

**Chautauqua County  
Office of Emergency Services**

**Chautauqua County Interoperable Communications System  
DISPATCH/RADIO PROTOCOL FIRE - EMS**

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**Updated appendixes**

**III. A. 3 & 4 – addition of FIRETAC1**

**Elimination of FIRETAC2 as routine truck to truck talk**

**V. C. 2 – specifying FIRETAC5 and FIRETAC6 can only be reserved for special events**

**V. K. 5 – Water Rescue to use COUNTY WIDE 13 & 14**

**VI. – Moved to Appendix R**

**XI. E. – Failure to Respond to EMS/MVA added**

**XI. E. 1. – Staffed EMS will be dispatched with no response within 5 minutes to EMS/MVA**

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## **I. INTRODUCTION**

- A. Operation of the Chautauqua County’s Emergency Communications System reflects a philosophy that recognizes: the public trust in relying on emergency communications services; the potential for a true emergency in every event dispatched; the potential for fear and confusion on the part of individuals summoning emergency assistance; the potential for injury to public safety personnel responding to emergency events and to members of the public who may be in the vicinity of an emergency; and calls upon each member of the Chautauqua County’s Fire and EMS Services to support the dedication of its resources and the energies of its personnel to ensure appropriate response to emergency situations.

## **II. PURPOSE**

- A. To develop, enact and publish the Chautauqua County Emergency Communications policies, definitions, guidelines and procedures for the assigning and monitoring of radio talk-groups for the Chautauqua County Fire Departments, for the Chautauqua County Interoperable Communications System, along with any other agencies who have the ability to receive or transmit on the Chautauqua County system. The goal of the procedures is to assure consistent, clear radio communication for routine operation and effective standardized emergency/non-emergency event communications.

## **III. DEFINITIONS**

- A. For the purpose of this Directive, the following definition(s) shall apply:
1. **System User:** Any member agency (Police, Fire, EMS, and Local Government) as well as any other agencies/individuals (including radio vendors/technicians) with the authorization to receive or transmit on the Chautauqua County Interoperable Communications System.
  2. **Dispatch Talk group:** A radio talk group that the Chautauqua County Emergency Communications uses for the communication between dispatch and responders. This talk group “Fire Dispatch” (FIREDISP) is “On-Network” and utilizes the digital trunked radio towers placed throughout Chautauqua County. Fire service events are primarily dispatched on VHF (156.210).
  3. **Tactical Talk groups:** A radio talk-group that Fire or EMS agencies may use for communications during an emergency event. Tactical talk groups are “on-network” and utilize the digital trunked land mobile radio (TLMR) system towers placed throughout Chautauqua County. These talk groups are recorded and may be monitored by FIRE DISPATCH as personnel resources allow. FIRE DISPATCH also has the ability to transmit and simulcast on

these as well. The Tactical Talk groups available for fire related emergency events are: FIRETAC1, FIRETAC2, FIRETAC3, FIRETAC4, FIRETAC5, FIRETAC6.

4. FIRETAC1, FIRETAC2, FIRETAC3, FIRETAC4, FIRETAC5 and FIRETAC6 will be available for use **only if assigned by Fire Dispatch**, either at Fire Dispatch discretion or the request of the Incident Commander or a Coordinator.
5. **Command Talk Group**: The primary talk group for command is “Fire Dispatch” (FIREDISP). This command talk group is “on-network” and utilizes the digital trunked radio towers placed throughout Chautauqua County.
6. **Off-Network Talk Group**: A radio talk group that is low power (usually less than 5 watts) – simplex and doesn’t transmit through the digital TLMR system. The “off-network” talk group on the primary radio zone (HOME) is OFFNETF8. This talk group is not able to be monitored by Chautauqua County Emergency Communications. An “off-network” radio talk group communication is generally a “line-of-sight distance transmission” dependent on objects that could impede that low power signal. Items such as trees, hills, and concrete/steel buildings are just some examples of barriers that can limit the distance of all radio transmissions as well as an “off-network” radio transmission. “Off-network” talk groups can be used for on-scene tactical operations when the Chautauqua County TLMR system is out of range or inoperable.
  - a. **IMPORTANT NOTE: THE EMERGENCY TRAFFIC BUTTON WILL NOT FUNCTION ON “OFF-NETWORK” TALK GROUPS.**
7. **Inter-Op Talk Group**: A radio talk group that can be used for inter-agency communications between multiple departments as well as multi-agencies. The primary Inter-Op talk group between Chautauqua County Fire and EMS units is referred to as EMSTAC7 and is an on-network radio talk group. The primary Inter-Op talk group for communications between multiple Chautauqua County public safety disciplines (police/fire, EMS, local government, etc.) are the county wide talk groups (CWIDE13 and CWIDE14) and are on-network radio talk groups.
8. **Minor Events**: A minor event can generally be defined as a request for service that a single unit or single fire department responds to.

**Serious Events**: A “Serious Event” will be assigned a “tactical talk group” by FIRE DISPATCH.

#### **IV. POLICY**

- A. It is the policy of the Chautauqua County Office of Emergency Services with the guidance of the Chautauqua County Fire Advisory Board to:
1. Provide and maintain an annually reviewed protocol in order to ensure the safe, secure, and timely handling of any call for service or radio transmissions.
  2. Establish a standard procedure regarding dispatching of fire and EMS personnel.
  3. Ensure prompt dispatch of information to fire and EMS personnel in emergency and non-emergency situations and make appropriate notifications to incident commander or fire coordinator in a timely manner.
  4. Provide periodic orientation for dispatchers to assist with accurate dispatch of fire and EMS agencies.
  5. Ensure appropriate documentation of calls dispatched for service through the accurate and efficient use of CAD and non-CAD (back-up) procedures.
  6. Provide additional and/or requested information to fire and EMS personnel and user agencies as necessary and appropriate in accordance with the Office of Emergency Services mission.
  7. Ensure fire calls are processed (i.e., from the time received by the call-taker through dispatch) within the guidelines established by the National Fire Protection Association (NFPA) in Standard 1221.
  8. Act on the side of life safety in dispatching events. In any emergency situation where there is conflicting information as to the appropriate event type and there appears to be an imminent threat to life or property, the dispatcher shall select and dispatch based on the most serious potential presented and shall inform responding units of the conflicting information and updated information as it is received.
  9. Comply with all federal, state and local laws, rules, regulations and standards, which may relate to this policy.

## **V. GENERAL RADIO PROTOCOLS**

### **A. RADIO OPERATIONAL PROTOCOL/ROUTINE PROTOCOLS (ALL)**

1. All radio communications regardless of nature shall be restricted to the minimum practical transmission time and employ an efficient operating procedure. Transmissions of an excessive length on a trunked radio system can have the unintended consequence of busying the system for other users. **All Chautauqua County radios are set to “time-out” after sixty (60) seconds.**
2. Pronounce words distinctly.
3. The voice should be as emotionless as possible; emotion tends to distort the voice and render it unintelligible.
4. Attempt to make your voice a regular monotone.
5. Emergency messages require no expression, but a high degree of intelligibility.
6. **When utilizing the radio system, use common sense and courtesy. Listen before transmitting.**
7. The FCC forbids profanity (this is a violation of Federal Law Title 18) and any superfluous or extraneous transmissions.
8. Information that would jeopardize emergency operations if known by non-emergency service providers shall not be transmitted over the radio.
9. When a unit transmits (not on the user’s primary talk group) the name of the talk group shall also be transmitted. For example, “Engine 7 on FIRETAC2.”
10. Primary talk groups are used to dispatch calls for service, contact users assigned to that talk group and coordinate day-to-day activities of each agency assigned to that talk group. Specific tactical operations will be conducted on appropriate tactical talk group.
11. Tactical talk-groups are used for tactical communications between field units and the dispatch center (as requested) or between field units in accordance with established talk group protocols. On larger events, separate and unique tactical talk-groups may be assigned by the dispatch center for specific functions. Assignments using talk groups are made by dispatch as requested by the Incident Commander or fire coordinator.

12. Plain language shall be used for all radio communications. The use of codes, particularly agency-specific codes, has been found to be a barrier in the transmission of information. The most negative effect of codes is a reduction in communications interoperability during multi-agency response.
13. Phonetic Alphabet – A phonetic alphabet shall be used for spelling out unusual names, chemical name and so forth. They are always transmitted as “Adam,” “Boy,” or “Charles” not “A as in Adam,” etc. Due to the variations of phonetic alphabets, no one phonetic alphabet will be required. Any phonetic alphabet that clearly identifies a letter is acceptable.
14. After you press the Push-to-Talk (PTT) switch, await the end of the “grant” tone before speaking. The conclusion of the “grant” tone means that you have the air at that instant and can begin delivering your message. If another unit has the air, or the network is busy, you will receive a “system busy” tone. If you receive a “system busy” tone, hold or release the PTT switch and await a “grant” tone, once receiving the “grant” tone, the user must press the PTT switch to transmit.
15. The system will automatically give you the air once the air is available for your transmission. ***Do not*** repeatedly press the PTT button after receiving a “system busy” tone. Doing so will cause you to lose your place in the queue and will be put to the end of the queue list.
16. Think before your speak – DO NOT press the Push-to-Talk button until you know what you want to say in your transmission.
17. Make all transmissions brief and concise. If you must transmit a lot of information, break it into several shorter transmissions, the radio system will automatically end transmissions that are over sixty (60) seconds.
18. Do not use unnecessary words, such as "please" and "thank you". These words waste air time.
19. Do not use words or inflections that reflect humor, irritation, sarcasm, or disgust. All transmissions should be impersonal and professional. Additionally, do not make “catcalls” or play music and/or sound effects over the radio. This activity violates Federal Communications Commission (FCC) rules and regulations. Furthermore, personnel must refrain from creating background noises that may be disruptive or sound un-professional to those agencies on or monitoring the system (e.g. laughing, loud talking)
20. Make only necessary transmissions—you are sharing a limited number of radio talk groups with all other radio users INCLUDING PUBLIC SAFETY AGENCIES. You do not know when emergency communications are in progress on other talk groups and your unnecessary transmission may delay another radio user reporting or responding to an emergency event.

