

Rock County, Wisconsin



Communications Center
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911 COMMUNICATIONS COMMISSION

Wednesday, March 20, 2013, AT 1:30 PM

ROCK COUNTY COMMUNICATIONS CENTER

Agenda

1. Call to Order and Approval of Agenda
2. November 28, 2012 and February 6, 2013 minutes approval
3. Comments from the Public
4. CAD/Mobile Data - Update
5. Policy Updates:
 - F1: Fire and EMS
 - M2: MABAS
6. Informational Items & Updates
7. Executive Session: Per section 19.85 (1)(g), Wis. Stats. Confer with legal counsel regarding potential litigation
8. Adjournment

Commission members:

*Please contact the Communications Center
if you are unable to attend.*

*In order to conduct official business,
A quorum must be present*

SUMMARY

Policy: It is the duty and intent of the Rock County Communications Center to provide expedient and accurate communications services for all Fire/EMS agencies in Rock County.

A. OVERVIEW

1. The make up of the Rock County Fire and EMS services consists of two (2) full-time fire departments (that provide paramedic emergency medical services), (8) volunteer fire departments, and (6) EMT emergency medical services. All Fire and EMS radio transmissions will be completed in "PLAIN ENGLISH", with NO 10-CODES approved (with the exception of 10-4 which is a universally accepted 10-code). Telecommunicators will use the "ECHO" technique when acknowledging Fire and/or EMS units.
2. All Fire and EMS paging will be performed on the Rock County Fire paging frequency (**RF PAGING**). The dispatch messages for **ALL AGENCIES** will be given in the following format: "DEPARTMENT NAME, UNITS, (if applicable) respond to ADDRESS (proper format-see General Dispatch policy) COMMON NAME for a BRIEF DESCRIPTION/NATURE OF CALL. End with cross streets (twice in reverse order) and time."
3. As the Fire/EMS unit(s) go in service, they are to switch from the **RF PAGING** frequency to the repeated "talk" frequency (**RF MAIN RPTR**) to advise the dispatcher that they are enroute or in service. Units should use their assigned radio number/identifier and advise the address that they have been dispatched to when going into service. On single unit responses the Communications Center will repeat the address along with the cross streets and reporting district in their acknowledgment. On multi-unit responses the address, cross street, and reporting district information will be given when the last unit goes into service. The same shall hold true for any updated information or premise flag information. **RF MAIN RPTR** will be used for all voice communications with the fire dispatcher after the initial paging.

4. Fire/EMS response times will vary depending on the type of agency and the time of day. Generally full-time agencies should have a 1-2 minute response time and volunteer agencies should have a (5) minute response time. If no Fire/EMS response is received within (5) minutes (after the second page) for a volunteer agency, a 3rd "ALL AVAILABLE" page will be completed on RF Paging Standby. The first (2) people on the agency's emergency contact list will also be contacted via phone after the "ALL AVAILABLE" 3rd page is completed. If contact cannot be made via telephone and there is still no response after the 3rd "ALL AVAILABLE" page is completed, automatic-mutual aid will be sent. If there is no mutual aid programmed in CAD, an adjacent Fire and/or EMS agency that is available will be paged for mutual aid, along with the primary agency again. (Dispatchers should refer to the primary agency's MABAS card for equipment recommendations.)
5. The "INCIDENT COMMAND" concept and the use of "Fire Ground" or "TAC" channels is encouraged on major or long-term incidents to reduce overloading of the countywide repeated fire frequency.
6. All status changes (i.e., en-route, on scene, etc.) are to be logged as they occur. Other pertinent information should be logged in the notes of the incident for future reference.
7. When multiple calls for service are received, they shall be toned out in the order in which they are received without waiting for the previously toned out units to come into service. Once all calls have been toned out, assigned responder unit status should be verified to confirm that the assigned units are enroute, etc. Good common sense and judgment must be used during times of multiple calls. Life threatening incidents obviously have a higher priority.
8. Dispatchers are responsible for viewing all premise information entered into the computer aided dispatch system (except keyholder information) and relaying pertinent premise information to responders.
9. Each fire department and/or EMS agency provides different types of service for their community or contacted coverage area. There may also be a difference in the amount or type of equipment assigned to a similar incident.

Telecommunicators will dispatch the units as recommended by the CAD system. Should this be incorrect, the agency involved will be required to provide the Communications Center with updated or corrected information in writing, so that an update can be made in the CAD system. The OIC (Officer in Charge) can upgrade or downgrade the amount of equipment or personnel dispatched to a call, at their OIC's discretion.

