

Rock County, Wisconsin



Communications Center
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911 COMMUNICATIONS COMMISSION

Wednesday, January 15, 2014, AT 1:30 PM

ROCK COUNTY COMMUNICATIONS CENTER

Agenda

1. Call to Order and Approval of Agenda
2. November 20, 2013 minutes approval
3. Comments from the Public
4. Policy Updates:
 - a. F1 - Fire & EMS
 - b. G1 - General Dispatch (pg. 5)
 - c. M2 - MABAS
5. Mobile Data System - Update
6. Commission Term Expirations
7. Informational Items & Updates
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 structure 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 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 3rd page is completed. If contact cannot be made via telephone and there is still no response after the 3rd 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 60 seconds and no longer than 90 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**.
2. **2nd page:** Completed **60-90 seconds** after initial page.
3. **3rd page:**

EMS calls: If no acknowledgment is received **8 minutes** after the initial page, the primary agency will be re-paged along with a mutual aid unit. The dispatcher will indicate that it is the "3rd page and mutual aid is also being dispatched".

Fire calls: If no acknowledgment is received **8 minutes** after the initial page, the emergency contact person for the agency will be contacted.

4. If the primary agency does not have secondary units programmed into CAD, the MABAS cards will be used as a reference as to which mutual aid agency to send.
5. If the primary agency indicates they are "in service", the unit's status will be updated to "IS" in CAD. If the unit does not go enroute after **2 minutes** of going "in service", the unit will be contacted via the radio to determine if they would like to send mutual aid. If the unit cannot be reached, the unit will be re-paged along with the mutual aid agency.
6. If the primary agency does not respond to the incident, the Communications Center Supervisor will make contact with the agency's emergency contact via telephone to advise of the non-response, as soon as practicable. The Supervisor will also send documentation to the Communications Center Operations Manager.
7. 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.
8. In the event that the nature of the call recommends "AUTOMATIC MUTUAL AID", the mutual aid agency will also be paged and included in the dispatch message. Each department will make their own decision as to what type of equipment they will send.
9. 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 any fire/EMS agency that receives a call for service during the period that the alternate route is active. This notification will be made during the initial page out of the call via RF Paging.

The information that will be relayed, along with the initial dispatch message, will include:

- a. Incident type

- b. Incident location
- c. Route color & direction
- d. Highways/Roads included in re-route

Any changes/updates to the alternate route will be communicated via RF Main to fire/EMS agencies that are on active calls at the time.

Rock County Emergency Management will also be notified of the alternate route activation as time permits.

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 & CITY OF BELOIT
 - 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: Emergency Dispatch Center operations require specialized techniques. These techniques include word choice, prioritization, coding, microphone techniques and control of communications.

A. Dispatching Skills

1. Telecommunicators should speak at a normal level into the microphone, never shouting or mumbling.
2. The telecommunicator should not begin talking until the transmitter's relays are opened. Failure to wait will generally cause the first 2 or 3 syllables of the conversation to be lost due to the circuit's failure to open at the receiving end.
3. Voice transmissions should be made with maximum articulation to eliminate the need for undue repetition. Communication may be distorted by speaking too closely or too far away from the microphone.
4. The telecommunicator's speech should be divided into short distinctive phrases that may be written down, though not given out too slowly. Mobile officers do not usually write down short dispatches at the time of reception, therefore, need to be broken into phrases. Broadcasts to be copied by cars or other stations must be phrased in the manner most easily copied.
5. Always dispatch priority calls first (**See Call Prioritization Policy**), attempting to minimize stack time. The highest priority shall be given to calls involving danger to someone's life. Next priority shall be given to calls involving danger to property, particularly fire and alarm calls.
 - a. Whenever calls involving danger to someone's life and/or property are received, all non-emergency radio and telephone traffic shall be interrupted, and the call(s) given out to the most appropriate unit(s) as quickly as possible.
6. Assign units according to type of unit required and unit coverage areas.

7. Provide back-up units whenever the situation requires or whenever the assigned officer requests a back-up unit.
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. When a call for service is received, the telecommunicator will call the area or closest area unit and announce the complaint, i.e., "Unit 3, a suspicious person..." The officer will answer with their unit number, the telecommunicator will then proceed to relay all pertinent information to the responding unit.
10. When a call for service is received which will require more than one officer, the telecommunicator will call the primary unit first, along with the back-up unit(s), i.e., "Unit 7, Unit 5, a disturbance." The officers in turn will answer with the primary area assignment answering first, i.e., "Unit 7 go ahead, Unit 5 go ahead." The telecommunicator will then relay all pertinent information to the responding units.
 - a. This will enable all radio traffic to be copied by the telecommunicator and other officers.
 - b. Always keep accurate status of all Rock County public safety units, logging times and locations. Echo units whenever a verification of radio traffic is necessary.
11. Provide complete, accurate and specific information to units requesting the same:
 - a. Think before you transmit – know what you want to say.
 - b. Activate microphone, pause, then speak distinctly
 - c. Be brief.
 - d. Be concise.
 - e. Do not talk too fast or get excited.
 - f. Do not transmit while any other unit is transmitting.
 - g. Do not be afraid to clarify on the air any transmissions that are not complete or specific in nature.
12. Courtesy can be more aptly expressed by the tone of voice

and manner of presentation than by words. Eliminate all unnecessary talking.

