

OG-300: Oneida County Fire Dispatch

ONEIDA COUNTY DEPARTMENT OF EMERGENCY SERVICES	NUMBER: OG-300
	SUPERSEDES: All Previous
	EFFECTIVE DATE: December 5, 2012
STANDARD OPERATING POLICY & PROCEDURE	
SUBJECT:	REVISED DATE: June 1, 2019
Oneida County Fire Dispatch	DISTRIBUTION: ALL AUTHORIZED MANUALS 1 Each - All Telecommunicators
AUTHORITY:	ISSUED BY:
Kevin W. Revere Director of the Oneida County 911 Center	Kevin W. Revere Director of the Oneida County 911 Center
REFERENCES:	

PURPOSE:

To state the Oneida County 911 Communications Center's policies, procedures and definitions regarding Oneida County Fire Dispatch procedures. *Note: Unless noted otherwise, Section I covers all departments in Oneida County. Section II covers additional requirements for the Rome Fire Department and Section III covers additional requirements for the Utica Fire Department*

POLICY:

It shall be the policy of the Oneida County 911 Communications Center to:

- A. Provide and maintain an updated protocol in order to ensure the safe, secure, and timely handling of all radio transmissions.
- B. Ensure that all system users, field users and 911 Center staff, are familiar with and trained in the proper procedures designed for their assigned duties of receiving and transmitting on the Oneida County Radio System(s).
- C. Provide the necessary reference/training materials to enable system users the ability to perform their assigned job duties.

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- D. Establish a standard procedure regarding dispatching of public safety field personnel.
- E. Ensure prompt dispatch of information to public safety field personnel by a competent and well-trained staff in emergency and non-emergency situations.
- F. Provide adequate initial and on-going training for public safety telecommunicators to ensure the prompt and accurate dispatch of information received.
- G. Ensure appropriate documentation of calls dispatched for service through the accurate and efficient use of CAD and non-CAD procedures.
- H. Provide additional and/or requested information to public safety field personnel and user agencies as necessary and appropriate in accordance with the 911 Center's mission.
- I. Require employees to immediately report to the Shift Supervisor on duty all incidents where an excessive delay has occurred which may impact on the operation or credibility of the 911 Center.
- J. Comply with all State and local laws, rules, regulations and standards that may relate to this Policy.

DEFINITIONS:

1. ALS AMBULANCE: Advanced life support ambulance - Provides EMS at the AEMT Critical Care or Paramedic level. *See BLS Ambulance. (revised 6/1/19)*
2. AIR BAGS: Equipment used by fire department for lifting heavy objects or spreading apart machinery.
3. CASCADE: A vehicle that responds to fill Self Contained Breathing Apparatus (SCBA). Oneida County Emergency Services currently has two vehicles that respond throughout

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the county. The vans can also fill SCUBA bottles used by law enforcement and fire department water rescue or dive teams.

4. APPARATUS: A motorized machine used to transport personnel and available equipment.
5. ATTACK: The actual firefighting operations using firefighters and available equipment.
6. AUTOMATIC ALARM: any fire alarm that is received indicating that a fire alarm control panel was activated, dispatch alarms with the information that is received. *(revised 6/1/19)*
7. BACK DRAFT: An explosion or rapid burning of heated gases resulting when air is admitted to a building where a fire has depleted the oxygen content of the building.
8. BACKFIRE: A deliberate setting of fire in the path of a spreading wild land fire.
9. BLS AMBULANCE: Basic life support ambulance - An ambulance that provides EMS at the EMT Basic or EMT Defibrillator level and transports the sick or injured to the hospital. *See ALS ambulance.*
10. BRUSH FIRE: A fire in an area of bushes, shrubs, or brush, as distinct from a forest fire.
11. CLASS "A" FIRE: Fire occurring in ordinary combustibles that are usually extinguished by water (Example: paper or wood).
12. CLASS "B" FIRE: Fires involving flammable liquids that are usually extinguished by smothering.
13. CLASS "C" FIRE: Fires involving electrical equipment.
14. CLASS "D" FIRE: Fires involving metals that contain their own oxygen (Example: magnesium).

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15. COMPANY: A fire-fighting unit such as an Engine Company or Truck Company.
16. DEC SPILL NOTIFICATION: Department of Environmental Conservation - This agency is notified of hazardous materials spills. Notification is to be made when authorized by the fire agency.
17. DEFENSIVE ATTACK: Attacking the fire from outside the building. May involve using large hand lines, master stream devices or aerial master streams. May be referred to as an exterior attack. *(revised 6/1/19)*
18. DETAIL: Lower priority emergencies such cellar pumping, searches, wires down and trees down.
19. DRAFT: The process of raising water from a static source to supply a pumper. It can be used at the scene of a fire with no hydrants or done at a fill site to fill tankers who then respond back to the fire scene.
20. EMD: Emergency Medical Dispatch – Established procedure for interviewing callers seeking EMS services to determine the level of care required.
21. EXPOSURE FIRE: Any combustible item threatened by something burning nearby that has caught on fire.
22. ERG: Emergency Response Guide Book – The “Orange Book” published by the DOT used by first responders on the initial response to possible Haz Mat incidents.
23. FAST TEAM: Firefighter Assist Search Team – A trained team of 4-6 firefighters whose sole purpose is to rescue firefighters should the need arise. Formally known as RIT.
24. FILL SITE: Could be a hydrant, pond or creek. An engine may be sent there to supply water to tankers who then respond back to the fire scene.
25. FIRE COORDINATOR: Function is to assist the fire service in training, organization and mutual aid. Reports to the County Executive. There are four deputy coordinators.

26. FLAMMABLE LIQUID: Those liquids with a flash point below 100 degrees Fahrenheit.
27. FLASH OVER: A type of fire that spreads with almost explosive rapidity due to influx of oxygen.
28. HIGH RISE: A structure over four (4) stories.
29. IC: Incident Commander
30. ICS: Incident Command System.
31. INCENDIARY: Fire is deliberately ignited under circumstances in which the person knows that the fire should not be ignited.
32. INDIAN TANK: Metal or plastic water cans with a nozzle that holds five (5) gallons of water. Used at brush and grass fires by firefighter(s) in locations that may not be reached by fire apparatus.
33. INVESTIGATION: Reports of unsubstantiated potential emergencies, for example, a smoke detector activation with no smoke present, a carbon monoxide activation where no one is ill and an odor of smoke with no smoke visible.
34. JAWS: Hydraulic equipment rescue tools used to cut or spread apart equipment or vehicles.
35. KNOCKDOWN: To suppress the bulk of flames so that the area is darkened out.
36. KNOX BOX: A Knox Box is a secure key safe that mounts on the wall of a building. The only keys available to open the box are in the possession of the fire department. When there is a fire alarm or a fire, the fire company can access the key safe and use the building keys to enter the building rather than breaking into the building.
37. LAY IN: To drop a stretch of hose from one place to another such as to lay in from a hydrant to a fire or from one engine to another.

38. MAYDAY: Message transmitted when a firefighter is in need of assistance that if not assisted will cause injury to the firefighter or other firefighters. This distress call consists of the words "May-Day" said at least three times.
39. MEDICAL EMERGENCY: When a person is in need of emergency medical attention. The person will most likely be transported to a hospital.
40. MOTOR VEHICLE ACCIDENT: The unintended collision of one motor vehicle with another, a stationary object, or person, resulting in injuries, death and/or loss of property.
41. LIFT ASSIST: This person does not require transport to a hospital but still is in need of assistance (Example: elderly man who has fallen and wife is physically unable to assist).
42. MHL: Mental Hygiene Law
43. MHL22.09: Emergency services for persons intoxicated, impaired, or incapacitated by alcohol and/or substances.
44. MHL9.41: Any person who appears to be mentally ill and is conducting himself or herself in a manner which is likely to result in serious harm to the person or others as determined by law enforcement.)
45. MUTUAL AID: When the department requests assistance from other agencies.
46. NIMS: National Incident Management System.
47. ODOR OF SMOKE: When a person smells smoke; important to determine where the smoke is coming from (inside the house, in the basement or outdoors).
48. OFFENSIVE ATTACK: Attacking the fire by entering a structure with hand lines and attempting to extinguish the fire at its origin.

49. OVERHAUL: The area involved in the fire is carefully scrutinized for any remaining traces of fire; done to prevent rekindle.
50. PUBLIC SAFETY TELECOMMUNICATOR (PST): The individual employed by public safety agency as the first of the first responders whose primary responsibility is to receive, process, transmit and/or dispatch emergency and non-emergency calls for law enforcement, fire, emergency medical, and other public safety services via telephone, radio and other communication devices.
51. RECOMMENDATIONS: A feature in CAD that is pre-loaded with apparatus to be sent to reports of emergencies. May also be referred to as “2nd Alarms” , 3rd Alarms or “Box Alarms”
52. SCBA: Self Contained Breathing Apparatus. SCBA are filled with normal filtered atmospheric air. They are not interchangeable with SCUBA bottles. SCBAs usually have a 30-45 minute supply of air.
53. SPRINKLER: Equipment whereby water is piped to specially designed sprinkler heads throughout a building and operated automatically in case of a fire.
54. STANDPIPE: A pipe placed in a building filled with water and an outlet on each floor to supply water to combat fires. It may also be called a Fire Department Connection (FDC).
55. STRUCTURE FIRE: Fire originating in and burning any part or all of any building, shelter, or other structure.
56. TRAINING TOWER: Used by firefighters for training. The Oneida County Training Towers are located in Whitestown, Teelin’s Pond (Rome), Bridgewater and Remsen. Some fire departments have their own towers.
57. TANKER: An apparatus that contains a larger water tank rather than an engine and is used to carry water to scenes where hydrants are not available. A tanker usually has a small pump and may carry basic firefighting equipment. Also called a “Tender”.
58. VEHICLE FIRE: Fire involving a vehicle of some type; car, truck, self-propelled farm vehicles, etc.

59. WORKING FIRE: Fire department will give this report when they arrive on the scene and discover a fire in progress. This term is used by an incident commander at a fire. Incident in which all companies on scene will be working and unavailable for an extended period of time. Additional personnel will often be required.

PROCEDURE:

I. ONEIDA COUNTY FIRE DISPATCH

Note: Unless noted otherwise, Section I covers all departments in Oneida County. Section II covers additional dispatch information regarding the Rome Fire Department and Section III covers additional dispatch information regarding the Utica Fire Department.

