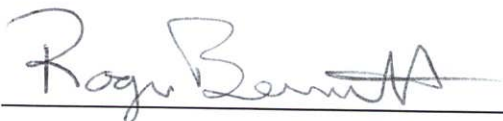


Communication Operations Policy

The Communication Operations policy shall apply to all individuals employed by the Communications Division as well as first responders that will utilize Allegany County radio equipment. Employees and responders whose actions are subject to any provision of state or federal law shall be governed by the provisions of the applicable state or federal law.

The purpose of this policy is to direct the 911 Joint Communications Division Employees and first responders on the proper methods and guidelines for dispatching calls and day to day routine communications.



Roger Bennett, Director (Acting)
Allegany County Department of Emergency Services

Date

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POLICY STATEMENT AND PROCEDURE

Policy Statement

The process of receiving calls for service, requesting emergency and non-emergency assistance, and dispatching personnel to provide Fire-Rescue, Emergency Medical Services (EMS), and Law Enforcement services is conducted by the Allegany County 911 Joint Communications Center. The radio designation for Fire-Rescue-EMS shall be "Allegany", and "Police Communications" shall be used for Law Enforcement. The personnel staffing the 911 Joint Communications Center are responsible for managing all radio and data communications relating to the delivery of Fire-Rescue, EMS, and Law Enforcement response in Allegany County.

Procedure

The primary responsibilities of the Allegany County 911 Joint Communications Center include: receiving, processing, and evaluating each 911 call, identifying the closest and most appropriate resource to mitigate the incident, and ensuring appropriate resources are dispatched and respond to each event in a timely manner. To complete this mission, policies and procedures must be followed and updated in a judicious manner.

A. LAW ENFORCEMENT

1. General Law Enforcement Communication Operations

- a. The Allegany County 911 Joint Communications Center utilizes Priority Dispatch PRO-QA Emergency Police Dispatch (EPD) protocols on all Law Enforcement 911 calls for service. EPD supports the Incident Response (IR) system by establishing a codes and standard responses for all Law Enforcement Agencies dispatched by the Allegany County 911 Joint Communication Center.
- b. The goal of this document is to provide safe and uniformed dispatch protocols for the Allegany County Sheriff's Office and Cumberland City Police Department through the communications provided by the Allegany County 911 Joint Communication Division. Officer Safety is the number one goal with service to the public.
- c. **Cold Calls:** All incidents older than 30 minutes are considered "*Cold Calls*". Depending on the circumstances, "*Cold Calls*" will receive less urgency than active calls.
- d. **Age:** All persons between the age of birth and 17 years of age are considered "*Juveniles*"; persons 18 years of age and older are considered an "*Adult*".
- e. **Groups:** Gatherings of 2 or less persons are considered a "*Small Group*"; gatherings of 3 or more persons are considered a "*Large Group*".
- f. **Deceased:** All incidents where there is deceased person(s) or possible deceased person(s) will require the dispatch of Law Enforcement Officers unless otherwise categorized into those imminent deaths at a Nursing Home, and or with Hospice.
- g. **911 Hang-Ups:** All Land-Line 911 Hang-Up calls will require the dispatch and response of a Law Enforcement. Cell Hang-Up calls will be followed up to the level needed to meet the concern determined by the 911 Specialist's call back.
- h. **Incident Response (IR) Codes:** The standard IR codes agreed upon by the Allegany County Sheriff's Office, and Cumberland City Police Department will remain unchanged unless agreed upon by the same group to update and or add a new IR code. All changes and updates must be reflected in the IR system and EPD software.

- i. **Law Enforcement Officer and Supervisor Response:** A standard Law Enforcement Officer and Supervisor response agreed upon by the Allegany County Sheriff's Office, and Cumberland City Police Department will remain unchanged unless agreed upon by the same group to update or add a new IR code. All changes and updates must be reflected in the IR system and EPD software.
- j. **Radio Transmission Method (NIMS):** Hey you! This is me," method of calling. It is important that this order is observed. If the call is made the other way round, e.g., "Me, talkin' at YOU," the called unit (or 911 Specialist) is likely to miss the call-sign of the person initiating the call, since it is one's own radio identification which first attracts a listener's attention to the incoming call. If there are several units on duty and capable of using the radio at the same time, the listener (911 Joint Communications Center) merely knows SOMEBODY called, and unless the 911 Specialist knows YOUR VOICE, chances are he or she won't be able to tell which unit wants something. (Especially if you have a habit of clipping your transmissions...)
- k. **911 Joint Communications Center will end all transmissions with the unit's name and time stamp.**
- l. **Wellness Checks:** When dispatching units for a wellness check that involves possible or confirmed life-threatening condition ensure to dispatch Law Enforcement and EMS units simultaneously. If the scene is not secure then the EMS units will be staged out.

2. Law Enforcement Call Distribution

For the intent of Officer Safety and response to the public's calls for service, it is essential that all Law Enforcement calls for service be properly routed in a timely and efficiently manner.

Calls for Service: All Calls for Service will be dispatched to a Law Enforcement Officer and or a Law Enforcement Supervisor. The 911 Specialist will not make the determination that a complaint is civil or criminal.

- a. All Law Enforcement calls for service will be routed as follows:
 - 1) **City of Cumberland:** All routine calls for service in the city limits of Cumberland will be dispatched to the Cumberland Police Department unless outside assistance is requested.

- 2) **City of Frostburg:** All routine calls for service in the city limits of Frostburg will be routed to the Frostburg Police Department unless outside assistance is requested.
 - 3) **Frostburg State University:** All routine calls for service on Frostburg State University Campus will be routed to the Frostburg State University Police Department unless outside assistance is requested.
 - 4) **Interstate 68:** All routine calls for service on Interstate 68, including on ramps, and exits will be routed to the Maryland State Police unless they request outside assistance. The exception to this is Interstate 68 within the city limits of Cumberland; Cumberland Police handle those routine calls.
 - 5) **Maryland State Facilities:** All routine calls for service for Maryland State Facilities such as; Finan Center, Rocky Gap Casino, Motor Vehicle Administration, Juvenile Services Youth Camps, MSP Scale House, and the State and Federal Prisons will be routed to the Maryland State Police unless outside assistance is requested.
 - 6) **Allegany County Facilities:** All routine calls for service for Allegany County Facilities such as; Allegany County Government Office Complex, Fairgrounds, and Allegany County Detention Center will be Dispatched to the Allegany County Sheriff's Office unless outside assistance is requested.
- b. All other (In-The-County) routine calls and incidents will be rotated between the Allegany County Sheriff's Office and Maryland State Police. If the call comes in on the Allegany County Sheriff's Office Police Communications line or if the caller requests the Allegany County Sheriff's Office; a Deputy will be dispatched. Each transfer to Allegany County Sheriff's Office will be entered into CAD. The same for callers that request Maryland State Police, they will be transferred to the Maryland State Police Line. Each transfer to Maryland State Police will be entered into CAD. Requests for specific agency will not count as a rotate call.
 - c. When transferring callers to Maryland State Police, Frostburg Police Department, and Frostburg State University Police Department; ensure to complete the four basic questions: Address of Emergency, Name, Call-Back Phone Number, and nature of the call.
 - d. For all **In-Progress** calls or **HOT** calls use the following guidance:

- 1) **Cumberland:** Send a second Cumberland Police Officer and broadcast over the Allegany County Sheriff's Office channel and notify the Maryland State Police via phone.
- 2) **Frostburg:** Broadcast over the Allegany County Sheriff's Office channel and notify the Maryland State Police via phone.
- 3) **Frostburg State University:** Broadcast over the Allegany County Sheriff's Office and Frostburg City Police Department channel.
- 4) **Interstate 68, State, Federal, and County Facilities:** Broadcast over the Allegany County Sheriff's Office channel and notify the Maryland State Police via phone.