13. Telecommunicator communication should be impersonal, decisive, clear and instant. This technique will impart confidence in radio communication.

B. Word Choice

1. The choice of words used in making up radio messages to a large extent determines whether the receiving operator can copy the radio message the first time or finds it necessary for repeats. Often words may be mistaken for others that sound similar. The word "**want**" for example should be replaced with the word "**request**". The following are examples of poor word choices and their preferred alternatives.

<u>Poor</u>	<u>Preferred</u>
want	request
can't	unable
get	obtain/ascertain
do you want	advise if

2. The use of the words "I", "WE" and other personal pronouns will be avoided. A telecommunicator **will never** acknowledge a message until he/she is positive the message received is, in fact, the message sent. Rather than taking a chance on a vague assumption or guess, the telecommunicator should request that all or part of the message repeated. If only a portion of a message needs to be clarified, indicate this by the phrase "**Repeat all after . . .** . . ." or "**Repeat all before . . .**". Numbers should be given as individual and then repeated. **Example:** 186,057 - one-eight-six-zero-five-seven. The possibility for error receiving a number given in this manner is negligible.

C. **Address Format:** When broadcasting an address over the radio the dispatcher will use the following format:

1. **1 & 2-digit addresses:** When an address has only one or two number preceding the street name, it is helpful to use the word “number” prior to saying the actual number. Most people are used to hearing three, four and five numbers in an address.
 - a. *Example: 12 Main St = “Number twelve Main Street. That’s one, two Main Street.”*

2. **3-digit addresses:**
 - a. *Examples: 123 Main St = “One twenty-three Main Street. That’s one-two-three Main Street.”*
300 Main St = “Three hundred Main Street. That’s three-zero-zero Main Street.”

3. **4-digit addresses:**
 - a. *Examples: 2234 Main St = “Twenty two, thirty-four Main Street. That’s two-two-three-four Main Street.”*
1000 Main St = “One thousand Main Street. That’s one-zero-zero-zero Main Street.”

4. **5-digit addresses:**
 - a. *Example: 12245 Main St = “Twelve, two, forty-five Main Street. That’s one-two-two-four-five Main Street.”*

 - b. Street names that are numerical (ie: Fifth St) should be given out as:
Example: 1225 Fifth St = “Twelve, twenty-five Fifth St. That’s one, two, two, five number five street.”

D. Phonetic Alphabet

1. Telecommunicators of the Rock County Communications Center will use the standard phonetic alphabet used in the State of Wisconsin. When it is necessary to spell out words

or otherwise use letters in radio transmissions, the following phonetic code words are to be used to clarify the letters:

A-Adam	N-Nora
B-Boy	O-Ocean
C-Charles	P-Paul
D-David	Q-Queen
E-Edward	R-Robert
F-Frank	S-Sam
G-George	T-Tom
H-Henry	U-Union
I-Ida	V-Victor
J-John	W-William
K-King	X-X-ray
L-Lincoln	Y-Young
M-Mary	Z-Zebra

2. When using this phonetic code, the letter is given first, followed by the code word. (i.e.: (Adam) "A-Adam, D-David, A-Adam, M-Mary").

E. Standard Radio Codes & Signals

1. Telecommunicators and user agency personnel will use the authorized radio signals/codes as listed below.
 - a. 10-4 Acknowledge
 - b. 10-8 Back in Service
 - c. 10-9 Repeat Message
 - d. 10-23 On Scene
 - e. 10-24 Finished Last Assignment
 - f. 10-27 Driver License Information
 - g. 10-28 Vehicle Registration Information
 - h. 10-29 Check for Wants
 - i. 10-33 Emergency
 - j. 10-41 Begin Tour of Duty
 - k. 10-42 End Tour of Duty
 - l. 10-78 Officer Needs Emergency Assistance
 - m. 10-96 Mental Subject
 - n. 10-99 Records Indicate Wanted or Stolen

2. Plain English communication will be used by all parties as **much as possible**. When communicating with emergency services that are unfamiliar with the Ten Codes, Plain English will be used. The telecommunicator will use discretion to utilize the most effective type/level of communication as is required. Agency specific codes will not be recognized by the Communications Center.