A. **NUMBERING OF FIRE APPARATUS AND AMBULANCES:** The numbering of fire apparatus and ambulances will follow the guidelines listed below. All unit identification must start with the name of the fire department.

1. The Fire Chief will use three (3) digit numbers assigned to them. Example: "New York Mills Car 110". Effective July 1, 2019 all three digit Chief of Department numbers will revert to a single digit "Car 1" designator.
2. All other Fire Officers will be assigned a number by his/her Chief and designated as Cars. Example: "New York Mills Car 2 or New London Car 2."
3. Fire Apparatus will be identified by the fire department name, type of apparatus and serial number. Example: "Truck, Engine, Rescue, Tanker, Ambulance, Squad" along with a single digit number. Departments will refrain from using 3-digit identifiers. Example: "Verona Engine 1 or Sylvan Beach Truck 1."

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Apparatus and Unit Types. Shall begin with Type name followed by the number 1 and ascend in sequential order with each subsequent piece/unit of the same type. *(rev 6/1/19)*

Car	Agency line officers beginning with the number 1 for highest ranking officer and continuing in ascending order through agency line officers only. i.e. Chiefs, Captains and Lieutenants.
Unit	Personnel that are not line officers. i.e. Firefighter, Safety Officers etc.
Fire Police	Fire department members who support firefighting efforts at emergency incidents including securing firefighting equipment, incident and fire scenes, and perform traffic and crowd control.
Engine	Fire apparatus with a permanently mounted water pump of at least 250-gpm capacity, water tank, and hose lines whose primary purpose is to initiate fire suppression and to support associated fire department operations
Brush	Four wheel drive fire apparatus (mini-pumper) with on-board water supply and plumbed nozzles or hose lines designed for off road brush/wildland fires or fires inaccessible by normal Engines
Tanker	Fire Apparatus designed for transporting water from a water source to a fire scene, may or may not contain a small pump. Note for Tanker/Pumpers – The vehicle’s primary designated use shall determine whether it is called an Engine or a Tanker
Ladder	Fire apparatus with either a compliment of ground ladders or an aerial ladder (straight stick) mounted to a rotating table but does not include water pumping capabilities.
Truck	Fire apparatus with either a compliment of ground ladders or an aerial ladder (straight stick) mounted to a rotating table and may or may not include an elevated water stream.
Tower	Fire apparatus with an aerial ladder with an enclosed platform at the end mounted to a rotating table. May also have an elevated water stream.
Crash	Specialized fire engine designed for use in aircraft rescue and firefighting which often includes foam application utilities.
UTV	A utility task vehicle capable of transporting equipment and personnel off-road. May include a fixed mounted pump and on-board water supply
Rescue	A vehicle primarily designed to provide the specialized equipment necessary for technical rescue situations, tools and equipment that support firefighting operations and may also include emergency medical services equipment and supplies. Note for Rescue/Pumpers – The vehicle’s primary designated use shall determine whether it is called an Engine or a Rescue
Squad	Any department owned apparatus i.e. pickup truck, utility or sport utility vehicle or bus used for support of department operations.
Water Rescue	Any department owned vessel used for navigating waterways for the purpose of fire suppression and rescue operations.
Ambulance	Transporting vehicle with the sole purpose for patient care (meets NYS DOH Part 800 certification)
EMS	Agency owned non-transporting first response vehicle carrying medical equipment with the primary mission of patient care (Fly Car, Medic Car)
EMT	Personnel certified as a Basic NYS Emergency Medical Technician
A-EMT	Personnel certified as an Advanced NYS Emergency Medical Technician

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Medic	Personnel certified as a NYS Critical Care EMT or Paramedic
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County Units *(revised 06/01/19)*

Director of Emergency Services / Fire Coordinator	County Car 1
Deputy Director of Emergency Services	County Car 2
Deputy Director of Emergency Services	County Car 3
Emergency Services – CAD Administrator	County Car 4
Emergency Services - Radio Administrator	County Car 5
County EMS Coordinator	County Car 6
County Deputy EMS Coordinator	County Car 7
Emergency Services – EPIC Program Coordinator	County Car 8
County Haz-Mat Coordinator	County Car 9
Emergency Services – County Animal Response Team	County Car 10
Deputy Fire Coordinator – Zone 1	County Car 11
Deputy Fire Coordinator – Zone 2	County Car 12
Deputy Fire Coordinator – Zone 3	County Car 13
Deputy Fire Coordinator – Zone 4	County Car 14
Origin and Cause Team (Van)	County Squad 1
Cascade (Verona)	Cascade-1
Cascade (Utica)	Cascade-2
County Haz Mat Team – Utica	Utica Haz Mat
County Haz Mat Team – Rome	Rome Haz Mat

- B. DEPUTY FIRE COORDINATORS: Deputy Fire Coordinators are notified when requested, for activation of the origin and cause team, county cascade requests, hazmat incidents, Mass Casualty Incidents (MCI) and other calls as deemed appropriate. Each Deputy Coordinator is supplied with a county pager, radio and cell phone. Deputy Coordinators should have their pager tone activated for calls they are being sent on.
- C. EMS COORDINATOR ZONES:
1. Car 285/286 (County Car 6/7) covers the entire county. Notify Director/Deputy Director first before notification to Car 285/286 (County Car 6/7).
- D. FREQUENCIES/LICENSES: Oneida County Fire Control and the Oneida County Department of Emergency Services Center are located at, 120 Base Road, Oriskany, NY

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13424. Licenses to operate the frequencies are licensed to Oneida County and the County Fire Coordinator.

24 Hour Military Time is used for all radio transmissions and the logging of calls.

0000 = 12:00 am	0500 = 5:00 am	1000 = 10:00 am	1500 = 3:00 pm	2000 = 8:00 pm
0100 = 1:00 am	0600 = 6:00 am	1100 = 11:00 am	1600 = 4:00 pm	2100 = 9:00pm
0200 = 2:00 am	0700 = 7:00 am	1200 = 12:00 pm	1700 = 5:00 pm	2200 = 10:00 pm
0300 = 3:00 am	0800 = 8:00 am	1300 = 1:00 pm	1800 = 6:00 pm	2300 = 11:00 pm
0400 = 4:00 am	0900 = 9:00 am	1400 = 2:00 pm	1900 = 7:00 pm	

- E. PAGING TONES: PST's are to check "recommendations" and the fire department's run card. When paging tones are activated, the department should acknowledge or indicate they are responding within two (2) minutes of the tones. Failure to do so will result in the (PST), calling the department on the radio in an attempt to confirm that the department has received the call. If there is no response after two minutes, the PST will activate that fire department's tones again. If still no response from the agency after an additional two (2) minutes tone the next closest department. If a call comes in for a fire department that is currently out on a call, the PST will activate that department's paging tones and announce as a second call. The officer in charge of that department will make the decision to respond or to page another department.
1. If an agency (fire or ambulance) is unable to provide enough personnel to respond to a call for service, terminate the call for that agency with the disposition code "no crew available".
 2. When dispatching fire departments and EMS agencies do not click the dispatched button until after finishing the call dispatch over the radio.
- F. QUICK CALL TESTS: Special Quick Call Tests can be requested at any time between 0900 hours and 2100 hours by a member of the fire department or other person authorized by that department to request a test. The person requesting the test shall identify himself by name and give the reason for the test.
- G. RADIO COMMUNICATIONS: All radio communications shall comply with the regulations of the Federal Communications Commission (FCC).
1. According to FCC rules, the Fire Coordinator is in charge of the County Emergency Fire Frequency. He/she is able to grant permission for additional

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equipment on the frequency or if violations are noted, may delete equipment as well.

2. All conversations shall be as brief as possible and all unnecessary repetition avoided, always identifying the fire department's name.
3. All transmissions shall be courteous, but expressions of courtesy such as "thanks" and "please" shall be avoided in the interest of brevity. Indecent, obscene or profane language is strictly prohibited.
4. If an error has been made, simply say "correction" and reword the message.
5. All messages should be acknowledged as quickly as possible. Avoid the use of "OK" except as a qualifying answer as in a properly received test. Otherwise, acknowledge with the phrase "message received" or simply "received".
6. Fire personnel should not yell or shout into the microphone. By talking in a normal tone of voice they should be heard over engine and siren noise, a message has no value if it is not clearly understood.
7. It is not necessary for fire personnel to ask permission to use the radio when the department is out at a fire or at another emergency.
8. It is the responsibility of each officer to control their department's radio use; cooperation is needed to keep the 911 Center's radio system operating at a professional level.

H. ANNOUNCEMENTS: Announcement shall be submitted ahead of time to the Office of the Fire Coordinator. Announcements will not be made if they interfere with ongoing fire or EMS operations. Routine announcements will be made at 12:00 noon and 6:00 pm or as soon as operations allow. The announcement will be broadcast using the Oneida County dispatch channel and repeated one time. Only certain announcements will be broadcast on Fire Control Frequency without interfering with normal dispatch procedure, and may include such things as:

1. Emergency weather reports or storm warnings;

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2. Evacuation notices;
 3. Search details;

 4. Fire and EMS class cancellations due to weather; and

 5. Others, as approved by the County Fire Coordinator or Deputy Director of Emergency Services.

 6. Do Not Use The Radio for the Following:
 - a. Fuel details, repairs, etc.
 - b. Parades, fund drives, field days, etc.;
 - c. Training;
 - d. Announcing Zone Meetings.
- I. RECEIVING CALLS: When answering incoming calls on the fire emergency line, the Public Safety Telecommunicator (PST), will answer the call by saying "Fire Control, (Last Name or Dispatch number). It is expected that PSTs will be professional and courteous at all times.
1. If someone calls for information or wants to register a complaint, the call will be transferred to the proper person or department or a message will be taken and referred.
 2. Any complaint from a Fire/EMS agency should come through the Chief of the Department and be addressed to the Fire Coordinator or Deputy Director on the designated incident review form.
 3. If a PST has a complaint or other issue, it should be brought to the shift supervisor or OIC who then will pass it to the Fire Coordinator or Deputy Director. If the supervisor or OIC deems the problem serious enough that it must be handled right away, they will make every effort to notify the Fire Coordinator or Deputy Director as soon as possible.

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4. PSTs will take business messages for the Deputy Coordinators as necessary. Professional courtesy will be exercised at all times and the message will be relayed to the Deputy Coordinator as soon as possible.
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- J. RUN CARDS: On each Fire Department Run Card the Fire and EMS Coordinators are listed along with which cascade is assigned. Department contact information is also located in the Run Card. A map of the coordinator zones is at the fire control console.