B. DEFINITIONS

1. MEDICAL BASIC (MB): Routine medical call that is of a single person nature where the patient is reported to be alert, conscious and breathing is uncompromised.
2. CARDIAC/BREATHING DIFFICULTY (CA): Medical emergency where patient is reported to be conscious, but is experiencing difficulty breathing and/or chest pains, has a history of cardiac problems, or has stroke-like symptoms.
3. CARBON MONOXIDE ALARM W/ILLNESS (CO): Report of carbon monoxide detector/alarm sounding in structure and person(s) are feeling ill.
4. MEDICAL ADVANCED (MA): Medical emergency where the patient is reported to be unconscious or not breathing.
5. TRAFFIC ACCIDENT (TA): Any reported injury traffic accident regardless of patient condition where extrication is not needed.
6. EXTRICATION (EX): Any report of person(s) trapped or unable to get out of a vehicle, equipment, machinery or other circumstances requiring the use of rescue equipment (jaws).
7. COMMERCIAL FIRE (CF): Any report of fire, smoke or gas odor in a commercial, industrial, mercantile building or multi-family apartment complex with (8) or more units. This would include hospitals, schools and public facilities.
8. RESIDENTIAL FIRE (RF): Any report of fire, smoke or gas odor in a single family home, duplex, apartment complex (with less than (8) units), garage, shed or other small structure.
9. SINGLE ENGINE (SE): Brush, grass or trash fire, vehicle fires, arcing wires, odor investigations (excluding gas odors),

downed wires and special duty calls will fall under a single engine response.

10. TRANSFERS (TR): Medical transfers of patients to medical facilities that are usually outside of Rock County. Primarily used by City of Beloit and can only be initiated by the EMS agency.
11. HAZARDOUS MATERIAL INCIDENT (HZ): Any chemical leak or spill having the potential to cause environmental harm or an immediate or significant health hazard.
12. WATER RESCUE (WR): Rescue attempt for person(s) in danger in any river, stream, lake or other body of water.
13. AMBULANCE INTERCEPTS: Beloit and Janesville Fire Departments provide Advanced Life Support (ALS) service to all Basic Life Support (BLS) ambulance services in and adjacent to Rock County. The ambulance intercept program is subject to the availability of an ALS unit.
14. SPECIAL DUTY: A non-emergency call for service. Some examples of a "SPECIAL DUTY" include: residential unlocks or silencing a fire alarm. Agencies shall be advised of the nature of the non-emergency call during the initial page.

C. BELOIT FIRE DEPARTMENT

Dispatch Procedures:

1. Bring up the "FIRE PAGE" screen and select the **BELOIT MEDICAL** icon for all medical calls, or the **BELOIT FIRE** icon for all fire calls. Only (1) button should be selected for any one call. There are many times that both an ambulance and an engine are recommended for a single incident, with the determination of which tones to choose made according to the nature of the call (whether it is primarily medical or fire). After the tones have cycled, deliver the voice message on **RF PAGING** in the proper format.
2. If an acknowledgment does not occur within an appropriate time frame (1-2 minutes) and the CAD recommended unit(s) is/are shown in quarters, call the station by phone to alert the units of the call (and the possibility a radio system failure). If the CAD shows the unit(s) available by radio, call the unit(s) on **RF MAIN RPTR**. If no answer is

received immediately, page out secondary unit(s). Do not hold the call while attempting to locate the primary unit(s).

3. There may be occasions where an "ON-CALL" team from the Fire Department is required. When requested to page those units use the telephone paging system to notify the on-call team.

D. JANESVILLE FIRE DEPARTMENT

Between the hours of 0630 and 2130 hours all calls for service will be toned out on an "ALL CALL" basis. After 2130 hours, and prior to 0630 hours, if the incident requires only unit(s) from (1) station, only the needed station's tones will be transmitted. If an incident requires units from more than (1) station or if there is a water rescue*, then the **JSVL FD ALL CALL** icon should be used regardless of the time.

Dispatch Procedures:

1. Bring up the "FIRE PAGE" screen, select the correct icon (**JSVL FD ALL CALL, JSVL FD STA #1, 2, 3, 4, 5**) depending on the nature of the call and/or the time of day. After the tones have cycled, deliver the voice message on RF PAGING in the proper format.
2. If an acknowledgment does not occur within an appropriate time frame (1-2 minutes) and the CAD recommended unit(s) is/are shown in quarters, call the station by phone to alert the units of the call (and the possibility of a radio system failure). If the CAD shows the unit(s) available by radio, call the unit(s) on **RF MAIN RPTR**. If no answer is received immediately, page out secondary unit(s). Do not hold the call while attempting to locate the primary unit(s).

**Special note:* Water rescue calls will only recommend JC5. JC5 will make the determination as to which stations will respond. Therefore all water rescue calls will be paged via radio, no matter what time it is, so that all stations are aware of the incident.

E. TOWN OF BELOIT FIRE DEPARTMENT

Town of Beloit Fire Department is a combination full-time paid and volunteer department with a response area north and west of the City of Beloit. They are alerted by using the **BTFD ALL CALL** icon.

