

TIOGA COUNTY PENNSYLVANIA

FIREMEN'S RADIO & COMMUNICATIONS PROCEDURES MANUAL

<u>PAGE</u>	<u>PARAGRAPH</u>	<u>INDEX TOPIC</u>
2	FOREWORD	
2	ARTICLE I	Authority
3	ARTICLE II	Permitted radio installations and designation of call signs
3		Authorized special call sign assignments
4		Radio frequencies in use
5	1.0	INTRODUCTION
5	1.1	PURPOSE AND SCOPE
5	1.2	CHANGES AND REVISIONS
6	1.3	CENTRALIZED COMMUNICATIONS CENTER
7	2.0	EMERGENCY COMMUNICATIONS CENTER
7	2.1	ORGANIZATION
7	2.2	ADMINISTRATION
7	2.3	MISSION
8	3.0	BASIC RULES FOR VOICE OPERATION
8	3.1	GENERAL
8	3.1.7	GRIEVANCES AND CORRECTIVE ACTION
9	3.2	2400 HOUR TIME
9	3.3	PRONUNCIATION OF NUMERALS
9	3.4	PHONETIC ALPHABET
10	3.5	STANDARD WORDS AND PHRASES
10	3.6	UNACCEPTABLE WORDS AND PHRASES
11	4.0	FIRE SERVICE PROCEDURES
11	4.1	GENERAL
11	4.1.1	STANDARD PROCEDURES
11	4.1.2	TEN (10) SIGNALS
11	4.1.3	DISPATCHER RESPONSIBILITY
11	4.1.3D	CHANNEL CONGESTION
12	4.1.3H	MAYDAY
12	4.1.6	OUT OF SERVICE ANNOUNCEMENTS
13	4.1.7	WEEKLY SIREN AND RADIO TEST
13	4.1.8	REQUIRED DISPATCH PROCEDURE
13	4.1.9	ACKNOWLEDGING CALLS ON RADIO
14	5.0	ALERTING PROCEDURES
APPENDIX 1	TIOGA COUNTY CHANNEL PLAN	
APPENDIX 2	MAYDAY PROCEDURE	
APPENDIX 3	REQUEST FOR REVIEW FORM	

APPROVED MAY 8, 2018

TIOGA COUNTY VOLUNTEER FIREMEN'S ASSOCIATION

PO Box 746 - Wellsboro, PA 16901

RADIO & COMMUNICATIONS PROCEDURES MANUAL

FOREWORD

This manual has been prepared by a conjoined effort of the Tioga County Firemen's Association, Incorporated and the Tioga County Department of Emergency Services and is primarily intended to serve as an operating guideline for the use of the Tioga County Fire Radio network.

The policies, rules, regulations and standards set forth in this manual are based on and supported wholly by the following: (1) the requirement to comply with federal statutes governing radio-telecommunications and, (2) previously established procedures and guidelines that have proven to be necessary and efficient.

The use of the rules, regulations and guidelines in this manual are mandatory for all operators of radio equipment in the Tioga County Fire Radio Network.

ARTICLE I – AUTHORITY

The authority, by which these policies, rules, regulations and guidelines have been established, is charged to the Tioga County Firemen's Association, Inc. Communications Committee. This committee, comprised of members of the Tioga County Firemen's Association, Inc, and representatives of the Tioga County Department of Emergency Services, is the recognized governing body responsible for the administration, disbursement and lawful use of all radio-telecommunications frequencies. Committee members from the Association shall be appointed by the President of the Tioga County Firemen's Association, Inc.

The Communications Committee shall meet regularly, and as necessary, to review and recommend all changes, additions, or modifications to the contents of this manual. It shall be the duty of the committee to serve as a hearing board for all grievances and complaints associated with violations and/or improper use of the Fire Radio Network.

ARTICLE II - PERMITTED RADIO INSTALLATION & DESIGNATION OF CALL SIGNS

- A. Base station radios are required to be licensed by the FCC. Responsibility to license belongs to the organization installing the radio. In addition to normal licensing requirements, the Firemen's Association requires that base stations may only be installed and designated in the following manner. Designated call signs will be the department name followed by the color indicated as below:

LOCATION	COLOR
Fire Stations	Red
Hospital or Medical Facility	White
Ambulance Station	Gold

- B. Base station installations have also been authorized for the following:
Wellsboro Green-District Forester's office, DCNR, Wellsboro.
- C. Mobile radios may be installed only in the following equipment with designated call signs being: Apparatus name, Department number and apparatus numbers as follows:

Engines - 1,2,3,11,12,13,21,22,23	Ambulance Chief 60
Patrol Vehicle - 4,14,24,34	Asst. Ambulance Chief 70
Tankers - 5,15,25,35	Rescue Captain 80
Ambulances - 6, 7,16,17,26,27	Fire Police Captain 90
Rescue / Squad – 8, 18	Safety Officer Safety (Dept #)
Aerial/Special Use 9,19,29,39	
Fire Chief's personal vehicle - 0	Please note: There are no
1st Asst. Chiefs personal vehicle - 10	provisions for or designations of
2nd Asst. Chiefs personal vehicle - 20	station, line or truck officers
3rd Asst. Chiefs personal vehicle - 30	

i.e. Wellsboro's fourth Engine is designated "Engine 1-11", spoken "Engine one eleven". Middlebury's Rescue truck is designated "Rescue 11-8", spoken "Rescue eleven eight".

Authorized Special Call Sign Assignments

County Fire Coordinator	Coordinator 1
Deputy Fire Coordinator(s)	Coordinator 2,3,4,5
County Coroner	Car 40
Landing Zone Officer	_____ (Responding helicopter/s) LZO
Quick Responding Units	(dept. number) QRS ex: 13QRS
Forestry Department	Sierra (unit #) firefighting units only
Medic Units – Fly Car	Medic _____
Medic Units - Transport Capable	MICU _____
Specialty Units*	Mass Casualty trailer, Hazmat trailer(s), Decon, Rehab, Air, Foam, Dive, etc
Tioga County DES Units	County assigned unit number (ie. DES Director – Car 81-01)

*Specialty units shall be asked for utilizing plain English rather than by number.

