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Putnam County BUREAU OF EMERGENCY SERVICES



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RADIO STANDARD

OPERATING PROCEDURE

FIELD UNIT GUIDE

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**Putnam County Bureau of Emergency Services
Radio Standard Operating Procedure
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Revised: January 2010

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Putnam County Radio Operations

1.0 PURPOSE:

The purpose of this procedure is to outline the manner in which any agency authorized to use mobile, portable or base radio transceivers, operate that equipment on frequencies that are assigned to the Putnam County Bureau of Emergency Services. It shall also serve as a guideline on procedures for *field* units.

1.1 PROCEDURE AMENDMENTS:

No changes or amendments to this Standard Operating Procedure shall be made without the written authorization of the Commissioner of the Putnam County Bureau of Emergency Services hereinafter referred to as the **COMMISSIONER**.

1.2 PUTNAM 911 COMMUNICATIONS CENTER:

The Radio Communication Center for the Bureau of Emergency Services with the Federal Communications Commission Call sign KED 862 shall use the identifier "PUTNAM 911" on all frequencies. The Communication Center is located at the Putnam County Bureau of Emergency Services Training & Operations Center, 112 Old Route 6, Carmel, New York with transmitters located at:

- Mt. Ninham in Kent
- AT & T Tower in Putnam Valley
- Tinker Hill in Putnam Valley
- Graymoor in Garrison
- Putnam County TOPS Building in Carmel
- Putnam County Sheriffs' Department in Carmel

The Communications Center shall be authorized to use the frequencies as delineated in this procedure.

1.2.1 AUTHORIZED RADIO FREQUENCIES:

The following frequencies are licensed & authorized for use under the Putnam County Bureau of Emergency Services:

Channel 1	46.38	Dispatch only
Channel 2	46.50	Fireground Operations
Channel 3	46.30	Fireground Operations
Channel 4	46.04	Fireground Operations
Channel 5	46.44	(Receive) Putnam 911 to Mobile Operations (Transmit) Mobile to Putnam 911

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Channel 6	46.44	(Transmit & Receive) Mobile to Mobile
Channel 7	46.10	Fire Ground 7
Channel 13	46.54	(Receive only) Monitor Mobiles Talking to Putnam 911
	154.4375	Countywide High band
	155.340	Ambulance/Putnam Hospital communications
	155.400	Ambulance/Hospital alternate frequency
	155.220	Ambulance Hudson Valley Hospital
	155.280	Ambulance/Unassigned
	155.205	GVAC Dispatch, Putnam Valley Ambulance Dispatch, Philipstown VAC Dispatch (EMS)

- Radios should be manually set to Channel 5 and set to scan mode to be set up properly.
- If your radio has the capability, set the secondary priority to Channel 1. This will help enhance reception of dispatches from Putnam 911.
- Channel 1 will be used solely to receive (transmit) dispatches from Putnam 911.
- Channel 5 shall be used to communicate with Putnam 911 (responding, at scene, etc.)
- The first unit from each agency signs out with Putnam 911 to indicate that it is responding and also transmits an “on the scene” to Putnam 911 when they arrive on location.
- Additional units responding from the same agency sign out with Putnam 911 and then switch to their previously assigned fire ground channel. (There is no need to sign out at the scene with Putnam 911).
- For out of County mutual aid responses, all responding units shall sign out with Putnam 911 but only the first arriving unit transmits “on the scene” to 911 and then continues to scan 46.44 (Channel 5) for any Putnam 911 messages. All other responding units from the same agency sign out responding with Putnam 911 and then switch to the out of County frequency assigned to the incident when available. If the out of county frequency is not available, the unit or units should operate at the fire ground using their assigned Putnam County or local fire ground frequency.
- After signing on with Putnam 911, all apparatus must switch to their previously assigned fire ground channel.
- If your radio is set to scan Channels 1, 5, 13 and your assigned fire ground channel, you should be able to receive all critical transmissions without having to change channels. Do not scan too many channels at once! The jumble of transmissions may cause you to miss something important!
- Communications with the paramedic units shall be on Channel 6.(Mobil to Mobile)
- Upon arrival on scene of County Coordinator, Communications shall be routed between County Coordinator and Putnam 911.

1.2.2 ADDITIONAL RADIO FREQUENCIES:

No other radio frequencies may be installed in or used by radio equipment leased by the County of Putnam, Bureau of Emergency Services, without the written permission of the Commissioner.

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1.2.3 BASE STATIONS:

All agencies, signed to the Putnam County Mutual Aid Plan and properly licensed, are authorized to utilize frequencies 46.38 and 46.04 in their respective base stations. Local agency base stations shall be restricted to 60 watts output on those frequencies. Local agency base stations shall use the identifiers of their agency name followed by "base" (e.g., "Brewster Base"). Police agencies, authorized to dispatch, shall use their agency name as their base radio identifier (e.g., Carmel Police, Kent Police).

1.2.4 INTER-COUNTY RADIO COMMUNICATIONS:

All inter-county communications shall be routed through Putnam 911. The primary method of contact between County Communications Centers shall be the use of the INTER-COUNTY radio frequency, 45.88. The alternate method of communication shall be telephone. The use of 45.88 is restricted to County base stations (Putnam 911), Emergency Services Coordinators and staff of the Office of Fire Prevention and Control.

1.2.4(a) EXTREME RADIO TRAFFIC:

At the discretion of supervising dispatcher during times of extreme radio traffic or imminent severe climatic events, the following message shall be broadcast Countywide off all towers. **“Putnam 911 to all units, be advised fall back condition is in effect. Units are to cease transmissions to Putnam 911 unless urgent.”**

When in receipt of the message the following procedures shall be in effect:

- 1) All departments / Agencies are to insure base units are manned for all Fire & EMS calls.
- 2) Individual bases will be responsible for monitoring, recording all times, and requests for inter-department assistance status of unit etc. Bases shall notify Putnam 911 via radio when call(s) is/are covered, as dispatched.
- 3) During fallback condition, only the following units shall communicate directly with Putnam 911:
 - a. Incident Commander
 - b. Emergency Services Coordinators
 - c. Commissioner
 - d. Deputy Commissioner
 - e. Director of EMS
 - f. Director of Emergency Management

Nothing in the above shall restrict communication deemed to be of an **urgent** nature, i.e. *Mayday messages* or messages that if delayed to Putnam 911, would result in the *death* or *serious injury* to members or civilians.

When normal conditions resume, at the discretion of the supervising dispatcher, Putnam 911 shall broadcast the message that **“fallback condition has been lifted. Units are to resume normal**

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communication procedures.”