3. Law Enforcement Response to Fire-Rescue-EMS Type Calls

- a. The Allegany County 911 Joint Communications Center will automatically dispatch Law Enforcement units for all Fire-Rescue-EMS calls that meet the following criteria:
 - 1) Trauma
 - 2) Drowning or Near Drowning
 - 3) Motor Vehicle Crashes (MVC)
 - 4) Technical Rescues
 - 5) Motor Vehicle Fires
 - 6) Structure Fires
 - 7) Incident Commander's Request
- b. The Allegany County 911 Joint Communications Center has the discretion to dispatch Law Enforcement units on any other call they feel requires a Law Enforcement presence.

4. Missing Persons Protocol

- a. No exceptions - all "Missing Persons" type calls must be processed through Emergency Police Dispatch (EPD) protocols.

- b. For initial dispatch purposes, all missing persons are considered at RISK unless otherwise determined by law enforcement.
- c. If the missing is a child, elderly, disabled, or otherwise endangered adult, do an all Law Enforcement radio and an Everbridge message of the Attempt-To-Locate (ATL) for the missing person to include MSP, FPD, CPD, and ACSO.
- d. Upon receipt of the missing person report from the Police Officer, enter the missing person's information into ****NCIC missing persons database**** IMMEDIATELY.
- e. The Police Officer will make the determination to issue an AMBER / Silver Alert in accordance with the AMBER / Silver Alert criteria. AMBER / Silver Alerts cannot be issued until the missing person is entered into the NCIC Missing Person Database.
- f. The 911 Specialist will prompt the Law Enforcement Officer to provide and verify the AMBER criteria.
- g. AMBER / Silver Alert Center: 410-486-3101 or 800-525-5555
- h. Missing Persons Reverse Phone Callout: 954-763-1288 or 800-875-2246
- i. If information is received that the missing person has returned; dispatch a Police Officer to **VERIFY** the person has returned.
- j. Upon the Law Enforcement Officer's verification; cancel all ATLs and make notification to all agencies that the missing person has been located. Then, remove the missing person from NCIC.

5. Domestic Violence Orders

- a. Peace and Protective Orders will have the highest priority among all paperwork to be completed as timely as possible.
- b. Peace and Protective Orders will be verified through METERS and the IR System to ensure that the order is not already entered. Ensure to verify case number, as there may be more than one order for that same person.
- c. If the order is new, create a new folder; **orange** for **protective** order, **green** for **peace**, and **purple** for **extreme risk protective** order.

- 1) Name on tab

- 2) Case number on tab
 - 3) Order expiration date on tab (final orders only)
 - d. The 911 Specialist will then enter or update the order in the IR System.
 - e. Should the order be a temporary or final protective order, a criminal history will then be run on the respondent.
 - f. The Specialist will then fill out the protective order worksheet, taking all the information from the order, then from the history.
 - g. The order will be entered into METERS. After entering all information and additional information derived from the entry work up sheet, the entry must be verified through both the IR System and METERS. METERS entry must be printed.
 - h. All paperwork must then be placed into the order folder and into the QA file to be checked. This includes the quality assurance form, workup sheet, entry, criminal history, and METERS entry.
 - i. The protective order tracking sheet shall be updated after the completion and update of each order.
6. Officer Needs Assistance
- a. An Officer request for assistance may be presented as a formal request for assistance, or simply through an urgent call for "help" over the radio. Potentially, these requests may be generated by concerns from the public if the officer is unable to initiate such radio requests.
 - b. Upon receipt of such a request, the 911 Specialist will immediately select a BOLO, initiate one long beep over the channels forwarded by a broadcast over the same BOLO patch announcing "Officer needs Assistance" followed by the location. This should be repeated one additional time.
 - c. The 911 Specialist will then immediately verify who the officer requesting assistance is, and their location.
 - d. The 911 Specialist will then begin identifying units responding, and their approximate location.

- e. The 911 Specialist will then notify the Supervisor of the Officer involved.
 - f. All additional information relating to the nature of the incident and Officer safety will broadcast over the BOLO patch. This information is not limited to weapons or number of persons involved.
 - g. It is of paramount importance that the 911 Specialist monitor radio traffic at all times being alert to those types of requests. Furthermore, it is equally important that the location of Officers is known at all times.
 - h. It should be recognized that by providing as much detail information as possible to all Officers prior to their arrival, these types of incidents may be avoided.
 - i. Once the situation is considered safe and secure, a broadcast over the BOLO patch should be announced stating the same as per Officers on the scene.
 - j. Law Enforcement Officers on incidents will be checked on periodically to ensure their safety. 911 Specialist will contact the Law Enforcement Officers every 10 minute while they are on an incident to ensure they are safe. The 911 Specialist may increase or decrease the periodicity between checks depending on the threat level of the incident and the amount of Law Enforcement Officers on the scene.
7. Traffic Stops
- a. The safety of Law Enforcement Officers during all their actions is critical, at the time of a traffic stop is no different. Traffic stops are very unpredictable and will be monitored closely.
 - b. Upon the initiation of a traffic stop, an Incident Report (IR) with the location of the stop will be opened via CAD. After the receipt of the tag; every tag will be run for stolen under the "Vehicle" function of METERS. The vehicle registration (10-28) information if not Maryland, shall be ran through the State of registration and attached to the IR.
 - c. When given an Operator License Number (OLN, 10-27), the 911 Specialist will use the "Person, license" function of METERS with its respective state. All drivers will be checked through METERS for a wanted check (10-29) by using METERS "Person" function.
 - d. A wanted check (10-29) must always be run for the driver along with any other persons provided even if the Officer does not request it. The information must be provided back to the Officer in the following format:

**“The 10-28 ____ (repeat TAG) comes back to a
____(YEAR)____(MAKE), expiration____(DATE)”**

“The 10-27 information ____ (VALID / SUSPENDED / REVOKED)”

**“ ____ (Current Points), 10-29 is ____ NEGATIVE / or SUBJECT is
WANTED (10-99)”**

- e. Should there be information that may pose a threat to officer safety, (i.e., 10-99 Subject, stolen tag/vehicle, suspended driver/insurance) the 911 Specialist is required, prior to returning any information, to verify that the officer's radio is secure.
- f. If the officer requests a towing company (10-51), the 911 Specialist shall use the CAD towing list for the recommended area. The tow company responding shall be relayed to the officer and noted in the IR System narrative.
- g. K-9 requests shall be processed in a timely manner.

8. Audio Recording

- a. The Allegany County 911 Joint Communications Center is responsible for phone and radio recordings received by the Center.
- b. 911 Specialist will work with investigators during emergency situations to immediately provide phone and radio traffic play back recordings as required.
- c. Any officer requiring official recordings for investigation, and court must complete an official Allegany County Request for Information form provided by the Allegany County 911 Joint Communications Center.