21. Do not ignore a call to your radio. If you cannot deal with the transmission immediately, ask the caller to standby and re-contact them as soon as you are able. If you have not heard all of a transmission to you, never guess at the missing information. Ask the other person to repeat or clarify the message before acknowledging you understand it.
22. PROFESSIONAL MANNER: All radio transmissions within FIRE DISPATCH systems shall be conducted in a calm, courteous, businesslike manner. Unnecessary chatter is unacceptable, as it uses air time unnecessarily and may adversely affect responder safety, in addition to violating FCC rules and regulations.
23. RESPECTFUL REFERENCE: Field units shall be referred to by their appropriate unit number. It is acceptable to use the term “Chief” when acknowledging transmissions from Chief Officers.
24. TONE OF VOICE: All personnel shall speak clearly and at a constant rate while transmitting. The practice of varying the voice frequency/level will also be monitored by the dispatcher. Raising and lowering the voice, changing the pitch, causes excessive level changes, thus non-uniform transmissions. Such inflections may also cause confusion or concern to other stations or units monitoring.
25. CLEAR DICTION: All personnel shall enunciate in a clear, resonant voice, speak at a constant rate and unhurried manner, assuring that each spoken word is apart from all others.
26. DEMEANOR: Personnel engaged in telephone or radio communications shall not become argumentative, curt, sarcastic or rude.
27. PROPER LANGUAGE: Proper language shall be used at all times. Profanity and slang terminology shall not be used.
28. MAINTAINING BROADCAST LEVELS: All headsets that are used at Fire Dispatch are noise-cancelling. They are designed to reduce background and other unwanted noise. Because of their design, this distance between the mouth and the headset mouth piece microphones will generally be a one-finger distance. The distance will vary depending on voice resonances and must be considered by each dispatcher. The two determining factors that will be considered as measurement are: Mouthpiece adjusted so as to prevent background and wind noise from entering the system.
29. RADIO TRANSMITTER TEST COUNTS. Whenever necessary for the purpose of testing equipment or audio levels, test counts may be requested. These tests may be requested by Fire Dispatch, field units or repair technicians (radio vendors). These types of test counts that may be used are generally referred to as “5 count” or “short count” and/or “10/count”. If requested

or given, the following will determine the method: When giving either a 5 or 10 count, start with 1 and count to 5 or 10. Repeat the last number (5 or 10) and count down to 1.

30. ON SCENE TIME – Will be instituted upon dispatch of a reported structure fire or at the request of the Incident Commander.
- a. At each fifteen (15) minute interval, the dispatcher will contact Incident Command and advise them how much time has elapsed (EX: “Fire Dispatch to Lakewood Command, on scene time is 15 minutes”. – “Fire Dispatch to Lakewood Command, on scene time is 30 minutes”).
  - b. Fire Dispatch – the announcement shall be made on the appropriate Talk group. If you do not receive an acknowledgement from the Incident Commander, attempt to reach them (or any unit on scene) on the primary dispatch talk group
  - c. This process will remain in effect until the Incident Commander advises that no further updates are needed. Any information or size up relayed to you by Incident Command during these notifications should be entered into CAD.

#### **B. GUIDELINES: GENERAL/ROUTINE TRAFFIC**

1. All radio communication should be brief and to the point. Radio system traffic shall be limited to official business only. Agency heads are responsible for the appropriate use of the system in accordance with adopted standard protocols. Proper radio etiquette is expected on any communications system. Agency protocols will dictate operations locally.
2. Radio messages will be made and received in the following manner:
  - a. Caller waits for grant tone on selected talk-group.
  - b. When initiating communication off the FIRE DISPATCH talk group the following format will be used: “Car 391 to Car 392 on FIRETAC 5”.
  - c. Once a talk group is assigned you no longer need to identify the talk group: Example: “Car 391 to Car 392”
3. Receiver acknowledges by stating their county assigned/approved call sign.
4. Local Operation: Normal operations will be conducted on assigned talk-groups.

5. Operation outside of local area. County of Chautauqua:  
(Fire department, mutual aid and ambulances, EMT vehicles for a period of time may require that current radio equipment continue to be installed.)
  - a. Members traveling outside their normal operating area (Chautauqua County) will switch from their VHF radio to the appropriate adjoining county frequency if their radio is programmed or may ask the dispatcher to do a patch with a national interoperable talk group if applicable.
  - b. As counties and cities throughout the state adopt interoperable capability under the National Public Safety Telecommunications Council (NPSTC) Nationwide Interoperable Talk group Plan; all Chautauqua County VHF, UHF and/or 700/800 radios will then have access to those areas so equipped. Chautauqua and surrounding counties are in the process of adopting and constructing such systems.

NPSTC bands include VTAC, UTAC and 8TAC bands. Once equipped all Chautauqua County public safety radios will be capable of interoperable communications on VTAC talk groups. There are four VTAC talk groups, a "CALL" talk group and three operating talk groups. The calling field unit may be directed to one of the operational (VTAC) talk groups.

### **C. GUIDELINES: GENERAL/DISPATCH DUTIES/SPECIAL EVENTS PLANNED/SCHEDULED**

1. **Definition of a special event** - Any event, known in advance, that requires additional communications resources. An event that involves multiple jurisdictions or multiple agencies for event coordination in so much as an off-network frequency will not suffice. (This includes large-scale training exercises.)

Alternate tactical talk-group(s) will be assigned as available for the duration of the event upon request. Talk-group assignment is subject to pre-emption if required for reassignment to an emergency event. At any time during a scheduled event should the need arise for the FIRE DISPATCH to recall these frequencies the Center will contact the user on the air, the user will have to go off-network or revert to their back-up communication plan.

- a. Alternate tactical talk-groups should be scheduled as far in advance as possible.
- b. FIRE DISPATCH will be notified by requesting agency or Incident Commander when the requested talk-group will no longer be needed.

2. **Reserving a TAC talk group**- This will be done by giving notification to the Chautauqua County Office of Emergency Services containing the following information: name of the event, time, day, location, estimated time the talk group will be in use and an event or agency contact name, phone number and e-mail. This will need to be done a minimum of 48 hours in advance. The Chautauqua County Office of Emergency Services will respond back with the assigned tact talk group/s for the event. FIRETAC1, FIRETAC2, FIRETAC3 and FIRETAC4 will not be reserved or assigned for special events. ONLY FIRETAC5 and FIRETAC6 will be assigned when reserved.

FIRE DISPATCH will not be monitoring your assigned event tactical talk groups on a primary basis; however, your emergency button will function if you are on the network.

#### **D. GUIDELINES: GENERAL/DISPATCH DUTIES**

1. No event shall be unreasonably delayed. If the dispatcher is not able to rapidly size up the event based on the information provided, the dispatcher shall dispatch based on the information provided, based on the most serious potential presented and shall inform responding units of the circumstances and as new information is presented.
2. Dispatchers must always act on the side of life safety in dispatching events.

#### **E. GUIDELINES: GENERAL/DISPATCH DUTIES/HEAVY RADIO TRAFFIC CONDITIONS**

1. If FIRE DISPATCH, an Incident Commander or Fire Coordinator staff feels that excessive non-essential radio traffic is impacting dispatch operations or event operations, the dispatcher, Incident Commander or Fire Coordinator staff will make a radio traffic restriction announcement. This announcement will be made on appropriate talk-group(s). The radio traffic restriction announcement will normally be, "Priority Messages Only".
  - a. An alternate agency talk-group can be assigned by FIRE DISPATCH for non- event related communications.
2. When the condition is over, the FIRE DISPATCH at the request of the Incident Commander will broadcast a message announcing resumption of normal radio traffic conditions.

#### **F. USE OF EQUIPMENT IN ELECTRONICALLY SENSITIVE AREAS**

1. Radio equipment generates an electromagnetic waveform that may result in Radio Frequency Interference (RFI) that may interfere with blasting operations, operation of medical or other sensitive electronic equipment. Caution needs to be observed when operating radio equipment

in such areas. In known or marked areas containing RF sensitive equipment the trunked radio shall be shut off.

