

Mifflin County Office of Public Safety



Emergency Communications Center

External Manual

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1. STANDARD OPERATING PROCEDURES

1.1. MISSION STATEMENT

The Mifflin County 9-1-1 Center Communications System provides a central point of contact for the dispatch of public safety services for emergency needs. This includes, but is not limited to Emergency Medical Services, Fire Department and Police Services for incidents or events which originate within the political boundaries of Mifflin County, Pennsylvania.

To accomplish this mission, the Mifflin County has provided the 9-1-1 emergency telephone number to access these services. Various Commonwealth of Pennsylvania statutes govern the operation of the 9-1-1 Communications Center. They include Act 78 of 1990 - The Public Safety (9-1-1) Telephone Act and Act 45 of 1985 -The Emergency Medical Services Act, as amended.

The Mifflin County has licensed various radio systems from the Federal Communications Commission to provide radio communications that are essential in providing this mission. These radio systems shall only be used in a manner allowable by the FCC and only for those communications requirements considered essential in the providing of Public Safety incident or event mitigation.

This Communications Procedural Manual contains the requirements for operation and use of the Mifflin County Fire/Rescue and EMS Communications Systems.

It will be noted that many of the specifics pertain to the conduct of operations at the Mifflin County Communications Center. This material was purposely included in order to provide all concerned with full knowledge of Mifflin County responsibilities and procedures in the interest of improving mutual cooperation and understanding.

1.2. CONTROL OF COMMUNICATIONS OPERATIONS

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

1.2.2. Circuit Discipline - The Communications Center Shift Supervisor/Shift Leader is responsible for maintaining circuit discipline; for handling radio and telephone messages rapidly; for determining the order of priority in which transmissions will be made; and for directing and controlling the use of all frequencies.

1.2.3. Operator Requirements and Violations - The FCC has developed Rules and Regulations to govern the operation of radio systems. The Public Safety Radio Services include Local Government, Police, Fire and Special Emergency Radio Service which accommodates emergency

medical operations. These radio services are generally governed by Part 90 of the FCC Rules and Regulations which set forth the technical, operational and administrative requirements for land mobile radio systems used for public safety purposes.

The following items in this section list the most important operating rules in the Public Safety Radio Services. They are not intended to cover all the Rules nor to quote them verbatim. The rules are subject to constant review and modification. Since the Commission can levy monetary fines and even suspend/revoke the licenses of radio system owners (including public safety systems) who violate its rules, users should always keep these Rules in mind.

- 1.2.4. Radio operators are not required to be licensed by the FCC. Licensees are responsible for maintaining control and for the proper functioning and operation.
 - 1.2.5. Communications involving the safety of life and/or property are to be afforded priority by all licensees.
 - 1.2.6. Only such calls as are authorized by the Rules in the Public Safety Radio Services may be transmitted. False calls, false or fraudulent distress signals, unnecessary and unidentified communications, obscene, indecent and profane language, and the transmission of unassigned call signals are specifically prohibited. Radios are primarily authorized to transmit communications directly related to public safety and the protection of life and property and to official public safety activities. Enforcement of these regulations is left to the licensee.
 - 1.2.7. Operators are required to listen to (monitor) the frequency on which they intend to transmit for a sufficient period of time to insure that their transmission will not cause harmful interference to others who may be using the frequency.
 - 1.2.8. Each station must be identified by transmitting the FCC assigned call sign during each transmission or exchange of transmissions or at least once each thirty (30) minutes of the operating period. Licensees are allowed to use the identification method they prefer. They may also comply with identification requirements by using electronic devices that automatically transmit the station identification in Morse Code signals at the required time intervals.
 - 1.2.9. ALL RADIO TRANSMISSIONS MUST BE RESTRICTED TO THE MINIMUM PRACTICAL TRANSMISSION TIME.
 - 1.2.10. Contents of any radio communications shall not be divulged to any person or party other than to whom it is addressed without the expressed permission of the Mifflin County 9-1-1 Center.
- MAXIMUM PENALTIES FOR VIOLATING FCC RULES AND REGULATIONS ARE A FINE OF NOT MORE THAN \$10,000, OR A PRISON TERM NOT TO EXCEED TWO YEARS, OR BOTH.
- 1.2.11. Communications Center Status

The Communications Center will be at one of the following status levels. Any change in the status of the center will be announced whenever possible.