Other special command assignments may be established by an incident commander on the scene of any major incident.

- D.** Incident Command – Incident command shall be established by the first unit on scene. A department's first incident shall be established by department name. Subsequent incidents shall be denoted by geographical location.

Example: Wellsboro's first incident would be Wellsboro Command, a subsequent incident on Shumway Hill Road would be Shumway Hill Command, a third incident on Main Street would be Main Street Command, etc.

- E.** Radio receivers may be installed and used by any fireman and/or ambulance personnel and be assigned an identification number. Each company may assign numbers in the following manner: Department number followed by the letter "R" and an individual number.

i.e., a Clymer fireman may be designated "16-R-76".

- F.** Portable radios may be assigned to each of the pieces of apparatus listed under the section covering mobile radios. Portable radios will be designated by the word "Portable" followed by the department number and then the apparatus the portable radio is carried on. i.e.- Westfield may have a portable radio carried on Engine 5-2. When this radio is in use, it's designation will be "portable 5-2". Chief Officers using portables (or any other radios) may be designated as "Chief" (1st Asst. Chief or 2nd Asst. Chief) followed by their department number. i.e. - Mansfield may designate their Chief as "Chief 2".

- G.** Radio frequencies authorized for use:

VHF – HIGH BAND

The following frequencies are authorized and shall be used at incidents within the borders of Tioga County, PA in accordance to the respective channel guidelines.

1.	TCFA CHANNEL 1	154.7175 MHz – PL 110.9	RESPONSE
2.	TCFA CHANNEL 2	155.3250 MHz – PL 110.9	FIREGROUND 1
3.	TCFA CHANNEL 3	155.1750 MHz – PL 110.9	FIREGROUND 2
4.	TCFA CHANNEL 4	156.0150 MHz – PL 110.9	FIREGROUND 3
5.	TCFA CHANNEL 5	154.4450 MHz – PL 110.9	FIREGROUND 4
6.	TCFA CHANNEL 6	155.1750 MHz – PL 151.4	FIREPOLICE
7.	TCFA CHANNEL 7	154.8375 MHz – PL 186.2	INTERAGENCY*
8.	TCFA CHANNEL 8	155.8425 MHz – NO PL	DISPATCH**

*The inter-agency frequency shall be used when it becomes necessary to communicate with entities outside the Tioga County Fire/EMS network and who do not have means of communicating on one of the Tioga County listed frequencies. This frequency shall be the primary choice for LZ operations. Communications on this frequency shall be reserved for command or a liaison so designated."

**Utilized as a paging only frequency, no other radio traffic will be allowed on this frequency. The ECC is simulcasting, at ten tower locations throughout Tioga County.

The channel plan that has been adopted for use by Tioga County has been made a part of this document; it will contain the latest update of channels and frequencies in use and can be found in appendix 1.

1.0 INTRODUCTION

- 1.1** **PURPOSE AND SCOPE-** This publication covers policies and procedures governing communications within the fire and EMS services of Tioga County, Pennsylvania.
- 1.1.1** It is designed to standardize communications procedures and maintain the discipline required in an emergency communications system. Proper use of these procedures will insure the maximum utilization of the communications facilities and enhance the capability and efficiency of all Tioga County protection facilities.
 - 1.1.1A** The need for standardization cannot be overemphasized. Standard operating procedures which save time, reduce confusion and eliminate errors will assist all concerned in providing timely and predictable reaction to emergency situations.
 - 1.1.1B** Use of the procedures in this manual are mandatory for operators of radio equipment on any frequency licensed for the use of Tioga County fire, rescue & ambulance services.
 - 1.1.2** It is an official guide for conduct of operations and training by personnel of Tioga County Public Safety Agencies.
 - 1.1.3** The contents outline policy and standard procedures to be followed in a variety of situations. It is obviously impossible to develop procedures for every situation which might arise, therefore, in situations not covered by specific instructions, decisions made and actions taken must be governed by common sense and judgment on the part of supervisory personnel.
- 1.2** **Changes and Revisions** -It is important that the contents of this publication be up-to-date at all times. Recommendations for change may be submitted at any time and shall be forwarded in writing to, Tioga County Firemen's Assoc. Inc, PO Box 746, Wellsboro, PA 16901.
- 1.2.1** Users of this publication are encouraged to submit recommended changes and comments to improve the publication. Comments should be keyed to a specific item and paragraph in which the change is recommended. Reasons should be provided for each comment to insure understanding and complete evaluation.
 - 1.2.2** Any organization or individual desiring changes which affect the conduct of communications or which modify, supplement or require action not covered by this publication should submit changes in writing to the Communications Committee for review. After review, the Committee will notify the submitting organization or individual, as well as the TCFA of any recommendations.
 - 1.2.3** In cases where action on the part of the Communications section is required, the communications committee, is responsible for preparing, publishing and presenting to the association any recommendations for changes considered necessary.
 - 1.2.4** Any changes approved by the association will be reviewed with the Department of Emergency Services. The Director of the Department of Emergency Services is responsible for the internal operation, administration and training of that department.
 - 1.2.5** Annually, the Communication Committee will conduct a formal review of this publication.

- 1.2.6 Approved changes throughout the year (outside of the annual formal review) will be published as revised pages whenever possible. Otherwise, additional pages may be used as required. Both replacement pages and added pages will show the change date in the lower right hand corner. Added pages will bear the number of the previous page plus suffix letters as required.
- 1.2.7 Annually, changes to policies and procedures will be accomplished by publication and distribution of pages to all holders of this manual in advance of the effective date. When more rapid change is required, notification may be made by other means and followed up with new manual pages.