#### **G. EMERGENCY BUTTON ACTIVATIONS/FIRE**

1. When an immediate and potentially life threatening or other dangerous situation exists on the scene of the incident, that needs to be communicated to other personnel, a firefighter shall activate their orange-colored "Emergency" button on the radio or lapel microphone or, it can be verbally stated as "Emergency" over the radio to indicate the emergency. In the event of Emergency Button (Fire) activation it is possible that the user may change talk groups before the radio is reset. If this occurs the Emergency Signal will go off on each talk group the user goes to. For example if Engine 7 is on talk group 1 and hits the Emergency Traffic button and does not reset the radio then turns the radio to FIRETAC5 (talk group 5) and talks or keys in the microphone on talk group 5 the Emergency Signal will go off again this time on talk group 5.

To activate the button on the radio, it must be depressed for at least 0.35 second on the radio or lapel microphone. To reset the Emergency Button, press and hold the button for at least 1.5 seconds. An audible tone is heard on the initiating radio to confirm the Emergency Traffic Button activation. An alert tone (set at full volume) is heard on all receivers on the talk group. When the Emergency Traffic Button is activated the radio is designed to transmit for 10 seconds. This allows the unit to give out pertinent information without interruption. Upon receipt of the "Emergency" message, FIRE DISPATCH will check for acknowledgement of this "Emergency" message by the Incident Commander; also checking the alias of the radio that is transmitting. If the Incident Commander requests this information or the ID is unknown the dispatcher will advise the Incident Commander. If the Incident Commander does not acknowledge within 5 seconds the dispatcher will broadcast the emergency message. FIRE DISPATCH will make a radio traffic restriction announcement to all other relevant agencies. This announcement will be made on appropriate talk-group(s). The radio traffic restriction announcement will normally be, "Emergency Messages Only". FIRE DISPATCH should activate the channel marker, on the console, for the duration of the emergency on whichever talk group is affected.

- a. An alternate agency talk-group can be assigned by FIRE DISPATCH for non-event related communications. When the condition is over, the FIRE DISPATCH will broadcast a message announcing resumption of normal radio traffic conditions.
2. Criteria for using the Emergency Button (Any immediate life threatening situation including but not limited to):
    - a. Firefighter down
    - b. Mayday

- c. Firefighter lost or disoriented
- d. Evacuation of buildings/move to outside operations
- e. Possible or imminent Structure collapse
- f. Life threatening situation that needs to be transmitted
- g. Firefighter unaccounted for
- h. Requesting immediate assistance to protect the safety of firefighters

**NOTE: The Emergency Button will not be used just to get the air.**

3. Urgent Call or Emergency Call: When transmitted indicates that a potentially life threatening or other dangerous situation exists on the fire ground that needs to be communicated to other fire ground personnel immediately (i.e. structural collapse, downed electrical wires, etc.) Upon activation of the Emergency Button (after the alert tone has been transmitted) the following information should be provided by the person who activated the Emergency button; all other users shall maintain radio silence:
  - a. Identify who is transmitting (Unit)
  - b. Give their location if applicable
  - c. Identify the Emergency (floor collapse, wires down on structure, etc.)
  - d. FIRE DISPATCH will acknowledge and repeat the emergency message to the Incident commander. Upon the receipt of the emergency traffic message, FIRE DISPATCH will check for acknowledgement of this “Emergency” message by the Incident Commander; also checking the alias of the radio that is transmitting. If the Incident Commander requests this information or the ID is unknown the dispatcher will advise the Incident Commander. If the Incident Commander does not acknowledge in 5 seconds the dispatcher will broadcast the emergency message.
4. The dispatcher shall transmit to all units to “clear the air for emergency radio traffic” and advise other operating companies of this situation. The dispatcher will continue to attempt to advise the Incident Commander until contact with the Incident Commander is made.
5. Emergency Button activation (No Voice): Upon receipt of an Emergency Button activation with no voice the dispatcher will check the alias of the radio that is transmitting. Upon finding out who is assigned that radio the dispatcher will advise the Incident Commander

**H. CHAUTAUQUA COUNTY FIRE SERVICE MAYDAY PROCEDURE (see Appendix A)**

**I. CHAUTAUQUA COUNTY FIRE SERVICE EMERGENCY MESSAGE PROCEDURE (see Appendix B)**

**J. CHAUTAUQUA COUNTY FIRE SERVICE EMERGENCY EVACUATION PROCEDURE  
(see Appendix C)**

**K. ASSIGNING TACTICAL TALK GROUPS**

1. Battalion tactical talk groups shall be used on all incidents except EMS:
  - a. Units shall transmit responding on FIREDISP
  - b. Units shall then change to the battalion talk group related to the incident location
2. If a battalion tactical talk group is busy FIRE DISPATCH may reassign an incident another talk group and notify units of the new talk group at dispatch.
3. Incident Command or a Fire/Deputy Coordinator may request a tactical talk group(s)
4. Incident Command may release an assigned tactical talk group(s);
  - a. At the request of FIRE DISPATCH.
  - b. By advising FIRE DISPATCH that the talk group is no longer needed.
5. Water Rescue – COUNTY WIDE 13 or COUNTY WIDE 14 will be assigned for all water rescue incidents.

**VI. VHF HIGH BAND TRUNKED SYSTEM TALKGROUPS:**

1. SEE APPENDIX R

**VII. USE OF ON-SCENE FIREGROUND REPEATERS**

**1. TRUNKED SYSTEM REPEATERS:**

- a. Agencies are encouraged to utilize on-scene repeaters to interface UHF portable radios to the new VHF Trunked radio system. These repeaters must be of a specific design to allow them to interface directly with the Chautauqua County trunked radio system. They will link the on-scene UHF portable radios with the countywide trunked network. The mobile radio **must** be turned to a talkgroup as assigned by Fire Dispatch (i.e. FIRETAC3, FIRETAC4, FIRETAC5, or FIRETAC6).

**THE “EMERGENCY” BUTTON WILL NOT FUNCTION ON “OFF NETWORK” TALK GROUPS.**

## VIII. ANNOUNCEMENT OF CALLS AND ALARMS

- A. **Procedure for Broadcast of Initial Rapid Announcement** Vocal dispatches and sounding of selective calling tones will be made in the same order as companies are due to respond. (Selective calling tones will only be sounded for one incident at a time.) **Tone activated pagers are the primary means of alerting personnel of an incident.**

1. Sound Pager tone ONCE.
2. Sound station (Siren) tone.
3. Announce company and/or unit due to respond.
4. Announce type of alarm (house fire, building fire, auto accident, etc.)
5. Announce location and time of alarm.

### B. **Dispatch of Calls**

Dispatch calls - on any of the following types of alarms, an immediate dispatch will be made by Fire Dispatch.

1. **Type of Alarm**
  - a. Building fire
  - b. House, shed, barn, etc. fire
  - c. Box alarm
  - d. Brush or grass fire
  - e. Vehicle fire
  - f. Hot wires down or on fire
  - g. Unknown fire
  - h. Tree fire
  - i. Flooded basement (where there is life or fire hazard)
  - j. Broken water pipes (inside structure)
  - k. Emergency ambulance runs
  - l. All calls of rescue nature (cave-in, collapses, accidents, etc.)
  - m. All emergency transports
  - n. Gas leaks
  - o. Gasoline and oil spills
  - p. Any call the Dispatcher feels is an emergency
  - q. Lock-out with children inside or food left on the stove

## 2. Service Calls

- a. On non-emergency service calls, the tones for that station will be sounded and announcement given. Manned stations will be contacted by radio or telephone until the conclusion of the event,

## 3. Non-Dispatch Calls

- a. The citizen calling Fire Dispatch for the following types of services will leave a call back number which will be relayed to the appropriate Fire Chief or Assistant Fire Chief who will then contact the person and determine what action will be taken by the department.
  - (a) All calls relating to animals
  - (b) Any calls unrelated to normal fire/rescue operations
  - (c) Flooded basement (no fire or life hazard)
  - (d) All non-emergency ambulance transports
  - (e) Normal lock-outs (no children inside, no food on stove)

NOTE: Individual fire department policies regarding the above categories shall not be given by the personnel at Fire Dispatch to the public.

## IX. Classification of Calls

The following classification of calls will be used by Fire Dispatch:

- A. Structure over 3000 Sq Feet (commercial Building)
- B. Structure under 3000 Sq Ft (Residential)
- C. Single Company
- D. EMS
- E. MVA

If a Fire Dispatcher does not have a 1<sup>st</sup> due unit showing appropriate manpower through Iamresponding from a department within **THREE (3)** minutes, Section 7.1 “Dispatch of Alarm” will be repeated.

## X. INCIDENT COMMAND

- A. Fire chiefs who are not on-scene of an active incident (ex. Fire,) and not responding/en-route (ex. are on vacation out of state, sitting at their office at work) will not call Fire Dispatch to instruct and/or give tactical orders regarding the incident. If they want to reach the incident commander they will call the incident commander directly.