Dispatch Procedures:

1. Bring up the "FIRE PAGE" screen. For all incidents use the **BTFD ALL CALL** tones. After the tones have cycled deliver the voice message on **RF PAGING** in the proper format. For calls requiring more than (1) unit, repeat the above process no sooner than 360 seconds and no longer than 690 seconds. Await acknowledgments of the responding units.
2. If an acknowledgment does not occur within an appropriate time frame (1-2 minutes) and the CAD recommended unit(s) is/are shown in quarters, call the station by phone to alert the units of the call (and the possibility of a radio system failure). If the CAD shows the unit(s) available by radio, call the unit(s) on **RF MAIN RPTR**. If no answer is received immediately, page out secondary unit(s). Do not hold the call while attempting to locate the primary unit(s).

F. CLINTON – EDGERTON – EVANSVILLE – FOOTVILLE – MILTON ORFORDVILLE – TOWN OF TURTLE FIRE DEPARTMENTS

All of these volunteer departments have specific coverage areas throughout Rock County. Clinton, Edgerton, Evansville and Milton also have contract coverage area outside Rock County.

Dispatch Procedures:

1. To page each agency, bring up the "FIRE PAGE" screen and select the appropriate icon for each agency. After tones have cycled, deliver the voice message in the proper format on **RF PAGING**. Repeat the process no sooner than 360 seconds and no longer than 690 seconds. Await acknowledgement of the responding unit(s).
2. The amount and type of equipment dispatched will be from the CAD recommended screen. In the absence of any specific piece(s) of equipment, the alert voice message will

be GENERAL in nature and each department will determine what equipment shall be dispatched to the scene.

3. In the event that the nature of the call is for "MUTUAL AID" and specific piece(s) of equipment are requested, that request will be included in the dispatch message. Each department will make their own decision as to what they will send.
4. It will not be uncommon to have more than (1) unit out at one time. For this reason, the "ECHO" technique mentioned previously must be used. Units will be communicating on one repeated frequency throughout Rock County and at times may cover each other with the multi-agency radio traffic. It is important that when answering units the telecommunicator repeat the unit number back so that the unit knows they were copied. It is also extremely important that the telecommunicator monitors the **RF MAIN RPTR** and, if activity levels permit, the TAC channels so that information is not missed.

G. EMERGENCY MEDICAL SERVICES

1. The cities of Beloit and Janesville provide ALS service as a direct function of their fire departments.
2. The Cities of Edgerton, Evansville and Milton, the Town of Beloit and the Villages of Clinton, Footville and Orfordville provide BLS service either as a separate entity or private contractor.
3. Alerting and dispatching of EMS agencies follows the same guidelines as the corresponding fire departments even though the EMS agency may be a separate entity from the fire agency.
4. Each Fire/EMS provider is responsible for providing the Communications Center with their current contract coverage area and supplying the updated information that would change same. All calls for service will be dispatched based on the CAD recommendations as they occur.
5. Any changes to contract coverage areas shall be submitted to the Communications Center in writing so that the changes can be made in CAD and to the maps within the dispatch area. Likewise, if the amount of, or type of ancillary

equipment dispatched with ambulances change, those changes shall be submitted in writing to the Communications Center.

H. AMBULANCE INTERCEPTS

1. In the event that a request for an "AMBULANCE INTERCEPT" is received, it is important that the fire dispatcher obtain the hospital destination. Hospital destination will determine which ALS service will be dispatched.
2. Ambulance intercepts are based on the availability of an ALS unit. Once a request for a paramedic intercept is received the telecommunicator will advise both EMS agencies to switch to **MARC 1** repeater for their intercept communications. (If **MARC 1** is being utilized by law enforcement for another purpose, then intercept communications will remain on the **RF MAIN RPTR** frequency.) The telecommunicator must then activate the **MARC 1** repeater. While the telecommunicator is not responsible for transmissions that occur on **MARC 1**, they may monitor as time/activity level permits. All priority radio traffic should be communicated on the **RF MAIN RPTR** frequency. Once the responders have arrived on scene at the intercept the telecommunicator will de-activate the repeater.

I. CORONER REQUESTS

1. Deceased at the scene
 - a. Dispatch law enforcement, notify of request for coroner.
 - b. Contact coroner with decedent's location.
 - c. Document contact information into call notes.
2. Deceased in ambulance
 - a. Obtain callback number to have coroner make contact with EMS crew for further instructions.
 - b. Document contact information into call notes.
3. Nursing Homes/Hospice

- a. Coroner requests reporting a non-suspicious death will be called in on the non-emergency line.
- b. If it is not clear that the caller is requesting a non-emergency page for the coroner, the caller will be asked if emergency responders are also required.