1.3 Centralized Communications System / Public Safety Answering Point (PSAP) - A centralized Communication System allows individual communities to reduce the cost of maintaining individual Emergency Communication Centers, while increasing efficiency and utilization of equipment, facilities and manpower. The economics of such a system permits increased service to the public and the upgrading of equipment and training at less cost to the taxpayer. The characteristics of a Centralized Communications System / PSAP include:

- 1.3.1 Lower cost of manning and maintaining one Central Communications Center as opposed to the combined cost of each jurisdiction supporting their own facility. Higher standards for dispatchers will be established because of the reduced number that will be required.
- 1.3.2 Through the establishment of a Centralized Filing System at the Communications Center, mutual aid operations will be better coordinated and more efficient. Availability of vehicles, manpower, apparatus, and equipment will be known by the dispatchers at all times. Duplication of equipment by surrounding jurisdictions will be kept at a minimum and thereby allow higher standards for new equipment without increasing the overall financial cost throughout the cooperating communities. Increased utilization of specialized equipment for any fire, rescue or other type of disaster will be available because of the Central Dispatching System.
- 1.3.3 Standardization of communications and "on-the-scene" operations achieved through training of all personnel will result in improved methods and the elimination of inefficient practices. The pooling of individual experience and talent in the area will exceed that of any one of the individual communities and enable greater efficiency in all operations.
- 1.3.4 Improved liaison with other Emergency Forces, throughout the region, will enable all communities to be better prepared to combat emergencies and disasters.
- 1.3.5 Support facilities in both the public and private sector will be greatly increased, due to the large area involved. The equipment, manpower and talent availability within the region affords a higher degree of protection to all of the participating communities than will be achieved by independent operation.
- 1.3.6 The centralized concept provides alerting and warning equipment to notify a vast number of people in the emergency services to impending storms or unnatural conditions.
- 1.3.7 The initial cost of conversion to a Centralized Communications system is an investment returned many times over with increased efficiency, improved services and lower operating costs. A program of public education will insure that people in need of emergency services will know what services are available and the proper procedure to request help.
- 1.3.8 The operation of the PSAP will be to the standards and regulations as set forth by Act 78 of 1990 and any subsequent updates.

2.0 EMERGENCY COMMUNICATIONS CENTER

- 2.1** **Organization** - The Emergency Communications Center (ECC) / PSAP at the David Cohick Emergency Operations Center in Charleston Township, is designated "Tioga County" for all emergency service communications in Tioga County.
- 2.1.1** The personnel and facilities at this Center are assigned to the Emergency Communications Section. The Communications Section is an element of the Department of Emergency Services. The Director, Department of Emergency Services, is responsible to the County Commissioners for:
- "Providing centralized emergency communication dispatching services."
- 2.1.2** The emergency services staff of the Department of Emergency Services will manage and exercise operational control over activities of this Communications Center, reporting directly to the Deputy Director of 911 Department of Emergency Services.
- 2.2** **Administration** -The Department- of Emergency Services is responsible for the operation of the Emergency Communications Center.
- 2.2.1** Visits to the ECC, particularly by officials and members of the fire, ambulance and rescue services are encouraged. The Quality Assurance Coordinator or Director, Department of Emergency Services must authorize all tours of the ECC. No unauthorized tours will be conducted. Whenever possible, tours will be conducted by the Quality Assurance Coordinator. If the Quality Assurance Coordinator is unavailable, a dispatcher on duty will be assigned to conduct the tour.
- 2.3** **Mission Statement for Tioga County 9-1-1** – The Emergency Communication Center of Tioga County is the vital link for citizens and public safety agencies. Our mission is to ensure the safety of the Public, Police, Fire and EMS personnel we serve. We do this by dealing with all calls in a professional manner with compassion and integrity. These actions will help save lives, protect property and assist the public in their time of need

3.0 BASIC RULES FOR VOICE OPERATION

- 3.1 General** - The manner in which radio and telephone messages are handled is often a measure of the efficiency of an organization and the attitude of its' individuals. Observing simple basic rules will expedite message handling and improve working relationships among all concerned. Applications of the general do's and don'ts outlined here, plus specific procedural examples shown elsewhere will lead to professional performance.
- 3.1.1** Listen before transmitting to make certain the channel is clear and organize your thoughts before transmitting. The overeager operator is a source of wasted time and confusion.
- 3.1.2** Keep all transmissions brief and to the point. Avoid long-winded descriptions and unnecessary repetition. Accuracy, brevity and speed are all important, however, they should be considered in that order.
- 3.1.3** Speak distinctly and pronounce words carefully. Speak at moderate speed, using a conversational tone of voice with natural emphasis and rhythm.
- 3.1.4** Make sure the microphone switch is fully depressed and pause briefly before starting to talk. Hold mobile microphones close to, but not touching, the mouth and talk directly into it, not across it. Talk at the conversational level, don't shout.
- 3.1.5** Avoid transmitting when sirens are operating.
- 3.1.6** Use official titles and authorized unit and equipment designations in all transmissions.
- 3.1.7** During all radio and telephone operations remain calm. Be careful to avoid uncivil, angry, abusive, derogatory or sarcastic remarks or language. When faced with such a situation, maintain control, don't attempt to retaliate--proceed with the business at hand. In cases where corrective action is considered necessary, the Chief(s), President or administrative authority of the affected department may gather and report the facts and circumstances in writing to the Communications Committee on a "Request for Review" form. A copy should be signed and sent to both of the addresses below:
- Tioga County Firemen's Association, Inc., Communications Committee**
Box 746
Wellsboro, PA 16901
- AND**
- Tioga County 911, Attention Deputy Director of 911**
99 William Farrell Drive
Wellsboro, PA 16901
- A reproducible copy of this form may be found in appendix 3.
- 3.1.8** All stations should assume good signal strength and readability unless one station cannot clearly hear another, or except when tests are being conducted, strength and readability reports will not be requested. When an exchange is necessary, the reply will be a short and concise statement of actual conditions: "Loud and Clear", "Weak but Readable", "Strong but Distorted", "Unreadable", etc. Terminology such as "Five by Five", "Copy O.K.", "Ten Two", etc. are not to be used.