STATUS "1" - Communications Center is operating under normal conditions.

STATUS "2" - Communications Operations has moved to the back up center. Normal operations can be resumed with exception to the following:

1. Fireground channels 2, 3, and 4 will not have access to the back up center. All fire traffic to the center must be done on fire channel 1.

2. Hospital patching will be out of service. Notifications to facilities must be done by telephone.

3. All dispatching will be accomplished with the manual response systems (Non CAD). Incident numbers will be unavailable until the back loading of CAD occurs.

STATUS "3" - Communications Center is operating under extreme load. Radio traffic will be limited to responding and available status. Any non-priority traffic will not be acknowledged. Non-priority phone calls (times, etc.) to the Communications Center will not be accepted.

Fire and EMS Stations are to be manned to receive low priority calls by telephone.

STATUS "4" - The Radio System has failed. The phone systems remain operable.

Fire and EMS Stations are to be manned to receive all calls by telephone.

STATUS "5" - The Communications Center is inoperable from both the primary site and the back up. All systems are out of service. Fire and EMS Stations are to be manned to receive calls from the public.

1.2.12. PRIORITY message will be given the highest consideration over all other messages. However, the use of the PRIORITY category will be restricted to the type of emergency where life or personal injury is at stake or critical situations requiring immediate additional assistance.

1.2.12.1. In the event that any unit has priority message for the Communications Center, the unit shall call the Communications Center in the following manner:

EXAMPLE: Mifflin County, Engine 3-1, PRIORITY

1.2.12.2. All Fire/Rescue and EMS personnel should continuously be aware of the need to conserve the use of radio frequencies and should make a conscious effort to eliminate unnecessary use of

radio by using non-radio voice commands at the scene and posting messages whenever possible.

1.3. TAPE RECORDINGS/RECORD RELEASE

The Mifflin County Communications Center has a policy specific to the release of any record(s), written or otherwise, relating to matters pertaining to incident communications. This Release of Information Policy is located in Appendix VII of this Communications Procedural Manual. Review and/or duplication of the audio tape recording is subject to the provisions of this appended Release of Information Policy.

1.4. COMMUNICATIONS COMPLAINT/INQUIRY PROCEDURE

1.4.1. All parties utilizing the Fire/Rescue and EMS Communications Systems of Mifflin County will adhere to the following procedures.

1.4.2. Complaints or problems of a minor nature may be handled by telephone to the 911 Center Supervisor. If the situation cannot be cleared by this method, follow the procedures set forth in Section 1.4C of this manual. All complaints must be received from the OIC or a Chief, depending upon the origin of the complaint. Communications Operators/Firefighters/EMS personnel will not make phone calls on complaint matters.

1.4.3. All phone calls will be made in a professional manner. Either party will tolerate no belligerence. If the call becomes out of hand, either party may terminate the call and resort to written action.

1.4.4. Incidents of a major proportion or those, which the complainant feels would best be handled by correspondence, will be done in writing. Those originating from the Communications Center will be sent by the 911 Supervisor to the Fire/EMS Chief of the company or department involved. Those originating from the field units will be sent by the Fire/EMS Chief to the 911 Supervisor. All information will be on appropriate department letterhead and signed by the appropriate representative.

1.4.5. All complaints should be answered in writing with advisement of decision rendered within 30 days by the party receiving the complaint.

1.4.6. Should the party registering the complaint feel that improper action was taken, he/she should submit a complaint to the Mifflin County Alert & Advisory Board for further investigation and judgment.

1.4.7. The Communications Center will not be used as a place to discuss complaint issues. All complaints or inquiries will be made by telephone or in writing.

1.5. MIFFLIN COUNTY ALERT & ADVISORY BOARD

1.5.1. The Mifflin County Alert & Advisory Board will be comprised of two delegates from Law Enforcement, four delegates from the County

Fire Chiefs Association; three delegates from Emergency Medical Services (one ALS and two BLS representatives); and two Public Safety Telecommunicators.