1.2.5 TRANSFER OF CONTROL:

Control shall be transferred immediately by radio should Putnam 911 suspend its control function.

First Alternate: Putnam County Sheriff’s Department Communications Center. (40 Control)

Second Alternate: All Fire Department and Ambulance Corps base stations shall be authorized to dispatch should the 1st Alternate become inoperative.

Third Alternate: The County Mobile Command (BOES # 3) shall serve in the event communications are needed.
In addition the mobile radio(s) in Car #1 or any Emergency Services Coordinator vehicles are also available.

1.2.6 STATUS OF UNITS:

All mutual aid plan participating agencies shall keep Putnam 911 informed, by radio (primary method) or telephone (secondary method), of the status of each of their units. Putnam 911 shall maintain a record of the status of all County units in order to facilitate the dispatch of mutual aid. Status shall be reported as in Section 1.9.1. Daily status reports will be broadcast by Putnam 911 as per Section 1.9.1.

1.2.7 FIREGROUND RADIO CHANNEL DESIGNATION:

<u>DEPARTMENT</u>	<u>CHANNEL</u>
11 Brewster	2
12 Carmel	3
16 Kent	2
17 Lake Carmel	4
18 Mahopac	4
19 Mahopac Falls	3
22 Patterson	3
23 Putnam Lake	4
13 Cold Spring	2
14 Continental Village	3
15 Garrison	4
21 North Highlands	4
24 Putnam Valley	2
35 Transcare (Comm. EMS Provider)	6

* Ambulances dispatched to calls will operate on pre-selected fireground channels with FD’s. In a mass casualty incident, ambulances should operate on the primary channel assigned to the incident.

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1.2.8 ELECTRICAL GENERATION NOTIFICATIONS / ANNOUNCEMENTS:

In an effort to better manage the county radio communications system we have installed electronic voice signal notifications on the AT&T and Graymoor communications towers, indicating status of generators. Notifications are as follows:

All announcements are made from the 46.380 MHz transmitter at Mt. Ninham Tower Site and are recorded.

The **Ninham site** generator is monitored by county security contract vendor, who makes notifications to Putnam County.

When the AC power is lost at the **AT&T site**, there will be a voice announcement made twice. It will say "***AT&T AC Power failed***".

When the AC power comes back on, there will be another voice announcement made twice. It will say "***AT&T AC Power restored.***"

If the generator is started and is generating power, whether for an exercise period or actual power outage, there will be a voice announcement made twice. It will say "***AT&T Generator is running.***"

When the generator stops running for any reason, there will be a voice announcement made twice. It will say "***AT&T Generator has stopped.***"

There are status indicators on the console positions at the 911 center that show the current status of the power and generator at the AT&T site, which are monitored by the dispatchers

When the **Graymoor site** loses AC power at the radio site, there will be a voice announcement made twice. It will say "***Graymoor AC Power failed.***"

When the radio site has AC power restored, whether by actual restoration of AC power or by generator, there will be another voice announcement made twice. It will say "***Graymoor AC power is restored.***"

There are presently no status indicators on the consoles for the Graymoor site, due to site configuration.

1.3 RECORDS:

The dispatcher shall be responsible for creating, entering and the accuracy of the official record of information regarding all calls, dispatches and re-dispatches by Putnam 911, along with any other pertinent information. When requested, Putnam 911 shall provide, to the local agency, the record of the times of messages and other information related to any incident involving that local agency. Except in emergency situations or when the request is from a unit on the scene, such information shall be provided via telephone at the conclusion of the incident.

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Documentation shall be created for all dispatches and re-dispatches performed by Putnam 911. This record shall include:

Fire Alarms

1. The location of the incident.
2. The nature of the incident.
3. The time of the call.
4. The time of units responding.
5. The time units arriving on scene.
6. The time the last unit is available from the scene

EMS Calls

1. The location of the incident.
2. The nature of the incident.
3. The time of the call.
4. The time each EMS unit responds.
5. The time each EMS unit is on the scene,
6. The time each EMS Unit leaves the scene.
7. The time each EMS unit is off at a medical facility.
8. The time each EMS unit is available by radio for service or back in quarters.

1.4 MOBILE AND PORTABLE RADIOS:

The radio identifier system for Putnam County mobile radios shall be as follows:

The first two digits of the number signify the agency.

The third digit of the number signifies the type of apparatus.

The fourth digit of the number signifies the unit number within the local agency.

EXAMPLE: 24-4-2 means, Putnam Valley Fire Department's tanker number two.

FIRST TWO DIGITS

- 11 = Brewster Fire Department
- 12 = Carmel Fire Department
- 13 = Cold Spring Fire Department
- 14 = Continental Village Fire Department
- 15 = Garrison Fire Department
- 16 = Kent Fire Department
- 17 = Lake Carmel Fire Department

THIRD DIGIT

- 1 = Chief Vehicle
- 2 = Pumper
- 3 = Brush Truck or Mini-Pumper
- 4 = Tanker
- 5 = Aerial Apparatus
- 6 = Rescue Vehicles
- 7 = EMS Vehicles

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18 = Mahopac Fire Department
19 = Mahopac Falls Fire Department
21 = North Highlands Fire Department
22 = Patterson Fire Department
23 = Putnam Lake Fire Department
24 = Putnam Valley Fire Department
31 = Carmel Ambulance Corps
32 = Garrison Ambulance Corps
33 = Philipstown Ambulance Corps
34 = Putnam Valley Ambulance Corps
35 = Medic Units

8 = Miscellaneous Vehicles/Fire Police/Hose
9 = Portable Radio
*Marine Units will be identified by
Department - Marine- Number
18- Marine – 2

County Medics / BLS will be identified as:

Medic 1 - Philipstown / Garrison Unit
Medic 2 - Putnam Valley Unit / Continental Village
Medic 3 - Carmel / Kent / Mahopac / Mahopac Falls
Medic 4 –Brewster / Patterson / Lake Carmel
BLS 4 - Brewster / Patterson / Lake Carmel

The full County radio identifier of mobile and portable radios shall be used in all communications to and from Putnam 911.

1.4.1 RADIO TRANSMISSIONS FROM FIELD:

When calling Putnam 911 or any other base or mobile unit, caller shall (after keying microphone for 1 second) give unit identifier followed by the identifier of the unit being called.

Examples: 2371 to Putnam 911;
1871 to Putnam 911;
1771 to Chief Filecco
IC 17 to County Car 2.

Note: The reason for this change is for uniformity with police and other dispatch agencies. In addition, all radios are to be equipped with radio identifiers which will display on dispatcher console when microphone is released.