- 3.2 2400 HOUR TIME** -The Tioga County Emergency Communications Center / PSAP will use the 2400 Hour Time System. The use of this system insures complete accuracy and understanding. All Fire and Ambulance personnel are encouraged to use it.

A comparison of 2400 Hour Time is listed below:

2400 Hour Time	12 Hour Time (SPOKEN)
2400	Midnight (twenty-four hundred)
0001	one minute after midnight {zero zero zero one}
0045	45 minutes past midnight {zero zero four five}
0100	One o'clock A.M. {zero one-hundred}
0130	One thirty A.M. {zero one-thirty}
0200	Two A.M. {zero two-hundred}
0300	Three A.M. {zero three-hundred}
0400	Four A.M. {zero four-hundred}
0500	Five A.M. {zero five-hundred}
0600	Six A.M. {zero six-hundred}
0700	Seven A.M. {zero seven-hundred}
0800	Eight A.M. {zero eight-hundred}
0900	Nine A.M. {zero nine-hundred}
1000	Ten A.M. {ten-hundred}
1100	Eleven A.M. {eleven-hundred}
1200	NOON {twelve-hundred}
1201	One minute after noon (twelve zero one)
1300	One P.M. {thirteen-hundred}
1345	One forty-five P.M. {thirteen forty-five}
1400	Two P.M. {fourteen-hundred}
1500	Three P.M. {fifteen-hundred}
1600	Four P.M. {sixteen-hundred}
1700	Five P.M. {seventeen-hundred}
1800	Six P.M. {eighteen-hundred}
1900	Seven P.M. {nineteen-hundred}
2000	Eight P.M. {twenty-hundred}
2100	Nine P.M. {twenty-one-hundred}
2200	Ten P.M. {twenty-two-hundred}
2300	Eleven P.M. {twenty-three-hundred}

- 3.3 Pronunciation of Numerals** -The following examples will be used for the pronunciation of numerals transmitted by radio or telephone:

NUMBER	SPOKEN AS
0	Zero
1	Wun
2	Too
3	Th-R-ee
4	Fo-er
5	Fi-iv
6	Siks
7	Sev-en
8	Ate
9	Ni-en

- 3.4** **Phonetic Alphabet** -The Phonetic Alphabet shown below will be used to identify single letters, or to spell difficult or unusual words:

LETTER	SPOKEN AS	LETTER	SPOKEN AS
A	ALPHA	N	NOVEMBER
B	BRAVO	O	OSCAR
C	CHARLIE	P	PAPA
D	DELTA	Q	QUEBEC
E	ECHO	R	ROMEO
F	FOXTROT	S	SIERRA
G	GOLF	T	TANGO
H	HOTEL	U	UNIFORM
I	INDIA	V	VICTOR
J	JULIET	W	WHISKEY
K	KILO	X	X-RAY
L	LIMA	Y	YANKEE
M	MIKE	Z	ZULU

Example: "on Bodine Street, I spell Bodine--Bravo; Oscar; Delta; India; November; Echo—Bodine".

Example: "at the corner of Main and K streets, that's K as in Kilo"

- 3.5** **Standard Words and Phrases:** Standard authorized procedure words and phrases. Use the terminology listed below to convey in condensed form certain frequently used orders, instructions, requests and abbreviations.

PROCEDURE WORDS

MEANING

Acknowledge	Let me know that you have received and understood the message.
Advise	Give this message to/or provide me with the necessary information.
Affirmative	What you have just said is correct.
Available	Apparatus or individual able to respond.
Correction	An error has been made--the correct revision is _____.
Enroute	Unit is proceeding to a secondary location
E.T.A.	Estimated Time of Arrival.
I copy	I have heard you to say _____ is that correct?
I spell	The next word will be spelled phonetically.
In Quarters	Back in station or building where apparatus is normally housed
Location	Your present location.
Message Received	I have understood your last message.
O.K.	Your message received, understood and will be complied with.
On the Air	Apparatus out of station NOT in response to an incident.
On Scene	At the location of an incident.
Out-of-Service	Apparatus mechanically unable to respond.
P.O.V	Personally owned vehicle
Repeat	Say your last message again.
Responding	Manner to indicate a unit is enroute to the scene of an incident.
Standing By	Apparatus is awaiting the arrival of additional personnel. The department will receive no further dispatches for that incident.
Test Count	For test purposes, a five (5) count will be made twice, one to five and five to one.
At the Wellsboro Hospital	Unit has arrived at Soldiers and Sailors Hospital
At the Coudersport Hospital	Unit has arrived at Charles Cole Memorial Hospital

3.6 Unacceptable Phrases

Be advised

When communicating with other radio users, it is accepted that you are communicating (advising) information.

Roger

At this time

10 signals

4.0 FIRE SERVICE PROCEDURES

4.1 **General** - This section contains procedural material designed to be used by all personnel operating communications facilities for the Fire and Emergency Medical Services. It should be noted that many of the specifics pertain to the conduct of operations at the Emergency Communications Center. The material is purposely included in order to provide all concerned with the full knowledge of ECC responsibilities and procedures in the interest of improving mutual cooperation and understanding.

4.1.1 Standard procedures will be used by all concerned for handling messages by radio or telephone. Use of standard procedures will conserve on-the-air time and permit accurate, brief and rapid transmission of essential information. Careless procedures and lack of circuit discipline cause delay, confusion and unnecessary transmissions.

4.1.2 Use of the so-called ten (10) Signals" is not authorized for fire service communications. This is to avoid potential confusion. Standard abbreviations and phraseology to be used are listed elsewhere in this publication.

