/Low Angle</td>
<td>Industrial</td>
<td>Residential</td>
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<td></td>
<td>Automatic CO</td>
<td>Odor Inside (no smoke)</td>
<td>- Dwelling</td>
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<td>Trench</td>
<td>Vehicle</td>
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The list of incident types should not be considered an all-inclusive list. This table creates a general guideline that agencies may utilize to create, review and modify their current response procedures.

A local company dispatch protocol may also include pre-determined jurisdictional responses outside of the local agency (e.g. - a rescue from the neighboring municipality is automatically sent on any rescue incident)

*Nearest Engine* indicates that the closest resource is sent to the incident if that resource is not coming from the agency with primary jurisdiction. (e.g. - Station "A" is 3 miles closer than Station "B" to an incident in Station "B"'s local jurisdiction. An engine from Station "A" will be dispatched for a dwelling fire.)
HISTORICAL LOG
DOCUMENT MODIFICATIONS