1.4.2 ALTERNATE RADIO IDENTIFIERS:

Mobile and portable radios may use alternate identifiers when communicating at the scene of an incident to facilitate accountability. (e.g. instead of using 11-9-4, they may use a name such as Captain Smith, Lieutenant Jones, Firefighter Johnson, etc.) Under the Incident Command System, the alternate identifier may also be the group or sector assignment name, (e.g. Staging, Operations, Water Supply, etc.)

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1.5. ALERT TONES:

The "A 1" and "A 2" blue buttons when depressed provide alert tones over the selected frequency. The "A 1" button produces a steady tone as long as the button is depressed and the "A 2" button produces quick beep tones as long as the button is held.

The "A 1" button shall be used to get the attention of the unit being called that has not answered back after several verbal attempts. It shall be pressed once for a 1 second interval when trying to raise a particular unit. When advising units that are responding to an emergency to continue, but to slow or to cancel their response when directed by the officer in command, the "A 1" button shall be pressed twice to give two 1 second tones followed by the respective, appropriate message.

The "A 2" button use shall be reserved for special emergency messages to all units on the frequency and for all radio transmissions to cease in order for the special message to be heard by all. Examples of such messages, (when directed by the officer in command):

- A building is in danger of collapse
- Reporting missing or trapped firefighter (MAYDAY)
- Orders to evacuate a location
- County FAST Standard Operating Guidelines
- Special weather advisories; Sever Weather warnings

- Refer to section 1.12.5 regarding Mayday Procedure and Terminology

1.5.1 SPECIAL FUNCTION TONE BUTTONS:

The Team Tones / buttons are used to dispatch the Fire Investigation Team, the Fire Police Response Team, The Hazmat Team, as well as the County Coordinators. Transmitter towers are pre-programmed to these buttons.

1.6 DISPATCHING:

Putnam 911 is authorized to dispatch emergencies for all participants in the Putnam County Mutual Aid Plan.

- The primary fire dispatch frequency shall be 46.38 MHz. (Channel 1)
- The primary EMS dispatch frequency shall be 46.38. (Channel 1)
- Secondary EMS dispatch frequencies shall be 155.205.

1.6 (a) ECHO PROCEDURE:

Echoing practices are used to repeat important information received from a mobile unit to confirm or clarify it. Examples may include echoing instructions given by an incident commander to additional

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responding apparatus. This is necessary for field units who cannot hear or understand the original transmission. The Base Station broadcasts at a higher power level than radios used by the field units. By repeating important messages, you can help people in the field.

Putnam 911 will broadcast (echo) all Incident Command/Chief's preliminary information over Channel 1& 5.

On ambulance dispatches, as responders "call-in" using 'IAMRESPONDING'; Putnam 911 will echo required complement to complete crew over Channel 1 (Dispatch).

1.7.1 (a) PROGRESS REPORTS, SIZE UP:

1. Preliminary

- a) Upon arrival or within 5 minutes, the Incident commander shall provide a *preliminary* status report to Putnam 911. This *preliminary* shall include the correct 911 building address or specific location as close as possible. If possible, incident **type** shall also be relayed to Putnam 911.

Example: In front of Bob's Auto Parts or Gino's Deli or the address 118 Terry Hill Road.

- b) The building or incident should be identified and described briefly.

Example: a 2 ½ story frame residential structure 25x50 or a commercial building 100x75 fireproof or an overturned tank vehicle or a suspected person in the water.

- c) A brief description of the scene or area of operations.

Example: Heavy smoke showing from the first floor or several civilians in the water.

2. Examples of Preliminary Reports to Putnam 911

IC 22 to Putnam 911, at the address 2234 Route 22 we have smoke showing from the 2nd floor of a 3 story 50x75 residential dwelling. Type 5 Incident.

IC 12 to Putnam 911, Type 5 Incident, across from George's Diner, we have a report from civilians on scene of a person in the water approximately 10 yards offshore. No further info at this time.

3. Progress Reports

Progress reports should describe ongoing fire department/EMS operations any corrections/updates to be noted and operations continuing or incident under control. These reports shall be transmitted every 15 minutes or as necessary if conditions change significantly.

- IC 15 to Putnam 911, at corrected address 2236 Route 9 we are operating at a medium smoke and heavy fire condition throughout the building. Units are opening up and we have two handlines stretched and operating. Awaiting arrival of mutual aid companies.

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Preliminary search is underway. Type 4 Incident.

- IC 12 to Putnam 911, across from 52 Gleneida Avenue we are operating at a report of two persons in the water through the ice. Awaiting the arrival of Mahopac Falls dive team. Units are being assigned to staging area on Route 301 across from the bank.

4. Final Report

Shall be transmitted when the operations are concluded or incident is under control.

Example: at 2236 Route 9 fire IC 15 reports that the fire is under control. Mutual aid companies are in the process of taking up. Red Cross is on scene and in the process of relocating 6 families. Fire investigation team is on scene. 1513 shall assume Incident Command and remain on the scene until units have taken up.

1.7.1 (b) DEFINITIONS

When giving progress reports, use the information below as a guide. Remember that it is only your estimate and will not always be completely accurate.

Fire Conditions:

LIGHT: Fire which in all probability may be extinguished by the use of a portable fire extinguisher or by the use of 1 hand line.

MEDIUM: Fire that will require the use of multiple hand lines.

HEAVY: Fire condition that requires the use of multiple hand lines, the likelihood of mutual aid or a fire in an occupancy in which more than 50 percent of the structure is involved.

Smoke:

LIGHT: Light haze or smell of smoke isolated within structure and confined to a room or specific area

MEDIUM: Mandatory use of SCBA, smoke located throughout less than half of the structure.

HEAVY SMOKE: Smoke emanating from structure under pressure, smoke throughout the major portion of the building.

Under Control: No more units or mutual aid anticipated at this event. You may report approximate time for remaining on scene-or units will be taking up shortly

- * Even if fire is not technically under control, it may report “probably will hold with present assignment.”

1.7.2 ALARMS OF FIRE:

The tones of the fire department having jurisdiction shall be activated and the voice message broadcast over the selected tower as follows:

Putnam 911 to (*F.D. NAME*) respond to (*LOCATION/RESIDENCE*) for a (*DESCRIBE TYPE*) of fire. Dispatch shall be on assigned communications tower and frequency assigned. The time (military) and Dispatcher ID will be stated after each broadcast.