- 1.5.2. The 911 Supervisor and the Director of Public Safety will be considered non voting members of the committee.
- 1.5.3. The Committee will meet on a quarterly basis on the third Thursday of February, May, August and November at 1900 hours in the County EOC. Any business, which requires committee action, will be discussed at this meeting. Other meeting dates may be scheduled at the discretion of the Committee Chairman or 9-1-1 Coordinator. A minimum quorum of four voting members shall be necessary to conduct the committee meeting
- 1.5.4. The Director of Public Safety shall serve as the chairperson and 911 Center Supervisor will serve as the vice-chair
- 1.5.5. Any complaints or requests received by the committee will be forwarded to the 911 Center Supervisor for action. Designation requests and other procedural requests may be dealt with as appropriate by the 911 Center Supervisor and Director. These actions will be reported at the next meeting. The committee will make recommendations as needed during their meeting on any issues presented.
- 1.5.6. The Committee will have the responsibility and the authority to recommend any policy or procedural changes that will effect a change in communications operations with subsequent final approval by the 911 Center Supervisor and Director.
- 1.5.7. If any voting member of the Committee is directly involved with the complaint or is a member of the organization involved, he/she will not sit in any action taken.

2. BASIC RULES FOR VOICE OPERATION

2.1. GENERAL

- 2.1.1. The manner in which radio messages are handled is often a measure of the efficiency of an organization and the attitude of its individuals. Observing simple basic rules will expedite message handling and improve working relationships among all concerned. Application of the DO'S and DON'TS outlined here, plus specific procedural examples shown elsewhere, will lead to professional performance.
- 2.1.2. Listen before transmitting to make certain the channel is clear of mobile and base traffic, and organize your thoughts before transmitting. The over-eager operator is a source of wasted time and confusion.
- 2.1.3. Keep all transmissions brief and to the point. Avoid long-winded descriptions and unnecessary repetition. Accuracy, brevity are all important and they should be considered in that order.
- 2.1.4. Speak distinctly and pronounce words carefully. Speak at moderate speed using your conversational tone of voice with natural emphasis and rhythm. Messages should be spoken by phrases, not one word at a time.
- 2.1.5. Make sure the microphone switch is fully depressed and pause briefly before starting to talk. Hold mobile microphones close, but not touching the mouth and talk directly into it - not across it. Talk at the conversational level - do not shout.
- 2.1.6. From a cold start, different radios require varying amounts of warm-up time. Be aware of this and allow time for the transmitter to stabilize before attempting to transmit.
- 2.1.7. Avoid transmitting when sirens are operating at a high level.
- 2.1.8. Use authorized unit and equipment designations in all transmissions. Use of partial designations is not recommended.
- 2.1.9. The use of so-called "10-Signals" is not authorized for Fire/Rescue and EMS Communications. This is to avoid potential confusion with unit or personnel designations. Standard phraseology to be used is listed elsewhere in this Communications Procedural Manual.
- 2.1.10. During all radio operations, remain calm. Be careful to avoid uncivil, angry, abusive, derogatory or sarcastic remarks or language. When faced with such a situation, maintain control. Don't attempt to retaliate - proceed with the business at hand.
- 2.1.11. Do not use preliminary calls simply to establish contact. Unless conditions are known to be difficult, eliminate unnecessary calls. Whenever possible, identify yourself and send your message in a single transmission.

EXAMPLE:

GOOD:

Unit: Mifflin County - Engine 11-1 on-the-scene
Mifflin County: Engine 11-1 on-the-scene, 0730

POOR:

Unit: Engine 11-1 to Mifflin County
Mifflin County: Go Ahead
Unit: We're Responding
Mifflin County: Engine 11-1, 0730

2.1.12. All units should assume good signal strength and readability unless otherwise notified. Unless one unit cannot clearly hear another, or except when tests are being conducted, strength and readability reports will not be requested. When an exchange is necessary, the reply will be a short and concise statement of actual conditions: "LOUD AND CLEAR," "WEAK BUT READABLE," "STRONG BUT DISTORTED," "UNREADABLE," etc. Terminology such as "FIVE BY FIVE," "COPY OK," "TEN TWO," etc. will NOT be used.