F. Prioritization of Calls

1. When the telecommunicator receives a call, he/she is to determine the priority that is involved. Good sound judgment will be used in dispatching calls. If a high-priority call is received and another call is lower in priority, the telecommunicator will notify the calling parties of the estimated delay.
 - a. (**Example:** Citizens expecting a law enforcement officer, but the officer is reassigned for a higher priority call.) All calls regardless of priority should be dispatched promptly. The telecommunicator has the responsibility for determining whether the officer will handle the new call or complete the current assignment. (See Call Prioritization policy)
2. The telecommunicator will assign the necessary emergency services/law enforcement personnel, as the situation requires for the best service of public safety request for assistance. The telecommunicator transmissions have departmental authority and should not be questioned on the air. However, supervisory control procedures will remain in effect.

G. Control of Communications Operations

1. The Communications Center will be responsible for maintaining frequency control and discipline. This includes directing and controlling the use of all frequencies.

2. All Federal Communications Commission regulations will be followed.
3. At times of high-volume radio and telephone traffic where the communications system is overloaded for available staff, the telecommunicator is to maintain strict control. All communication with the Communications Center will be completed on the main channel unless specifically directed elsewhere by the telecommunicator. During "hold traffic" incidents, units can use MDT equipment for routine data transfer.
4. **Emergency Radio Traffic:** When emergency conditions exist (threat to lives, officer safety, 911 calls, etc./telecommunicator discretion), the telecommunicator will clear the necessary frequencies with the message "Emergency traffic only." Only emergency related radio traffic will be transmitted. Non-emergency related radio traffic will hold until the "Emergency traffic only" condition is released.
 - a. If non-emergency radio communication occurs during restricted radio traffic condition, the telecommunicator will respond: "Emergency traffic only, go ahead."

H. Adoption of (24) Hour Clock

1. All departmental radio communication and written reports will employ the (24) hour clock. The (24) hour clock is adopted as the official time keeping system for all communications.

I. Broadcasting Information

1. When information is received concerning such things as stolen or wanted vehicles, wanted persons, runaways, crimes which have just occurred, dangerous situations, especially "Officer Safety," such information should be broadcast at the first reasonable opportunity.
2. While it is seldom possible to wait until all officers on duty are clear, it may be good to wait until a majority of them are clear. Before broadcasting such information, prepare the

officers by saying, "Attention all units and listening stations, prepare to copy ATL/Officer Safety . . ."

3. After preparing the officers, it is best to wait until they have time to pull out of traffic so they can copy the information.
4. When broadcasting important information, read only the most important items, slowly, distinctly, repeating and phonetically spelling names to be sure the officers are able to copy the information correctly.
5. When the Attempt to Locate has been completed, the station call sign will be given and the time to comply with FCC regulations. A brief descriptive entry should be made in the notes of the incident.

J. Confidentiality

1. In order to maintain confidentiality to patients, telecommunicators **will not**:
 - a. Divulge information about patient names.
 - b. Transmit information about unusual behaviors that are not related to the medical condition unless danger exists (to responders).
 - c. Transmit information about aspects of a patient's lifestyle.
 - d. Transmit or document information about HIV status or other communicable disease of any individual.

K. BOLO (Be on the Lookout) File

1. In order to maintain an up-to-date list of pertinent information to distribute to patrol officers, assuring all shifts and departments are kept advised of "**HOT**" information, (A.T.L.'s, A.P.B.'s, BOLO's, etc.), the "BOLO" file in CAD will be used. All BOLO file information will be broadcast at time of entry, unless it is documented as involving sensitive information.
2. Officer safety, wanted persons, stolen vehicles, missing persons (not including runaways) and VARDA alarm information will be the only information stored in the BOLO file. The agency supervisor will approve all entries unless

there is a crime in progress. At that time the telecommunicator has the discretion to enter the information immediately and notify the agency supervisor as soon as possible after the fact.