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The tones and voice dispatch will be repeated every FOUR (4) minutes or until first unit responds. After the first unit responds Putnam 911 will advise them to operate on a fire ground frequency (two, three, or four) as assigned by department or (at the discretion of the dispatcher) consistent with other fire activity. If there is no unit response within 10 minutes, 911 will apply (the ten-minute rule) as appropriate; requesting mutual aid from closest department. This stand for all calls – of any nature.

1.7.3 EMS CALLS:

The “Priority Dispatch” system will be used in the dispatching of all EMS calls. Each call will be assigned a response code, which indicates the types of units that are to respond, and how rapidly they are needed. The response codes consist of the letters A through E and are spoken using the phonetic alphabet. The following chart depicts the various response codes and their meaning:

RESPONSE CODE	RESPONSE TYPE	RESPONSE MODE	
		BLS	ALS
<u>A</u>LPHA	BLS Ambulance	Use discretion; based on agency policy	None
<u>B</u>RAVO	BLS Ambulance; Paramedic Unit	Emergency	Routine
<u>C</u>HARLIE	BLS Ambulance; Paramedic Unit	Emergency	Routine (use discretion)
<u>D</u>ELTA	BLS Ambulance; Paramedic Unit	Emergency	Emergency
<u>E</u>CHO	BLS Ambulance; Paramedic Unit; closest apparatus of any (appropriate) kind	Emergency	Emergency

NOTE: Response codes do not mandate a particular mode of response; they are recommendations only. EMS services should develop their own policies regarding modes of response.

The tones of the EMS agency having jurisdiction shall be activated and the voice message broadcast over the selected tower as follows:

Putnam 911 to "(AGENCY NAME) ambulance, respond to (LOCATION/ RESIDENCE) for (DESCRIBE MEDICAL EMERGENCY AND GIVE RESPONSE CODE)." Give time (military) and Dispatcher ID after each broadcast.

Responding EMS personnel shall call in to Putnam 911 in accordance with Section 1.7.7.

Paramedic units will be dispatched in accordance with Section 1.7.8.

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1.7.4 (a) POLICE (911) CALLS:

Activate A 1 Alert Tone twice (2 times) (*Poll Patrol Units*)

Putnam 911 to any available (*Sector Name*) Patrol in the area of (*LOCATION*) ?

Putnam 911 to (*AGENCY NAME OR PATROL NAME*) respond to (*LOCATION*) for a (*DESCRIPTION OF EVENT.*)

After *response* from units, Dispatch closest patrol unit.

1.7.4 (b) URGENT POLICE MESSAGE:

In cases of urgent information the Dispatchers shall activate alert tone and broadcast information before polling of police units.

1.7.5 EMERGENCY SERVICES COORDINATORS AND MUTUAL AID:

- a. Once an Emergency Services Coordinator (ESC) has signed on for a particular incident, Putnam 911 will notify any other ESC signing on for the same event that another ESC is responding.
- b. When an ESC signs on responding to an incident, Putnam 911 should be prepared to give the ESC a "run down" of all operating, responding and relocated units. In addition, the Incident Commander shall be identified. When an ESC has signed in service at an incident, all communications shall be routed through the ESC to & from Putnam 911.
- c. Should an additional incident occur in the County requiring mutual aid, Putnam 911 shall notify the ESC'S and notify any other ESC'S that sign on the frequency of mutual aid incidents already in progress.
- d. When an Incident Commander requests *mutual aid* through Putnam 911 and an ESC is available by radio, 911 shall make verbal notification to the ESC.
- e. All calls for mutual aid shall be made through Putnam 911. The radio identifier of the unit requesting mutual aid shall be verified and properly entered. The time of the request, the agency(s), units and or equipment requested, and the time when they are released from mutual aid shall be documented.
- f. Whenever an agency is dispatched to a call which turns out to be outside of their response district, the agency having jurisdiction of the outside district shall be toned and advised that another agency is operating in their district and the nature of the incident. The operating agency will indicate if assistance is needed by the home agency.
- g. Emergency Services Coordinators shall use "IamResponding" system to notify the 911 dispatch

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center of response status.

1.7.5. (1) Notification of Emergency Services Coordinator: Fire Incident

- a. Whenever mutual aid is dispatched, the ESC'S notification shall be made along with a message specifying the nature and location of the mutual aid. Give time (military) and Dispatcher ID with each message. This shall include anytime a county response team is called.
- b. Whenever the Incident Commander requests an ESC, the ESC'S notification shall be made along with a message regarding the nature of the request.
- c. The Incident Commander is responsible for the units required at the incident; the ESC is responsible for agency backfill; including mutual aid agencies.

1.7.5. (2) Notification of EMS Director & ESC: EMS Incident

- a. Whenever the Countywide MCI Plan is activated, the EMS Director & ESC notification shall be made along with a message of particulars.
- b. When a request is received by Putnam 911 to have an ambulance go on standby, the EMS Director & ESC notification shall only be made if there are (3) or more ambulances at the same incident or 2 or more medics are at the same incident.

1.7.5 (3) Methods of Notification (Emergency Services Coordinators)

- a. Notification of the Emergency Services Coordinators shall be via Tones/ Voice Page and Text message (via Outlook EMAIL/TEXT Message).
- b. Coordinators "tones" shall be activated for all calls where the services of a coordinator are requested or where coordinators generally assigned or whose services may facilitate the Incident Commander

1.7.5 (a) SPECIAL TEAMS:

The Fire Investigation Team (FIT), Hazardous Materials Response Team (HMRT) / Credible Assessment Team (CAT), Fire Police Response Team (FPT), and the Foam Assistance Response Team (FART) shall only be dispatched upon a request from a Putnam County Mutual Aid Plan Participant or on authority of the Commissioner or an Emergency Services Coordinator. Out of County Mutual aid requests must come through the County Communications Center (Putnam 911) from a Mutual Aid County, as authorized to make such request or through activation by the State Fire Mobilization Plan (OFPC).

The requested team's tones shall be broadcast on frequency 46.38.

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Request shall be made up to Three Times 3x. (Std. 4 minutes between request).

The tones shall be followed by a voice message describing the nature and location of the request and any other pertinent information regarding the incident. Whenever a request is received for activation of a County Special Team, the ESC tones shall be activated. Tones shall be transmitted three times or until a minimum of three team members advise they are responding.

1. HAZMAT / CAT TEAM:

The Hazmat Team tones will be simulcast over the Mt. Ninham and Graymoor towers, with a verbal message giving information on and location of the incident. Give time (military) and Dispatcher ID after each broadcast. Repeat the verbal message over the A. T & T Tower, and Tinker Hill. A Text message will also be sent out; | HAZMAT| Location | Incident Details | Other Details.