J. ADJACENT AGENCY NOTIFICATION

When an adjacent Fire/EMS agency is required, contact will be made via telephone or point-to-point, whichever method is most efficient depending on situation and confidentiality considerations.

K. MUTUAL AID REQUESTS

1. The Rock County Communications Center will facilitate communication of mutual aid requests from agencies.
2. When a request for mutual aid is received by the Communications Center, the Center staff will page/contact the requested agency and relay any pertinent information about the locations, incident, and type of equipment needed.
3. Automatic mutual aid is available to fire/EMS agencies that wish to have the CAD pre-programmed to recommend neighboring Fire/EMS agencies for automatic dispatch when the primary agency/unit is unavailable or additional resources are required on certain call types. Agencies will utilize the Automatic Mutual Aid Response Authorization form to authorize the Communications Center to pre-program this information into CAD.
4. For events where the primary agency is unavailable and automatic mutual aid is recommended, the dispatcher will tone out the pre-programmed mutual aid agency and will also contact the primary agency on the **RF MAIN RPTR** as soon as possible so they are aware of another call in their area.
5. See the MABAS policy for further mutual aid considerations and procedures.

L. OTHER HOSPITAL CONSIDERATIONS

1. In an effort to prepare hospitals for unusual or critical medical incidents within Rock County, the Communications Center will make every effort to notify the supervisor of the local hospital's Emergency Department of the information. Reports of hazmat patients, major burn victims, severe head injuries, or any other unusual medical emergency that could potentially exhaust the local Emergency Department's resources should be relayed to hospital staff so they can make proper preparations before EMS arrives with the critical patient(s). These notifications are advisory in nature only. The Emergency Department may need to question the EMS agency further before they activate any internal emergency plans.
2. Dispatchers should consider prompting responders for paramedic intercepts, medical helicopters or the physician response team when information obtained from callers or other public safety responders is such that specialized medical treatment may be necessary. Dispatchers will not automatically send any outside resources without the permission of the primary agency.

M. HOSPITAL DIVERSIONS

In the event that a Rock County hospital notifies the Communications Center Supervisor that they are on diversion, the Fire dispatcher will notify all EMS agencies of the diversion information (full diversion, trauma diversion, etc.) regardless of whether it is in their city/primary area.

Diversion notifications will be made during the initial page of EMS calls that are received within the diversion timeframe.

Once the affected hospital has notified the Communications Center Supervisor that the diversion has been canceled, any agency that had previously been advised of the diversion will be notified (either by telephone or radio) of the cancellation. The Communications Center Supervisor may choose to have the dayshift fire dispatcher notify volunteer agencies when the cancellation is during third shift hours and there are no EMS calls before that time.

N. INTERSTATE ALTERNATE ROUTE NOTIFICATIONS

In the event of an interstate alternate route implementation, the Fire Dispatcher will notify fire/EMS agencies via RF Paging.

1. Perform an ALL CALL fan-out message on RF Paging notifying all agencies of the alternate route. To include:
 - a. Incident type
 - b. Incident location
 - c. Route color & direction
 - d. Highways/Roads included in re-route
2. When the interstate is re-opened the Fire dispatcher will do another ALL CALL fan-out message notifying agencies of this information.

O. CONTROLLED BURNS

1. Controlled burn requests will not be approved by the Communications Center. Citizens who directly contact the Communications Center to report a controlled burn will be asked if their local fire department or town board has been notified of the burn. If the citizen advises that they have made the proper notification this information will be documented within a controlled burn incident in the Computer Aided Dispatch (CAD) system (along with the caller's name, address, callback number, location of burn, and burn time). If the citizen has not made the proper notification the call taker will advise the citizen that the Communications Center will log the controlled burn, but that we cannot approve the burn. The citizen will be referred to their local fire department or town board to determine the proper procedure for approving controlled burns in their area.
2. Controlled burns reported by personnel from other Dispatch Centers, the Department of Natural Resources, City Parks Departments or the Rock County Highway Department will be logged into the CAD system without question.

P. TAC CHANNEL USAGE

In order to limit congestion on the main repeated fire channel, fireground (tac) channels will be used by all departments for on-scene communications at significant incidents. It will be up to the Incident Commander (IC) and that department's SOP's to determine if an incident warrants the use of fireground channels. It is strongly recommended that the IC utilize fireground channels whenever feasible. The failure to divert operations to these fireground channels could result in interference and loss of communications at an incident, disruption of dispatch activities, and interference with other departments. The fire dispatcher has the authority to divert an incident to a tactical channel whenever necessary to alleviate congestion on the main fire repeater channel. Tactical channel usage will be used in the following sequence:

1. RURAL DEPARTMENTS
 - a. Fireground Red
 - b. Fireground North or White depending on location
 - c. Fireground Blue
 - d. MARC 1 – Repeater (if available)

2. CITY OF BELOIT
 - a. Fireground White
 - b. Fireground Red
 - c. Fireground North
 - d. Fireground Blue
 - e. MARC 1 – Repeater (if available)

3. CITY OF JANESVILLE
 - a. Fireground North
 - b. Fireground Red
 - c. Fireground White
 - d. Fireground Blue
 - e. MARC 1 – Repeater (if available)

The Incident Commander (IC) for the department responding to an incident will select an available fireground channel based

upon the above preferences. If fireground channels are already in use at other incidents, the fire dispatcher may assist the IC in this selection by advising of open channels.