2.1.13. Portable radios (non-mobile repeater) were designed for portable to mobile, portable to portable in short range situations. Do not expect good contact and avoid portable calling to the Communications Center. Use a fixed mobile radio unit for all messages.

2.2

STANDARD WORDS AND PHRASES

PROCEDURE	MEANING
ADVISE	Give this message to/or provide me with the necessary information.
AVAILABLE	Unit is returning from a non-available status or leaving the scene of an incident.
MAYDAY	Distress signal for a firefighter down or in distress.
OFF-THE-AIR	Unit is at (____)/home, business, etc. which may affect normal dispatch procedures.
OKAY	Message received.
ON-THE-AIR (for EMS use only)	Correct manner in which to notify the Communications Center that a unit is awaiting response for an emergency medical call. Units should NOT advise "ON-THE-AIR" for errands, fuel runs, driver training or test runs. Radio status is unauthorized and is unnecessary for this type of activity.

(*** Not to be used during Roll-Call ***)

ON-THE-SCENE	Correct manner for advising arrival at the scene of an incident.
OUT-OF-SERVICE	Not available for call.
PRIORITY	A message of paramount importance involving an emergency where life or personal injury is at stake or critical situations requiring immediate assistance.
RESPONDING	Correct manner in which to place a unit on-the-air when it is running an emergency call.
RETURNING - NOT AVAILABLE	Leaving present location and not available for a call.
SAY AGAIN	Repeat your last message.
STANDBY	Listen, but do not transmit until directed to do so.
TIME	The numbers following are the time of this transmission.

3. COMMUNICATION WITH MOBILE UNITS - PROCEDURES & EXAMPLES

3.1. GENERAL

- 3.1.1. The station identifier will be Mifflin County as assigned to the licensed Mifflin County channels. It will be used when communicating with mobile units and by all mobile units when calling.
- 3.1.2. Under normal conditions, it is not necessary for mobile units to call and await acknowledgment before transmitting routine messages. However, when radio traffic is heavy, or in advance of sending a lengthy message, it is preferable to make a preliminary call and await instructions before proceeding.
- 3.1.3. The word "OKAY" will be used only to signify acknowledgment, i.e. that a message has been received and will be complied with.
- 3.1.4. Mobile radio units will use complete identification for ALL transmissions made by that unit. For example: "Engine 1-1," "Ambulance 7-2." The use of Unit type and company number to identify a mobile unit is an unauthorized procedure. Such transmissions are incomplete, incorrect and shall NOT be used.
- 3.1.5. When responding to alarms, all units must make sure that Mifflin County acknowledges your unit as responding. Each and every unit or company should be placed responding either by itself or by a single unit advising which units are responding. If, after two attempts no acknowledgment is received, it may be assumed that there is radio equipment trouble. Therefore, after arrival on-the-scene, another radio unit should be used to advise of your status and that your radio is not operating.
- 3.1.6. Transmissions between units and/or base stations will be done by identifying the unit or base they are calling and then identifying themselves.

EXAMPLES:

Engine 1-1, Mifflin County; your status - Mifflin County checking the status of Engine 1-1

Mifflin County, Engine 1-1; responding - Engine 1-1 reporting that they are responding.

Ambulance 18-1, Medic 29-3; your location - Medic 29-3 asking the location of Ambulance 18-2

4. MOBILE UNIT DESIGNATION

4.1. ASSIGNMENT OF DESIGNATION

- 4.1.1. All requests for radio designations and usage of assigned frequencies must be in writing and on file with The Mifflin County 9-1-1 Center. A complete radio inventory must be maintained and on file with The Mifflin County 9-1-1 Center.
- 4.1.2. The Mifflin County 9-1-1 Center will review all requests. If the request meets the guidelines set forth by this Communications Procedural Manual, The Mifflin County 9-1-1 Center may authorize permission for its usage on the Fire/Rescue and/or EMS system. Should the request not meet the guidelines of this Communications Procedural Manual, the request may be presented to the Alert & Advisory Board for a recommendation within a reasonable amount of time following the request for action. The Mifflin County 9-1-1 Center has final decision on all requests.
- 4.1.3. Apparatus designations shall be determined by the unit's primary function. Split and/or multiple designations are not permitted. Radio designations shall only be assigned to "active, front line" apparatus which would be considered "available" for dispatch by the Communications Center. Apparatus that has been retired without replacement and any apparatus considered reserve or not meeting this guideline shall not be granted a radio designation.
- 4.1.4. Any designation change requests will be effective on a mutual date determined by the Requester and the 911 Supervisor.
- 4.1.5. The determining factor will be the time needed to make changes within CAD and the manual systems.