Individual Team members will report into Putnam 911- through the use of “IamResponding”; to report they are responding. Putnam 911 Dispatch will promptly echo member units calling in with status over Dispatch Channel 1. All Hazmat Team members ID's begin with "50." Putnam 911 will log the ID(s) of the team members that call in and will ECHO the number of team personnel responding, along with the ID numbers to the Incident Commander, upon status report.

2. FIRE INVESTIGATION TEAM:

Fire Investigation Team tones will be simulcast over Mt. Ninham and Graymoor towers with a verbal message giving information on and location of the incident. Repeat the verbal message over the A.T. &T. Tower, and Tinker Hill. Give time (military) and Dispatcher ID after each broadcast. A Text message shall also be sent out. ; | FIT | Location | Incident Details | Other Details.

Individual team members will report into Putnam 911- through the use of “IamResponding”; to report they are responding. Putnam 911 Dispatch will promptly echo member units calling in with status over Dispatch Channel 1. All Fire Investigation Team Members ID's begin with "40." Putnam 911 will log the ID(s) of the team members that call in and will ECHO the number of team personnel responding, along with the ID numbers to the Incident Commander, upon status report.

3. FIRE POLICE RESPONSE TEAM:

Fire Police Team tones will be simulcast over Mt. Ninham and Graymoor towers with a verbal message giving information on and location of the incident. Repeat the verbal message over the A.T. &T. Tower, and Tinker Hill. Give time (military) and Dispatcher ID after each broadcast. A Text message shall also be sent out. ; | FIREPOLICE | Location | Incident Details | Other Details

Individual team members will report into Putnam 911- through the use of “IamResponding”; to report they are responding. Putnam 911 Dispatch will promptly echo member units calling in with

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status over Dispatch Channel 1. All Fire Police Team members ID's begin with "45." Putnam 911 will log the ID(s) of the team members that call in and will ECHO the number of team personnel responding, along with the ID numbers to the Incident Commander, upon status report. When FPRT is in service at a non emergency event they shall sign on with Putnam 911 and sign back in service upon completion. It is not necessary to "tone out" team for non emergency preplanned events i.e. parades.

4. CREDIBLE ASSESSMENT TEAM:

The Credible Assessment Team will be notified of a request via Outlook EMAIL Text Message giving information on and location of incident. Time of Dispatch (24 Hour clock) and Dispatcher ID# shall be broadcast after each message.

Individual team members will report into Putnam 911- through the use of "IamResponding"; to report their response status. Putnam 911 Dispatch will promptly echo member units calling in with status over Dispatch Channel 1. All CAT team members ID's begin with "55." Putnam 911 will log the ID(s) of the team members that call in and will ECHO the number of team personnel responding, along with the ID numbers to the Incident Commander, upon status report.

5. FOAM ASSISTANCE TEAM:

The Foam Assistance Team will be notified of a request via Outlook EMAIL Text Message giving information on and location of incident. Dispatchers shall broadcast time (24 hour clock) and Dispatcher ID# after each message.

Individual team members will report into Putnam 911- through the use of "IamResponding"; to report their response status. Putnam 911 Dispatch will promptly echo member units calling in with status over Dispatch Channel 1. All CAT team members ID's begin with "65." Putnam 911 will log the ID(s) of the team members that call in and will ECHO the number of team personnel responding, along with the ID numbers to the Incident Commander, upon status report.

1.7.5 (b) FAST TEAMS

UPON REQUEST BY THE INCIDENT COMMANDER and absent any specific request, Putnam 911 will dispatch the closest appropriate FAST. Putnam 911 will activate tones of the agency being requested (as a FAST) up to a maximum of three times (following the standard 4 minutes between dispatches). Members of the selected FAST are expected to report to their agency base and advise of availability. If a TEAM has not established and able to respond within the three (3) tone activations, Dispatchers shall exercise *Dispatcher Discretion* in order to secure a FAST and tone out the next available agency. This shall be reported to the IC or Emergency Services Coordinator on scene.

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1.7.5 (c) SPECIAL REQUEST

If not otherwise specified, when a request is received by Putnam 911 for special assistance from another department,(i.e. specialized equipment) the closest available department with those assets shall be dispatched.

For Example: If the Putnam Lake Fire Departments makes a request for a “dive team” the closest department with that asset will be dispatched. If the Putnam Lake Fire Department makes a request for a particular department, that agency will be dispatched.

1.7.6 REQUESTS FOR ADDITIONAL AMBULANCES:

Any requests for an additional ambulance to the scene of an incident or for another call in the jurisdiction where a unit has already been dispatched, tones for the two closest ambulance services shall be activated along with the tones of the original agency.

Examples:

1. Brewster Ambulance is on the scene of a PI Auto Accident at 1400 Hrs and requests an additional ambulance. Brewster, Putnam Lake and Carmel tones will be activated to cover the call.
2. Carmel Ambulance has been dispatched to Arms Acres at 0900. At 0905 Hrs another call is received for Putnam Plaza. Carmel, Brewster and Mahopac tones are activated for response.

1.7.7 AMBULANCE CREW RESPONSE:

When an ambulance agency is alerted of a call, members who are responding to the call shall report into Putnam 911- through the use of “IamResponding”; to report their member position and where they are responding to (ie: station or scene).

Putnam 911 Dispatch will promptly echo member(s) NEEDED position(s):
(EMT / Driver / Driver/EMT / Attendant) and status over Dispatch Channel 1.
(I.e. “Kent - EMT and Attendant needed”).

Putnam 911 will rebroadcast call after 2 minutes and advise of the status of the call. If the call is not covered after 5 minutes (with a minimum of an EMT and a driver), Putnam 911 will proceed as follows based on the following areas:

Philipstown / Garrison & Putnam Valley / Continental Village
Medic 1 & 2 area:

The 2 closest ambulances shall be alerted for possible mutual aid. Nothing in this section shall preclude response by the agency that was originally dispatched. At the agency’s discretion, the “home” agency may handle the call driver alone if the medic is responding.

Mahopac / Mahopac Falls - Carmel / Kent
Medic 3 area:

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Monday through Friday between 0600 hours and 1800 hours Medic 3 will handle all bravo level and above calls if they were dispatched to the call. Nothing in this section shall preclude response by the agency that was originally dispatched. At the agency's discretion, the "home" agency may respond driver alone during the above hours and transport using the EMT from the Medic 3 ambulance – there by keeping the medic in service. Also during the above hours, Medic 3 will be dispatched to cover all alpha level calls in their response area if the "home" agency doesn't establish a minimum crew within 5 minutes. As above, at the agency's discretion, the "home" agency may respond driver alone and use the EMT from the Medic 3 ambulance. In all cases, the driver alone ambulance will be advised when the Medic is on location so that the driver doesn't arrive at the scene prior to the medically trained responders.