9. Domestic Violence and Sexual Assault Calls that Generate from UPMC

- a. When processing the call, the Allegany County 911 Joint Communications does not need to obtain the victim's name.
- b. The Forensic Nurse will notify the Emergency Department (ED) Charge Nurse, and responding Law Enforcement Officer (LEO).

- c. The Allegany County 911 Joint Communications Center will obtain a contact number of the Forensic Nurse in event that the LEO would like to make contact with them prior to their arrival.
- d. When possible, avoid broadcasting the caller / nurse's name on the radio. It is preferred that Allegany dispatches the LEO, then has them contact the 911 Specialist via phone for additional information.
- e. The Forensic Nurse will provide the Allegany County 911 Joint Communications Center with an incident location that the situation occurred so that Allegany can dispatch the appropriate agency. The information will be recorded in the IR, but not broadcast over the radio.

FIRE-RESCUE-EMS

B. FIRE-RESCUE-EMS

1. General Fire-Rescue-EMS Communication Operations

a. Basic Considerations When Transmitting on the Air

- 1) Throughout the Fire-EMS portion of this document the Allegany County 911 Joint Communications Center will be referred to as "Allegany".
- 2) Throughout the Fire-EMS portion of this document Dispatcher, Telecommunicator, and Call-Taker will be referred to as 911 Specialist.
- 3) When transmitting a radio message, it is imperative that the message is received and understood the first time.
- 4) Listen before transmitting to ensure the talk group is clear and available.
- 5) **Hey you! This is me," method of calling.** It is important that this order is observed. If the call is made the other way round, e.g., "Me, talkin' at YOU," the called unit (or 911 Specialist) is likely to miss the call-sign of the person initiating the call, since it is one's own radio identification which first attracts a listener's attention to the incoming call. If there are several units on duty and capable of using the radio at the same time, the listener (Allegany) merely knows SOMEBODY called, and unless the 911 Specialist knows YOUR VOICE, chances are he or she won't be able to tell which unit wants something. (Especially if you have a habit of clipping your transmissions...)
- 6) Keep all transmissions brief and concise. Organize your thoughts first and then transmit. Avoid lengthy descriptions and unnecessary repetition. While speed of transmission is important, more critical is the accuracy and brevity of the message being delivered on the radio.
- 7) Speak clearly and pronounce words carefully. Speak in a conversational tone, with natural emphasis and rhythm, while providing the message in phrases, not one word at a time.
- 8) Before speaking, depress the microphone switch and wait for the talk permit tone. Hold the radio (or microphone) close to the mouth and ***speak directly into it, not across it.***

-
- 9) Whenever possible, avoid transmitting when apparatus horns and sirens are operating, as radio messages often become unreadable.
 - 10) Remain calm when transmitting messages. Avoid using uncivil, angry, abusive, derogatory, or sarcastic language, and avoid retaliating even if other individuals violate these principles of good communication.
 - 11) Whenever possible, identify yourself and transmit a message in a single transmission. **Example: Allegany - Ambulance 342, returning to quarters. Ambulance 342, ok, (time stamp).**
 - 12) Simply announcing the time (time stamp) is *never* an appropriate acknowledgement of a unit's message. At a minimum, an acknowledgement must include the transmitting unit's number and time stamp. **Example: Engine 22-3, ok, (time stamp); or Engine 22-3, (time stamp); Engine 22-3, in service at (time stamp).**
 - 13) Allegany will begin all station-wide messages with **"Attention all Units"**
 - 14) Under no circumstances will Allegany or field personnel inquire or transmit on any talk group that injured or deceased victims are fire / rescue personnel. Under no circumstances will the name(s) of injured or deceased fire / rescue personnel be transmitted over the air. Transmissions of this nature must be delivered by telephone to Allegany. This does not apply to "Last Call" announcements and funeral details.
 - 15) Allegany may provide directions to the location of incidents as requested. These requests may inundate and overwhelm Allegany causing delays in the incident. It is strongly encouraged that ALL companies create and use map books.
- b. Allegany County uses certain words or phrases to reduce the length of radio transmissions, and to ensure that the intent of the message is clearly understood. The statements below represent some of these words or phrases.
- 1) **Acknowledge** – lets the sender know that you have received and understood the message.

- 2) **Address Check** – a responding unit is requesting that an incident address be repeated.
- 3) **Address Confirmation** – the calling party should be contacted by Allegany again to confirm the dispatch location.
- 4) **Be Advised** – reflects the desire of a field unit to make another unit (or Allegany) aware of specific information.
- 5) **Assist or To Assist** – Allegany County companies assisting other Allegany County units within the county on incidents.
- 6) **Back in Station** – the unit is in quarters and ready for call.
- 7) **Correction** – an error was made in the previous radio transmission and the corrected or amended version is _____.
- 8) **Cross Street** – the lower cross street will be given on all dispatch scripts. Units may request high and low cross streets if needed when the air is clear.
- 9) **Direct** – used when one unit transmits directly to another unit, and re-broadcasting information from Allegany is unnecessary, or a third party acknowledges that message without the need for Allegany to re-broadcast.
- 10) **Emergency** – used to indicate that a message being transmitted is one where the life safety or welfare of Fire / Rescue personnel are at risk, or a critical situation exists that requires immediate assistance.
- 11) **En-route** – denotes that a field unit is responding (routine or emergency) to an incident or event.
- 12) **MAYDAY** – an emergency distress signal indicating that one or more Fire / Rescue personnel need emergency assistance to escape an Immediate Danger to Life or Health (IDLH) atmosphere, or any other life-threatening situation.
- 13) **Mutual Aid** – when Allegany County units are alerted outside the initial alarm to respond to incidents.

- 14) **Okay** – your message is received, understood, and will be complied with.
- 15) **On the Air** – an identified unit is operating on its portable or mobile radio, away from its assigned Fire / Rescue station, and is available for dispatch.
- 16) **On the Scene** – an identified unit is on the scene of an incident or event.
- 17) **Out of Service** – an identified unit is unavailable for dispatch to an incident or event.
- 18) **Priority Message** – the use of this term must be limited to situations where, should the transmission go unacknowledged it is reasonable to assume that severe harm to personnel or adverse incident outcomes might follow.
- 19) **Radio Silence** – there are times when the Incident Commander must limit radio communications so that he / she can transmit important incident information or provide orders. When this term is used, personnel must not talk on the tactical talk group with the exception of situations meeting the Universal Distress Signal, Mayday, or priority classifications, until the Incident Commander lifts radio silence.
- 20) **Ready for Service** – the unit is in service, staffed, and ready to respond for another call.
- 21) **Repeat Your Message** – the receiver did not understand the sender's message.
- 22) **Responding** – unit(s) are en-route to a call.
- 23) **Response Check** – verbal inquiry initiated by Allegany to check if a unit is, in fact, responding (or is en-route) to a dispatched incident.
- 24) **Routine Response** – an identified unit is responding without lights and sirens to an incident or event.
- 25) **Stand-By** – listen but do not transmit until directed to do so by another unit or Allegany.

26) **Test Count** – this language is used to test a specific radio or the radio system infrastructure. For a test, a five count will be conducted twice: 1, 2, 3, 4, 5 – 5, 4, 3, 2, 1.

27) **That is Correct** – what has just been transmitted is accurate.

28) **VRS** – Vehicle Repeater System.