 - K. TEXT MESSAGES: Fire and EMS agencies have the ability to receive text messages of their calls. This text is done automatically via the CAD and does not involve PST intervention. The text only gives basic information – the department, type of call (Fire, EMS), location and cross streets if possible and the time. The text can serve as a secondary means of notification and is not meant to replace pagers. There is no guarantee of text message delivery or of delivery in a timely manner. The text feature is voluntary and the Fire/EMS agencies must contact the Fire Coordinator's Office for activation.

 - L. RECORD KEEPING: All PSTs are responsible for information to be recorded completely, accurately and legibly while on duty. This includes CAD entries, daily reports, daily log entries, etc. Requests for recordings of radio transmissions of major incidents should be made by the Fire Chief or their representative to the Fire Coordinator or Deputy Director of Emergency Services.

 - M. PUBLIC SAFETY TELECOMMUNICATOR (PST) IDENTIFICATION: Each PST shall provide his/her last name whenever the chief officer of any department requests it. Such request by the chief officer of any department shall be made by telephone.

 - N. MUTUAL AID REQUESTS:
 1. Mutual Aid is a common and important practice among Fire and EMS agencies. Its use provides for the appropriate and adequate resources to be committed to incidents.

 2. All requests for Mutual Aid response shall be directed to and dispatched by Oneida County Fire Control. Mutual Aid requests should come from the Incident Commander or their designee.

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3. No department or personnel will volunteer to provide mutual aid via dispatch, whether mobile or at station, unless a critical emergency is occurring and an apparatus is nearby or a station is staffed with a fully adequate resource contingent that can meet the anticipated or requested mission.
4. Requests for mutual aid should include:
 - a. Department or agency requested;
 - b. What units are requested – full response or specific units;
 - c. Location where the units are needed – Example: to the scene, stage, fill site, etc.;
 - d. Special instructions; and
 - e. Any tactical instructions or other specific information for incoming units should be given over the Approach or Fire Ground frequencies. Home Alert channels should be used for single department operations only when no mutual aid is involved. (When trunking system is in place each department will have their own talk group). The Approach (Command) and Fire Ground channels serve as countywide common operating channels appropriate for mutual aid operations.
5. Arrangements for “automatic mutual aid” for department or agency coverage due to departmental events, out of service apparatus or any other non-emergency situations will be arranged for between departments or agencies. Fire departments should notify Fire Control in writing/email so the information is posted at dispatch.

O. NOTIFICATIONS: To prepare a Fire Department of a possible need.

1. When any of the following conditions exist, a Fire Department/Shift Commander shall be notified:
 - a. Loss of 911 communications (any incoming phone lines);
 - b. Loss of Radio capabilities;
 - c. Any severe weather warning that 911 is aware of

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- d. Any major incident occurring inside or outside of Oneida County those resources may be needed for.
 - e. Road closures, road openings, and hydrants in and out of service will be done via IAR. Send a message to the respective fire agency by choosing the correct template, selecting agency and group “officers and Leadership”.
- P. RADIO CALLS: All regular alarms, automatic mutual aid and medical calls shall be broadcast over the assigned fire control channel. Special details shall follow the format listed under “Details.”
- 1. All PSTs using the radio will have control over their emotions at all times. They will refrain from using sarcasm or indicating anger or intimidation.
 - 2. When responding to radio calls say “Fire Control” or “Fire Control on”.
 - 3. Radio transmissions to Fire Control will be acknowledged by echoing important transmissions back, giving the time and department name. For routine, non-emergency transmissions, only the time and unit number may be given. PSTs will use military time at all times.
- Q. RADIO ANNOUNCEMENT OF ALARMS: The purpose of radio announcement alarms is to have a universal method of dispatching.
- 1. Description of Call: When an alarm is received that requires the response of the Fire Department, the following terminology will be used to describe the call:
 - a. Structure Fire
 - b. Automatic Alarm
 - c. Description of the Medical Emergency
 - d. Vehicle Fire
 - e. Brush Fire
 - f. Motor Vehicle Accident

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- g. Investigation
 - h. Detail
 - i. Fire-Other (upon dispatch do not say Fire-other, state what exactly is on fire)
2. Method of Dispatch: Calls entered in CAD for a structure fire will be dispatched without delay. The PST will not wait for “additional information” (E.g.: “dryer on fire”) before sending a response. As new information is obtained the PST will update responders with the information. *(revised 5/1/19)*
- a. Check “Recommendations” and the run card for fire department, (any modifications done to Run Cards are the responsibility of the CAD Administrator.)
 - b. Make a brief “pre-announcement” before toning that includes the agency(s), type of call and the address. *Ex. “Vernon, Vernon Center, Sherrill, Oneida Castle Structure Fire, 123 Main St Vernon.”* (This will be one of the above nine terms).
 - c. Activate fire tones of each agency due on the call.
 - d. State the call description, street address, business name if applicable.
 - e. Repeat step (d) and any other details available including the specific apparatus or assignment in recommendations if listed and end with cross streets and EMD determinant.
 - f. The department/apparatus will acknowledge. When the department/agency responds; dispatch will acknowledge with any additional information.
 - g. Respond to the department/apparatus acknowledgment with the time.
 - h. The above dispatch will be completed without delay.

EXAMPLES OF PROPER DISPATCHING:

Medical Emergency at Daily Sentinel

“Rescue one, injuries from a fall Rome Sentinel”

Tones

“Rescue 1, injuries from a fall, Rome Sentinel, 333 W. Dominick Street.”

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“Rescue 1, injuries from a fall, Rome Sentinel, 333 W. Dominick Street 32 year old female, injuries from a fall, cross streets will be N Madison and N George your code is 17B Boy 3.”

“Station one received”

“Central Fire received”

Give time of alarm: “1421”

“Rescue 1 is responding”

“Rescue 1 responding 1422”

Motor Vehicle Accident- Judd and Airport Rd.

“Oriskany, COC, personal injury motor vehicle accident, Judd and Airport Rd”

Tones

“Oriskany, COC, personal injury motor vehicle accident, Judd and Airport Rd”

“Oriskany, COC, personal injury motor vehicle accident, Judd and Airport Rd, your code is 29D David 3, 1032.”

“COC received motor vehicle accident Judd and Airport Rd”

“1032 COC”

Medical Emergency - 2104 Genesee Street *(revised 06/01/19)*

“Ambulance one, Truck One, injuries from a fall, 2104 Genesee Street”

Tones

“Ambulance one, Truck One, injuries from a fall, 2104 Genesee Street”

“Ambulance one, Truck One, injuries from a fall 2104 Genesee Street, 12 year old male, injuries from a fall, cross streets will be Carlile and Prospect your code is 17B Boy 2.”

“Ambulance One responding,” “Truck One responding”

Structure Fire 1414 Bleecker Street

“Structure Fire 1414 Bleecker St.”

Tones

“Structure Fire, 1414 Bleecker St. Engine 3, Engine 7, Engine 1, Tower 2, Tac 2, Car 4 respond. Engine 1 is the FAST Company. Structure Fire, 1414 Bleecker St. Engine 3, Engine 7, Engine 1, Tower 2, Tac 2, Car 4 respond. Engine 1 is the FAST Company. First floor, smoke coming from light switch. ”

“4 responding” “3 Engine responding” “7 Engine responding” “1 Engine responding” “Tower 2 responding” “Tac 2 responding” cross street are Wetmore and St Anthony.

“Units responding at 1625 use Ops 2.”

- R. CHECKING OUT OF SERVICE: When responding to a call, each fire department shall check out of service by radio. The first apparatus out will check the department out of service to the incident. It is not necessary or desirable for each apparatus to report out to the call on Fire Control. *NOTE: In Utica and Rome each apparatus does call out.*

S. DISPATCHING TO KNOX-BOX LOCATIONS: Upon dispatch of an alarm, the public safety telecommunicator is to ascertain if the structure has a Knox-Box on site. This information is to be forwarded to the responding companies. These locations are noted in "AWARE" in CAD and should not be given over the air.

T. DETAILS:

1. Cellar Pumping: Not every fire department has the equipment necessary to pump cellars. Attempt to contact the following:
 - a. Call Chief or Assistant Chief by radio; and
 - b. If no response, call for any officer of the department to call in and provide them with the address and nature of the problem.
2. Searches: Send alert tones and announce search request.
3. Wires Down: Send alert tones and announce. If available, send law enforcement to the scene to assist with traffic/crowd control to ensure citizens do not come in contact with wires. The PST will notify the appropriate utility company.
4. Trees Down: Every attempt should be made to contact the DPW that is responsible for the area (State, County, Town, Village or City) where trees/branches are reported down and that are reported to be a hazard. If you are unable to speak directly to a superintendent or supervisor, leave a message, if possible, and then tone the fire department for that area.
5. MVA – Property Damage: Dispatch to appropriate fire department for calls with, spilled fluids or situations involving vehicle/pole, vehicle rollover, and wires down. *(revised 06/01/19)*

U. HAZARDOUS MATERIALS CALL:

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1. In the event that a call is received at the 911 Center that involves Hazardous Materials, the local fire department shall be immediately dispatched and advised of the details of the call.
2. The procedures for dispatch and notification of Haz-Mat teams are located in the run cards.

V. CONFINED SPACE RESCUE RESPONSE: Although there is no formal county team for confined space rescue (trench rescue, someone trapped in a storage tank or any other type of confined space), both Utica and Rome have personnel trained and equipment and **MAY** be available to go on these calls. Contact the on duty Deputy Chief before dispatching personnel. If available the response will be based on the HAZ MAT Team response as noted on each department's run card, (i.e. if the department is located in the Rome HAZ MAT Zone, the Rome FD would be dispatched.)

W. ODOR OF NATURAL GAS: Calls involving an odor of natural gas will require notification to the proper service provider and the fire department. *(revised 6/1/19)*

X. AUTOMATIC ALARMS:

1. As they are received, dispatch alarms with the information that is received.

2. Alarms In and Out of Service:

- a. If an individual calls to advise they are testing or working on their system, the public safety telecommunicator will advise the caller to contact their alarm company.
- b. When notified by radio that an alarm is being placed out of service it is the responsibility of the PST to ask the reporting unit to secure contact information. The PST will make contact with the responsible party to secure the time the alarm will be back in service, verify the address including building, location the alarm is out of service, and contact information (name and number).
- c. If notification of the alarm being returned to service is not received by the time specified a follow up phone call will be made. All alarms will be removed from the list after a period of 24 hrs if further arrangements have not already made and contact has not been made

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with the responsible party. Exceptions with Rome FD remove after 10 hrs.