If a different Medic responds to the area due to Medic 3 being out of service, as noted above, at the agency's discretion, an agency may handle the call driver alone with the Medic.

NOTE: If the driver alone ambulance has a prolonged response and Medic 3 is on location, Medic 3 may, cancel the driver alone ambulance and transport the patient as per their SOG. Also, if the call is going to be an ALS level call, Medic 3 will transport the patient, but the driver alone BLS ambulance may, at the driver's discretion, respond to assist Medic 3.

When Medic 3 is not transport capable (with EMT and medic) or is out of service - The 2 closest ambulances shall be alerted for possible mutual aid.

Patterson / Lake Carmel / Brewster
Medic 4 area:

During times when BLS 4 is in service (0600 hours – 2200 hours):
BLS 4 will be dispatched to all calls and assigned if home agency is unable to establish a minimum crew. An alert tone specific to the ALS units and BLS 4 will be sounded by Putnam 911 prior to voice dispatch, as with ambulance and fire department dispatches. Nothing in this section shall preclude response by the agency that was originally dispatched. The home agency may cancel BLS 4 once they are responding.

During times when BLS 4 is NOT in service:
The 2 closest ambulances shall be alerted for possible mutual aid. Nothing in this section shall preclude response by the agency that was originally dispatched.

If additional Commercial BLS Units are available to Putnam 911 – they will be used as needed; and assigned calls following the above referenced policies. Putnam 911 shall coordinate all resources.

1.7.8 ADVANCED LIFE SUPPORT (Ground Units):

Dispatch communications with ground Advanced Life Support units (fly cars) shall be made on channel 1. Two-way communication of ALS units will be on channel 6.

The appropriate available ALS unit(s) shall be dispatched simultaneously with the appropriate local

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ambulance. An alert tone specific to the ALS units will be sounded by Putnam 911 prior to voice dispatch, as with ambulance and fire department dispatches.

In accordance with the priority dispatch system, Putnam 911 will dispatch an ALS unit on all EMS calls having a response code of BRAVO, CHARLIE, DELTA or ECHO. If two or more ALS units are out of service, ALS will not be dispatched to BRAVO level calls. The Emergency Medical Technician, on the local agency ambulance responding to an EMS call, may request an ALS unit for calls that ALS has not been dispatched; if it has been determined that ALS is required.

The paramedic will provide patient care cooperatively with the ambulance crew and will accompany the patient in the ambulance if ALS care is required. If ALS care is not required, the paramedic will assist the ambulance crew, if necessary, and return to service.

In the cases where an agency is unable to establish a full crew the paramedic / EMT(crew) (depending on unit) shall be permitted to ride in the agency ambulance (or complete transport) to the hospital as a substitute for the ambulance agency's EMT in cases where the patient does not require advanced life support care. (See above – based on unit)

As ALS resources are utilized, the remaining available units shall relocate according to the Paramedic Unit Assignments document.

If the closest ground ALS unit is not available for a call, the next closest unit will be dispatched. The decision will be based on the remaining ALS units' relocation status. If the relocation status is not known, the 911 dispatcher will poll the appropriate ALS units to determine which is closest.

Dispatchers will request out of county ALS resources and/or backfill units from the county's contracted ALS provider whenever in-county ALS resources have been exhausted or the remaining in-county units would be further away than an out of county unit. If ground ALS is not available for a call that meets the criteria above, Putnam 911 shall notify the responding local EMS agency unit with the message... "*(insert unit number)* ALS is not available for your call."

Whenever a helicopter medical service is requested by the local EMS agency, ground ALS shall also be dispatched to the scene of the emergency (if not already done so).

The Emergency Medical Technician, on the local agency ambulance responding to an EMS call, shall have the authority to cancel ALS response based on existing regional protocols. ALS shall be dispatched whenever the Countywide MCI plan is activated. Consideration shall be made for requesting additional resources.

1.7.9 MEDIVAC HELICOPTERS:

All requests for Medivac helicopters from within Putnam County shall be made to Putnam 911. Putnam 911 shall obtain the following information from the Incident Commander prior to contacting Air Medivac:

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1. The requesting agency
2. The location of the incident
3. The number of injured requiring Medivac
4. The nature of the injury of those requiring Medivac
5. The location of the landing zone for the helicopter
6. Any other pertinent information

Putnam 911 shall obtain from Medivac Helicopter Dispatch, the estimated time of arrival of the Helicopter at the landing zone and relate that information to the incident ground contact. The ground contact shall report to Putnam 911 when the helicopter is “on the ground” at the incident and when it is airborne again.

Putnam 911 cannot directly contact the Medivac Helicopter to provide instructions or relay information.

Whenever a helicopter is requested, Putnam 911 shall dispatch the Fire Department having jurisdiction to provide landing site security.

The radio identifier of the ground contact shall be **LZ** followed by the *agency number* as in Section 1.4. (Ex. Mahopac Fire Department **LZ** shall be designated **LZ 18**.)

****** All communications with Air Traffic shall be on Channel 7 (46.100)******

1.7.10 RADIO ASSISTANCE TO EMS UNITS:

When requested, Putnam 911 shall assist EMS units making contact with a hospital utilizing the high-band frequencies and the relay of information when requested.

All information regarding such assistance shall be recorded.

1.7.11 NYSP AVIATION

NYSP Aviation is available for all calls. If needed contact shall be made through the PC 911 Communications Center.

NYSP Aviation will come out for any police mission or any fire mission (other than water drops) without prior approval on their end (if it is a police call, approval must come from the police agency handling).

Some examples they will come out for: a person(s) search, they will take a fire chief/coordinator up to survey a fire scene for surveillance, advancement of gear into remote areas, removal of gear out of remote areas.

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For any call involving water drops,

1. The on-scene Coordinator or Commissioner of Emergency Services or Emergency Manager shall consult with the NYS Forest Ranger for Consideration.
2. Contact shall be made through the County Communications Center with specific details of water drop operations.
3. Putnam 911 will make appropriate arrangements with the State Emergency Management Office.
4. The SEMO representative will in turn contact NYS Forest Ranger to validate the request.