## **XI. DISPATCH OF EQUIPMENT AND PERSONNEL**

- A. The Dispatcher receiving the call will ascertain the address, nature, callback number, and name of calling party. All reasonable efforts will be made to obtain this and any additional information that may help field units handle the incident in a timely, efficient manner.
- B. The Dispatcher will ascertain the appropriate department to respond and also determine if there are standing orders which would relate to that department or incident. When automatic mutual aid is required, the primary department and the mutual aid companies will be dispatched as a group after the primary department has been alerted.
- C. **Calling for Mutual Aid Apparatus:**
1. When the Incident Commander only needs part of the running assignment he will request by type of apparatus needed, NOT BY SPECIFIC DEPARTMENT. *See Appendix L*
  2. FIRE DISPATCH “send me one additional engine to the scene”.
- D. The incident will be dispatched according to the procedure outlined in this manual with tone activated pagers as the primary source of notification.
1. **Dispatch Information by Cell Phone**  
The dispatch center has the capability to communicate dispatch information by sending a text message to personal cell phones through Iamresponding (See Appendix O). To receive dispatch text messages, the individual fire departments can add members through Iamresponding. Text messaging may not be a reliable source of dispatching. Always check time stamp. The cell phone must have text message capability which may add charges to your cell phone bill.
- E. **Failure to Respond to EMS/MVA**
1. If the 1<sup>st</sup> due unit fails to acknowledge the call in **THREE (3)** minutes after the initial dispatch, then after TWO (2) minutes a recall to the 1<sup>st</sup> due will be done again. After FIVE (5) total minutes the next due mutual aid company AND a staffed EMS Agency will be automatically dispatched to answer the alarm and given THREE (3) minutes to respond and then after TWO (2) minutes a recall, if no response.
  2. If the mutual aid unit dispatched under section 8.2.1 fails to acknowledge within **FIVE (5)** minutes the dispatcher will dispatch the next unit available.
- F. **Dispatch of Fire Coordinators**
1. The Fire Coordinator and Deputy Fire Coordinators will be dispatched by Chautauqua County Fire Dispatch according to the procedure outlined in Appendix E of this manual.

**G. Dispatch of the Fire Investigation Team**

1. The Fire Investigators will be dispatched by Chautauqua County Fire Dispatch according to the procedure outlined in Appendix J of this manual.

**H. Dispatch of the Hazardous Materials Response Team**

1. The HAZ-MAT Team will be dispatched by Chautauqua County Fire Dispatch according to the procedure outlined in Appendix I of this manual.

**I. Dispatch of Water Emergency Team (W.E.T.)**

1. The W.E.T. will be dispatched by Chautauqua County Fire Dispatch according to the procedure outlined in Appendix F of this manual.

**J. Dispatch of Technical Rescue Team**

1. The Technical Rescue Team will be dispatched by Chautauqua County Fire Dispatch according to the procedure outlined in Appendix F of this manual.

**K. Dispatch of Fire Police Response Team**

1. The Fire Police Response Team will be dispatched by Chautauqua County Fire Dispatch according to the procedure outlined in Appendix H of this manual.

**XII. FIRE GROUND COMMUNICATIONS AND REPORTS****A. Reporting on scene of a fire or other emergency**

1. The FIRST arriving unit of any emergency shall report on scene with FIRE DISPATCH. On fire incidents, the unit shall give a visual report of anything is showing (fire/smoke).
  - a. EXAMPLE:  
"Engine 391 on the scene investigating."  
"Engine 391 on the scene, have fire showing on 2nd floor."
2. FIRE DISPATCH shall repeat the on scene information on FIREDISP and the incident talk group channel(s).

**B. *ONLY* the first Chief Officer on location should advise FIRE DISPATCH when they are on location.**

**C. Fire Ground Report**

1. The officer-in-charge shall, as soon as possible, make a brief fire ground report describing conditions to FIRE DISPATCH.

**D. Message of Confidential Nature**

1. Messages of a confidential nature should be relayed by use of telephone whenever possible.

**XIII. SPECIAL POLICIES OR PROCEDURES****A. Pager Activation by Local Department Fire Base Stations**

1. Local fire department base station will only activate pagers on emergencies when it has been pre-determined the dispatching center does not have adequate coverage of the department's district, or at the request for more manpower to respond to an incident.
2. A fire department should not use the fire frequency to announce pre-scheduled meetings and non-emergency messages to fire department personnel.

**B. Testing of Equipment**

1. Testing of radio equipment should only be done each Tuesday between 1800 and 2000 hours, unless special arrangements have been made with the Fire Coordinator.
2. Equipment testing should not be done during an emergency when the radio channels could be needed by apparatus involved with the emergency.

**C. Equipment Status Reports**

1. Each day at 1800 hours Fire Dispatch will announce all fire apparatus listed out-of-service with that department.
  - a. EXAMPLE: Fire Dispatch to all Chautauqua County units. The following apparatus are listed out-of-service."

**D. Paging of Personnel**

1. Use Iamresponding. See Appendix O

**E. Allocation of Alerting Tones**

1. Each department will be allocated tones, one for station activation, one for fire personnel, one for E.M.S. personnel.

**F. Quality Assurance Procedure**

1. The Fire Advisory Board has approved a process to compliment or question radio use or a dispatch method use by any emergency response or dispatch personnel. A form is available to submit to the appropriate battalion coordinator describing the question, problem or to compliment a person or unit. Forms can be obtained from any Battalion Coordinator or the Office of Emergency Services.

**G. Issuing of Radio(s) to Fire Captains, Lieutenants, EMS Captains and EMS Lieutenants**

1. Use of radio is only for Emergency Conditions.
2. When Captain or Lieutenants is ranking officer, on scene, and is assuming Incident Command.
3. Captain and Lieutenant radios are NOT to be used to call en route, on scene, responding or anything other than an emergency report once on scene, in the absence of a Chief Officer, and have assumed Incident Command.
4. Radio designation/identifier will be as follows: Fire Captain 391, Fire Captain 392, Fire Lieutenant 391, EMS Captain 391, EMS Captain 392, EMS Lieutenant 391, EMS Lieutenant 392, etc.

**H. Purchasing of Department Radios**

1. Future purchases of new radio equipment, other than currently approved equipment, MUST be approved by the Office of Emergency Services prior to purchase.

**XIV. COMMUNICATIONS RECORDING**

- A. **Recordings** - Continuous digital recordings are made of all fire radio communications and all telephone communications which are accepted at the Communications Center switchboards. These recordings will be kept on file by the Sheriff.

1. If a Chief Officer of a Company or Department of Fire and Rescue Services personnel desires to review a recording they shall submit their request in writing to the Fire Coordinator. The request should state the reasons for retaining the recording and the length of time the recording is to be held, if known. The Fire Coordinator shall then set aside the recording in question until formal release by the original requestor is obtained.
2. Recordings may be reviewed by chief officers of departments when operational conditions permit. All persons must have approval of the Fire Coordinator before being permitted to review tape recordings. If a Chief Officer of a Fire Company or Department desires to review a recording they shall submit their request in writing to the Battalion Coordinator. The request should state the reasons for reviewing the recording.
3. Transcripts of recordings will be made only when a justifiable need exists. Requests for transcripts will be made to the Battalion Coordinator. Original recordings will be submitted as

evidence in any court when records are subpoenaed by that court. Transcripts will be available on CD.

4. A copy of the form is available in Appendix D.

## APPENDIX A

### CHAUTAUQUA COUNTY FIRE SERVICE MAYDAY PROCEDURE OPERATING GUIDELINE

#### Purpose:

- To provide a means to communicate a MAYDAY when personnel are in an immediate life safety position. (Such as: down, trapped, disoriented or otherwise incapacitated on an incident scene). This guideline will apply to all personnel operating on an incident.

#### Terminology:

- Mayday- Shall be the standard verbal radio transmission used by any personnel who becomes disoriented, lost, injured, trapped, out of air, or any other instance where he/she needs immediate assistance.
- ETB- Emergency Transmit Button-The orange button located on the top of the radio and on the lapel mike
- PAR- Personnel Accountability Roll Call.
- FAST- Firefighter Assist & Search Team.

#### Mayday Procedure:

- In the event a firefighter is down, trapped, disoriented or running low on air, or otherwise incapacitated, the firefighter or their partner will immediately, without hesitation, press the ETB. The ETB must be held down for between ½ and 1 ½ seconds. (The lapel button, if used, must be held down for 6-8 seconds). Holding it longer automatically resets it.
- Upon activation of the ETB, an alert tone will be heard confirming the is in alert mode An alert tone will also be heard on all radios on that talk group. The radio that was activated will then have an open mike for 10 seconds. During this time, the member shall transmit all pertinent information.
- At the end of the mayday information, the IC shall confirm the receipt of the message. If the IC does not confirm the receipt within 5 seconds, Dispatch shall confirm acknowledgement, rebroadcast the message, and notify the IC.
- Upon confirmation of the MAYDAY, the IC shall request dispatch to move all radio traffic not involved with the mayday to a different talk group.
- All officers/firefighters in charge of crews should take an immediate PAR and report their status to the Incident Commander.

Examples (but not limited to) when a Mayday Message Should be transmitted:

- A firefighter is unconscious or is suffering a life threatening injury.
- An Officer realizes a member is lost / A firefighter realizes an Officer is lost.
- You become lost or trapped.
- Insufficient air supply.

Radio Procedure for Issuing a Mayday:

- The firefighter calling the MAYDAY shall activate his ETB. He then shall start the radio transmission with the following: “MAYDAY, MAYDAY, MAYDAY”.
- The MAYDAY firefighter should then relay as much pertinent information as possible after the Incident Commander acknowledges the transmission.
- The most important information to be relayed is
  - **Who** is calling
  - **Where** is the issue
  - **What** is your mayday
- Additional information should be relayed as time and circumstances permit.