4.2. ASSIGNMENT OF TEMPORARY DESIGNATION

The Mifflin County 9-1-1 Center may, at any time, make a temporary radio designation that may or may not be defined in this Communications Procedural Manual.

4.3. RADIO DESIGNATIONS will be assigned in the following manner

- 4.3.1. Units will use the established company identification number prefixed by the assigned designation and number of units in sequential order. Example: "Engine 11-1, Truck 1-1."
- 4.3.2. Chief Officers will use the established company identification number prefixed by "Chief (Fire), EMS (EMS), QRS (QRS)." Example: "Chief 1, EMS 7, QRS 5."
- 4.3.3. Assistant Chief Officers will use the established company identification number and number of rank. Example: "Chief 1-1, Captain (EMS) 12-2, QRS 5-3."
- 4.3.4. Municipal Chief & Municipal Assistant Chief Officers will use the title of "Battalion" and the lowest department identification number. Subordinate municipal chief officers will use the remaining

department identification numbers depending upon rank of authority.
Example: "Battalion 1" or "Battalion 12"

4.4. MOBILE RADIO UNITS

ALL mobile radio installation and use shall be in accordance with the procedures set forth in this document in its entirety.

4.4.1. Radio Designation Standards

4.4.1.1. Chief Fire Service Officers: The designation "Chief" will be utilized to identify a specific individual who has ultimate fire ground authority within an organization or municipality. This designation will be limited to one fire chief and 2 subordinate assistant fire chiefs.

4.4.1.2. Fire Company Chiefs will utilize the assigned company number of their respective organization.

4.4.1.3. Municipally appointed Chiefs will be assigned a unique number if requested. Numbers will only be assigned to those chiefs who are officially appointed by the municipality. Municipal chiefs who are appointed by multiple municipalities will be assigned one number.

4.4.2. Exception:

4.4.2.1. Agencies that work in specific or regularly scheduled platoon assignments with a department level officer assigned to each shift.

4.4.2.2. Specialized Operational teams may be granted additional subordinate chief authorizations by the Mifflin County Joint Fire/Rescue and EMS Communications Committee. Additional subordinate chief requests for specialized teams will be reviewed by the Committee on an individual case-by-case basis for merit and approved if deemed necessary.

4.4.3. Specific radio channel authorizations can be found in Appendix III of this Communications Procedural Manual.

4.4.4. Subordinate Fire Service Officers: These officers are limited to communications only on incidents to which their organization has been dispatched. Communications shall be limited to "inter-fireground" only. Subordinate Fire Officers shall identify themselves by using their established company number prefixed by "Captain" or "Lieutenant." Radio traffic to Mifflin County shall be limited to PRIORITY incident traffic. "Responding," "On-the-Scene" and other status related traffic is prohibited. Subordinate officers are not permitted nor authorized mobile radio installations in their personal vehicles under the county license.

4.4.5. Duty Chief: Assigned to a fire company/ municipal designated fire official/EMS Chief who acts as ranking officer in charge when no other chief officer is available for response coverage. This is not assigned to any single individual or officer position on a permanent basis. The Duty Chief will only be authorized radio privileges in

the absence or unavailability of a fire company/municipal chief officer. These radio privileges are limited to communications between responding units and/or the Communications Center until Command has been assigned or established.

4.4.6. The Duty Chief authorization is further limited to the response area in which the Company would be considered the "Command Company." In those municipalities having authorized municipal chief designations, fire company duty chiefs are not authorized. Companies having first due (Command Company) response area outside of these municipalities are permitted a "Duty Chief" designation. Under these circumstances, the "Duty Chief" designation will only be authorized for response outside of the municipality.