- d. Log information into the appropriate OOS Alarm Log.
-
3. When a call is received for a fire alarm from a person on premises, verify if it has been entered into CAD as a result of a call from an alarm company. If not enter the call in CAD and dispatch the alarm. If they state they do not wish the fire department to respond or give a reason for the alarm advise the caller we must send the fire department and enter the call as an investigate if no smoke or flames are visible. If there is smoke or flames visible enter into CAD as a structure fire.
-
- Y. CASCADE REQUEST: When a request is made for a cascade unit, check the run cards for the Cascade Unit that covers that jurisdiction. If it is Cascade 1 tone them. If the run card shows Cascade 2 create a call in CAD with the call type "MUTUAL AID AIR VAN" for Utica FD. Immediately dispatch Cascade 2 to the call using RECOMMENDATIONS. This will automatically send an IAMRESPONDING message.
- Z. AUTHORITY FOR REQUESTS: Requests for additional equipment or other types of resources should come from the Incident Commander. If any member of a fire department responding does request additional equipment or services, the PST will send it promptly.
- AA. AUTOMATIC AMBULANCE RESPONSE: All PSTs are required to dispatch an ambulance on all medical emergencies. An ambulance will be dispatched to all working structure fires.
- BB. OTHER EMS RELATED RESPONSES: When an ambulance is not dispatched by a PST it will become the responsibility of the responding fire department to request an ambulance after the situation has been evaluated.
1. When a telephone call is received by the PST from someone requesting an ambulance only, follow recommendations and advise the caller "We will follow our procedures for that jurisdiction."
 2. When a caller requests no lights and sirens, the PST will advise the responding agency of such request. The agency then chooses their mode of response accordingly.
- CC. PRE-HOSPITAL CARE REPORTS: Ambulances and First Responder Units are

responsible to complete Pre-Hospital Care Reports (PCRs). To ensure that times are logged by dispatch for PCR completion, ambulances and first responder units will call en-route, on scene, en-route to hospital, at hospital and back in service.

DD. STAGING:

1. If the incident presents a potential risk to first responders including those involving weapons (guns, knives, etc.) law enforcement will be notified to respond to the scene. **It is of the utmost importance to give details of the call to the responders.** It will be the responsibility of the responding agency to decide whether to stage and the location of the staging. It should be in a location that allows for their safety and provide the best route to the incident.
2. If First Responders decide to stage they will be notified via Fire Control when the scene is secure and it is safe to proceed. It is vital that all members, including those responding via Personally Owned Vehicles (POVs) stay clear of the scene until it is deemed safe.

EE. POLICE NOTIFICATION AT AN EMS CALL: To notify the proper police agency without causing a disturbance.

1. In the event that a Fire Unit is on the scene of an incident, and the circumstances do not allow for plain language over the radio, the Fire Unit can request the Police by stating they need a "Code P."

EXAMPLE:

- a. "Rescue 1 to Fire Control, code P"
 - b. "Fire Control received Rescue 1"
 - c. Public safety telecommunicators will not question the scene unit for any further details, and do not call the unit back unless the Police cannot respond.
2. When possible, the Fire Unit will state that they require the Police, and if plain language is used, and the PST needs further information, they can inquire as to the need.

EXAMPLE:

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- a. "Rescue 1 to Fire Control; send the Police Department to this scene."
- b. "Received Rescue, do you have a nature for law enforcement?"
- c. "Rescue 1 forced entry is needed at this location and the premise needs to be secured."

FF. STATUS REPORTS: All status reports and other messages of importance received from mobile units shall be repeated as an acknowledgement. It is especially important to repeat arrival reports (Example: nothing visible, smoke and fire visible, etc.).

GG. OPERATING AT THE SCENE OF INCIDENT: Upon arrival on scene of an incident (non-medical), the first unit shall give the preliminary size-up report on Fire Control. All other units will make a radio communication only if there is a different condition to report.

1. After the first arriving Chief Officer reports to the scene, each additional unit and officer will not call on the scene over Fire Control.
2. Upon arrival at the scene, the Incident Commander (IC) will establish a Command Post. All on scene operations should be conducted in accordance with the Incident Command System (ICS). The address of the incident will serve as the designation of the Command Post name. Example: A fire at 123 Main St., Cassville will have "Cassville Main Street Command." The location of the command post will be noted in CAD. Unless addressing a specific unit, all communications from Fire Control will be addressed to Command.
3. The PST should announce over Fire Control the assignment of the frequencies. Incoming units do not have to acknowledge the message.
4. The Communications Center shall start an incident clock when the first arriving unit is on scene of a working structure fire, hazardous materials incident or when other conditions appear to be time-sensitive or dangerous.

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5. The PST shall notify the Incident Commander of each 10 minute increment until the incident is declared under control or the Incident Commander cancels the timer.
 6. When returning from a call, the Incident Commander or the last apparatus leaving the scene will report when the department is back in service. As long as the department has reported "in service" the call can be closed.
 7. Fire, Police, Traffic Control, Rescue Units or Firefighters are not allowed to have personally owned radios with transmit capability over County Emergency Frequencies unless approved in writing by the Fire Coordinator. Transmit capability on individual Home Alert frequencies is coordinated by the fire department holding the license for that frequency.
 8. The main dispatch channel should be limited as much as possible to essential communications between Fire Control mobile & portable units.
 9. Local Command and truck-to-truck transmissions should be done on channels other than the county dispatch channel. Such channels may include Approach, ground frequencies or local home alerts; however local alert channel should be used in single department operations only.
 10. LFire4D (45.88) shall be monitored at all times at the Communications Center.
 11. Fire Intercom shall be monitored at all times by the communications center. If an agency is attempting to contact Oneida County on the fire intercom it is the responsibility of the County Fire Dispatcher to answer. If they are unable to answer, the Supervisor will answer or delegate another PST to answer.
- HH. STATUS CHECKS: A status check will be done every 20 minutes for ALL calls except Working Fires (10 minute timer will be used). If the PST receives no response they will immediately request the police to respond to the call location to check the safety of the FD members.
- II. FORCIBLE ENTRY: Forcible entry is used to gain entry to vehicles, residences and business locations.

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1. If forcing entry into a residence or business, the police department must be sent to verify ownership or occupancy. Request the police at time of dispatch.
2. When the police request assistance for a forcible entry, the PST shall attempt to get all the details of the call so the proper response is sent.
3. If the location is Knox-Box equipped, alert the responding Company.

JJ. TOWING: It is the responsibility of Law Enforcement to request towing services. If there is a need for a tow truck to be used in assisting with a rescue, the fire department can request one.

KK. MAYDAY PROCEDURES: The intent of this procedure is to establish a uniform and consistent method for emergency communication at emergency scenes. *NOTE: Utica Fire Department and Rome Fire Department have their own MAYDAY procedures, refer to them in this policy.*

1. Emergency communications are to include use of the following terms:
 - a. MAYDAY
 - b. Urgent
2. Whenever any of the terms listed above are transmitted, all incident communications on the channel shall stop except between the member initiating the emergency transmission and the Incident Commander. Normal communications can be resumed after the emergency has been transmitted unless the Incident Commander orders otherwise.
3. "MAYDAY" Transmissions: A MAYDAY transmission is an incident where a potential life-threatening situation has developed. MAYDAY should be used in situations such as:
 - a. Building collapse with firefighter(s) trapped;
 - b. Firefighter(s) found unconscious or seriously injured; or
 - c. Firefighter(s) lost, disoriented, trapped or running out of air.

4. The Member Shall Transmit:

- a. "MAYDAY MAYDAY MAYDAY";
- b. State the unit transmitting and the problem;
- c. Firefighter(s) shall activate their radio's emergency distress button and their Personal Alert Safety Systems (PASS) device (after transmission);
- d. The Incident Commander, upon hearing the "MAYDAY" transmission should acknowledge the message by confirming the unit transmitting, location if known and the problem; and
- e. The Incident Commander should direct all senior officers of all agencies at the scene to immediately conduct an accountability report of their personnel and report the results to the appropriate Command Officer.
- f. In the event that the dispatcher is made aware of a MAYDAY prior to the incident commander, the dispatcher will immediately raise the incident commander and make him/her aware of any information transmitted.
- g. Clear the Ops radio channel on which the MAYDAY was transmitted by announcing "emergency traffic only" and activating the emergency traffic beacon on the channel the MAYDAY was called.
- h. You only need to reassign all other Companies to another Ops Channel if requested by the incident commander. The channel the MAYDAY was called on will only be used by the MAYDAY member, FAST team, Safety Officer and Fire Control.
- i. Log all information and times in CAD.

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- j. After a MAYDAY has been declared mitigated by Command announce "Open Ops _" and "Resume normal radio traffic.

LL. URGENT TRANSMISSIONS: Used to indicate that a member has suffered a serious injury that is not immediately life threatening or to inform members of a serious change in condition such as:

1. Sudden need to change from an "offensive" to a "defensive" attack;
2. Structural condition indicating a possible collapse;
3. Fire is discovered entering an exposure to a degree that will greatly enlarge the fire;
4. Loss of water that would endanger firefighter(s) or property;
5. To gain control of the incident radio frequency/channel for vital information that will affect the incident; and
6. The Incident Commander, upon hearing the "Urgent" transmission should acknowledge the message and ask for a unit identification and additional information, if appropriate.

II. ROME FIRE DISPATCH

A. CONTACT INFORMATION:

<u>Car #</u>	<u>Name</u>	<u>Usual Assignment</u>
Car 1	Fire Chief	8 hour days
Car 2 - 6 <i>(revised 6/1/19)</i>	On duty Deputy Fire Chief	24 hours

B. WORKING FIRE: To make automatic notifications on working fires and establish time frames.

In the event that the Shift Commander arrives and reports a working fire, the following notifications shall be made automatically without further instruction:

- a. Change the **status** in CAD to “working fire” which will automatically activate iar. This process is for notification to a chief officer and specific staff members.
- b. Dispatch an ambulance; an ambulance should be on standby for all working fires. If there are reports of persons injured on site or possibly trapped, notify the ambulance dispatcher a second ambulance is needed.
- c. Notify Rome Police for traffic control.
- d. Notify National Grid to send a service representative. Should the IC request more than a service representative (Gas crew, etc.) be sure to contact National Grid again and relay that information.