Acronyms can be used to help relay the information.

Examples are:

L-U-N-A-R

- (L) Last Known Location. ( where you were assigned or where you think you are)
- (U) Unit ( your unit number or portable identifier)
- (N) Name (Yours and who is with you)
- (A) Assignment
- (R) Resources ( What you need to help you ie. Air, hose line, caught in wires, buried, etc)

If Possible the MAYDAY firefighter should also do the following:

- Activate your PASS alarm. (After the LUNAR report is sent!)
- Make noise to draw attention to your location, such as banging a tool on the wall or floor.
- Remain calm and conserve air. (Do not yell or scream).

Responsibilities of all other Firefighters:

- **All firefighters operating at the incident shall remain in their previously assigned positions and continue to do their assignment until ordered**

otherwise by the IC or Operations. It shall be the responsibility of the FAST Team and any other additional units assigned to locate and rescue a firefighter who has issued a MAYDAY.

- Fire fighting operations shall not be halted unless determined by the IC

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## APPENDIX B

### CHAUTAUQUA COUNTY FIRE SERVICE EMERGENCY MESSAGE PROCEDURE OPERATING GUIDELINE

#### Purpose:

- To provide a means for communication an Emergency Message to all personnel on a scene
- To set a standard when the Emergency Traffic Button shall be and shall not be used.
- This Guideline applies to all personnel on scene.

#### Terminology:

- Emergency – A message of Paramount importance involving a potential life threatening situation or an emergency as defined in Sec 5.2 of the Chautauqua County Communications Policy and Procedure Manual.
- Emergency Traffic Button- (ETB) The orange button on the top of the radio or on the lapel microphone of the radio
- PAR- Personnel Accountability Roll Call
- FAST- Firefighter Assist and Search Team

#### Emergency Procedure:

- The Emergency Traffic Button shall **NOT** be used *just to get Air time* for the caller, an emergency must exist.
- Upon needing to transmit an emergency message, any member shall depress the orange button on the radio for at least 1/2 seconds and not more than 1.5 seconds (if using the lapel mic it must be pressed for between 6 and 8 seconds). Holding it longer automatically resets it.
- An Audible tone is heard to confirm the activation of the button.
- All radios on his talk group will hear the activation of the tone.
- The radio will then give total priority for 10 seconds to the radio who's ETB has been activated.
- The person initiating the Emergency message shall announce their unit and position. The Emergency Message shall then transmitted.

- At the end of the broadcast message, the IC shall acknowledge the message. In the event that he does not acknowledge, Fire Dispatch shall confirm the receipt of the message and repeat it to the talk group.

### Examples (but not limited to) to Transmit and Emergency Message

- Firefighter unaccounted for
- Shots Fired
- A rapid change in fire conditions
- Loss of water or ineffectiveness of hose streams
- Problems with getting hose lines into operation
- Unique building condition
- Inability to protect Firefighters on floors above
- A Swimming pool in the yard
- Presence of chemicals
- Any other information that warrants the attention of the IC and other personnel operation on the scene.

## Appendix C

### CHAUTAUQUA COUNTY FIRE SERVICE EMERGENCY EVACUATION PROCEDURE OPERATING PROCEDURE

#### Purpose:

- To provide the Incident Commander a means for initiating and relaying an order for mandatory and immediate evacuation of a structure while on an incident.
- This guideline shall apply to all personnel on scene

#### Terminology:

- Evacuation Order; The immediate termination of all interior operations accompanied by the immediate removal of all personnel from the structure. It shall be the discretion of the Incident Commander to issue such order.
- PAR- Personnel Accountability Roll Call
- FAST- Firefighter Assist and Search Team

#### Evacuation Procedure:

- In the event of any conditions that pose a threat to personnel operating inside or around a structure, an Evacuation order may be issued by the IC.
- Any personnel or officer who observes conditions on the incident scene which may pose an immediate danger to the safety of personnel shall have this information immediately relayed to the IC.
- Examples that warrant the immediate IC notification include, but are not limited to:
  - An increased fire spread even with interior firefighting operations taking place.
  - Impending or actual full or partial building collapse.
  - Structural hazards such as truss roofs or large HVAC units on the roof
  - Unstable chimneys
  - Any potential hazard that poses a threat to personnel
- Upon receiving this information The IC will determine if an Evacuation order is warranted.

## Initiating the Evacuation Order

- The IC will immediately broadcast a message for all interior personnel to stop what they are doing and immediately evacuate the structure
- The IC will then communicate with the nearest apparatus operator ordering (3) five second blasts of the apparatus air horn.
- These initial blasts will then be repeated by other apparatus
- These blasts are in addition to the radio communications ordering the evacuation order.
- These blasts may be re-initiated at any time during this procedure at the discretion of the IC
- The IC will then notify fire dispatch and have them re broadcast the evacuation order using the radio talk group in use.
- All members operating interior will then return to their assigned unit or officer for a PAR
- It shall be the responsibility of the officer /firefighter in charge to ensure the compliance with the evacuation order and to check in at the Command Post once they have safely evacuated
- The IC may request an incident wide PAR when it is questionable that all personnel have safely evacuated

## Appendix D

### CHAUTAUQUA COUNTY FIRE SERVICE

#### REQUEST TO REVIEW OR COPY A RECORDING(S)

REQUESTOR: \_\_\_\_\_

DATE: \_\_\_\_\_

INCIDENT: Date \_\_\_\_\_ Time \_\_\_\_\_ Location \_\_\_\_\_

REASON FOR COPY:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*Format Requested:* \_\_\_\_\_ CD

REQUESTOR REVIEWED or GIVEN COPY OF RECORDING:

DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

DISPOSITION:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Appendix E

### Dispatch of Fire Coordinators

**County Fire Coordinators should be dispatched for the following:**

1. When the third fire department is dispatched to the scene or stand-by for a given incident.
2. At the request of the local incident commander or another fire coordinator.
3. County Fire Coordinator (County Fire 1) should be notified any time any fire related fatality has occurred.
4. The Medical Coordinator (EMS-1) should be notified of any mass casualty (four or more injured persons) or at the request of the incident commander.
5. Special incidents where there may be less than three departments: Special Rescue, WET Response, Bomb Threats, Terrorism, Search, Aircraft Down, Major Traffic Incidents, Utility Failures etc.
6. Fire Coordinators will be dispatched whenever a department is dispatch for emergency response outside Chautauqua County excluding EMS and “standby”.

**Fire Coordinators should be dispatched in the following manner:**

- (a) **Tone Out and Broadcast “To Fire Coordinators...”**
- (b) Group Text Message on Cell Phone with Iamresponding Message.
- (c) If a fire Coordinator does not reply within five (5) minutes, attempt to contact by calling assigned cell phone number followed by home and work numbers.

Car	Name	Home	Work	Cell	Title
Co. Fire 1	John Griffith.	483-3055	753-4341	269-4656	Director of Emergency Services/ Fire Coordinator
Batt. 1	Anthony Faso (Tony)	679-8747		269-9704	1 <sup>st</sup> Batt. Coord.
Batt 2	Rick Cole			581-2019	2 <sup>nd</sup> Batt. Coord.
Batt 3	Scott Bailey	483-6890		581-1297	3 <sup>rd</sup> Batt. Coord.
Batt 4	Greg Scott			581-1060	4 <sup>th</sup> Batt. Coord.
County Fire 3	Scott Cummings			269-4176	Deputy Fire Coord-North
County Fire 2	Anthony Cavallaro (Skip)	665-3139		499-5720	Deputy Fire Coord. -South
Emergency	Chris Wichlacz		753-4032	450-8711	Planning

Services 3					Technician
EMS 1	Steve Cobb	672-5670		499-3611	Deputy Fire Coord EMS
Haz Mat 1	Dan Imfeld	763-9723	753-4341	410-4263	Deputy Fire Coord HazMat Team
Dive 1	Daniel Aldrich		672-2125	581-3138	Deputy Fire Coord. Dive Team
Tech- Rescue 1	Noel Guttman			753-6487	Deputy Fire Coord Technical Rescue Team
Emer. Serv. 2					

Updated 4-14-18

## APPENDIX F

### XV. Water Emergency Team

**Dispatch:**

Most water related incidents will either fall into the category of rescue or fire. The corresponding fire department from where the call originated should be dispatched along with any pre-planned mutual aid units (i.e. Rescue boats, Dive Team). The County Sheriff boat(s) should also respond if available. County fire coordinators and police supervisors should be paged immediately following the fire departments and boat dispatches.

County Wide 13 will be assigned for all water rescue calls on all bodies of water. If CWIDE 13 is already in use, CWIDE 14 Talk group will be assigned in accordance with current policy and procedures.

**Incident Management:**

The Incident Command System (ICS) is to be used. All incidents involving missing persons in the water, injury, fire, drowning, possible boating accidents, etc. should be considered a life rescue at least for the first 2 hours with the fire service as incident command. Once it is agreed upon by fire and police supervisors that the factors now warrant a change in the objective to a body recovery operation, then the incident command is transferred to the police and the fire service works under their direction. Both fire and police agencies shall readily exchange information.