Units will switch to the selected fireground channel at the direction of the IC, either enroute or upon arrival at an incident per the responding department's SOP's. The IC will maintain communications with the fire dispatcher on **RF MAIN RPTR** and inform dispatch of what fireground channel will be utilized for a specific incident. The Communications Center will advise all responding units as to what fireground channel is being used for the incident. The fire dispatcher will try to monitor the fireground channels on full response incidents, if possible.

At larger incidents it is acceptable for a department to utilize more than (1) fireground channel to facilitate sectoring (interior – Rock Fireground North, water supply – Fireground White, etc.)

Q. MULTIPLE VICTIM CONSIDERATIONS

1. In the event of a medical emergency involving (2) or more seriously injured patients, the Communications Center will dispatch additional ambulance(s) from the primary jurisdiction. If the primary jurisdiction has no other ambulances available, the Communications Center will ascertain if automatic mutual aid is programmed into CAD and send those resources. If automatic mutual aid is not programmed into CAD, the dispatcher will contact the primary agency for direction.
2. In the event of a multiple victim incident involving (3) or more patients, the Communications Center will notify the supervisor of the local hospital's Emergency Department. If the hospital advises they cannot accommodate all patients, the dispatcher will immediately relay this information to the Incident Commander.

SUMMARY

Policy: The Rock County Communications Center will use the Mutual Aid Box Alarm System (MABAS) to assist Rock County Fire/EMS agencies and surrounding Fire/EMS agencies with automatic, pre-approved mutual aid for fire and EMS emergencies.

A. INTRODUCTION

1. The Mutual Aid Box Alarm System (MABAS) is comprised of Fire/EMS Departments from the states of Illinois, Indiana, Iowa, Missouri, Michigan and Wisconsin.

B. PURPOSE

1. The primary purpose of MABAS is to coordinate the effective and efficient provision of mutual aid during emergencies, natural disasters, or manmade catastrophes. MABAS is not intended to relieve a community of their responsibilities of providing adequate emergency services for all local emergencies, since all communities should have their own first line of defense. When a community exhausts its resources, MABAS can be activated by the stricken community and through a systematic plan, MABAS will provide:
 - a. Immediate assistance of personnel and equipment at the scene of an emergency or disaster.
 - b. Response teams of firefighters, paramedic/EMT's, hazardous material technicians, divers, technical rescue squads, etc.
 - c. Access to specialized equipment.
 - d. A contractual agreement covering responsibilities and liabilities for all of its members.
 - e. Standardized policies and procedures for mutual aid responses.
2. The structure of the MABAS organization is subdivided into geographical areas that are called "Divisions". Each division consists of a number of fire/EMS departments

within their own division, the only exception being Chicago, Division IX.

C. COMMUNICATION

1. The MABAS organization operates on the IFERN radio frequency of 154.265 MHZ. This frequency has been designated for interdepartmental use of emergency fire department radio traffic and is commonly referred to as the "Mutual Aid Frequency" or simply, "MABAS".
2. To facilitate a Mutual Aid Box Alarm, each division has designated a MABAS dispatching center and backup with MABAS tone encoders, which activates all alerting receivers of all participating departments.

D. GENERAL INFORMATION

1. DESIGNATED BOX CARDS

As the mutual aid system modified itself, it became necessary to address specific emergency situations that warrant special equipment, therefore, designated box cards are used for: underwater rescue, medical emergencies, hazardous materials, special high-rise rescues, tenders, target hazards, health-care facilities, etc.

2. INTER-DIVISIONAL BOX CARDS

This card is to be used when and if a division is requested to send equipment to another division. In the case of an emergency in one (1) division going beyond a 5th alarm and a majority of resources in their division being exhausted, they can call another division and ask for equipment from the Inter-Divisional box card of that division.