29) **Verify** – verifying the accuracy of the entire message that was just transmitted and correct it if necessary.

c. Pre-Alerts

1) Incident Pre-Alerts will consist of the following information:

- a) First Due Department's Tones
- b) Box Area
- c) Street Address
- d) City / Town
- e) Incident Type
- f) Example: Co.1 Tones, Box Area 01-01, 734 Fayette Street, Cumberland for the Structure Fire, Company 1

2) Incident Pre-Alerts will be used on the following call types:

- a) Structure Fires where smoke and or flames are present according to the call information
- b) Any other Fire incident that the 911 Specialists feels a pre-alert is warranted

2. Dispatch Script

- a. All 911 Specialists will utilize, at all times, a complete and comprehensive dispatch script. Using a dedicated uniform dispatch script on all events will assure Fire-Rescue-EMS personnel of hearing the same information in the same order all the time. With this, all personnel will know what information to expect in order during alerts. The dispatch script will include in this order: **Tones, full address, type of call, with specifics i.e., MVC with one trapped, multiple vehicles involved, house fire, fire in the apartment building apartment 101 etc.) then announce the units due on the assignment.** Full addresses with numeric will always be given if available. Relying solely on just announcing the landmark of the address will not suffice. 101 Main Street, Frostburg McDonalds Restaurant is the proper dispatch.

1) The 7 minute timer will begin at the completion point of the initial dispatch script and end at the 7 minute mark. Those units that do not respond at the 7 minute mark will receive a response check over the main channel and alert channel. If those units do not respond, Allegany will replace those units on the assignment unless instructed otherwise by the incident commander. If Command has not been established, Allegany will automatically fill the missing units.

2) When dispatching an incident, ensure to announce all units recommended for the incident both in county and out of county units.

b. Local Alarm:

1) Tones... 101 Main Street, Flintstone, vehicle fire, Engine 12. Repeat Announcement. Time.

2) Tones... 101 Main Street, Flintstone, difficulty breathing, Ambulance 338. Repeat Announcement. Time.

3) Tones... 101 Main Street, Flintstone, trauma, Ambulance 338, Engine 12. Units stage out until Law Enforcement arrives. Repeat Announcement. Time.

4) Tones... I-68, Westbound, 52 mile-marker, Vehicle Accident, Engine 12, Rescue 43, Ambulance 338. Repeat Announcement. Time.

c. Box Alarm – House Fire:

Tones... 101 Main Street, Frostburg, for a house fire, Rescue-Engine 4, Engine 12, Engine 43-1, CFD Truck 1, Rescue 2, Ambulance 338. Repeat Announcement. Time.

d. Box Alarm – Commercial Building Fire:

Tones... 101 Main Street, Frostburg, Apartment Fire with entrapment, Engine-Tanker 3, CFD Truck 1, Truck 2, Rescue 2, Ambulance 338. Repeat Announcement. Time.

e. Box Alarm – Up-Grading:

- 1) **Upgrading the assignment 101 Main Street, Frostburg, to the WORKING ALARM.**

Tones... 101 Main Street, Frostburg, upgrading the assignment, WORKING ALARM, CFD Engine 1, 2-1, Truck 8, Ambulance 341. Repeat Announcement. Time.

- 2) **Upgrading the assignment 101 Main Street, Frostburg, to the SECOND ALARM.**

Tones... 101 Main Street, Frostburg, upgrading the assignment, SECOND ALARM, CFD Engine 1, Engine 2-1, Truck 8, Ambulance 338 TO STAGE AT ... Location or any other directions the IC may provide. Repeat Announcement. Time.

- 3) **Upgrading the assignment 101 Main Street, Frostburg, to the THIRD ALARM.**

Tones... 101 Main Street, Frostburg, upgrading the assignment, THIRD ALARM, CFD Engine 1, Engine 2-1, Truck 8, Ambulance 338 TO STAGE AT ... Location or any other directions the IC may provide. Repeat Announcement. Time.

f. **Second Alerts:**

The practice of second alerts has been discontinued as of February 14, 2023.

g. **Multiple Calls:**

Tones... 156 Bedford Street, Frostburg, for a Vehicle Fire, Engine-Tanker 3, first alert on a second call. Repeat Announcement. Time.

h. **Filling Assignment for Failed Units:**

Tones... 101 Main Street, Frostburg, House fire, FILLING THE ASSIGNMENT Engine 11. Repeat Announcement. Time.

i. **Dispatching out of County:**

Tones... Mutual Aid to Grant County, 12113 Main Street, Smithsburg, House fire, Rescue-Engine 4, Engine 12, Engine 43-

**1, Truck 1, Rescue 2, Ambulance 338. Repeat Announcement.
Time.**

J. Cumberland Fire Department EMS Alerting

1) Initial Ambulance Call:

**a) Tones... 20 Bedford Street for a Medical Emergency, Co1
Ambulance, Repeat Announcement, Time**

2) For a 2nd or 3rd Ambulance Call:

**b) Tones... 20 Bedford Street for a Fall, Co1 Ambulance this
will be a 2nd / 3rd Ambulance call, Repeat Announcement,
Time**

**K. Dispatching Units from Parades, Funerals, or other events where
apparatus is committed:**

L. To avoid confusion and get the proper and the closet units on an incident when units are in another company's area, Allegany is the final authority. Units that are on the air and adequately staffed, should call Allegany so they may be added to incident when they would make a significant change in the incident. No other units should go on the call without permission from Allegany or the local officer in charge. Units not dispatched on the incident should stand down and may be deployed on upgrades to the call or transfers. Allegany will make transfers to cover depleted areas during large events when the call volume becomes high and areas become depleted.

m. Potomac River Water Rescue Calls

- 1) If Allegany receives the initial call for a water rescue call or incident in the water or on either bank of the river, Allegany will maintain control of that incident without question and dispatch the appropriate resources depending on the incident.**
- 2) If another County receives the initial call for a water rescue or incident, and they request units from Allegany County, Allegany will alert Allegany's entire water rescue assignment regardless of what they request. This is for the safety of our responders.**
- 3) Trooper 5 will be dispatched at the time of the initial call. If SYSCOM has any questions, advise them that our request is to locate / monitor**

the water rescue incident and a potential hoist and or transport maybe needed.

n. Rules for reducing radio traffic:

- 1) Allegany will only announce the pre-arrival information to the first due Chief / Officer, first responding unit and the first due first responding unit if not the same.
- 2) Responding units announce they are responding on MAIN. They will then switch over to the assigned operations channel and announce their self; IE: Rescue-Engine 20 on Alpha 6-1. This ONLY applies to those units on the initial assessment. Those units on the working alarm will respond on into the scene and send their crews to the command post.
- 3) If no assignments are transmitted, those other greater alarm units will go in staging and await orders. The staging area will be identified by the IC or Allegany.
- 4) When units are placed in service and are clearing an incident, they will switch back to the MAIN first, then announce they are returning. This keeps the operations channel clear for use by the units remaining on scene.
- 5) Status Messaging – This new system will be used as the primary means of communicating unit status to Allegany. Status messaging is a feature on the unit's mobile radio. Voice transmissions are still used but should be avoided to help reduce radio traffic. Status messaging options are listed below specifically how they are programmed in the mobile radio. This will be phased in as the capability becomes available on the radios
 - a) Respond Crew 1, 2, 3, 4, 5, 6, 7, 8
 - b) On Scene
 - c) Cleared Scene
 - d) Available
 - e) At The Hospital
 - f) Clear The Hospital
 - g) In The Station
 - h) On Air Available
 - i) Out Of Service