The host fire department should make arrangements for the best location for the command post. Staging of equipment and personnel could be in another location, but all command personnel should go to the command post. The command post can be moved at a later time as the incident develops.

Expenses, as with most incidents of a more common type, the host fire department is responsible for the costs incurred unless special circumstances dictate otherwise, or as command changes. The incident commander authorizes all expenditures. The agency in command is responsible for expenses during their span of control unless other arrangements are made between the agencies.

## Appendix G

### DISPATCH OF TECHNICAL RESCUE TEAM

The Technical Rescue Team will respond to structure fires to provide Firefighter Assistance and Search (FAST); Rope Rescue for High and Low Angle Environments; Trench Rescue; Building Collapse, Confined Space Rescue, Or any situation where Technical Rescue Resources and Equipment may be requested. The technical rescue team has equipped one rescue unit per battalion, to also respond, when requested.

1 <sup>st</sup> Battalion	Rescue 71 (Fredonia)
2 <sup>nd</sup> Battalion	Tech Rescue 71 (@ Station 7)
3 <sup>rd</sup> Battalion	Rescue 311 (Busti)
4 <sup>th</sup> battalion	Rescue 7 (Fluvanna)

To activate the team:

1. The Technical Rescue Team (FAST) will be requested by any Incident Commander, Fire Chief or Fire Coordinator at the fire scene.
2. The Technical Rescue Team will be activated utilizing the "Tech Rescue" button at the fire console, along with the Rescue Unit from the corresponding fire department.
3. An incident type and location announcement will be made utilizing both the North and South fire towers.
4. A Text message will also be sent to alert the team.

NOTE: The FAST Team is a skill and component of the Technical Rescue Team, there are not two separate teams.

## Appendix H

### Dispatch of Fire Police Response Team

#### Dispatch Procedures

- Request for County Fire Police Response Team **Personnel**
- Location and nature of incident
- Fire Department or agency requesting assistance
- Staging area for responding Fire Police personnel
- Text message via IamResponding
- Personnel are NOT to contact dispatch – communicate on Fire Police radio approaching scene for instructions
  
- Above procedure for requesting personnel and equipment

#### Request for Traffic Control Trucks Only

- Voice message on Fire Radio indicating equipment desired TC 1 or / and TC 2
- Incident information as above
- Phone call to Fire Police Response Team Coordinator / Captain who will ensure that the TC vehicles are manned
- TC 1 or 2 will report in service / responding on fire radio
- Arrangements may be made by phone in lieu of fire radio at discretion of dispatch

Updated: 2/06/19

Scott Cummings – Coordinator

## **Appendix I**

### **Hazardous Materials Response Team: Dispatch Procedure**

To activate the team:

The Hazardous Materials Response Team will be requested by the incident commander at the scene or by run card.

The Team should be activated using the voice pager broadcasted over all towers. The call out should also be sent by telephone text messaging to team members cell phones.

An incident type and location announcement will be made.

If the Hazardous Materials Team is requested by someone other than the local Fire Chief, the Chief will be contacted.

The County Fire Coordinators should be notified of the team's activation via text messaging.

## Appendix J

### Fire Investigation Team: Dispatch Procedure

The Chautauqua County Fire Investigation (CCFI) Team can be requested by the Incident Command to respond to a fire which has an undetermined origin and cause. These fires include, but are not limited to: Building Fires, Vehicle Fires, Vessel Fires, Forest/Grass Fires or any other fire or explosion. The CCFI should always be contacted when a fatality or serious physical injury has occurred. Also when a fire is suspected to be incendiary.

The Incident Command has the ultimate responsibility in determining the origin and cause of the fire. To assist the fire department in determining the potential cause of the fire. The CCFI should be contacted as soon as possible. Investigators will respond to the scene prior to total extinguishment to collect evidence, interview witnesses and take photographs while the fire is still active. Many times a single investigator will respond to assess the situation before the entire investigation unit responds.

#### **PROCEDURE FOR CCFI ACTIVATION:**

Contact Fire Dispatch via radio or phone and request CCFI response.  
Incident Command should give the dispatcher the following details if available:

Type of Structure?

Suspect of cause and/or point of origin?

Any fatality or injuries involved?

Is the fire extinguished?

Any hazards CCFI should be aware of (weather conditions, directions of arrival, Hazardous Materials and etc)?

Have the utility companies been notified?

## **Appendix K**

### **DISPATCH OF CHAUTAUQUA AREA SEARCH TEAM C.A.S.T.**

The CAST team will respond to any area in Chautauqua County to assist any Fire or Law Enforcement Department in the search for lost persons. The C.A.S.T. will respond to the scene and report to the Incident Command. The CAST Team operates under the direction of the Technical Rescue Coordinator.

There is no assigned vehicle to respond with the C.A.S.T. team.

To activate the team:

1. The Chautauqua Area Search Team (CAST) can be requested by any incident Commander, Fire Chief or Fire Coordinator, at the incident scene. They can also be requested by a Forest Ranger or any other law Enforcement agency.
2. The CAST Team will be activated utilizing the "Tech Rescue" button at the fire console.
3. An incident type and location announcement will be made utilizing both the North and South fire towers.

A Text message will also be sent to alert the team.

## Appendix L

### Chautauqua County Fire Apparatus Definitions

AMBULANCE – A patient care and transport unit either BLS or ALS.

MEDIC – A department or commercial service owned or operated unit designed to assist with patient care but cannot transport.

RESCUE – A unit designed to assist at firefighting and EMS operations with hand tools, salvage equipment, extrication tools, blocking, ropes etc.

ENGINE – A fire unit with a minimum of 750 GPM pump, a water tank capacity of 500-1500 gallons, fire hose and equipment meeting ISO and NFPA requirements.

PUMPER/TANKER – A fire unit with a minimum 750 GPM pump, a minimum water tank capacity of 1500 gallons, fire hose and equipment meeting ISO and NFPA requirements.

TANKER – A fire unit designed for water delivery with a minimum water tank capacity of 1500 gallons.

TRUCK – A fire unit with an aerial ladder minimum length of 75 feet and ground ladder and equipment meeting ISO and NFPA requirements.

BOAT/HOVER/AIR BOAT – A fire department or privately owned unit designed for water and/or ice rescue.

CAR – A fire department or private vehicle used by fire department supervisory personnel.

MISCELLANEOUS – Any fire department owned unit that does not qualify in any other category.

ATV – Utility All-Terrain Vehicle, capable of off road response

## Appendix M

### CHAUTAUQUA COUNTY FIRE/EMS Apparatus Listing

**Coordinators**

Fire Coordinator (Griffith)	County Fire 1
Deputy Fire Coord. (Cavallaro)	County Fire 2
Deputy Fire Coord. (SCummings)	County Fire 3
Training Coord. (Westpfahl)	County Fire 4
1 <sup>st</sup> Battalion Coord. (Faso)	Battalion 1
2 <sup>nd</sup> Battalion Coord. (Cole)	Battalion 2
3 <sup>rd</sup> Battalion Coord. (Bailey)	Battalion 3
4 <sup>th</sup> Battalion Coord. (Scott)	Battalion 4
Emergency Svcs (N.Cummings)	ES2
Emergency Svcs (Wichlacz)	ES3

**Hazardous Materials**

HAZMAT Coord. (Imfeld)	HAZMAT 1
Hazardous Materials Captain	HAZMAT 2
HAZMAT Lieutenant 1 <sup>st</sup> Batt.	HAZMAT Batt. 1
HAZMAT Lieutenant 2 <sup>nd</sup> Batt.	HAZMAT Batt. 2
HAZMAT Lieutenant 3 <sup>rd</sup> Batt.	HAZMAT Batt. 3
HAZMAT Lieutenant 4 <sup>th</sup> Batt.	HAZMAT Batt. 4
Primary Response/Command Unit	HAZMAT 7
Spill Response Unit	HAZMAT 71
1 Ton Pick-up/ALS FR	HAZMAT 72
Gator and Trailer	HAZMAT 73
Spill Trailer	HAZMAT 74
Decon. Trailer	HAZMAT 75
SMART Trailer	HAZMAT 76
DEC Trailer	HAZMAT 77
Foam Trailer	HAZMAT 78
Harbor Boom Trailer	HAZMAT 79
Harbor Boom	
<b><u>Fire Investigation</u></b>	
Fire Investigation Unit	Fire Investigation-70

**Technical Rescue**

Tech. Rescue Coord (Guttman)	Tech. Rescue 1
Tech. Rescue Captain	Tech. Rescue 2
Tech. Rescue Lieut. 1 <sup>st</sup> Batt.	Tech. Rescue Batt.1
Tech. Rescue Lieut. 2 <sup>nd</sup> Batt.	Tech. Rescue Batt.2
Tech. Rescue Lieut. 3 <sup>rd</sup> Batt.	Tech. Rescue Batt.3
Tech. Rescue Lieut. 4 <sup>th</sup> Batt.	Tech. Rescue Batt.4
Tech. Rescue Response Truck	Tech. Rescue 71
Tech. Rescue 1 ton pickup	Tech. Rescue 72