3. TASK FORCE BOX CARDS

- a. A task force is defined as a predetermined response, under the command of a chief officer from a MABAS Division that has common communications capability. This will allow the task force to operate independently at an incident. When requested, a division task force will assemble at a pre-determined location and respond to the stricken division as a unit.
- b. The recommended Task Force composition is as follows:

i.	Engines	3
ii.	Trucks	1
iii.	Squads	1
iv.	Ambulances	3
v.	Chief Officer	1

E. GENERAL OPERATING GUIDELINES

- 1. In order to have continuity within the entire MABAS organization, there must be consistency in our general operating guidelines. The following general operating guidelines have been established:

a. BOX CARD ALARM BINDERS

- i. The binders for MABAS Division 104 are located at the designated fire dispatch console. Binders for other departments, outside Division 104 are also located at the designated fire dispatch console.

b. COMMUNICATION

- i. The MABAS Division 104 operates on the IFERN radio frequency of 154.265 MHZ. Therefore, all MABAS alarms are toned-out on and transmitted on this frequency. It should

- be noted that MABAS Division 104 does not own the IFERN frequency, but has been granted the right to use the frequency for emergency situations between two (2) or more towns at the scene of a MABAS alarm.
- ii. The alerting encoders are located in the main and backup dispatch centers for each MABAS division. When the tones are activated on the IFERN frequency, all the departments having the alerting receivers will get the tones and the message on their alerting receivers. Some dispatch centers have total access to the IFERN frequency in place of the receivers. Some fire departments may not have alerting receivers or be able to monitor the IFERN frequency.
 - iii. The IFERN frequency may be used by two (2) or more departments on the scene of a fire or other emergency even though no MABAS box alarm has been requested, providing the towns involved have no other common frequency that they could use.
 - iv. Each division will have two (2) communication centers capable of acting as MABAS Central Dispatch. There will be a primary dispatch center and a backup dispatch center for each division. The primary center will handle all MABAS alarms. The backup dispatch center will handle MABAS alarms when the primary center turns the alarms over to the backup center due to; dispatch equipment failures, multiple alarms, multiple towns with calls, etc.
 - v. Any response by a MABAS department will be voluntary. MABAS can be used to notify member departments of a major disaster in a fire department that is not a member of MABAS. Any response by a MABAS department will still be voluntary.

c. TESTING MABAS

- i. The testing of the MABAS tones will be done once a month by the divisions. The alerting receivers will be tested on the third (3rd) Wednesday of each month to determine that all receivers and tone encoders are working properly.
- ii. There will be a two (2) minute delay between each test to allow departments to reset the receivers for the next test and to establish that the auto reset is functioning properly.
- iii. Rock County Division 104 will test at 10:07 hours on the third Wednesday of each month. The Town of Beloit Fire Department (Division 104 backup) will follow at 10:09 hours.
- iv. The test will be given as follows:
"Rock County Testing Division 104 Mutual Aid Box Alarm alerting receivers. Test 1- 2- 3- 4- 5- 5- 4- 3- 2- 1- at 10:07 hours: reset all receivers. Rock County clear. WXL609."
- v. The last department to test will announce, "end of test" at the end of their test.

2. RADIO DRILLS

- a. From time to time, radio drills will be announced by MABAS dispatch centers and their members to test procedures and equipment. When these drills occur, the request for dispatch of and all subsequent radio traffic regarding the alarm will indicate that it is for a radio drill.
- b. **Example:** "MABAS Division 104 to all locals, the Town of Beloit Fire Department is requesting a box alarm for a radio drill for Box # 20-11 at Speedway Gas, 2760 S. Prairie Ave., repeating this is a drill only for a box alarm for the Town of Beloit Fire Department Box #20-11 at Speedway Gas, 2760 S. Prairie Ave. Staging area is at Beloit Clinic. Engine: City of Beloit,

Town of Turtle, South Beloit, Trucks: Janesville, Chief: City of Beloit, Town of Turtle. Repeat this is a drill only. All responding units switch to and acknowledge on the IFERN frequency. Once again this is only a drill. Rock County clear at 1515 hours. WXL609 .”

3. DISPATCH PROCEDURE

- a. The following information must be obtained from the stricken department when an alarm is requested:
 - i. Name of department requesting alarm, and incident commander radio ID.
 - ii. Box alarm number being requested.
 - iii. Level of alarm needed (AVOID skipping alarms).
 - iv. Nature of Incident (Fire, EMS, Haz-Mat, etc.).
 - v. Location of Incident and name of building, if applicable.
 - vi. **Staging area.**
- b. The FIRE DISPATCHER will acknowledge the request for a MABAS alarm and activate the appropriate box alarm card.
- c. At this point the FIRE DISPATCHER will become the MABAS DISPATCHER and shall handle the dispatching of the MABAS alarm.
- d. This MABAS DISPATCHER will:
 - i. Maintain and monitor all radio traffic on the IFERN frequency.
 - ii. Keep track of all units' statuses and record the times on the Division 104 MABAS alarm form.
 - iii. Turn in form to Operations Manager after completion of incident.
- e. The other FIRE DISPATCHER(s) will:
 - i. Handle all other dispatching responsibilities (to include the dispatching of the Rock County

- FIRE/EMS agencies to MABAS alarm(s) over the Rock County Fire Paging Channel).
- ii. Assist the MABAS FIRE DISPATCHER in making the necessary contacts, as needed, with departments that do not monitor or have MABAS.
 - iii. Contact departments that have not responded in a timely manner.
 - iv. Contact police and other state agencies.
 - v. Contact utilities.
 - vi. Any other agencies requested by command (i.e. ESDA, canteen, etc.)