- j) Back In Service
- k) Enroute to Hospital

3. Incident Reports and Updates

- a. The initial units arriving on an incident will provide an initial size-up.
- b. IE: "Allegany, Engine-Tanker 2. On the scene, with my own water supply, side Alpha of a two story, single family dwelling, fire showing from one window, floor number one, quadrant Charlie, side Delta. Chief 2 is establishing National Highway Command, out doing a 360."
- c. Once Incident Command has been established, **Allegany will announce:** "Attention all units responding to 101 National Highway, Chief 2 now has National Highway Command".
- d. Post 360 Update IE: "Allegany, National Highway Command. 360 complete; two stories in front, three stories in the rear. The fire is located on floor number 1, quadrant Charlie, side Delta. Basement is clear of smoke and fire; access is on side Charlie to the basement. The structure will be labeled basement, 1st Floor, 2nd Floor. Unable to confirm occupant status. Engine-Tanker 2 is stretching a 1 ¾" line through the front door with a crew of two."
- e. At no time will 911 Specialist assume that command has been established. This will confuse responders that command has been established. 911 Specialist will prompt the first arriving Unit Officer to establish command if the 911 Specialist feels the incident is escalating or multiple units are arriving or asking for direction with no response from the first arriving officer. If there is no response from the first arriving unit, Allegany will advise the second arriving unit to check with the first arriving and prompt the unit officer to establish command and provide a report.
- f. The IC is responsible for the initial and continuing control of the radio communications process once he / she arrives on the scene. Periodic updates should be provided to Allegany when appropriate, or at twenty-minute intervals, until the event is declared under control. Confidential or sensitive information should be relayed by telephone to Allegany on the non-emergency line 301-777-7111.
- g. Vehicle Repeater System (VRS) operations will follow these guidelines. If the first arriving unit activates their repeater, that unit will announce the

same during their initial size-up; "Engine-Tanker 2 has activated their repeater" If an additional unit makes the determination for the use of the VRS and activates their repeater, they will also announce that same message. If two or more units happen to activate their repeaters, the repeaters will determine which device is the master and which unit is the slave. If at some point a VRS on one incident interferes with the VRS of another incident, the Incident Commander will make the decision to change VRS channels. This will be announced by stating "Main Street Command is now moving to repeater channel 1".

4. Personnel Accountability Report (PAR) Checks.

Allegany will contact the Incident Commander to prompt PAR checks of Fire and EMS units operating on the scene of the incident. PAR checks will be made via the radio. They are designed to ensure crews are safe and don't require additional resources. The Incident Commander will be contacted by Allegany every 20 minutes and EMS units every 10 minutes. Once the incident commander or single unit operating on the scene of an incident determines they no longer require PAR checks, they will advise Allegany to discontinue PAR checks.

5. Allegany to Units on the Air and In-Service

Units that are leaving the hospital, on the air, or returning from calls should always monitor the MAIN channel. If your unit is determined to be the closet or you will arrive before units dispatched on the incident, you will inform Allegany of your location, staffing and request to respond on the call. If Allegany determines that your unit is appropriate for the incident and you will be closer than other units or can have an impact on the incident you will be dispatched on the incident. Allegany will advise the first due company unit responding or Chief or EMS Officer that your unit is closer and is responding. From this point it is the responsibility of the first arriving unit officer or IC to place units in service as they deem necessary. If the first due unit and other units due on the call are responding they will be allowed to continue until the first arriving unit officer or Incident Commander places units in service. Allegany may place a unit(s) in service after consulting with the first arriving unit officer or IC that a unit may be needed for other events such as a pending call, higher priority call where a unit can be diverted from the initial call or transfers. Any unit that bids on an incident and is put on the incident by Allegany and arrives first is responsible for on scene reports, calling for additional units, and establishing command even though you may be out of your first due area. Transfer of command can be done when other units arrive and is appropriate.

6. Working Fire Dispatch

The working fire assignment (WFA) is made up of units to complete the full initial dispatch of a structure fire. Structure fires include, single family houses, multi-family houses, commercial buildings, garage, barns, out buildings, and sheds.

- a. Any arriving Fire-Rescue, EMS, or Law Enforcement Officer or Unit arriving at the scene of a structure fire may request the WFA.
- b. 911 Specialist receiving information from a caller that fire and or heavy smoke is visible with or without other indicators such as smoke detectors activated, water flow alarm sounding or multiple callers is criteria for a WFA.
- c. If the WFA has been dispatched prior to the first responding units arriving, Allegany will advise those initial assignment units that the incident has been upgraded to the WFA.
- d. Allegany will always place safety first and dispatch the WFA when there is any suspicion of a working fire.
- e. Allegany will prompt first arriving Fire-Rescue, EMS or Law Enforcement units or Officers to provide an initial size up if one is not promptly provided.
- f. If it is determined prior to the arrival of first arriving units that there is entrapment the WFA will be dispatched with an additional ambulance.
- g. If it is determined by the first arriving units that the WFA may not be needed, Allegany will assist the incident commander with staging units until further determination can be made.

7. Unit Movement and Transfers

- a. All and any types of apparatus can be transferred throughout the county. Based on depletion of certain types of apparatus, Allegany will determine and is responsible for the appropriate movement of apparatus and transfers. Allegany will work with Incident Commanders on the best options for transfers. Movement of apparatus or transfers will be based on incident complexity, depletion of certain types of apparatus, on-going large-scale incidents, or at the 911 Specialist's discretion based on the ongoing incident and apparatus that is out of service prior to the incident.

Allegany will call the IC based on the sense that the 911 Specialist deems the incident is de-escalating and query if any apparatus can be placed back in service or transfer to depleted areas.

- b. Companies are encouraged to establish thorough and comprehensive box cards that fit the area and infrastructure in the area.

8. Emergency Call Mode (ECM)

ECM is an operational condition declared by Allegany, usually when available Fire / Rescue resources (e.g., Fire / Rescue apparatus) are inadequate to respond to the number of incidents that are occurring. It may also occur when the number of incoming 911 calls begins to overtax the capabilities of available 911 Specialist staffing, heavy radio traffic, 911 failures and or system breakdown, natural disasters, large scale hazardous materials incidents and multiple working incidents that is depleting areas of apparatus. The Shift Supervisor will implement at the first sign of any of the categories listed above or if pending weather conditions may change rapidly with anticipated call volume. The 911 Specialist will broadcast: **Attention all stations and units on the air, ECM is in effect**, Repeat. **All stations should remain in stations and maintain station watch**. Repeat. This message will be repeated every hour until **ECM** is lifted.

Allegany will also notify the surrounding counties that Allegany is under **ECM**. When Allegany declares **ECM**, field personnel will realize reduced response assignments and must curtail the use of routine radio transmissions, e.g., patient transport information, giving Allegany pole numbers. Field requests to transmit routine messages will be declined, and station personnel should refrain from contacting Allegany to conduct routine business. **ECM** will remain in effect until Allegany transmits an announcement lifting the modified condition. **Attention all stations and units on the air, ECM has been lifted**. Repeat. During **ECM**, stations can expect:

- a. Calls may be dispatched by phone, radio or text. Companies should do their part and establish station watches, stand by crews and sleep in crews.
- b. Expect reduced assignments due to depletion of apparatus in your area or apparatus unable to travel due to weather.
- c. Special Ops teams should staff boats, support units, air units, and utility vehicles.