Criteria used for determination of use of helicopters: size of fire, weather, urban interface, time of day, type of fire (i.e., surface, ground or crown)

- a. Four or more fire departments involved
- b. High fire danger rating
- c. Property or life at risk or will be within the next one to two hours
- d. Half hour before sunrise until three hours before sunset (understand that when requesting notification is past 1600hrs the resource will be arriving by the next morning)
- e. Surface or crown fires, keep in mind that flame height more than eight feet will be minimally affected by water drops
- f. Utilization of other suppression resources are ineffective or unavailable

Negative indicators for helicopter operation

- a. Helicopters cannot be used during darkness
- b. Helicopters will not be used for ground fires
- c. Helicopters cannot be used during high winds greater than 30mph
- d. Water resources have to be closer than 10 minutes air travel with required depth and approved approach patterns.

1.7.12 FOREST RANGERS:

Whenever a New York State Forest Ranger is requested to the scene of an incident in Putnam County, Putnam 911 shall contact the New York State Department of Environmental Conservation Regional Office or the Ninham Field Office and relay all information related to the request.

1.7.13 METRO NORTH:

In the event of an emergency on Metro North property in Putnam County, in addition to dispatching the Putnam agency having jurisdiction, Putnam 911 shall notify Metro North via telephone. Metro-North emergency vehicles are authorized to utilize frequency 46.38 while operating at emergencies within Putnam County.

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Their radio identifiers are: 2641 2642 2643.

These are the identifier numbers that were assigned by Westchester County and do not coincide with the Putnam County radio identifier system.

1.7.14 NEW YORK CITY WATER SHED:

In the event of an emergency involving New York City Watershed land, in addition to dispatching the Putnam agency having jurisdiction, Putnam 911 Control shall notify NYCDEP.

Their response vehicles are authorized to utilize frequency 46.38 and will use the following radio identifiers: 6611 Chief Inspector 6612 Inspector 6613 Utility Vehicle.

1.7.15 PUTNAM COUNTY HEALTH DEPARTMENT:

Whenever the Putnam County Health Department is requested to the scene of an incident, Putnam 911 shall contact the Putnam County Health Department by telephone and relay all important information required.

1.8 CANCELING DISPATCHES:

When requested by the Officer in command or when a bona fide follow-up call from the original caller warrants the cancellation of a dispatch, (patient transport via private vehicle) the pager tones only (blue button) for the agency(s) that have been dispatched shall be activated, along with a message over 46.38 stating that the dispatch has been canceled and the reason for the cancellation.

Cancellation shall be at the discretion of the Dispatched agency(s) officer in charge.

1.8.1 DISPATCHER DISCRETION:

When circumstances arise that are not covered in this procedure, when necessary, the dispatcher is granted discretionary authority to act, with the provision that such actions are consistent with training and standard SOP's and SOG's."

1.9 RADIO SYSTEM TESTS:

MONTHLY TEST:

A Monthly test of all Putnam 911 transmitters shall occur as follows:

<u>RADIO TOWER</u>	<u>FREQUENCY</u>	<u>CONTACT</u>
Mt. Ninham	155.340	Putnam Hospital Center
Mt. Ninham	46.38	Carmel Police
Local	46.38	Kent Police
Local	46.38	PC Sheriff's Office
Local	45.88	60 Control (Westchester)

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Local

45.88

Dutchess 911

1.9.1 DAILY STATUS REPORT:

At 0900 Hrs and 1800 Hrs (approx.) the A1 alert tone shall be activated twice and a voice message shall be transmitted over dispatch Channel 1 indicating any vehicles out of service. In addition, the Commissioner and Emergency Service Coordinators out of service shall be announced. ESC status will also be announced during the Sunday AM test as outlined in 1.9.3 of this document. Announcement shall also be made of any unusual dispatch information such as major closing of main roads, forecasted severe weather bulletins, unusual hospital diversion information and ALS Units relocated or out of service.

1.9.2 MALFUNCTIONS:

Any deficiencies in the above testing shall be reported immediately to the Communications Supervisor, who will notify the Commissioner.

1.9.3 SUNDAY TEST:

1. A test of all Fire and EMS agency alerting tones will be conducted every Sunday at 0900 hours.
2. Messages for the weekly test shall be forwarded to Putnam 911 by the Bureau of Emergency Services.

1.10 ANNOUNCEMENTS AND TEST MESSAGE (NON-EMERGENCY):

Fire Departments and Ambulance Corps are expected to perform their own non-emergency announcements under normal circumstances. Prior to using any authorized frequency for any agency announcement Putnam 911 must be notified. Putnam 911 will not normally perform these announcements unless the agency is unable to, due to radio failure or other justifiable reason.

If an agency is unable to perform an announcement, the request to have announcement made by Putnam 911 shall adhere to the following guidelines:

1. FAX (845-808-4013) or deliver the announcement to Putnam 911 by 17:30 Hrs on the day of the requested announcement.
2. Request must have the name of the Department official making the request and must be signed.
4. Agency tones only will be activated for individual department messages.
5. Messages will be broadcast as close to 1800 Hrs as possible based on frequency availability.
6. Permission to perform a test while emergency operations are underway, may be granted by the IC or the unit in charge of any and all active incident(s) and in compliance with the these guidelines.

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1.10.1 AUTHORITY FOR MULTI-AGENCY (COUNTY-WIDE) ANNOUNCEMENTS:

All Countywide or multi agency message are to be broadcast by Putnam 911. At no time is an individual agency to attempt to broadcast a multi-agency announcement.

1. County-wide announcements must be in writing and must be authorized by one of the following:
 - a. Commissioner
 - b. Deputy Commissioner
 - c. Director of Emergency Management
 - d. Director of EMS
 - e. Emergency Services Coordinator

1.10.2 LOCAL AGENCY AUTHORITY:

Local agency base stations shall secure, via telephone, permission from Putnam 911 prior to using any authorized frequency for any non-emergency announcement, message or tone test.

No emergency dispatches or re-dispatches should be broadcast by a local agency unless so directed by Putnam 911 (example: fallback condition).

The Chief of a Fire Department or the Captain of an Ambulance Corps, (or their designee), may only request tone activation/broadcast by Putnam 911 **for their respective agency.**

1.10.3 PERMISSIBLE ANNOUNCEMENTS:

The categories listed below are permissible announcements:

- Funerals
- Drills and Training
- Meetings of Fire & EMS Organizations
- Change of Meetings, Drills and Training
- Parades
- Inspections
- Special Details
- Inclement Weather Notification
- Vehicles/Equipment Out of Service
- Relocated Apparatus
- Other Messages as Authorized by a Commissioner
- Announcements or messages not related to Fire and/or EMS functions are not permitted

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1.10.4 ANNOUNCEMENT REQUESTS:

Announcements may be requested by the Commissioner, Deputy Commissioner, EMS Director, Emergency Management Director and a Deputy Emergency Services Coordinator at any time. These announcements need not be in writing and upon completion of the announcement the dispatcher shall broadcast the name and/or title of person authorizing the announcement.