4. DISPATCHING THE ALARM:

- a. Switch to IFERN frequency.
- b. Activate the "MABAS" tones (which are pre-programmed to tone out twice in succession.)
- c. After **all** tones have cleared, announce:
- d. "MABAS Division 104 to all locals, the _____ Fire Department is requesting a (level of the alarm) on box # _____ for a (type of incident) at (location) with a staging area at _____. Departments due on the (level of the alarm) are (State equipment type & department name due to the scene, then the departments due change of quarters.) All mutual aid departments switch to and acknowledge on the IFERN frequency. **REPEAT ENTIRE MESSAGE.** WXL609 at (time)."
- i. **Example:** "This is MABAS Division 104 to all locals, the Town of Beloit Fire Department is requesting a box alarm on BOX # 20-41 for a BRUSH FIRE on the railroad tracks at 1400 E. Cranston Rd. Staging area is at Telfer Park. Engines: City of Beloit, Tenders: Town of Turtle, Chief: Town of Turtle. Change of quarters: Engine: South Beloit, Ambulance: City of Beloit from your station & South Beloit Chief on Standby. All mutual aid departments

switch to and acknowledge on the IFERN frequency. Repeating MABAS Division 104 to all locals... WXL609 at 1023 hours.”

- e. Once the MABAS dispatch alert is complete the FIRE DISPATCHER will notify all recommended Rock Fire County agencies by simultaneously paging the agencies on the Rock County paging channel. Non-MABAS agencies must be contacted via phone or other radio frequency through their appropriate dispatch centers. For calls involving more than (1) department, the ALL CALL tone will be used.
- f. Departments that are due to respond and have not acknowledged within **five** minutes (during normal weather conditions) or **ten** minutes (during severe weather conditions) must be notified by radio or telephone.
- g. If a department that is due to respond on an alarm cannot supply properly manned apparatus, **THEY MUST** notify the requesting division's MABAS DISPATCHER immediately, so the fill-in apparatus can be assigned from another department (usually this is done from the next level of the alarm.)
- h. If a department sends the wrong equipment, it is up to the MABAS DISPATCHER to return the equipment and advise them of the equipment they were due to respond with.
- i. If they are unable to send the proper equipment, the MABAS DISPATCHER should refer to the next level of alarm to replace the missing piece of equipment.
- j. When a MABAS alarm is called, the MABAS DISPATCHER will tell all apparatus responding to the scene to switch to the IFERN frequency and acknowledge.
- k. MABAS Division dispatch centers have the authority to advise apparatus that are not due to respond to return to their quarters until called. This is important when agencies begin sending apparatus at will when they hear a box alarm dispatched.

- l. Each request for additional alarms will require the repeating of the alerting sequence and revising only the level of the alarm and equipment due. If a fill-in was used on a previous alarm level, then a fill-in piece of apparatus will have to be provided on each subsequent alarm.
- m. The MABAS DISPATCHER will contact the Incident Commander initially at 10, 20, and 30 minutes after the first arriving fire unit, or whenever the alarm is requested, and then every 30 minutes thereafter advising the Incident Commander of the amount of time into the alarm and request a progress report on the incident.
- n. If a second fire or emergency in the same area should require a box alarm during the original box alarm, it may be to the advantage of the MABAS DISPATCHER to use the remaining equipment from the next level of alarm from the box alarm in progress. This should only be done after checking with the incident commander to see if he/she thinks any additional equipment will be needed at the box location.
- o. If the alarm involves a Haz-Mat incident keep command updated of any severe changes in weather conditions.
- p. The MABAS DISPATCHER will ensure that all of the appropriate notifications are made via the paging system.

5. DUTY OFFICER

Starting with the Box alarm level, the MABAS dispatcher will notify the on-call Duty Officer of the MABAS alarm, once responder paging has been completed. (The MABAS division will notify dispatch of the on-call schedule and contact numbers throughout the year.)

6. STRIKING OUT THE MABAS ALARM

- a. When a box alarm is struck out (no further alarms will be needed), activate the MABAS tones (which will

automatically repeat twice), then announce the following:

- b. This is MABAS Division 104 to all locals the _____ Fire Department has struck out box # _____ by the authority of (Incident Commander).
REPEAT WXL609 at (time).

EXAMPLE: This is MABAS Division 104 to all locals; the Janesville Fire Department has struck out box # 80-11 by the authority of JC5. Repeating MABAS.....WXL609 at 1522 hours.