4.1.3 The ECC Dispatcher is responsible for maintaining circuit discipline; for handling radio and telephone message traffic rapidly; for determining the order of priority in which transmissions will be made; and for directing and controlling the use of all frequencies.

4.1.3A All operations will normally be conducted on a fireground channel as pre-determined by the TCFA.

4.1.3B. Units or Departments desiring to use a fireground frequency for non-emergency events must FIRST obtain approval from the ECC before switching to the requested channel

4.1.3C Emergency incidents will take priority over non-emergency events. In the event that it becomes necessary to utilize a frequency that was previously assigned for a non-emergency event, the ECC will transmit a long alert tone followed by the request that all non-emergency traffic be curtailed or moved to a different frequency.

4.1.3D If radio and telephone traffic at the ECC becomes heavy enough to prevent immediate answers to radio calls, the ECC may advise – "ALL UNITS STANDBY" This means that the ECC is temporarily unable to answer; stand by until called.

4.1.3E In situations when primary radio channels become congested due to multiple emergency operations in progress simultaneously, the ECC may transmit an alert tone and order—"ALL UNITS OBSERVE RADIO SILENCE UNTIL FURTHER NOTICE". After this order is transmitted, all units will use the primary radio channels only for transmission of emergency messages. Reports of units changing status will be postponed or handled by telephone. When message traffic conditions return to normal, the ECC will broadcast a message lifting radio silence.

4.1.3F In an emergency or when any unit has an emergency message and when radio traffic is heavy or when radio silence is in effect, the unit will call the ECC in the following manner:

Example: " Ambulance 1- 7 to Tioga County: EMERGENCY – repeat – EMERGENCY".

- 4.1.3G** An "EMERGENCY" message will be given priority over all other messages, however, use of the EMERGENCY category will be restricted to the type of emergency where life or personal injury is at stake, or critical situations requiring immediate additional assistance.
- 4.1.3H** **MAYDAY** – A mayday declared on scene of any incident shall be given priority over all other traffic regardless of the frequency in use. All units with the exception of command and the ECC shall maintain radio silence. A full SOG on MAYDAY can be found in appendix 3.
- 4.1.3I** Any individual who has a mayday should immediately activate their PASS device, remain calm, and notify operations with all pertinent information such as last known location and status.
- 4.1.3J** **Incident command** shall be utilized for all emergency events, NIMS protocols shall be utilized.
- 4.1.3K** Command shall be established by the first unit of authority on scene. Unit of Authority must be from within a member agency of the Tioga County Firemen's Association.
- 4.1.3L** A responding unit from the dispatched department/s may transfer command to a Non-departmental authority that may be better equipped to command the scene.
- 4.1.3M** All fire and rescue personnel should continuously be aware of the need to conserve the use of radio frequencies and should make a conscious and positive effort to keep radio traffic to a minimum, by using alternate methods of communication whenever possible.
- 4.1.4** No units will respond on any call without notifying the ECC. If a call comes into the station or to a member's home, the ECC must be notified and all pertinent information given to the dispatcher.
- 4.1.5** **ECHOING**- The ECC will ECHO the following transmissions in conjunction with EMERGENCY responses to incidents:
1. All responding units.
 2. First responding Chief*
 3. First unit on-the-scene from each department
 4. All on scene reports.
 5. Each unit the first time it becomes available
 6. All departmental announcements of units available or in quarters
 7. Ambulance location and status reports.
- 4.1.5A** If the ECC receives or issues the command "NO ECHO", the ECC will not repeat any further transmissions of units involved with that incident, but will continue to log the incident in the normal manner.
- 4.1.5B** The first responding chief will receive an echo that includes any additional information upon response. If the first responding chief to a FIRE incident is an EMS Chief, then the first responding FIRE chief will also receive any additional information. IF the first responding chief provides a location, that will also be echoed.
- 4.1.5C** The first responding piece of apparatus (for the incident) will receive all dispatch information when they are echoed responding. Subsequent pieces of apparatus (from any department) will be acknowledged as responding and documented accordingly, but no further information will be provided unless specifically requested by a unit.

- 4.1.6** Out of Service Apparatus- Fire and Ambulance apparatus that will be mechanically unable to respond to an incident for more than 15 minutes will be logged "Out of Service" with the ECC.
- 4.1.6A** A department that will be unable to respond to any incident due to "Out of Service" apparatus will advise the ECC at the same time the apparatus is logged "Out of Service". The ECC will also be advised what department, or that the nearest available department, should be dispatched for that particular type of call, if necessary. This procedure will be followed until the apparatus is returned to service.
- 4.1.6B** Daily Out of Service Announcement- Twice daily, once at 0800 and again at 1800, the ECC will make an announcement of all temporarily "Out of Service" apparatus. Apparatus that has been out of service more than seven days is considered Out of Service indefinitely and will be announced only on the weekly out of Service announcement.
- 4.1.6C** Weekly Out of Service Announcement-Each Sunday, immediately following the daily out of Service announcement, the ECC will make an announcement of all "Out of service Indefinitely" apparatus. Any apparatus that has been called out of service previously more than seven days will be included in this announcement and not in the Daily Out of Service Announcement.
- 4.1.6D** Out of Service Announcement with Incident in Progress- If there is an incident in progress precluding the use of the Dispatch frequency for the "Out of Service" announcement at the above time, the announcement will be made after the incident has concluded.
- 4.1.6E** Training Opportunity Announcement – Training opportunities will be announced each Monday night at 18:00 along with the Out of Service Announcements. The only other time training announcements may be made is if there is a concern based on attendants needed to fill a class.
- 4.1.7** Monthly Fire Siren and Radio Test – The ECC will conduct a monthly fire siren and radio test on the second Monday evening of each month at 19:15 (with the exception of holidays) provided that there are no ongoing incidents that may require open communications between field users and the ECC.
- 4.1.7B** Communications Center Cancellation of Monthly Fire Siren and Radio Test - In the event of heavy radio traffic or other incidents in progress the ECC staff shall have the authority to cancel the test.
- 4.1.9** Required Dispatch Procedure for FIRE Emergencies- (Emergency Response required)- The procedures below (Paragraph 4.1.7 A thru 4.1. 7C) will be followed by the ECC to alert departments of incidents that require EMERGENCY response.
- 4.1.9A** Initial Dispatch The ECC will alert the appropriate department(s) following procedures as outlined in section five of this manual.
- 4.1.9B** Second Dispatch If the alerted department has not responded in any manner within five minutes of the initial dispatch, the ECC will alert the appropriate department a second time.
- 4.1.8C** No Response- If the alerted department has not responded within ten minutes of the initial dispatch, the next nearest available department in location to the incident will be dispatched.