- d. All companies should be prepared to move, transfer or respond to calls outside their normal response area and prepared to operate away from stations for long periods of time.
- e. Apparatus should still be staffed appropriately and with safety in mind. Consider joining other units together to make up appropriate staffing.
- f. Minor incidents such as flooding conditions, trees down on wires, transformers blown or wires down with no life safety hazards will be dispatched on a priority basis so resources can be managed appropriately. If possible, Allegany may call the local Fire-EMS stations by phone.
- g. If there is a true emergency, the unit should identify themselves to Allegany with the priority message. This will give the calling unit priority over other callers. **"Engine 18, Priority Message"**
- h. **Stay off the radio unless you have an urgent message.**
- i. Pre-Assigned radio channels during ECM.
 - 1) Dispatch will monitor the Alpha 1, Alpha 2, Alpha 3 and Bravo 10-1 for emergency radio traffic from the field.
 - 2) Alpha 1, Alpha, 2, and Alpha 3 will be monitored as regional channels with Alpha 4, Alpha 6-1, Alpha 6-2, Alpha 6-3, Bravo 10-2 and Bravo 10-3 held as a large incident channels.
 - 3) **Alpha 1**, **Alpha 2**, **Alpha 3**, **Bravo 10-1**
 - 4) Dispatch may contact any Company on their assigned local channel if needed.
 - 5) Local Incidents are assigned to the Department's Local Channel. IE. Box Area 3 goes to Alpha 7-1, Box Area 6 incidents will go to Alpha 8-1 and etc... If Co4 is responding to a Co3 Box Area the channel is Alpha 7-1.
 - 6) EMS ONLY incidents will remain on EMS 1, EMS 2, and EMS 3.
 - 7) Local Channel assignments for Companies during ECM.

DEPARTMENT	ASSIGNED CHANNEL
CO.1	10-1
CO.2	Alpha 5
CO.3	Alpha 7-1
CO.4	Alpha 7-2
CO.5	Alpha 7-3
CO.6	Bravo 8-1

CO.7	Bravo 8-2
CO.8	Bravo 8-3
CO.9	Bravo 9-1
CO.11	Bravo 9-2
CO.12	Bravo 9-3
CO.13	ALCO Event 1
CO.15	ALCO Event 2
CO.16	ALCO Event 3
CO.17	ALCO Event 4
CO.18	County Wide Tac 1
CO.19	County Wide Tac 2
CO.20	County Wide Tac 3
CO.22	County Wide Tac 4
CO.43	County Wide Tac 5
CO.47	County Wide Tac 6

9. Priority Message Traffic

Anytime there is an emergency situation that requires an immediate radio transmission, the following process will be used. I.E. "**Command, Priority Message, Division 3, hose line ruptured on the 3rd Floor**". During a Priority Message broadcast, all other radio traffic will stop.

10. MAYDAY

- a. A MAYDAY is an emergency distress signal indicating that one or more fire/rescue personnel need emergency assistance to escape an Immediately Dangerous to Life and Health (IDLH) atmosphere or another life-threatening situation.
- b. **AT NO TIME WILL ANY RADIO INVOLVED IN THE MAYDAY RESCUE BE SWITCHED TO AN ALTERNATE CHANNEL.**
- c. All personnel must be able to recognize situations when they, their crew, or another crew may be in imminent danger. Personnel must declare a MAYDAY when they are involved in, or witness other personnel involved in distress.
- d. Conditions that warrant a MAYDAY:
 - 1) A crew member has fallen through a roof or floor.

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- 2) A crew member has been caught in a catastrophic event such as; a flashover, explosion, backdraft, or collapse.
 - 3) A crew member has become entangled, trapped, pinned, stuck, or separated from their crew in an IDLH environment.
 - 4) A crew member who may be disoriented, missing, lost, or off a hose line/tag line in a large open area with limited visibility.
 - 5) A crew member's primary exit is blocked by fire or structural collapse and an alternate exit is not immediately available.
 - 6) A crew member's low air alert activates and an immediate exit is not available.
 - 7) Any other situation when the life safety of a crew member may be at immediate risk.
 - 8) Medical Emergencies.
 - 9) Vehicle Crashes.
- e. The Incident Commander can declare a MAYDAY when crews are operating in an IDLH environment and the unit officer or division/group officer fails to respond on the radio to 3 transmissions. **Example: Command is declaring a MAYDAY for the crew of CFD Engine 1 on division 1, MAYDAY, MAYDAY, MAYDAY.**
 - f. Any person on the incident scene that observes a firefighter in trouble and incapacitated to the point where they cannot declare a MAYDAY for their self should without hesitation declare a MAYDAY for the incapacitated firefighter.
 - g. Mayday situations are not limited to just firefighting structural situations. At any time, during any incident a Fire-Rescue or EMS responder may declare a MAYDAY. MAYDAY situations may involve an injured responder or a threatening situation to responders.
 - h. Procedures for calling a MAYDAY:
 - 1) Depress the Emergency Button (EB) to activate the radio's ruthless pre-emption feature (enables the radio to override all other voice transmissions).

- 2) Verbally transmit on the assigned tactical channel, "**MAYDAY, MAYDAY, MAYDAY**" followed by their location, unit number, nature of the MAYDAY, air supply, and resources needed for removal.
- 3) The acronym LUNAR may be used as a memory aid for transmitting critical MAYDAY information to the Incident Commander. **(L)**ocation, **(U)**nit, **(N)**ature, **(A)**ir Supply, **(R)**esources Needed.
- 4) After successfully transmitting the MAYDAY, the crew member(s) must activate the Personal Alert Safety System (PASS) device(s) to assist rescue crews in finding their location.
- 5) When an EB is activated with no MAYDAY voice transmission, Allegany must notify the Incident Commander of the EB activation and the Radio ID that has been activated. A Personal Accountability Report (PAR) will be conducted to identify the MAYDAY firefighter.
- 6) The Incident Commander must declare a MAYDAY for any crew or crew member not accounted for during a PAR following two requests.

11. Command's Actions During a MAYDAY

- a. Upon receiving a MAYDAY, the Incident Commander must acknowledge the MAYDAY and then declare radio silence on all talk groups that are being utilized on the incident.
- b. All units must continue to conduct their tactical assignments until instructed otherwise by the Incident Commander, with due consideration for the presence of an active MAYDAY. Pull units working in the direct vicinity of the MAYDAY personnel to see if they can mitigate the MAYDAY.
- c. The Incident Commander must attempt to determine the exact location of MAYDAY crew members, the nature of the MAYDAY, and the resources needed to conduct rescue operations.
- d. The Incident Commander must direct the Stand-By Team, the Rapid Intervention Team (RIT) to intervene and conduct rescue operations. The Incident Commander may reassign any units in the vicinity of the MAYDAY crew members to assist in rescue operations.
- e. The Incident Commander will make a fire ground announcement that a MAYDAY has been declared, units to maintain radio silence unless you have an emergency and have unit, group and/or division officers do a PAR of their crews and be ready for a PAR check. All fire ground units **SHALL** stay on the assigned talk group. **DO NOT** change talk groups on the radio.