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- e. Public safety telecommunicators (PSTs) must be prepared for the Shift Commander to give further directions. These may include: dispatching the county cascade to the scene, or making a call back of off-duty personnel.
 - f. Upon completion of the automatic notifications, (WORKING FIRE, ambulance, PD, National Grid) the PST shall advise command that these notifications have been made.
- C. CALLBACK PROCEDURE: In instances of required additional manpower, this procedure will serve as the method for that call back.
- 1. Definitions:
 - a. Platoon or Shift: (one in the same) designated as a 24 hour period from 0800 hours to 0800 hours. The Rome Fire Department, RFD works under a 4 platoon system. There are currently 19 people assigned to a platoon- 1 deputy chief, 6 officers and 12 firefighters.
 - b. Platoon Commander or Shift Deputy or Deputy Chief on Duty: The officer in charge during a 24 hour period, designated by Car number 2-6 (Car 2). In the event there are more shift commanders needed (multiple calls or working fires) Car designations will be used. RFD has 5 Deputy Fire Chiefs, designated as Cars 2 through 6. *(revised 6/1/19)*
 - c. Incident Commander: (IC) Person in charge of the incident. In cases of structure fires, this person will most likely be the Shift Deputy.
 - d. Working Fire: Any fire incident in which all companies on the scene will be working and unavailable for an extended period of time.
 - e. Single or 1 Company: Four Fire Department members and one Deputy Chief.
 - f. Two Companies: Eight Fire Department members and one Deputy Chief.
 - g. 2nd Alarm: Twenty members. (one must be a Deputy Chief)

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- h. 3rd Alarm: Forty members. (20 additional members)
 - i. General Alarm: All off duty personnel.
2. Procedure: When a CALLBACK is requested, use the "IamResponding" program. When the reference "CALLBACK" is used, a text message shall be sent to *all* department members.
- a. When the IC requests a single company call back for a working fire, send a message with the address of the fire and the call back number: 800 376 6051. When fire personnel respond using IAR, get the names of the first four Fire Fighters and one Deputy Chief (5) members that texted back in. Send a new message through IAR and list the members that responded (including the first initial of their first name) that were the first five (5) to respond. If less than five (5) people call in within the first 3 minutes, send another announcement advising how many personnel are still needed. Repeat every 3 minutes until the staffing level is met.
 - b. If the IC requests a 2 company call back, send a message with the address of the fire and their call back number: 800 376 6051. Get the names of the 1st nine (9) members that call in, one of which need to be a Deputy Chief. Send a new message through iar and list the members that responded that were the first nine (9) to respond.
 - c. When the IC requests a 2nd alarm call back send a message with the address of the fire and their call back number: 800 376 6051. Get the names of the first twenty (20) members, one of which needs to be a Deputy Chief. When fire personnel respond using iar, send a new message through iar and list the names of the first twenty (20) members responding. *(revised 6/1/19)*
 - d. If the IC requests a 3rd alarm call back send a message with the address of the fire and their call back number: 800 376 6051. Get the names of an additional twenty (20) members that call in totaling forty (40) members (including the first 20 from the 2nd alarm). Send a new message through iar and list the members that responded. *(revised 6/1/19)*

- e. If the IC requests you to cancel the call back, send a text message saying "cancel callback."

D. CHANNEL ASSIGNMENTS- RADIO COMMUNICATIONS: To effectively communicate with the least amount of interruptions during a fire incident.

1. When one company responds to an incident they will remain on dispatch. There may be multiple single company responses active on this channel.
2. Any response with a full assignment, (Shift Commander, 2 Engines, Rescue 1 and possibly Tower 1) may require on scene communications after repeating the dispatch of the call.
3. Upon completion of the initial dispatch the PST will assign the first available operations channel in numerical order beginning with the lowest available channel and work up in ascending order. Upon arrival all radio transmissions concerning the respective incident shall be done on assigned channel until command is terminated by the IC. These channels are only assigned for structure fires, automatic alarms and upon the request of the incident commander. PST's shall also note the Operations Channel assigned in the CAD call notes and ensure that any PST giving coverage during breaks or relief at shift change is made aware of the ongoing operations and their respective channel assignments.

- a. Ex: Operations on Ops 2

4. Channel Assignments:
 - Dispatch
 - RFD Ops 2
 - RFD Ops 3
 - RFD Ops 4

5. Fireground 14: Used as a fireground channel in certain buildings under the direction of the Incident Commander. Fireground 14 is not available in the radio console. This does not affect any radio procedures at the dispatch center and does not require any actions by the dispatcher. The Incident Commander will make the announcement to the responding units if fire ground14 is to be used, we will continue to operate on the fire ground channel that we assigned to them on the initial dispatch.

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6. On every response the IC will name the command upon arrival. He will then use that name when communicating with fire control. The command name shall be appropriate and have an association with the location of the incident.
 7. When ordering the return of an apparatus, the IC will direct his message to the apparatus.
 - a. Example: “Main St. Command to all apparatus; return to quarters”. All companies will then go to dispatch and return to quarters- in or out of service.
 - b. Example: “Engine 2 is returning to quarters out of service” OR “Engine 2 is in service”.
 8. When all units have departed the scene, the last IC will terminate command.
 9. Training Talk group shall be used for any working details where communications is necessary. (Hose testing, etc...)
- E. INTER-AGENCY NOTIFICATION: In the event that an on scene Rome Fire Department unit cancels a volunteer fire department, the cancellation shall be announced to the responding department via the county radio. This shall be the procedure even if the volunteer units have already reported on the scene. (Note: all volunteer units arriving will stop the remaining units from creating congestion at the scene.)
- F. STATION RECEIVER TEST:
1. The test will be conducted at 0800 hours every day:
 - a. If it is not possible to conduct the test at 0800 hrs, it will be done as soon after 0800 hours as the circumstances allow.
 - b. The Deputy Chief in command or his designee will have the authority to cancel the radio test.
 - c. The test will not occur if any apparatus is out of service.
 2. The public safety telecommunicator conducting the test will announce it with the following phrase “Fire Control to Rome, standby for the station receiver test.”

3. The public safety telecommunicator will alert (open) the station speakers/receivers and announce “Fire Control to Rome, this is your 0800 hour test”:
 - a. Each station designated by Rome Fire Department will acknowledge by radio the receipt of the test.

G. 0900 RADIO TEST: At 0900 hrs every day, the public safety telecommunicator assigned to The Rome Fire Department will perform a radio test.

- a. Give a two minute warning- “Rome stand by for radio test in 2 minutes.” The test will be delayed if any units are out of service.
- b. Fire Control to Rome, daily radio test... *(revised 6/1/19)*

MOBILES

Engine 1
Engine 2
Engine 3
Engine 4
Engine 5
Engine 6
Engine 7
Rescue 1
Rescue 2
Tower 1
Tower 2
On Duty Deputy Chief - Car 2 - 6

PORTABLES

Engine 1 Portable 1
Engine 1 Portable 2
Engine 1 Portable 3
Engine 1 Portable 4
Engine 2 Portable 1
Engine 2 Portable 2
Engine 2 Portable 3
Engine 3 Portable 1
Engine 3 Portable 2
Engine 3 Portable 3
Engine 3 Portable 4
Rescue 1 Portable 1
Rescue 1 Portable 2
Tower 1 Portable 1
Tower 1 Portable 2

- c. At the conclusion of the test, call the Shift Commander and give a summary of the test. Example: “Fire Control to Car 2-6 (Car 2-6) - no response from portable 1-1.” When the Shift Commander replies it will serve as a test of his portable radio.

(revised 6/1/19)

- d. Alert tone testing: On Saturdays and Sundays after the other radio tests are complete, announce the alert tones individually and activate them for 5 seconds. “Testing _____ tone”. *(revised 6/1/19)*

- i. MAYDAY tone
- ii. Evacuation tone
- iii. Roll Call tone

H. INCIDENT ROLL CALL:

1. Purpose: The purpose of Incident Roll Call is to be able to make a rapid uniformed accountability of manpower and/or apparatus deployed at, or responding to an incident.
2. Scope: This guideline will apply to all members of the Rome Fire Department & the Oneida County 911 Center.
3. Objectives: To provide updated accountability of personnel operating at, or responding to an incident.
4. Responsibility:
 - a. Command may request a roll call at any time it is deemed necessary.
 - b. A roll call shall be conducted when the fire ground channel has been reassigned during an incident.
 - c. Company Officers will respond to a roll call without delay at all times.
5. Roll Call Procedure:
 - a. When requested by the Incident Commander or required by policy, the Fire Control Dispatcher will immediately acknowledge the request and sound roll call tone for 5 seconds (alert tone #6), on the assigned fire ground channel, then announce "All companies operating at ___ incident standby for roll call." The PST will then commence with the roll call in the order that the apparatus was dispatched to the alarm. When all companies have acknowledged, the PST will notify Command with the results.

I. MAYDAY PROCEDURES – COMMUNICATIONS:

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1. Purpose: To develop a systematic approach to the handling of a MAYDAY when it is transmitted by a member in distress.
2. Scope: This guideline shall apply to all dispatch personnel staffing the Rome Fire Department Fire Control console.
3. Objectives: To provide a written record and timeline during a MAYDAY incident.
4. Procedure: When a MAYDAY is declared, the Fire Control PST will:
 - a. IMMEDIATELY confirm with Command that they are aware of a MAYDAY being transmitted.
 - b. Fire Control will then activate MAYDAY alert tone (alert tone #14) for 5 seconds and advise Command with ALL information they have about the MAYDAY.

Example: "MAYDAY has been transmitted- Engine 1 firefighter lost on the second floor and low on air in heavy smoke condition..." Include ALL information you have.

- c. Clear the Ops radio channel on which the MAYDAY was transmitted by announcing "emergency traffic only" and activating the emergency traffic beacon on the channel the where MAYDAY was called . You only need to reassign all other Companies to another Ops Channel if requested by the incident commander. The channel the MAYDAY was called on will only be used by the MAYDAY member, FAST team, Safety Officer and Fire Control.
- d. Conduct a Roll Call of all Units, when/if requested by the incident commander.
- e. Log all information and times in CAD.
- f. After a MAYDAY has been declared mitigated by Command:
 - i. Conduct a roll call (or 2nd roll call) on the assigned Ops channel to ensure all units are operating on the correct radio channel.
 - ii. Announce "Open Ops _" and "Resume normal radio traffic".