4.1.10 Required Dispatch Procedure for EMS Emergencies- (Emergency Response required)-
The procedures below (Paragraph 4.1.7 A thru 4.1. 7C) will be followed by the ECC to alert departments of incidents that require EMERGENCY response.

- 4.1.10A Initial Dispatch** - the ECC will alert the appropriate department(s) following procedures as outlined in section five of this manual.
- 4.1.10B Second Dispatch** If the alerted department has not responded in any manner within five minutes of the initial dispatch, the ECC will alert the appropriate department a second time.
- 4.1.10C No Response-** If the first due department has not responded, in any manner, within ten minutes of the initial dispatch, the next two available departments nearest in location to the incident will be dispatched.
- 4.1.10D Subsequent dispatches** – The ECC staff will continue to dispatch two departments at a time based on proximity to the incident until the call is accepted.
- 4.1.10E Accepting calls** – An alerted EMS department may contact the ECC to advise that they will be accepting the call. Dispatching will cease once an incident has been accepted. Recalls of departments that are further from the scene of the incident shall be completed at the time the call is accepted, however, departments that are closer to the scene may not be recalled until the accepting department is in RESPONSE mode.

4.1.11 Acknowledging Calls on Radio -Apparatus or individuals calling the ECC should do so in the following manner:

Apparatus: "Ambulance 2- 7 to Tioga County".
Tioga County will answer: "Ambulance 2- 7". (At this time, Ambulance 2- 7 should proceed with their message.)

OR

Tioga County: "Tioga County to Ambulance 2- 7".
Apparatus: "Ambulance 2- 7". (At this time, Tioga County should proceed with their message.)

5.0 ALERTING PROCEDURES

- 5.1 **Utilization** -The procedural guidelines contained in this section are broken down by "type" of incident. These basic guidelines are to be observed and followed by all personnel utilizing the Tioga County Fire and Rescue Frequencies.
- 5.2 Each department is responsible for determining what particular apparatus will respond to the various different categories of alerts.
- 5.2.1 Any department desiring to have apparatus dispatched by name and/or number based upon the nature of the incident must provide the ECC written guidance.
- 5.2.2 Alerting Tones- The following guidelines should be utilized for determining the proper number of Alert Tones to be used when dispatching emergency incidents.
- 5.2.2A **One Tone** -Emergency ambulance dispatch. (Includes automatic dual response.)
- 5.2.2B **Two Tones**-Emergency ambulance and rescue dispatch for vehicle accidents and multiple-patient-incidents. (Includes automatic –dual responses, and searches)
- 5.2.2C **Three Tones** -Fire dispatch for single department response. (Includes automatic dual responses and Hazmat incidents.)
- 5.2.2D **Four Tones** -Fire dispatch for Mutual Aid. / SPECIAL CALL.
- 5.2.2E **Five Tones** -Recall.
- 5.2.2F **One Long Tone** -To precede special emergency announcements, such as Weather Warnings.

5.3 FIRE

1. Department page tone
2. 3 Alert tones
3. "Tioga County to Department #/s"
4. "Box____", (if 2nd alarm or higher include in this line, i.e., "Box 18-02, second alarm").
5. "Address" including municipality
6. "Structure fire / Vehicle fire / Wild fire / Undetermined fire / Trash fire / Vehicle Accident with fire / smoke investigation / Smoke or Fire alarm / Vehicle leaking fuel/Smell of gas (any additional information)."
7. Department page tone
8. Siren tone
9. Alert tones
10. "Department #/s"
11. "Box____", (if 2nd alarm or higher include in this line, i.e., "Box 18-02, second alarm").
12. "Address" including municipality
13. " Structure fire / vehicle fire / Wild fire / Undetermined fire / Trash fire / Vehicle accident with fire / smoke investigation / Smoke or Fire Alarm / Vehicle leaking fuel/Smell of gas (any additional information)."
14. "(Time)"

LINE 16 FOR ECC ONLY

15. Automatic Notifications as needed: police with jurisdiction / Electric Co. / Gas Co. / Phone Co. / DEP

5.4 MUTUAL AID-FIRE

1. Department/s page tone
2. 4 Alert Tones
3. "Tioga County to Department #/s"
4. "Box_____", (if 2nd alarm or higher include in this line, ie. "Box 18-02, second alarm").
5. "Address" including municipality
6. "Mutual aid at scene of Structure fire / wild fire, etc."
7. Department/s page tone
8. Department/s Siren tone
9. 4 Alert Tones
10. "Department #/s"
11. "Box_____", (if 2nd alarm or higher include in this line, i.e. "Box 18-02, second alarm").
12. "Mutual aid at scene of Structure fire / wild fire, etc."
13. "Address" including municipality"
14. "(Time)"

LINE 16 FOR ECC ONLY

15. Automatic Notifications: NONE
(Apparatus responding on "Mutual Aid" goes to the scene of the incident).

5.5 TRANSFER-FIRE

1. Department page tone
2. 4 Alert Tones
3. "Tioga County to Department #."
4. "Transfer (equipment requested) to Station (#)."
5. Department page tone
6. Department siren tone
7. 4 Alert Tones
8. " Department #."
9. "Transfer (equipment requested) to Station (#)."
10. "(Time)"

NOTE: If station 4 requests a tanker from Station 1, steps 4 & 7 would be "Transfer a tanker to Station 4". If Station 4 requests Tanker 1-5 to Station 4, steps 4 & 7 would be "Transfer Tanker 1-5 to Station 4."