- f. The Incident Commander must ensure a PAR is rapidly conducted when a MAYDAY has been declared, beginning with the units in the greatest danger. A firefighter who is not accounted for in a PAR and who is known or suspected of operating in a hazard area will be considered a Mayday. Divisions/Groups that do not report after multiple attempts have been made to contact them will be considered a MAYDAY.
- g. When the MAYDAY situation has been stabilized and all operations return to normal, the Incident Commander must transmit a "MAYDAY ALL CLEAR" announcement.
- h. The Incident Commander must document all actions taken during the MAYDAY Incident.
- i. Personnel may take immediate action to resolve the MAYDAY if they are able to do so.
- j. Personnel who take immediate action to resolve a MAYDAY must communicate any action taken as soon as possible.
- k. Personnel with any direct knowledge of the MAYDAY must report it to their immediate supervisor.
- l. In the event of a MAYDAY, all personnel must continue to perform their assigned work with due consideration for the nature and location of the MAYDAY.
- m. The Incident Commander should give strong consideration for deploying nearby resources to provide initial rapid intervention assistance.

12. Allegany's Actions During a MAYDAY

- a. A 911 Specialist will immediately contact the Incident Commander that a MAYDAY has been declared to ensure he/she heard the declaration. The 911 Specialist will then be assigned to (imbedded) in the event and pay close attention to the radio.
- b. The 911 Specialist will sound a unique tone and announce on all talk groups that a MAYDAY has been declared and maintain radio silence. The 911 Specialist may relay information for the Incident Commander and provide updates critical to the MAYDAY.
- c. Allegany will immediately identify the alias and advise Incident Commander of the portable / mobile identity.

- d. Allegany will dispatch next alarm category utilizing the closest companies that have been transferred or on standby. In addition, three Advanced Life Support Units will be dispatched. (2 ALS units if one is on scene). At least 1 ALS unit will be assigned to the MAYDAY by the Incident Commander or Allegany.
- e. Allegany will update the Incident Commander with the staffing count of the original alarm on the tactical channel and any other subsequent alarms dispatched will provide the units and staffing count on the command channel. Allegany will honor the requests of the Incident Commander to repeat messages over the talk groups so all receive the message.
- f. Any traffic that is not specific to the MAYDAY should be transmitted on the Command Channel and not the tactical channel.
- g. Allegany will notify the neighboring jurisdictions that a MAYDAY has been declared and to monitor their channels of any MAYDAY traffic that may be transmitted on the wrong channel.
- h. When a Mayday is declared Allegany will start a 20-minute timer; at the end of 20 minutes Allegany will declare "Command, you are 20 minutes into your Mayday." The expectation is that at 20 minutes, Command should be beginning to rotate rapid intervention personnel.
- i. If command has not been established Allegany will make contact with a unit on the scene and provide the same actions as above.
- j. If the MAYDAY is due to a threatening situation, Allegany will dispatch Law Enforcement units in proportion to the threat.

13. Communications Designations

Mobile and portable radios are essential components of all emergency incidents. The proper use of the radios will provide a smooth flow of communications, eliminate confusion, provide the IC with accountability and provide a safe fire ground. All fire rescue responders in Allegany County should be thoroughly familiar with the operations of mobiles and portable radios. Mobile and portable radios should only be used by trained personnel and for official business. Clear English text language will be used when talking on radios. Messages should be thought out prior to transmitting a message on the radio. Responders must listen closely for talk group assignments and switch to the assigned talk group. Mobile or portable radios should not be used in the context as talking on a phone. Radio discipline must be maintained. Users must wait for others to end their message

before another is given. During emergencies, frivolous and unrelated messages should be avoided that may impact incident operations. Many are listening to all transmissions, be careful. No ten codes (10 Codes) are to be used at any time. The county will follow standard ICS, guidelines as much as possible. Each member including the driver will utilize a portable radio. No fire rescue personnel should enter IDLH atmospheres or dangerous or compromising incidents that may cause death or injuries without a portable radio. Ensure that all radios are tuned to the assigned talk group. Assignment of the operations channel will be established by Allegany or by other pre-established procedures. If a unit officer must be engaged in fire ground operations, a transfer of command per the ICS policy should occur. If there are no other units responding and the officer must engage, specific direction should be given to Allegany and have Allegany repeat the information to the incoming units. Ex. "Allegany - Engine 1-8-1, I have a working house fire, have the second engine go to the rear and get a line above the fire, have the second truck go to the rear and assist the second due engine". The **unit officer should be the only person** speaking with the IC / Allegany. This will maintain a smooth flow of communications and avoid duplicate radio messages from the same division, group or unit officer. The only exception to this is, any personnel that observes personnel in imminent danger or situations that may injure personnel should call the IC.

- a. All apparatus types will be assigned a mobile designation based on their capabilities and apparatus type per state and local rules. Allegany County uses the following designations for apparatus: Engines, Towers, Quints, Ladders, Trucks, Rescues, Mini-Pumpers, Utilities, Brush trucks, UTV, ATV, Boat, Special Operations vehicles, Ambulance (BLS), Medic Unit (ALS), Chase Car (BLS or ALS), Command Units.
- b. Engines, Engine-Tankers, Rescues-Engine, will use their apparatus type followed by their number. Engine 18, Rescue-Engine 47, or Engine-Tanker 19, and etc....
- c. Trucks, Rescues, and Tankers will use their apparatus type followed by their company number. Truck 16, Rescue 22, Tanker 20, and etc....
- d. Brush Trucks, Utilities, Mini-Pumper, ATV, UTV, Boat will use their apparatus type followed by their company number. Brush 43, Mini-Pumper 20, ATV 9, UTV 6 and etc....
- e. Special Operations units are designated by their specialty resource such as Fuel 48 for hydrocarbon spills, Collapse 48 for structural collapse.
- f. Ambulances and Chase Units will be designated based on their level of staffing. Ambulances and Chase Units staffed by a medic or paramedic

will use Paramedic 343, Medic 513, and etc.... Ambulances and Chase Units staffed by an EMT will use BLS 519, Chase 9, and etc....

- g. Units should never be identified by just the numbers and not the type specific apparatus by Allegany or responders. Ex. Allegany from 17 is **Wrong**. Allegany from Rescue-Engine 17 is **Right**.
- h. To eliminate confusion and provide a consistency among all the apparatus, use the apparatus designation followed by Portable 1, Portable 2 and etc.... Engine-Rescue 19 Portable 1, Engine 43 Portable 3, and etc....
- i. While on the scene of an incident, rank or radio designation should be limited. Always utilize your assignment when possible. I.E. First Division, Basement, Attic and etc....
- j. Any officer or member in the IC role will use the designation xx Command. Ex. Main St Command, Center Street Command, or I-68 Command.

14. Communications System Checks

- a. Daily alert system test will be completed over the Fire-EMS "Alert" channel at 08:00 with the Cumberland Fire Department. The Cumberland Fire Department will respond back that the test was successful over the "Main" channel. At the end of the test, all out of service Fire-EMS units will be announced over the "Alert" channel.
- b. All other alert system tests will be completed over the Fire-EMS "Alert" channel at 18:00, Monday – Thursday with those Fire-EMS Companies that choose to receive such tests. This schedule will be managed by the Chief of the 911 Joint Communications Center.

15. Unit Staffing

- a. Units responding will indicate their staffing via the status messaging feature on the unit's mobile radio. I.E. crew of 1, 2, 3, 4, 5, 6, 7, and 8.
- b. Unit Staffing should include the unit's driver plus how many trained responders are on the unit. The number of untrained responders will be passed to the incident commander at the scene face-to-face.