**EMS**

Deputy Coordinator-EMS (Cobb)	EMS-1
EMS Planning - Kevin Peebles	EMS-2
Senior Paramedic (Volpe)	EMS-3
Medical Director (Walters)	MD-1
Medical Director (Faulk)	MD-2
County Fly Car 1	Medic 71
County Fly Car 2	Medic 72
County Fly Car 3	Medic 73
CAST 1	Captain
CAST 2	1 <sup>st</sup> Lieutenant
CAST 3	2 <sup>ND</sup> Lieutenant
Major Incident Response	MIRV-7

**Fire Police**

Traffic Control Unit 1 (S)	TC 1 (Alfredo)
Traffic Control Unit 2 (N)	TC 2 (Burlingame)
Response Team Captain	FP 1
Coordinator S. Cummings	CF3

**Dive Team**

Dive Coordinator Dan Aldrich	DIVE 1
Captain Braley (Police CX103)	DIVE 3
Dive Truck	DIVE 7
Red RIB	BOAT 71
White RIB	BOAT 72
<b><u>Mobile Command Unit</u></b>	Command 7

**Other Units**

Air/Light (Fluvanna)	Rescue 7
Air/Light (Fredonia)	Rescue 71
Forest Ranger (Sprague)	Ranger – 1 (north)
Forest Ranger (Robitaille)	Ranger – 2 (south)
Airport Crash Unit	Air Crash-76
Airport Crash Fire Rescue	Air Crash-77
Small Airport Crash Unit	Air Crash - 78
Helicopter	Starflight 1, 2 & 3
4 w/d Pickup	CF5
County Executive	Chautauqua 1

**Fire Home Zone**

<b>Talkgroup/Name</b>	<b>Mobile/Portable Display</b>
Fire/EMS Dispatch	FIREDISP
Fire TAC 2 (Truck to Truck)	FIRETAC2
Fire TAC 3 assigned by disp.	FIRETAC3
Fire TAC 4 assigned by disp.	FIRETAC4
Fire TAC 5 assigned by disp.	FIRETAC5
Fire TAC 6 assigned by disp.	FIRETAC6
EMS TAC 7	EMS_TAC7
OFF-NETWORK FIRE 8 (VHF Simplex)	OFFNETF8
Traffic	TRAFFIC9
MARINE 16	MARINE16
Fire Police 1	FIREPOL1
Fire Police 2	FIREPOL2
County Wide 13	CWIDE 13
County Wide 14	CWIDE14
Fire Special Ops	FOPS15
☐ Pumper Tanker	**Heavy Rescue

Location	Car	Engine	Truck	Tanker	Ambulance	Rescue	Misc.	Special
BATTALION 1								
CASSADAGA	101-102-103-104	101-102		101	101	101		Gator 101 B-101
DUNKIRK	1-2	1-3-4	L-1		R-1 R-2			
EAST DUNKIRK	111-112-113-114	112-113		111		111	111	T-111 Hazmat Trailer R-111
FORESTVILLE	131-132-133-134	131-132		131	131	131		Rescue sled, ATV-131
FREDONIA	10-11-12-13-14-15	14-12-15	T- 18	11	14 - 15	**11	15	
HANOVER CENTER	511-512-513-514	511-512		511			511	
IRVING	141-142-143-144	141-142		141			141	
LILY DALE	151-152-153	151-152			151			
SHERIDAN	161-162-163-164	161-162-163		161-162		161		
SILVER CREEK	171-172-173-174-175	171-172-174			171 - 172	171	M-172 Disaster Response Unit	M-171 Special Ops Trailer
STOCKTON	181-182-183	☐181-☐182		181	181	**181		Rescue sled, ATV-181

SUNSET BAY	191-192-193	191-192			191	191	J-191 & J-192
WEST DUNKIRK	121-122-123-124	□121-□122			121		Special Ops Trailer 122 Light Trailer 121
SOUTH DAYTON	601-602-603-604	601-602		601	601	601	
<b>BATTALION 2</b>							
BROCTON	201-202-203-204	201-202		201	201	**202	
CHAUTAUQUA	211-212-213-214	211-212	L-211	211	211		211-212-213
DEWITTVILLE	221-222-223	221		221			Hover 221 Boat 221
FINDLEY LAKE	231-232-233	231-232		231	231		B-231
HARTFIELD	241-242-243-244	241-242			241		ATV-241
MAYVILLE	251-252-253-254	251	L-251		251	**252	ATV-251 XTV-251
PORTLAND	261-262-263	261-□262□-263			261	262	ATV-261
RIPLEY	271-272-273-274	271-272-273		271-272	271-272		271-274
SHERMAN	281-282-283-284	281-□282		281	281	**282	ATV-281
WESTFIELD	291-292-293-294	□291-□292	T-291		291 - 292	**291	291-292 B-291
<b>BATTALION 3</b>							
ASHVILLE	301-302-303-304	301-302		301	301		301-302 ATV-301 B-301
BUSTI	311-312-313-314	311-□312□			311	**312	311 ATV 311 MED-31
CELORON	321-322-323	321-322	P-321		321		321-322-323 B-321
CLYMER	331-332-333-334	331-□332□-333			331	**332	
FREWSBURG	341-342-343-344	342-343		341	341		341 B-341 & ATV 341
JAMESTOWN	1-2-3-4	1-2-3-4-5	L-1 & 2		1	3	1-2 Marine-351 MED-35
KIANTONE	361-362-363	361-362		361	361	361	M-361 Rehab 361
LAKESWOOD	371-372-373	371-372	L-371		371-372	**371	371
PANAMA	381-382-383-384	381-382-384-385□		383	382		381
SUGAR GROVE	631	631-632		631	631		631
<b>BATTALION 4</b>							
BEMUS POINT	441-442-443-444	441-442			441	**442	Whaler B-441 Air B-442
CHERRY CREEK	411-412-413	411-412		411	411		411 Rescue sled, ATV-411
ELLERY CENTER	421-422-423-424	421-422		421	421		421-422 Rescue sled, 421
ELLINGTON	431-432-433-434	431-432-433		431	431	431	Rescue sled, ATV-431
FALCONER	401-402-403-404	401-402	L-401		401		Trailer-401
FLUVANNA	451-452-453-454	451-453		455	452		451
GERRY	461-462-463-464	461-462		461	461		461 ATV-461
KENNEDY	471-472-473	472-473			471		WS474 B-471
MAPLE SPRINGS	481-482-483	481-482			481	481	**481 ATV-481
SINCLAIRVILLE	491-492-493-494	491-492		491	491		491

UPDATED 2-8-18

□ Pumper Tanker \*\*Heavy Rescue

## **Appendix N**

### **Computer Aided Dispatch (CAD)**

Each county fire department's dispatch procedure (RUN CARDS) are located on the mainframe computer which is accessed by the county dispatch center. The purpose of the run cards is to make the job of the Incident Commander easier, so that he does not have to think about what equipment he needs for a particular incident while it is growing or changing, which can be a very stressful situation. It is much easier to request a second alarm than it is to try and figure out who has the equipment or apparatus needed, especially at the outset of the incident.

The Run Cards should be reviewed on a regular basis (at least annually) and changed as needed to meet the needs of the zone, (See 2.1.1.1)

There are only two automatic alarms, the first and second alarms, it is much easier to sit with your command staff to preplan what is likely to be needed in a non-stressful atmosphere than during the actual incident. If more apparatus or equipment is needed after the first alarm Call dispatch and request the second alarm. After the second alarm has been dispatched, and you need additional equipment, call dispatch and ask for the next tanker, engine, ambulance, ladder or whatever is needed, etc. from the list you have already provided. When picking out of order the computer no longer displays what is available to the dispatcher prior to the piece requested. The same method of calling for the NEXT piece of apparatus should be used when requesting additional apparatus after the second alarm.

EX. "FIRE DISPATCH – Stockton Command – send me the next engine and tanker, etc."

It is important to review your RUN CARDS on a regular basis, at least annually. Changing the Run Cards can be done at any time by contacting the office of Emergency Services and requesting a form to do so. These changes should be done electronically on the forms supplied. (See 2.1.1.1)

## Appendix O

# IAMRESPONDING REPLY SYSTEM

IAMRESPONDING reduces response times by letting you know immediately who is responding to your call. After dispatch, members of Chautauqua County Fire Departments and “Special Teams” who are available to respond to an incident simply press one button on any telephone, and any Internet connected computer or mobile phone instantly displays who is responding to an incident, their qualifications and when and where they are responding.

**DISPATCH WILL VIEW ALL FIRE DEPARTMENTS AND “SPECIAL TEAMS” ON THE DISPATCH CENTER MODULE. DISPATCH PARTICIPATION WILL ASSIST IN REDUCTION OF RESPONSE TIMES AND AID ENSURING PROPER RESPONSE.**

### PROCEDURE

Fire Chief will assign a IAMRESPONDING Administrator

Member profile forms will be provided to each member by the IAMRESPONDING Administrator for each department

Only pre-approved acronyms and abbreviations for membership positions, qualifications will be used

At least one dedicated monitor displaying the IAMRESPONDING system that should be logged into 24 hours per day. The monitor is ideally placed in the truck bay where it is easily viewable as soon as members enter the bay to respond to a dispatch

Responder information will be viewed and monitored by Chautauqua County dispatchers, the Office of Emergency Services is mandating that each department

utilize **only** the list of approved acronyms and abbreviations for membership positions, qualifications, etc.