(Apparatus is "Transferred" from one station or location to "Stand-by" at another station or location.)

5.6 STAND-BY ASSIGNMENT

1. Department page tone
2. 3 Alert Tones
3. "Tioga County to Department #."
4. "Stand-by at your station."
5. Department page tone
6. Department siren tone
7. 3 Alert Tones
8. "Department #."
9. "Stand-by at your station."
10. "(Time)"

Automatic Notifications: NONE

5.7 VEHICLE ACCIDENT

1. Department/s page tone
2. 2 Alert Tones
3. "Tioga County to Department #/s, Appropriate ALS"
4. "Box_____",
5. "Address including municipality / Location"
6. "Vehicle Accident, additional critical information (# vehicles / # injuries / persons trapped / vehicle struck house / utility pole / bridge / roadway blocked / wires down / chemicals explosives / fuel on roadway (not leaking from parked vehicle) / bus with / without passengers, etc.)."
7. Department/s page tone
8. 2 Alert Tones
9. " Department #/s, Appropriate ALS"
10. "Address including municipality / Location"
11. "Vehicle Accident, additional critical information (# vehicles / # injuries / persons trapped / vehicle struck house / utility pole / bridge / roadway blocked / wires down / chemicals explosives / fuel on roadway (not leaking from parked vehicle) / bus with / without passengers, etc)."
12. "(Time)"

LINE 14 FOR ECC ONLY

13. Automatic Notifications: Police with jurisdiction. Game Officer (wildlife involved).
Electric/Phone Co. (Utility pole involved). Coroner (fatality).

(Gas leaking from a parked vehicle is dispatched using regular fire procedures.)

5.8 RESCUE

1. Department/s page tone
2. 2 Alert Tones
3. "Tioga County to Department #/s, appropriate ALS (if required)"
4. "Box_____",
5. "Address including municipality / Location"
6. "Land / Water / Structural rescue / Search, etc."
7. Department/s page tone
8. Department/s siren tone
9. 2 Alert Tones
10. " Department #/s, appropriate ALS (if required)"
11. "Address including municipality / Location"
12. "Land / Water / Structural rescue / Search, etc."
13. "(Time)"

LINE 16 FOR ECC ONLY

14. Automatic Notifications: NONE

NOTE: On lost individuals, get a complete description of individual and clothing, when and where last seen and / or heard from. DO NOT give this info out on the radio. F.D. will call for it. Vehicle lockouts are handled by police unless there is an extenuating circumstance that endangers an individual.

5.9 NON-EMERGENCY RESPONSE

1. Department page tone
2. "Tioga County to Department #."
3. "Address including municipality / Location"
4. Non-Emergency response - "Helicopter Assist, public service, tree down, traffic control, etc"
5. Department page tone
6. "Department #."
7. "Address including municipality / Location"
8. Non-Emergency response - "public service, tree down, traffic control, etc"
9. "(Time)"

LINE 11 FOR ECC ONLY

10. Automatic Notifications: NONE
11. Shall include Helicopter Assists

NOTE: If after the second dispatch, no response is received, start calling the Chief Officers of the Organization as you would for a regular dispatch.

5.10 MEDICAL EMERGENCY

1. Department/s page tone
2. 1 Alert Tone
3. "Tioga County to Department #/s, appropriate ALS (IF APPLICABLE)."
4. "Address including municipality / Location"
5. Minimal description of problem (Possible MI, CVA, person ill, etc)
6. Department/s page tone
7. 1 Alert Tone
8. "Department #/s, appropriate ALS (IF APPLICABLE)."
9. "Address including municipality / Location"
10. Minimal description of problem (Possible MI, CVA, person ill, etc)
11. "(Time)"

LINE 12 FOR ECC ONLY

12. Automatic Notifications: Police with jurisdiction (EXCEPT PSP).

5.11 TRANSFER-AMBULANCE

1. Department page tone
2. 1 Alert Tone
3. "Tioga County to Department #."
4. "Transfer (equipment requested) to Station (#)."
5. Department page tone
6. 1 Alert Tone
7. " Department #."
8. "Transfer (equipment requested) to Station (#)."
9. "(Time)"

NOTE: If Station 4 requests one ambulance from Station 2, lines 4 & 7 above should be -
"Transfer one ambulance to Station 4."

(Apparatus is "Transferred" from one Station or location to "Stand-by" at another Station or location.)

5.12 RECALL DEPARTMENT

1. 5 short alert tones.
2. "Tioga County to Department #/s units responding to (type of incident and location)."
3. "Recall by order of_."
4. "(Time)"

5.13 RECALL (Single piece/s of Apparatus)

1. 5 Short alert tones.
2. "Tioga County to (designated equipment) responding to (type / location of incident)."
3. "Recall by order of ____."
4. "(Time)"

Tioga County Channel Plan

ZONE 1						
	Channel Name	RX	PL	TX	PL	Licensee
1	Response	154.7175	110.9	154.7175	110.9	Tioga County
2	Fire Ground 1	155.3250	110.9	155.3250	110.9	TCFA
3	Fire Ground 2	154.1750	110.9	154.1750	110.9	TCFA
4	Fire Ground 3	156.0150	110.9	156.0150	110.9	TCFA
5	Fire Ground 4	154.4450	110.9	154.4450	110.9	Tioga County
6	TC Fire Police	155.1750	151.4	155.1750	151.4	Wellsboro FD
7	TC Interagency	154.8375	186.2	154.8375	186.2	Tioga County
8	Dispatch	155.8425	OPEN			Tioga County
9	TCFA TH Repeater	154.1750	CSQ	156.0150	103.5	TCFA
10	TC Weather	162.4750	CSQ			
11						
12						
13						
14						
15						
16						