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- J. SCHOOL BUS MOTOR VEHICLE ACCIDENTS: The Fire Department will be dispatched to any Motor Vehicle Accident involving a school bus with students on it, even if caller advises property damage only.
- K. EMS CALLS: The Rome Fire Dept. will be dispatched to all calls for medical emergencies within the city of Rome. As of now the 911 Center will dispatch the fire department and an ambulance to any requests for medical services. This will include requests for “evaluations”, medical assists, and medical emergencies. Police requests for MHL, 941, or 2209 transport will be ambulance only calls.
- K. LOCKOUTS: Will be performed in the City of Rome for the following reasons only: *(revised 6/1/19)*
1. If a child is locked in a vehicle or and adult is locked in a vehicle in medical distress. Lockouts are single company response.
 2. Other lock out responses include:
 - a. Animal in a vehicle during extreme weather conditions (PST’s discretion concerning weather)
 - b. At request of police agency within city limits.
 - c. When a vehicle is in a hazardous location (blocking a major roadway or intersection, etc.)
 - d. At the discretion of the On Duty Deputy Chief, (unusual circumstances only) such as, adult locked in a vehicle with no medical distress.

III. UTICA FIRE DISPATCH:

A. RADIO CHANNEL ASSIGNMENTS AND OPERATIONS:

Channel 1: Dispatch Channel: This channel will be used for dispatching of all alarms, in/out of service, to hospital/at hospital, etc. ALL EMS and single company details will remain on Channel 1.

Channel UFD Ops 2, UFD Ops 3, & UFD Ops 4 Channels: These channels will be assigned on the next available basis for all multi company operations and upon the request of the incident commander. The PST will assign the first available operations channel in numerical order beginning with the lowest available channel and work up in ascending order. PST's shall also note the Operations Channel assigned in the CAD call notes and ensure that any PST giving coverage during breaks or relief at shift change is made aware of the ongoing operations and their respective channel assignments.

Fireground 14: Used as a fireground channel in certain buildings under the direction of the Incident Commander. Fireground 14 is not available in the radio console. This does not affect any radio procedures at the dispatch center and does not require any actions by the dispatcher. The Incident Commander will make the announcement to the responding units if fire ground 14 is to be used, we will continue to operate on the fire ground channel that we assigned to them on the initial dispatch.

B. RADIO TESTING: The PST will conduct the daily Radio Test and Station Test at 0800 hours and also announce any out of service hydrants and road closures using the following guidelines:

1. At 0755 hours, the PST will send the Automatic Alarm tone and announce "Station receiver and speaker test, 0755."
2. AT 0800 hours the PST will open the All Call speaker- on the speaker telephone and announce "Radio Test in 2 minutes" or "Radio Test cancelled due to rigs on the road."
3. When Companies are out of service operating at calls, CANCEL THE RADIO AND INDIVIDUAL STATION TEST. DO NOT do it at a later time.

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4. At 0802 conduct the radio test accordingly.

5. Testing will be for all Apparatus on Frequency 1. *(revised 06/01/19)*
 - a. Engine 1
 - b. Engine 3
 - c. Engine 5
 - d. Engine 7
 - e. Truck 1
 - f. Truck 2
 - g. Rescue 2
 - h. Car 4
 - i. Ambulance 1
 - j. Ambulance 2
 - k. Ambulance 3
 - l. Ambulance 4
 - m. Engine 2 Reserve: Enter location of reserve rig in CAD.
 - n. Engine 4 Reserve: Enter location of reserve rig in CAD.
 - o. Engine 6 Reserve: Enter location of reserve rig in CAD.
 - p. Truck 3 Reserve: Enter location of reserve rig in CAD.
 - q. Ladder 4 Reserve: Enter location of reserve rig in CAD.

6. After the radio test is completed, the PST will begin individual station tests.
 - a. Activate the individual station tones and announce "Testing Station____."
 - b. Station should acknowledge the test.

7. Alert tone testing: On Saturdays and Sundays after the other radio tests are complete, announce the alert tones individually and activate them for 5 seconds. "Testing _____tone".
 - a. MAYDAY tone
 - b. Evacuation tone
 - c. Roll Call tone

- C. COMPANIES OUT OF SERVICE: When companies are out of service for any reason, do not call them and ask if they are in service. Dispatch the next due company. If the out of service company advises you that they are in service and

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able to respond and they are logistically correct, then you can amend the response and cancel the other company.

When ambulance companies are out of service and an EMS call is dispatched the following procedure will be followed: *(revised 06/01/19)*

1. Dispatch the District rig first.
2. Announce over Channel 1- "Fire Control to any ambulance that can clear." If an ambulance is available they will advise you. Then dispatch the appropriate ambulance to the call.
3. If no ambulance goes in for service for the call, ONLY then do you notify the next available ambulance service.
4. The members assigned to Engine 7 are aware of this policy and should make themselves available to respond to calls when they can.

D. RADIO DESIGNATIONS: Fire Car radio designations will be as follows:

1. General:

Car 1 - Fire Chief

Car 2 - Assistant Fire Chief

Car 3 - call back Deputy Chief

Car 4 - On Duty Deputy Chief

Car 4-1 - D/C 1st Platoon

Car 4-2 - D/C 2nd Platoon

Car 4-3 - D/C 3rd Platoon

Car 4-4 - D/C 4th Platoon

Car 5 - Chief Fire Marshal

Squad 1-6 - Pick-up trucks

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Squad 7 – Rehab Bus

Squad 8 – Fire Marshall Investigation vehicle

Unit 6 - Training Captain

Unit 7 - Fire Marshal

Unit 7-2 – on call Fire Marshal

Unit 7-3 – on call Fire Marshal

Unit 7-4 – “

Unit 7-5 – “

Unit 7-6 –”

Unit 8 - EMS Captain

Unit 9 - HAZMAT Coordinator

Unit 10 – Staff vehicle

Unit 11 – Mechanic

Unit 12 - Medical Director

Unit 13 – reserved

Unit 14 – Director of Communications

UTV 1 - Gator

Tac 1 will change to Rescue 1

Tac 2 will change to Rescue 2

Rescues will change to Ambulance 1-6

(revised 06/01/19)

E. PLACING HYDRANTS OUT OF SERVICE:

1. When placing a hydrant out of service, you must have the following:

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- a. Exact location of hydrant;
 - b. Time and date;
 - c. Reason hydrant is out of service.
2. When placed out of service you must do the following:
- a. Log information in under the “Hydrants” icon on the internet capable computer;
 - b. If a hydrant change is made after 0800 hrs announce over the speaker and radio on Channel 1 “All companies check for hydrant updates”
3. When advised that a hydrant is back in service:
- a. Contact the Deputy Chief at 315-534-3686 and advise him of the hydrant location. The Deputy Chief will assign a Fire Company to ensure the hydrant is functioning.
 - b. The assigned Company will check the hydrant to verify it is in service and working properly. This Company will then notify the Fire Control by radio that the hydrant is in service.
 - c. The PST will then remove the hydrant from the out of service list under the “Hydrants” icon on the internet capable computer. *(revised 06/01/19)*
 - d. If a hydrant change is made between 0800-2300 hours announce over the speaker and radio on Channel 1 “All companies check for hydrant updates.”

F. STREET CLOSURES: *(revised 06/01/19)*

1. When advised of a road closure, you must have the following:
 - a. Street or Road name including cross streets;
 - b. Time and date;
 - c. Contact name and number of who closed the road;

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- d. Any further information (anticipated time to reopen, special instructions, etc.)
2. When placed out of service you must do the following:
- a. Log information in under “road closure” on the internet capable computer;
 - b. If a road closure is made between 0800-2300 hours announce over the speaker and radio on Ops 1 the street/road that is closed including cross streets.
 - c. If a road closure is made between 2300-0800 just add it to the list nothing further needs to be done.
 - d. Send a wizard to the room informing of road closure.
3. When advised a street/road is reopened:
- a. The PST will remove the road closure from the out of service list under the “road closure/opening” on the internet capable computer.
 - b. If a road opening is made between 0800-2300 hours announce over the speaker and radio on Ops 1 the street/road that is open including cross streets.
 - c. If a road closure is made between 2300-0800 remove it from the list nothing further needs to be done.

- G. EXPLOSIVE DEVICE OR “BOMB” THREATS: Any calls received for a “Bomb” or explosive device are to be relayed to the Utica Police dispatcher immediately for their response. A Fire Department response will only occur when requested by the police.

The public safety telecommunicator will do the following:

- 1. Ascertain from the police a staging point for Fire Department units.
- 2. A single company and Car 4 will be dispatched “A, (Adam) to assist the police.”

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3. The On Duty Deputy Chief will be notified by phone (315-534-3686) and supplied all the details of the situation, including a staging point.
 4. At no time will terms like, “bomb, IED or explosive,” be used on the radio.
- H. SKI LIFT EMERGENCIES AT VAL BIALIS SKI HILL: Will be dispatched using “Recommendations”.
- I. ENGINE 7 and AMBULANCE DISPATCHING: *(revised 06/01/19)*
1. Engine 7 and all of the ambulances are assigned to Station 7.
 2. Two members are assigned to each of the three normally staffed ambulances (1, 2, and 3) with the Officer assigned to Ambulance 3.
 3. Ambulance 1 is the primary response ambulance. When Ambulance 1 is in service, or if Ambulance 1 goes in service, Ambulance 1 will be dispatched to the call. When a reserve Ambulance is manned during **working incidents**, it will be designated Ambulance 4 and this Ambulance will become the primary Ambulance Company.
 4. If an Ambulance that is at quarters is closer than an Ambulance that was dispatched, the Officer at Station 7 has the discretion of whether or not to send that Ambulance instead of Ambulance 1, (taking the decision from the Public Safety Telecommunicator).
 5. If a caller requests Kunkel Ambulance in the City of Utica the PST will send them. Based on EMD if the call is something that would get a UFD district rig and an ambulance we should send the district rig that is listed in recommendations and send Kunkel as the ambulance. If it is a call only recommending an ambulance and the caller requests Kunkel then just send Kunkel.
 6. Engine 7 is only in service when Ambulance 3 and one other Ambulance are in quarters.