In unusual circumstances a Fire Department Chief Officer or Ambulance Corps Captain may call the Control Center and a verbal request for a non emergency announcement will be accepted by the Supervising Dispatcher.

All Departments are encouraged to comply with the provisions of section 1.10 whenever possible.

1.11.0 DESIGNATED RADIO IDENTIFIERS:

Radio Identified as:

CAR #1	Robert McMahon		
CAR #1A	Adam B. Stiebeling	CAR #7	Kenny Clair
CAR #2	Thomas (Ron) Davies	CAR #8	Cris Dellaripa
CAR #3	Michael Hengel	CAR #9	J. Ralph Falloon
CAR #4	James Ciulla	CAR # 10	Eric Gross
CAR #5	Douglas Casey	CAR # 11	Jeff Boyle
		CAR # 30	Robert Cuomo
		CAR # 31	Thomas C. Lannon

**** Car #30 is the EMS Director.

**** Car #31 is the Director of Emergency Management.

**** Car #10 is the Bureau of Emergency Services Public Information Officer, does not assume duties as an ESC and is not reported in the Line of Authority in accordance with Section 1.11.0.

1.11.1 COMMISSIONER CONTACT:

Bureau of Emergency Services Commissioner and Deputy Commissioner shall be notified 24 Hours a day for any calls of unusual nature, any civilian fatality or any serious injury or fatality to Fire, EMS, or Police personnel, or unusual event in the county

Clarification: Notification need not be immediate but as conditions in the dispatch center allow.

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1.12 RADIO ETIQUETTE:

TEN CODES:

No "ten code" system shall be utilized on the authorized frequencies. Units shall exchange information of official nature, being respectful and courteous at all times. The use of pleasantries such as "thank you very much" are not required. Messages should be kept short and to the point in order to keep the network open for additional message traffic.

There shall be no use of "radio slang," as this may not be universally understood and may actually prolong the exchange of information.

Speak clearly with the microphone in front of your mouth. Make sure the push-to-talk button is depressed BEFORE you begin to speak.

Units shall be recognized by radio identifier before transmitting information, i.e.: 1771 to Putnam 911. Unit shall await acknowledgement from Putnam 911 before proceeding with radio traffic.

When calling another unit, state the name of the unit you are calling first, followed by your unit ID.

Example: "1171 to Putnam 911"

Putnam 911 will follow the same procedure when calling a unit in the field.

1.12.1 COURTESY:

All users of the County Bureau of Emergency Services radio system shall remain courteous in their demeanor while using the radio system.

1.12.2 UNUSUAL EVENTS/INQUIRY

Any and all inquiries regarding the operation of the Fire and EMS radio system shall be channeled through the Commissioner of Bureau of Emergency Services. Dispatchers shall report discrepancies to the Bureau of Emergency Services Staff in Charge of Communications, for disposition. Field units shall report discrepancies to the Commissioner via written form through assigned ES zone coordinator for disposition.

1.12.3 STANDARD WORDS AND PHRASES:

- RESPONDING = Unit is responding to the incident.
- ON THE SCENE = Unit calling has arrived at the incident site.
- LOCATION = Where the incident site is.
- ENROUTE = Unit is moving from the incident site to another location.
- AVAILABLE = Unit is available for dispatch.
- AVAILABLE BY RADIO = Unit is available via the frequency for dispatch.
- OUT OF SERVICE = Unit is not available for dispatch.

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1.12.4 URGENT TRANSMISSIONS:

If a message is considered to be of an urgent nature, Units are to preface message by clearly stating urgent before transmitting message.

EXAMPLE: 19-1-1 to Putnam 911 - Urgent.

Upon hearing this message, Putnam 911 shall activate the alert tone and state, "all units in the field stand by. 19-1-1 proceed with the urgent message."

All other units shall cease transmitting until Putnam 911 re-broadcasts the alert tone and advises, "units in the field may continue with normal transmissions."

Units are to use Urgent for messages that must be relayed immediately for true emergency reasons.

EXAMPLES OF URGENT MESSAGES:

- Incidents affecting the response of the unit (accident, etc.)
- Units under attack or harassment requiring the assistance of Police.
- Severe injuries to members on scene requiring immediate additional assistance.

1.12.5 Communications Terminology:

The following emergency Radio **Communications Terminology** will be used as indicated.

1. The terms "MAYDAY" and "URGENT" will be used only in situations where immediate communication is necessary to protect life or prevent serious injury. Whenever the terms "MAYDAY" or "URGENT" are transmitted, all radio traffic shall cease except those between the person initiating the emergency transmission and the Incident Commander/ESC.
2. Whenever a structure or area is evacuated or whenever a FAST is assigned a rescue task, or after a "MAYDAY" transmission, the IC shall initiate an immediate role call and account for all subordinates and report status to ESC and to Putnam 911.
3. MAYDAY transmissions have priority over Urgent. MAYDAY shall be used in **four (4)** cases only.
 - a. Imminent collapse feared- any member becoming aware of imminent collapse shall report to the incident commander in the following format: IC 23 this is 23-21 Officer with a "MAYDAY." Upon acknowledgment from IC, 2321 Officer, reports Collapse Imminent. Reporting member shall give the location as best as possible and the IC shall order all members from the structure and section 2.
 - b. Structural Collapse: has already occurred. Any member may report this, along with an accurate location.

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- c. Missing Member: If an Officer has lost contact with a member under his supervision, he shall transmit to the IC "MAYDAY Member missing! Reporting Officer should transmit last known location of missing member.
 - d. Member is unconscious or has suffered a life threatening injury.
- 4 Urgent shall be used when a member needs to get control of the communication network.
Example: IC 23, this is 2321, *urgent*. After acknowledgment by IC 23- 2321 reports fire conditions deteriorating rapidly of trapped occupants or a member down. (Not life threatening) It may also be used to have members back out and initiate outside only attacks if conditions dictate.
- 5 The term "Collapse" shall only be used to indicate a building collapse, not to report the collapse of a member or civilian.

Note: It is important that in all cases of a MAYDAY and or URGENT Transmissions or as indicated in Section 2, that the IC conducts an accurate personnel accounting reporting procedure (Roll Call of members on scene).