- c. The MABAS DISPATCHER shall continue to control the MABAS communications until all companies at the scene are released and are returning. At this time, units leaving the scene may switch back to their main fire frequency.
- d. The order in which equipment is returned is at the discretion of the Incident Commander.

7. EMERGENCY TRAFFIC PROCEDURE

- a. The emergency traffic procedure was adopted to assure a quick and uninterrupted communication to the Incident Commander or Dispatch. The term “**EMERGENCY TRAFFIC**” will be utilized by any unit or firefighter encountering an immediate perilous situation. The term “**MAYDAY**” will only be utilized when a responder is trapped, injured, or buried. The term will receive the highest communications priority from Command, Dispatch and ALL OPERATING UNITS on the frequency. Units may initiate emergency communications by verbally contacting Command or Dispatch.

EXAMPLE: “Engine 26 to Command with “EMERGENCY TRAFFIC”, Response: “Unit with emergency traffic go ahead”

- b. Command or Dispatch will then repeat the emergency traffic message.
- c. At the transmission of "EMERGENCY TRAFFIC" or "MAYDAY" all units on the frequency are to cease transmissions. The frequency will absolutely belong to any unit or firefighter giving the "EMERGENCY TRAFFIC" or "MAYDAY" call.
- d. "EMERGENCY TRAFFIC" and "MAYDAY" can only be terminated by command.
- e. Any EMERGENCY TRAFFIC evacuation announcement made by a unit on the incident will be immediately re-broadcasted by the dispatcher on all frequencies that are being utilized by the Communications Center for the incident to make certain that all units copy the information.

F. DEFINITIONS

1. Following is a glossary of terms and terminology that relates to the MABAS:
 - a. **ALARM CARD:** The alarm card is a form which is used to records the times, equipment type, town name and vehicle number.
 - b. **ALERTING ENCODERS:** A tone encoder at a Division dispatch or backup center used to activate receivers.
 - c. **ALERTING RECEIVERS:** A receiver tone activated by the MABAS Dispatch Center.
 - d. **BOX ADDRESS:** The address of the incident.
 - e. **BOX ALARM:** For the purpose of MABAS, a box alarm is a fire or other emergency requiring mutual aid. A box alarm is the first request for MABAS assistance. A 2nd, 3rd, 4th, or 5th alarms are additional alarm levels for equipment to the same fire or disaster area.
 - f. **BOX CARD:** A printed form containing details of a equipment to respond to a given geographic area within a community.
 - g. **CHANGE OF QUARTERS:** Apparatus assigned that physically changes to the stricken department to be

- available for simultaneous calls or move up to the fire scene on an additional alarm.
- h. **COMMAND POST:** The location of the officer in charge or the fire or emergency scene. An orange flag and/or a green revolving light should identify the command post at the scene.
 - i. **DUTY OFFICER:** On-call fire officer that must be available 24/7 for consultation during a MABAS alarm assignment.
 - j. **INTERDIVISIONAL BOX CARD:** A box card designated for use between divisions. Listed is the MABAS division's equipment available to respond based on type of equipment and location.
 - k. **MUTUAL RESPONSE:** Contractual agreement between several departments to respond with specific equipment to a special area or building in that town on an initial alarm. This equipment should be listed in the "STILL" column, or on a separate column between STILL and BOX, on the box alarm card, as it is due prior to the calling of a box alarm. Mutual response is sometimes referred to as AUTOMATIC AID.
 - l. **REQUESTING A BOX ALARM:** It is the responsibility of the department with the fire or other emergency to notify their dispatch center and request a box alarm or subsequent alarms. The department alarm, level of the request, box card number, location, nature of the alarm, staging area, and authority are to be given.
 - m. **SKIP ALARM:** A department, at the time of the alarm, may request to go to a 2nd, 3rd, 4th, higher alarm. Realizing all the equipment assigned to respond or change quarters on each previous alarm will need to respond or change quarters to the emergency. This may occur at any other level as well as when the original box alarm is called.
 - n. **STAGING AREA:** A location near the emergency scene where additional equipment is directed to assemble for further instruction and organization.
 - o. **STILL & WORKING STILL ALARM:** The alarm response to an incident. A still or working still alarm may involve a mutual response or change of quarters.

These alarms will not be paged over the IFERN channel.

- p. **STRIKING OUT:** The Incident Commander feels the emergency is under control and the EXTRA ALARM will not require additional equipment, the box alarm is struck out. The striking out of the box alarm is only done once and not for each level of the alarm. The Incident Commander will notify the Divisions' dispatch center, give his/her name/number, the location, and request that the alarm be struck out per his/her order. This means companies due to respond on additional alarms will not be needed.
- q. **TASK FORCE ALARM:** The special request, of a pre-determined response, for assistance by another division, to handle emergencies in a stricken area.