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7. When Engine 7 is dispatched to a call the crew from Ambulance 3 and one of the other ambulances that are in quarters will go on Engine 7. If both Ambulance 1 and Ambulance 2 are in quarters, the crew from Ambulance 2 will go on Engine 7. Ambulance 3 and the other Ambulance whose crew is on Engine 7 will be placed Out of Service in CAD.
8. When Engine 7 is back in quarters, the two ambulances will be placed back in service in CAD unless advised otherwise.
9. Engine 7A is a CAD resource used for Recommendations when Engine 7 is staffed with a designated crew (does not require personnel from any Ambulance). The Engine 7A resource will be recommended for call types that the Engine 7 resource would not respond to under normal circumstances.
10. When the PST is advised that Engine 7A is staffed or in service, the PST will make the UFDE7A resource available and place the UFD E7 resource out of service.
11. Engine 7A is a CAD designation only and will be referred to as Engine 7 on the radio at all times.
12. The status of Engine 7A will not be affected by the status of the Ambulances nor will the Ambulances be affected by the status of 7A.

J. MEDICAL EVALUATIONS: *(revised 06/01/19)*

1. For medical evaluations, a district rig will be dispatched. Ambulances will not be dispatched for medical evaluations.
2. Unknown automatic medical alarms will be a district rig response as listed in "Recommendations".
3. For Taser evaluations, the closest district rig will be dispatched "A." If there is another medical issue associated with the Taser incident, (prisoner was

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tasered and fell and hit his head), you must dispatch the appropriate response for the head injury also.

4. If the caller tells you at any time during the call they want to go to the hospital make a note in the call. If recommendations shows district rig only then at this point an ambulance only should be sent. If it recommends a district rig and an ambulance send both. This is only if the caller mentions they want to go to the hospital otherwise just send what is in recommendations.

K. MUTUAL AID POLICY:

1. When Mutual Aid is requested by a Utica Fire Department Incident Commander, they will advise Fire Control of the resources needed.
2. When another agency requests any FIRE assistance from Utica Fire other than the FAST team, contact the on duty Deputy first over the radio. If no response contact him via landline. He will make the decision on what resources to send.
3. When an Ambulance is requested outside the city for an EMS call dispatch the correct available Ambulance then contact the on duty Deputy Chief. *(revised 06/01/19)*
4. When a FAST team is requested by Herkimer County for Schulyer FD:
 - a. Create a call for Utica FD with a call type of "mutual aid fast".
 - b. Choose "Schuyler Mutual Aid" for the zone. (the call will not validate due to it being outside of Oneida County)
 - c. Check recommendations for appropriate assignments.
 - d. CAD will automatically send an IAR (when the call status is changed to "enroute"), for a Deputy Chief and a driver for 203 and an engine company. (Engine Company = one Officer and three FF's)
 - i. When replies are received that fulfill the request, send a manual IAR message with the names (first initial, last name) of the staff that are being assigned.
 - ii. If after five minutes you do not have enough

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personnel, send a manual IAR message to the “All Call” group for more personnel.

5. When a FAST team is requested outside the city for a structure fire, duplicate the call and change the call type to “mutual aid FAST”. Contact the on duty Deputy first over the radio. If no response, contact him via landline. He will make the decision on what resources to send.

- a. CAD will automatically send an IAR, (when the call status is changed to “enroute”) for a Deputy Chief and a driver for 203 and an engine company (Engine Company = one Officer and three FF’s)

- b. When replies are received that fulfill the request, send a manual IAR message with the names (first initial, last name) of the staff that are being assigned.

- c. If after five minutes you do not have enough personnel, send a manual IAR message to the “All Call” group for more personnel.

- d. Example IAR text sent from CAD for Mutual Aid Fast:

MUTUAL AID FAST

95 Campbell Ave, Yorkville (5th St/4th St, Andrews Ave)

3 FFs and 1 Officer for an engine, 1 Deputy Chief and driver needed

After UFD members respond, send manual IAR text using this example:

“D/C J. Doe, FFs M. Smith, T. Jones, R. Reilly and LT. L. O’Rourke assigned to Engine _”

6. When the cascade is requested create a call using the call type “Mutual Aid Cascade” for Utica FD and dispatch Cascade 2 from RECOMMENDATIONS.

- a. An automatic IAMRESPONDING message will be sent requesting 2 members for the cascade.

- b. Notify the On-Duty Deputy Chief of the request and that the message has been sent.

- c. When replies are received that fulfill the request, send a manual IAR message with the names (first initial, last name) of the staff that are being assigned.

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- d. If after five (5) minutes you do not have enough personnel, send a manual IAR message to the "All Call" group for more personnel.
 - e. If the request is still not met after an additional two (2) minutes send Cascade 1.
- L. RESPONSE TO CALLS ON DIVIDED HIGHWAYS: Any call (EDP or Medical nature) on a divided highway that an Ambulance is dispatched to, a district Company will also be dispatched. **ALL** unknown MVAS are district rig only, no matter the location. *(revised 06/01/19)*

At no time will an Ambulance be dispatched to a divided highway without another Company. Car 4 is to be dispatched to all PI-MVA's on divided highways. You must notify responding Companies immediately of possible location so they can respond properly. *(revised 06/01/19)*

1. The following are the highways that will be included:

- a. NYS Thruway, (I-90)
- b. I-790
- c. Route 8
- d. Route 12
- e. Route 840
- f. Route 5
- g. Route 5s
- h. North/South Arterial (route 5, 8, 12)

M. MOTOR VEHICLE ACCIDENT DISPATCHING PROTOCOL: *(revised 06/01/19)*

- 1. MVA - UNKNOWN
 - a. A district rig will be dispatched. This includes divided highways.
- 2. MVA – PD
 - a. An Engine Company will be dispatched for calls with spilled fluids or situations involving vehicle / pole, vehicle rollover and wires down.

3. MVA – PI
 - a. Follow recommendations

N. TRAFFIC SIGNALS: The NYS Traffic Signal Department, 315-732-8056, will be called for problems at the following traffic signals:

1. All of North-South Arterial (RT 12);
2. All of Oriskany Boulevard;
3. North Genesee Street & Auert Avenue;
4. North Genesee Street & Herkimer Road;
5. Trenton Road (Flashing signal);
6. North Genesee Street & Wurz Avenue;
7. North Genesee Street & Lee Street;
8. Genesee Street & Whitesboro Street;
9. John Street & Broad Street;
10. John Street & Jay Street;
11. Genesee Street & Liberty Street;
12. Genesee Street & Oriskany Street West;
13. Liberty Street & Seneca Street;
14. Liberty Street & Washington Street;
15. Oriskany Street West & Seneca Street;
16. Oriskany Street West & Washington Street;
17. Oriskany Street West & Liberty Street;
18. Oriskany Street & Memorial Auditorium;
19. Liberty Street & Broadway;
20. Oriskany Street & Schuyler Street;
21. Oriskany Street & Platt Street;
22. Genesee Street & Richardson Avenue;
23. Culver Avenue & Dwyer Avenue;
24. Herkimer Road and Coventry Avenue;
25. Auert Avenue & Coventry Avenue;
26. Burrstone Road & York Street;
27. Burrstone Road at Utica College;
28. Burrstone Road & French Road;
29. Burrstone Road & Lincoln Ave;
30. French Road & Chenango Road

For all other traffic light problems call 315-534-1000 during business hours only.

- O. NYS THRUWAY RESPONSE: Interstate 90 Toll Highway.
 1. MVA Response:

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- a. Engine Co./Tac 2 or Truck 1 and Car 4
 - b. Engine Co. or Tac Unit and Truck with Ladder or Tower and Car 4
2. Passes through City of Utica:
- a. Mile marker 228 East, to 234 West
 - b. Utica, Exit 31 is mile 232.0
3. Additional Mile markers:
- a. Mile marker 227.9 or less: Schuyler FD response (Herkimer County)
 - b. Mile marker 235 or greater: Deerfield FD response
- P. VEHICLE LOCKOUT RESPONSE: Lockouts will be performed for the following reasons only:
1. Include: Child locked in a vehicle. Adult locked in a vehicle in medical distress.
 - a. An Ambulance will also be dispatched for EMS care. *(revised 06/01/19)*
 - b. Units will not be cancelled for other calls.
 2. Other lockout responses include: Vehicle that is running. Animal in a vehicle during extreme weather conditions (PST's discretion concerning weather). At request of a police agency within city limits. When a vehicle is in a hazardous location (blocking a major roadway or intersection, etc.) At the discretion of the On Duty Deputy Chief, (unusual circumstances only) such as, Adult locked in vehicle with no medical distress.
 - a. The dispatched rig will be cancelled and redirected to any higher priority response alarms.
 - b. Lockouts will be done by the district Truck Co *or* Engine Co. equipped with lock out tools (Big Easy Units). If the district rig is out of service the next due unit will be dispatched.

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- c. Public safety telecommunicators will continue to ascertain all pertinent information before dispatching the call. The exception to this will be persons locked in a vehicle.
 - d. The following Companies have lock out tools: Engine Co.'s 1, 3, 5, Truck 1 and Truck 2.
- Q. REQUEST FOR A FIRE MARSHAL: Upon the request for a Fire Marshal callback by the Deputy Chief, the following procedure is to be followed:
- 1. Notify the Chief Fire Marshal at 534-0194 (cell) of the request. If the Chief Fire Marshal cannot be reached, text the Fire Marshal group in IAMRESPONDING and request a Fire Marshal to call the On Duty Deputy Chief at 534-3686.
 - 2. All pertinent information should be ascertained prior to this notification.
 - 3. The Fire Marshall's office will then assign a Fire Marshal from the on-call schedule, provided each month.
- R. WORKING FIRE PROCEDURES: When advised of a working fire, the following procedures will be followed. (If unsure, ask the Incident Commander if this is a working fire.)
- 1. PST responsibilities: The PST will activate the white alert light and verbally notify the supervisor and then monitor the assigned fire ground channel (usually channel 2). Change **status** to "working fire" which will automatically activate IAR. There is no need to send the initial IAR manually.
 - 2. Supervisor Responsibilities: The supervisor will then assume control of the main dispatch channel to dispatch any other incidents that are reported. All other dispatch staff will provide assistance as requested by the supervisor.
 - 3. The reserve engine will be staffed with the first three (3) members and one (1) officer. An ambulance will be staffed with two (2) members, one of which must be a paramedic. Safety Officer is needed to the scene along with a Deputy Chief.