**MEMBER POSITIONS**

**FIRE DEPARTMENTS**

Chief	EMT
Asst. Chief	EMT-CC
Driver- EMS	EMT-P
Driver-Fire	HazMat
IFF	FAST
FF	Fire Police
Safety Officer	FAST

**WET**

Captain	EMT
Diver	EMT-P
Attendant	Driver

**HAZ-MAT**

Coordinator	HM Spec. Ops.
Captain	Confined Space
Battalion Lt.	EMT
Safety Officer	EMT-CC
HM Ops.	EMT-P
HM Tech.	Driver-HM7
HM IC	Driver- HM 71-72

**TECHNICAL RESCUE**

Coordinator	Trench
Captain	Collapse
Battalion Lt.	EMT
Safety Officer	EMT-CC
Ropes	EMT-P
Confined Space	Driver

**FIRE POLICE**

Coordinator	Battalion Lt.
North Lt.	Fire Police
South Lt.	Driver

**CISM**

Team Leader
Team Member

The following “Telephone Key Entries, 1-9” are approved for each category of response. Only the approved categories will be used for “Response”

## **RESPONSE**

### **FIRE DEPARTMENTS**

1 Scene  
2 Scene-Delayed  
3 Sta. 1  
4 Sta. 1 Delayed  
5 Sta. 2  
6 Sta. 2 Delayed  
7  
8  
9 Cancelled  
Option #3 is default

### **HAZ-MAT**

1 Scene  
2 Scene-Delayed  
3 Sta. 7  
4 Sta. 7 Delayed  
5 On Scene  
6 Staging  
7  
8  
9 Cancelled  
Option #1 is default

### **TECHNICAL RESCUE**

1 Scene  
2 Scene-Delayed  
3 Sta. 7  
4 Sta. 7 Delayed  
5 On Scene  
6 Staging  
7  
8  
9 Cancelled  
Option #1 is default

### **WET**

1 Scene  
2 Scene-Delayed  
3 Get Vehicle  
4 Vehicle-Delayed  
5 On Scene  
6 Staging  
7  
8  
9 Cancelled  
Option #1 is default

**FIRE POLICE**

1 Scene  
2 Scene-Delayed  
3 Get Vehicle  
4 Vehicle-Delayed  
5 On Scene  
6 Staging  
7  
8  
9 Cancelled  
Option #1 is default

**CISM**

1 Scene  
2 Scene-Delayed  
3  
4  
5 On Scene  
6 Staging  
7  
8  
9 Cancelled  
Option #1 is default

Fire Department screens should be cleared as soon as possible to be prepared for the next response. At a maximum the screen should be set to “auto-clear” in no longer than one (1) hour.

**Telephone key #8 “Not attending” will not be used to indicate that an individual is not responding to an actual emergency. (If you are not attending do not use any key) “Not attending” should only be used for activities such as meeting, drills or other non-**

## Appendix P

### Chautauqua County Physician Medical Response

#### Purpose

Medical Director Scene Response is now a standard of care in EMS practice. In addition to EMS providers, The Chautauqua County Office of Emergency Services ALSFR provides on-scene medical support with specially trained emergency medical service (EMS) physicians. This allows the County Medical Directors to deliver advanced medical care at the point of injury in the field.

#### Roles and Responsibilities

- Facilitate patient care by providers & provide real time on scene education
- Expand the scope of practice of responders & provide on-scene medical direction
- Provide direct patient care when needed to perform advanced procedures & enhance the care of responders (such as medication facilitated intubation (MFI), sedation to facilitate difficult extrication or painful procedures, surgical airways, etc.)
- Serve as an on-scene subject matter expert
- Assist in the coordination of care & patient destination decisions, especially in multiple patient or mass casualty incidents (MCI)
- Assure the health and safety of responders & assist with on-scene rehab
- Provide real-time quality assurance and oversight
- Provide medical care in hazardous and austere environments where access by traditional responders may be limited, through our integration with specialty teams including Hazmat, Technical Rescue, SWAT, and Water Emergency Teams
- Assist in decontamination and medical management in Hazmat responses
- Collect responder medical histories for the above mentioned specialty teams
- Develop a medical threat assessment and medical mission pre-planning for all specialty team responses where appropriate

#### Notification

The Chautauqua County Medical Directors (MD 1 & MD 2) and shall receive a notification from the county 911 dispatcher for any of the following incidents:

- Any County Coordinator notifications based on established criteria
- Mass Casualty Incidents (MCI), defined as 3 or more ambulances to the scene

- Chautauqua County Sheriff's Office SWAT responses  
Active Shooter Events, Incidents involving weapons of mass destruction, biologic, or radiologic, threats.  
Improvised Explosive Device (IED) responses
- Working fires
- Airport alerts
- Hazmat Team responses
- Chautauqua County Technical Rescue Team responses
- Chautauqua County Water Emergency Team (CCWET) responses
- Motor vehicle collisions with significant entrapment, especially those with an extrication time estimated to take longer than 30 minutes
- Machinery entrapment
- Serious line of duty injury to public safety personnel or responders
- At the request of any field responder, EMS provider, Fire Chief, County Fire Coordinator Staff, law enforcement officer, or incident commander
- At the discretion of any Chautauqua County 911 dispatcher who feels the Special Operations Medical Team may benefit the on-scene incident response

### **Response**

- The Chautauqua County Special Operations Medical Directors (MD 1 & MD 2) may deploy and respond following any of the above notifications
- The Medical Directors may self-activate and deploy to any incident based on call nature or geographic location if they feel their response may augment that of the on-scene responders
- Any such physician response will be under the auspices of Chautauqua County Emergency Medical Services ALSFR
- The Medical Directors may request or additional Chautauqua County Emergency Medical Service assets and resources at their discretion.
- The Medical Directors may request additional Special Operations Medical personnel.

## Appendix Q

### First-In Checklist for MCI Response

#### 1 Arrival

- Park vehicle and position yourself and other responders upwind, upgrade, and at a safe distance.

#### 2 First-In Report

- Identify yourself and your unit via radio.
- Give the "First In Report" via radio (plain language [i.e., no acronyms] should be utilized during all communications) to include the following:
  - Type of incident (motor/rail/airplane accident, weapon of mass destruction, hazardous materials, etc.) that has occurred.
  - Description and exact location of the incident.
  - Possibility of chemical exposure or terrorist attack, if suspected.
  - Type(s) of structures/vehicles involved.
  - Presence of fire, spilled liquids, vapor leaks, or other hazards.
  - The approximate number of patients involved.
  - Need for evacuation of public.

#### 3 Establish Command

- If first agency to arrive, state that you are assuming command by identifying yourself and naming command ("... and I will be Jamestown Command") or integrate into the unified command already established.
- Give exact location of command post.
- Request additional resources needed immediately:
  - Special rescue equipment
  - Additional staffing

- Public works (e.g., heavy machinery, work force, trucks)
  - Utilities (e.g., electric lines down, gas leak, water main break)
  - Lighting
  - Additional ambulances
  - Search and rescue teams
  - Disease prevention (e.g., vaccinations, sanitation)
  - Stress debriefing
  - Medical examiner assistance
  - Mass care resources (e.g., EMS personnel, cots, blankets, medical supplies)
  - EOC activation
- Identify route of approach for other responders (e.g., wind direction, best access routes if known).
  - Identify staging area location.
  - Request initial notification of closest hospital or medical control facility.

## 4 Incident Assessment

- Determine safety hazards including:
  - Stay out of zone of possible contamination.
  - Determine need for immediate evacuation.
  - Try to determine the type of contaminant (by placard number, witness statements, type of container or facility, etc.)
  - Determine isolation zone as necessary.
  - Determine downwind evacuation needs, if necessary.
  - Determine medical, fire, or explosion implications of the contaminant. Establish perimeters and isolation zones.
  - Do not allow any other responders or bystanders to enter the possibly contaminated area.  
If you become contaminated, take care of yourself and other responders immediately.

Estimate the scope and magnitude of the incident including:

- How many injuries?
- Severity of injuries?
- Nature of injuries (e.g., burns, blast trauma, water related)?
- Entrapment of victims.
- Imminent danger (e.g., further chemical release, structural collapse, explosion, secondary devices, etc.)

Request notification of closest/medical control hospital (injured may arrive by private vehicle).

- Determine immediate priorities.
- Ensure staging area is in a safe location.
- Request communication center to notify all responding units to maintain radio silence unless extremely emergent and report face-to-face to the Staging Area Officer for assignment. Do not go directly to the scene.
- Designate radio frequencies for use on-scene.
- Designate a Staging Area Manager.

## 5 Initial Actions

- If Emergency Medical personnel *cannot* enter the area due to potential danger:
  - Establish perimeters and isolation zones using the *Emergency Response Guidebook*
  - Assess the situation from a *distance* to get approximate number of patients and potential resources required to manage the incident.
- If the event *does not* have the possibility for contamination of responders:
  - The first Emergency Medical Service crew is to begin the process of triage and patient care activities as appropriate for the circumstances.

## **Appendix R**

Current Code Plug, Fire – Chautauqua County Trunked Radio System

TBD. 4/29/2019