3. The "BOLO" file will be updated by the Lead/Supervisor staff. It will be the responsibility of each telecommunicator to review the BOLO file at the beginning of his/her shift and periodically during his/her shift. When a telecommunicator becomes aware of a cancellation of any item, they will be responsible to notify the Lead/Supervisor to cancel the entry out of the BOLO file.
4. Entries will be purged from CAD after a 7-day period. Shift supervisors will review and may extend the purge date. Lengthy entries may be condensed after 2-3 days by a communications center supervisor as well. Each user agency is responsible for notifying the Communications Center when a BOLO should be canceled.
5. Communications Center shift supervisors will be ultimately responsible for the accuracy of the information in the BOLO file.
 - a. Click "START" & select **EDIT BOLO FILE**.
 - b. Update BOLO file as necessary.
 - c. Click "file" & select "save as" & highlight **BOLO**.
 - d. Select **SAVE** & Click on **YES** when asked if you want to replace existing file.
6. All BOLO entries will contain the following minimum documentation of:
 - a. Initiating officer/agency name along with the report or event number relating to the BOLO information. In the cases of VARDA alarms the officer/agency name is sufficient.
 - b. For entries in BOLO resulting from broadcasts from outside jurisdictions the authority name and/or agency name will be documented.
 - c. Suspect/suspect vehicle name/description.
 - d. Charges & requested action to be taken (stop & hold, etc.)

e. Date & time updated along with name of LTC/Supervisor updating file.

7. A disclaimer note that reads ***“Do not initiate enforcement action based solely upon this entry”*** may be added to the BOLO entry at the request of the originating agency.
8. Hard copy of the BOLO file will be kept in a manila folder at the supervisor’s desk. The entire BOLO file shall be printed & placed in this folder after every update. Past BOLO entries will be stored for (1) year.

L. Law Agency Zone Definitions

1. **Zone 2:** Janesville Police Department. Their unit/radio numbers will begin with the number 2. (ie; 2201, A201, etc.)
2. **Zone 3:** Beloit Police Department. Their unit/radio numbers will begin with the number 3. (ie; 3201, A301, etc.)
3. **Zone 4:** Rock County Sheriff’s Department & remainder of rural police agencies. The County unit/radio numbers will begin with number 4. (ie; 4201, A401, etc.)
4. *The rural police agencies have assigned numbers as well. Their unit/radio numbers will begin with the following:

Clinton: 62	Town of Milton: 73
Edgerton: 52	Town of Turtle: 69
Evansville: 53	Orfordville: 63
Town of Beloit: 72	Milton: 54
Town of Fulton: 74	

M. Shot Spotter System

Responsibilities

1. A Communications Center Call taker or Telecommunicator will always be assigned to the Shot Spotter computer position on each shift.
2. When a Shot Spotter gun shot detection is received on the designated computer, the Call taker will:

- a. Immediately locate the location of the incident.
 - b. Immediately enter a call for service into the computer-aided dispatch (CAD) system using the incident type "SS".
 - c. Immediately update Beloit dispatcher with any additional information from the Shot Spotter system and/or citizen callers by entering information into the CAD incident notes.
 - d. Enter BPD event number into tag field of Shot Spotter system alarm.
3. When a Shot Spotter gun shot detection is received on the designated computer, the Beloit dispatcher will:
- a. Immediately dispatch officers to the location indicated along with the Shot Spotter event information.
 - b. View incident details & listen to .wav file audio file clip and relay findings to responding units.
 - c. If the activation is associated with call(s) of a gunshot wound in the same area, the call will be simulcast per radio broadcast policy.
 - d. The Shot Spotter event will be treated as an "in progress" incident and will take priority over other lower priority incidents.
 - e. Units will be updated immediately of any additional information received by the Shot Spotter system and/or citizen callers.
 - f. If call has been classified incorrectly, reclassify incident as appropriate.
4. All other noise detections (fireworks, vehicle backfire, etc.) will not require a CAD incident unless there are numerous activations and/or citizen complaints. If that is the case the incident type "SSO" will be utilized.
5. Location information of Shot Spotter acoustic devices is considered confidential and **will not** be released to the public, media, or any other agency that contacts the Communications Center for that information. All requests for information will be referred to the Beloit Police Department supervisor.

Training

1. All Communications Center employees will have initial training on the Shot Spotter system before assignment to that call taking position.
2. All Communications Center employees will have, at minimum, annual refresher training on the Shot Spotter system.

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.
3. Agencies will follow the MABAS Wisconsin Tactical Frequency Use Guidelines for fireground channel assignments on MABAS incidents within Rock County.
 - a. Red-FG: Firefighting operations
 - b. White-FG: Command and logistics
 - c. Blue-FG: Water supply operations

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/RF Paging Simulcast frequency.
- b. Activate the "MABAS" & "Rock Fire All Call" tones (MABAS tones are pre-programmed to tone out twice in succession and then the Rock Fire All Call tone will follow.)
- 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. The MABAS dispatcher will complete a second page only on "RF Paging" utilizing the "Rock Fire All Call" tones.
- f. ~~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. For calls involving more than (1) Rock County agency, the ALL CALL tones will be utilized. Non-MABAS agencies must be contacted via phone or other radio frequency through their appropriate dispatch centers. 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.

- i. Each request for additional alarms will be paged by the MABAS DISPATCHER and 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.