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- c. Each responding apparatus will advise the Allegany if they are under staffed. (i.e., "Engine 6 under staffed", this would signify that Engine 6 has a driver / operator and 1 or less trained firefighters.)
 - d. In the event that an apparatus goes responding under staffed, Allegany will verify with incident command to fill the understaffed apparatus position with an additional unit of the same type. If Command has not been established, the dispatch center will automatically fill the under staffed unit with the same type of unit.
 - e. Minimum Staffing Levels and Definitions:
 - 1) **Engine:** 3 personnel to include 2 trained firefighters and a driver / operator.
 - 2) **Tanker:** 1 person driver / operator.
 - 3) **Rescue / Rescue Engine:** 3 personnel to include 2 trained firefighters and a driver / operator.
 - 4) **Truck:** 3 personnel to include 2 trained firefighters and a driver / operator.
 - 5) **Under-Staffed:** An apparatus responding with personnel below the minimum staffing level.
 - 6) **Minimum Staffing:** The minimum number of personnel necessary to perform a task assigned to that piece of apparatus.
 - 7) **Trained Firefighter:** A firefighter trained to the Firefighter I equivalent.
16. Talk Group Designations
- a. All Fire-Rescue-EMS incidents will receive a verbal dispatch over the ALERT channel, along with attaching the units in the Computer Aided Dispatch (CAD) system. This will trigger pagers and station alerting devices to activate as a primary means of dispatch along with other secondary means of dispatch such as IamResponding text and system notifications.
 - b. Units responding will notify Allegany on the MAIN Channel that they are enroute. If the unit is under staffed per the Staffing policy, they will state that upon going enroute. I.E., "Rescue-Rescue 47 enroute under-staffed".

- c. Allegany will acknowledge the unit going enroute. And repeat the Operations channel. "Rescue-Engine 47, enroute 04:25, take Alpha-1.
- d. Incidents dispatched that appear not to be large in scale will be dispatched to Alpha 1, Alpha 2, and Alpha 3.

Alpha 1:

Co15, Co16, Co17, Co18, Co19, Co20, Co22

Alpha 2:

Co2, Co5, Co6, Co8, Co9, Co47

Alpha 3

Co3, Co4, Co7, Co11, Co12, Co13, Co43

Alpha 10-1

Co1

- e. Those incidents dispatched that have the potential to be larger scale incidents will go to Alpha 6-1 through Bravo 10-1.
- f. Those large-scale incidents assigned to Alpha 6-1 through Bravo 10-1 will have the option of using the tac channels associated with that talk-group. I.E. Alpha 6-1, 6-2, and 6-3. Examples of large-scale incidents include but not limited to: House Fire, House Downgrade, Commercial Business Fire, Commercial Downgrade, Large Woods Fire, Search, Technical Rescue, all Vehicle Crashes, Mass Causality Incident (MCI), and any incident thought to have the potential for escalating.
- g. The exception to the above is those incidents patched into another county, they will be patched into Alpha 4 or Alpha 5.
- h. Depending on the incident volume and / or being in ECM, Allegany has the option to place any incident on any channel.
- i. EMS only type incidents in the East end of the County will go to EMS 2, West end of the County will go to EMS 1, and Cumberland Area will go to EMS 3.

- j. Once a unit is placed in service by the Incident Commander, they will go to the MAIN and clear the scene. This will help keep the operations channel clear of non-incident related transmissions.
- k. Those EMS units enroute to the hospital will remain on the assigned EMS channel until they clear the hospital. That will indicate to Allegany that they are available to be hailed if needed for an additional incident in or out of their first due area.

17. Cancelling Calls and Units After the Dispatch

When Allegany cancels a call or before units are on the air or on the on-scene or the unit officer or I.C. places the assignment or certain units in service Allegany will sound a 3 tone burst and announce: Tone-Tone-Tone...all units alerted for 101 Main Street can go in service or attention all units responding to 101 Main Street, Command is holding Engine 2, 3 and 4 the remaining units may go in service. If the call is cancelled prior to any response, Allegany will announce: Tone-Tone-Tone ...Attention all units alerted for (address) can go in service. Allegany will also send out an APAG text via CAD.

18. Failed or Delayed Responses

- a. A unit that is due on a call and does not respond per county policy time limits will be declared as a failure to respond. A delayed response is when a unit responds after the 7-minute response check or under staffed. Those units responding to the incident after the 7 minute mark but before units start clearing are considered a delayed response. Those units that have not responded by the time units start clearing and or 30 minutes will be considered a failure. Allegany will continue to replace units that have failed or responded under staffed until all assignments are filled. If the IC determines all units initially alerted are not needed on the incident, they will advise Allegany to stop alerting units. Allegany will advise the IC when the assignment is complete.
- b. Ambulance Fail Procedure
 - 1) Cumberland Fire Department

If an ambulance fails to respond to a call, alert mutual aid; then call the hotline to make contact with shift supervisor to ensure that everything is ok.

c. Allegany County EMS

- 1) If an ambulance fails to respond to a call, alert mutual aid; then call the Duty EMS Lieutenant or Sergeant to ensure that everything is ok.

19. Fire-Rescue-EMS Aviation Operations

- a. For those incidents involving the below criteria, Allegany will immediately notify SYSCOM that they are requesting a "Launch". The term stand-by should never be used with SYSCOM when requesting an Aviation resource. The Trooper Helicopters are always on stand-by.

- 1) Trauma
- 2) Falls Greater than 3 feet
- 3) Motor Vehicle Crash with rollover, entrapment, pedestrian struck, involving UTV, ATV, or motorcycle
- 4) Mass Casualty Incident (MCI)
- 5) Burns
- 6) Smoke or Carbon Monoxide poisoning
- 7) Crushing injuries
- 8) Missing person

- b. Items for Allegany to prompt the Incident Commander for on Aviation Operations:

- 1) Who is the Landing Zone Point of Contact
- 2) What is the Landing Zone coordinates and or address
- 3) What size is the Landing Zone
- 4) Are there overhead lines, obstructions and or street signs
- 5) How close is the tree line, any debris, and / or vehicles
- 6) NO radio traffic while the helicopter is on final approach
- 7) Always place the helicopter patch or communications on an alternate channel.

20. Debris in the Roadway Calls

For trees down and other types of debris in the roadway type calls during the regular working hours utilize Allegany County Roads Division, perspective municipality street department or Maryland State Highways. If after hours or no response from the above other agencies, contact the Fire Department as per the recommendation in CAD.

21. Out of County Calls

- a. When Allegany receives an out of county call and it verifies as one of Allegany's box areas, Allegany will keep the call, process the call, and alert the appropriate units.
- b. As soon as possible, we will notify the out of county 911 Center and advise them what we have alerted so that they can alert anything additional that they have from their county.
- c. If it is a Hot Call and it does not verify as one of Allegany's box areas, Allegany will still process the call and provide pre-arrivals while someone else on shift calls the appropriate out of county 911 Center and to let them know that they have a call, Allegany is providing pre-arrivals, and they need to alert their responders.
- d. Also, if Allegany receives a hot call or are called by another county for a hot call or a call that is determined Allegany could make a difference in by sending Allegany resources, send the appropriate resources from Allegany. For example, a hot call in Bedford County that is out of the 6-2 box area, send 518.