National Interoperability

ZONE 2						
	Channel Name	RX	PL	TX	PL	
1	V CALL 10	155.7525	156.7	155.7525	156.7	
2	V TAC 11	151.1375	156.7	151.1375	156.7	
3	V TAC 12	154.4525	156.7	154.4525	156.7	
4	V TAC 13	158.7375	156.7	158.7375	156.7	
5	V TAC 14	159.4725	156.7	159.4725	156.7	
6	V FIRE 21	154.2800	CSQ	154.2800	156.7	
7	V FIRE 22	154.2650	CSQ	154.2650	156.7	
8	V FIRE 23	154.2950	CSQ	154.2950	156.7	
9	V FIRE 24	154.2725	CSQ	154.2725	156.7	
10	V FIRE 25	154.2875	CSQ	154.2875	156.7	
11	V FIRE 26	154.3025	CSQ	154.3025	156.7	
12	V MED 28	155.3400	CSQ	155.3400	156.7	
13	V MED 29	155.3475	CSQ	155.3475	156.7	
14	V LAW 31	155.4750	CSQ	155.4750	156.7	
15	V LAW 32	155.4825	CSQ	155.4825	156.7	
16	Local Dispatch					

Mayday Procedure

The radio call of “Mayday-Mayday-Mayday” shall be the standard for a firefighter reporting that their life is in danger and they need immediate assistance.

The parameters for when this call shall be used are;

- Fall-no matter what it is through
- Collapse-something has fallen on a firefighter
- Lost or Trapped
- Stuck
- Low air alarm, not near an exit

1. When a firefighter is involved in one of the parameters they shall notify command immediately of their situation. If their radio is equipped with an emergency identifier button (EIB) they should activate it.
2. Firefighter transmits “Mayday-Mayday-Mayday”
3. Upon hearing the mayday message all other units shall maintain radio silence.
4. Command acknowledges the mayday call.
5. Firefighter should report the following information to command;
 - Location
 - Unit number
 - Name
 - Assignment
 - Resources needed
6. After radio transmissions are complete the firefighter should activate their PASS device.
7. Command shall implement a rescue plan.
8. Command shall report to Tioga County ECC that a mayday situation exists and request any additional resources that are needed.
9. Tioga County ECC shall dispatch units to include(at a minimum) one engine, one rescue, one ladder, two ambulances and a medic unit.
10. Command may request a second fireground channel to conduct normal operations, leaving the original fireground channel clear for mayday operations.
11. If a firefighter is able to correct the situation on their own, they can cancel the mayday by notifying command.
12. Command shall keep the ECC updated on the status of the mayday situation.

APPENDIX 2

Tioga County Firemen's Association, Inc

Po Box 746, Wellsboro, PA 16901

RADIO & COMMUNICATIONS – REQUEST FOR REVIEW

Name of Organization		Dept No.	Today's Date
Organization Mailing Address		Organization Phone No.	
Name of person completing form	Your title		Your Phone No.
Date of Incident	Time of Incident	Type of Incident	Incident No.

Nature of Request for Review:

(Check ALL that Apply)

- | | |
|---|---|
| <input type="checkbox"/> PROBLEM WITH PROCEDURE | <input type="checkbox"/> PROBLEM WITH PERSONNEL |
| <input type="checkbox"/> PROBLEM WITH EQUIPMENT | <input type="checkbox"/> OTHER |
| <input type="checkbox"/> REQUEST FOR COMMENDATION
(911 Telecommunicator) | <input type="checkbox"/> REQUEST FOR COMMENDATION
(Field User) |

DETAILS FOR REVIEW: List only facts pertaining to, or associated with the incident you are addressing.
Avoid speculation, opinion or any other unsubstantiated statements.

***Attach additional sheet if more space is needed.

WAS THIS PREVIOUSLY ADDRESSED ☐ YES ☐ NO WAS R.F.R. PREVIOUSLY FILED? ☐ YES ☐ NO

If YES, who was contacted? _____ Date _____ Time _____ Method _____

DID THIS RESULT IN DAMAGES? ☐ YES ☐ NO

DID THIS RESULT IN DELAYS? ☐ YES ☐ NO

If yes, to either of the above questions, describe: _____

Your signature _____ Printed name _____

ASSOCIATION USE ONLY: Reviewed by COMMUNICATIONS COMMITTEE (Date) _____

COMMITTEE CHAIR SIGNATURE _____

You must make
THREE COPIES: ONE COPY TO: T.C.F.A., PO Box 746 - Wellsboro, PA 16901
 ONE COPY TO: Tioga County 911, 99 William Farrell Dr - Wellsboro, PA 16901
 ONE COPY FOR YOUR RECORDS

REQUEST FOR ANNOUNCEMENT OF PASSING OF FIRE DEPARTMENT OR AMBULANCE ASSOCIATION MEMBER

Name of Deceased						
Name of Department						
Rank/s in department	Chief (Past / Present)	Asst Chief (Past / Present)	FF	EMT	Life Member	Honorary Member
Date/s of visitation/s						
Time/s of visitation/s						
Location of visitation						
Date of funeral service						
Time of funeral service						
Location of funeral service						
Is there a Firefighter Memorial?	YES	NO				
Is FIRE/EMS apparatus requested	YES	NO	If YES, provide contact information			
Additional pertinent information						
Name of requesting officer				Date of request		
Contact number						

COMPLETE FORM AND FAX TO 570-724-5963

ANNOUNCEMENT/S WILL BE MADE WITH DAILY ANNOUNCEMENTS FOR TWO DAYS PRECEDING VISITATION/FUNERAL EVENTS

APPENDIX 4