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- a. Assign reserve apparatus based on the reserve apparatus board. Place the apparatus in “out of service” status in CAD.
4. When replies are received that fulfill the request, send a manual IAR message with the names (first initial, last name) of the staff that are being assigned including the station to respond.
 - a. If after five minutes you do not have enough personnel, send a manual IAR message to the “All Call” group for more personnel.
 - b. Example of IAR text sent from CAD for Working Fires: *(revised 06/01/19)*

WORKING FIRE
301 JAMES ST, UTICA, NY (HOWARD AVE/NEILSON ST)
3 FFs and 1 Officer for an engine, 1 Safety Officer, 2 FFs for the ambulance and 1 Deputy Chief.

After UFD members respond, send manual IAR message using this example:

“FFs M. Smith, L. O’Rourke, S. Miller, Officer G. Kelly assigned to Engine 2 at Station 5, Safety Officer S. Yates, FF J. Doe, T. Brown assigned to an ambulance, Gazilli, G as Deputy Chief .”
5. Notify a UFD ambulance for an EMS standby at the fire scene. If no UFD ambulance is available send the next closest available ambulance service.
6. Notify National Grid: 315-460-2975
- S. HIGH RISE WORKING FIRE: If an incident commander declares a “High Rise Working Fire”, he will designate a “Command Channel”.
 1. If the incident commander declares a “High Rise Working Fire”, change **status** to “High Rise Working Fire” this will automatically send an IAR message to staff two reserve engines (3 firefighters and one officer each), one Truck (3 firefighters and 1 officer), 2 Safety Officers, 2 Deputy Chiefs, one ambulance (2 FF) and 2 members for the cascade for a total of 20 staff members. *(revised 06/01/19)*
 2. Assign reserve apparatus based on the reserved rig board. Place the

apparatus in “out of service” status in CAD, as firefighters reply assign them to the designated apparatus.

3. A PST is to contact the 911 Director immediately who will recall 911 staff to assist in communications functions.
 4. The UFD PST will monitor both the fire ground channel, and command channel but relay information on the command channel.
 5. Command will advise Fire Control as what information to relay to callers still in the structure, i.e., to attempt evacuation or shelter in place.
 6. It is critical that dispatch staff obtain specific information from callers that are in the structure, including apartment/room numbers, floor, that room they are in, fire conditions, name, callback number.
- T. **SPECIAL CALL:** The incident Commander may request a specific on duty apparatus. He will announce a “Special Call” followed by the apparatus he wants to respond.
1. In CAD, change call type to ‘UFD Special Call’ for the equipment requested, click “Recommendations” then dispatch the requested apparatus.
- U. **SECOND ALARM:** The incident commander may announce a “Second Alarm”, usually after a working fire is declared. **Change status to second alarm**, this will automatically generate an IAR message.

****If the incident commander gets on the scene and asks for a second alarm without calling a working fire the procedures for the working fire must be implemented first****

1. In CAD, change alarm level to “2”. Recommendations will automatically appear. Dispatch the appropriate resources.
2. The reserve truck will be staffed with the first three (3) members and one (1) officer that reply. The cascade will be staffed with the next two members to reply.

3. Place the reserve truck in “out of service” status in CAD.
4. When replies are received that fulfill the request, send a manual IAR with the names (first initial, last name) of the staff that are being assigned and the location of the apparatus.
 - a. If after five minutes you do not have enough personnel, manually send an IAR message to the “All Call” group using IAR for more personnel.

Example of IAR messages sent from CAD for Second Alarms:

SECOND ALARM WORKING FIRE
301 JAMES ST , UTICA, NY (HOWARD AVE/NEILSON ST)
1 Deputy Chief, 3 FFs and 1 Officer for Reserve Truck 3 and 2 members for the cascade needed.

After UFD members respond send manual IAR using this example:

“Deputy Chief M. Ambrose to scene, FFs J. Johnson, T. Esposito, M. Brooks, Officer O. Clark for Reserve Truck 3 at Station 2. J. Doe and S. Smith for the cascade.”

- V. RELOCATION OF RESERVE APPARATUS: When Reserve apparatus are manned during working fire incidents; they must be relocated and centralized. The following are reserve apparatus: Engine 4, Engine 2, Engine 6, Truck 3, Ambulance 4, and Ladder 4. *(revised 06/01/19)*
- a. When one Reserve Engine Co is in service it will be centralized at Station 7.
 - b. When two Reserve Engine Co.’s are in service, one will be located at Station 7 and one at Station 2.
 - c. When Truck 3 is manned it will be relocated to Station 2.
 - d. All in service ambulances will remain at Station 7. *(revised 06/01/19)*
 - e. This is a standing order, and the Fire Control PST is working under the direction of the On-Duty Deputy Chief when making these relocations.

- f. Other Reserve Rigs will be manned at the discretion of the Chief or his designee.

W. INCIDENT ROLL CALL:

1. Purpose: The purpose of Incident Roll Call is to be able to make a rapid uniformed accountability of manpower and/or apparatus deployed at, or responding to an incident.
2. Scope: This guideline will apply to all members of the Utica Fire Department & the Oneida County 911 Center.
3. Objectives: To provide updated accountability of personnel operating at, or responding to an incident.
4. Responsibility:
 - a. Command may request a roll call at any time it is deemed necessary.
 - b. A roll call shall be conducted when the fire ground channel has been reassigned during an incident.
 - c. Company Officers will respond to a roll call without delay at all times.
5. Roll Call Procedure:
 - a. When requested by the Incident Commander or required by policy, the Fire Control Dispatcher will immediately acknowledge the request and sound roll call tone for 5 seconds (alert tone #6), on the assigned fire ground channel, then announce "All companies operating at ___ incident standby for roll call." The PST will then commence with the roll call in the order that the apparatus was dispatched to the alarm. When all companies have acknowledged, the PST will notify Command with the results.

X. MAYDAY PROCEDURES – COMMUNICATIONS:

1. Purpose: To develop a systematic approach to the handling of a MAYDAY when it is transmitted by a member in distress.

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2. Scope: This guideline shall apply to all dispatch personnel staffing the Utica Fire Department Fire Control console.
3. Objectives: To provide a written record and timeline during a MAYDAY incident.
4. Procedure: When a MAYDAY is declared, the Fire Control PST will:
 - a. IMMEDIATELY confirm with Command that they are aware of a MAYDAY being transmitted.
 - b. Fire Control will then activate MAYDAY alert tone (alert tone #14) for 5 seconds and advise Command with ALL information they have about the MAYDAY.

Example: "MAYDAY has been transmitted- Engine 1 firefighter lost on the second floor and low on air in heavy smoke condition..." Include ALL information you have.

- c. Clear the Ops radio channel on which the MAYDAY was transmitted by announcing "emergency traffic only" and activating the emergency traffic beacon on the channel the MAYDAY was called. The channel the MAYDAY was called on will only be used by the MAYDAY member, FAST team, Safety Officer and PST monitoring that channel.
- d. If requested by the incident commander. Reassign all other Companies to another Ops Channel
 - i. The Supervisor or their designee will monitor the additional ops channel and conduct a roll call.
- e. If not already requested by command, the dispatcher will activate a second alarm.
- f. Log all information and times in CAD.
- g. After a MAYDAY has been declared mitigated by Command:
 - i. Units assigned to the additional ops channel will be reassigned back to the original ops channel. (the channel the MAYDAY was called on)

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- ii. Conduct a roll call (or 2nd roll call) on the assigned Ops channel to ensure all units are operating on the correct radio channel.
- iii. Announce “Open Ops __” and “Resume normal radio traffic”.

Y. FAST COMPANY OPERATIONS:

1. Purpose: The purpose of the Firefighter Assist and Search Team (FAST) is to be available to assist a Firefighter who becomes trapped or is in distress.
2. Scope: This guideline applies to all Utica Fire Department personnel and 911 staff.
3. Objectives: To provide a trained and equipped Team that is immediately available to assist or rescue a member operating in an IDLH atmosphere.
4. Responsibility:
 - a. The Fire Control PST will announce on Channel 1 that the third due Engine Company is the FAST team for structure fires or alarms upgraded from a detail to a regular alarm.
 - b. Should the third due Engine Company make a better response time than the second due Engine Company, the third due Engine Officer will notify the second due Engine Officer via radio, and the assignments shall be switched.
 - c. It shall be the duty of Command to assign the duties of the FAST Team, if the FAST Team has not yet arrived on the scene and operations in an IDLH atmosphere are ready to begin.
 - d. It shall be the responsibility of Command to determine the need for second FAST Team if the incident or structure involved warrants such resources.
 - e. The FAST Team Officer will monitor the fire ground channel in use and be ready to deploy if a MAYDAY signal is transmitted. All FAST Team

members will monitor the fire ground and observe changing conditions or hazards.

Z. EVACUATION OF FIRE PERSONNEL:

1. Procedure:

- a. Once Command has identified a condition that warrants evacuation of personnel they shall request Fire Control to transmit the Evacuation Tone (Tone #3) for 5 seconds on the fire ground channel and announce a message for all personnel to evacuate the structure. Repeat the announcement three times.
- b. Command shall request that Fire Control conduct a roll call once it is evident that all personnel have exited the structure.
- c. Fire Control shall conduct a roll call once Command has requested it. When the Roll Call is completed the results shall be reported to Command.

AA. USING STATION SPEAKER HANDSET: In the event of a failure of the radio console interface, or when requested to make an announcement over the speakers only, the PST will pick up phone handset on the Station Speaker Telephone. Select which Station or ALL CALL, then press the red lightning bolt, wait for the tones, then make your announcement. The same can be done using the Utica Fire PA radio icons on the radio screen. Remember that the PA is an analog channel and the dispatch channel is on a trunked system, which means that using both together will result in a delayed echo effect that may make your transmissions difficult to understand.

NOTE: the UFD station speakers and radios are linked together. When the tones are sent the console mic (or headset) will be "live" and automatically remain live for 10 seconds.

BB. FAILURE OF THE CAD: In the event of a CAD or recommendations failure, immediately go to the back-up Run Cards & Street File in the UFD binder. Upon receipt of an alarm, use the street File to look up the address of the call. The street file is broken down alphabetically and by block number. Each street and block has a corresponding run list number. After determining which Run Card applies, go to the proper Run List to select which apparatus to send for the proper call type.