4.5. APPARATUS DESIGNATIONS/Requirements

4.5.1. Air - Apparatus specifically equipped with an air compressor or cascaded breathing air supply. Unit shall be capable of replenishing a minimum of fifty(50) breathing air cylinders.

4.5.2. Ambulance - Emergency Medical Service vehicle which provides Basic Life Support care as certified by the Pennsylvania Department of Health and provides patient transport.

4.5.3. Boat- Water craft designed to meet emergency service needs. Unit shall be capable of transporting a minimum of four(4) personnel and related equipment.

4.5.4. Brush - Unit shall be all wheel drive and equipped with tools and equipment for wildfire suppression. The unit shall be equipped with a pump and water tank. Unit must have pump and roll capability.

4.5.5. Canteen - Vehicle which provides personnel nourishment. Vehicle shall have sufficient provisions for a minimum of fifty(50) personnel and provide a hand and face decon area.

4.5.6. Captain - Used to designate a junior officer or EMS Shift Supervisor.

4.5.7. Chief - Used to designate Chief Officer(s).

4.5.8. Command - This designation is reserved for field incident use only. Command is assigned to the radio command of the incident.

4.5.9. Crash - Apparatus designed to handle incidents involving aircraft. Must be capable of discharging large volumes of foam and other extinguishing agents.

4.5.10. Engine - Assigned to apparatus with a fire pump, water, and hose. The fire pump shall be a minimum of 750 gallons per minute at 150 PSI and have a minimum water tank capacity of 500 gallons. Apparatus must carry equipment associated with engine company operations.

4.5.11. FP (Fire Police) - Assigned to fire police. Communications is restricted to the fire police frequency or acceptable municipal or Fire Company licensed frequencies. Radio designations will be the

assigned company number followed by the number designation assigned to the user. FP3, FP11-2, etc.

- 4.5.12. Haz Mat - Vehicle equipped with specialized equipment to support hazardous materials incidents.
- 4.5.13. Investigator - Fire Scene Investigator specializing in determining the origin of a fire. Communication will be restricted to inter-department operations. Designation for the user will be Investigator and the company number. Example "Investigator 1, Investigator 1-1, etc."
- 4.5.14. Lieutenant - Used to designate a junior officer. Communications will be restricted to inter-incident operations.
- 4.5.15. Medic - Emergency Medical Services vehicle which provides Advanced Life Support as certified by the Pennsylvania Department of Health and does not provide patient transport.
- 4.5.16. Paramedic - Any individual Paramedic as certified by the Department of Health and assigned an identification number from an ALS service
- 4.5.17. Portable - Any hand carried / portable radio. Portable radios will use company designations. Portable 2-1, etc.
- 4.5.18. QRS - Assigned to Quick Response Service units that provide medical assistance and meet the minimum standards of the voluntary recognition program for QRS as established by the Pennsylvania Department of Health. The unit shall be a non-transport vehicle and provide a minimum of first responder care.
- 4.5.19. Rescue - Unit assigned the primary responsibility of heavy rescue operations, but not limited to vehicle rescue. Unit shall provide extensive extrication equipment and an assortment of medium and heavy rescue tools. Unit shall be equipped with tools capable of spreading, pulling, pushing, cutting and lifting. Unit shall be capable of multiple rescue functions.
- 4.5.20. Rehab -This unit shall be capable of providing rehabilitation in a semi-controlled to controlled environment. Vehicle shall be equipped with a prone EMS evaluation station, seating, fluids, towels, blankets, first-aid kit, hand and face decontamination area and necessary lighting.
- 4.5.21. Safety - Assigned to individuals with scene responsibility for personnel safety and accountability. Radio designations will be assigned company or municipal numbers. Safety 24, Safety 25, etc.. Communications will be restricted to inter-incident operations.
- 4.5.22. Salvage - Apparatus whose primary function is salvage operations. Unit must carry essential equipment necessary for basic recovery operations at a fire or related fire department response.
- 4.5.23. Special Unit - Motorized equipment designated for event support or limited access Fire/Rescue/EMS response that does not meet the definition of another unit type.

4.5.24. Squad - Motorized equipment designated for event support or limited access Fire/Rescue/EMS response that does not meet the definition of another unit type.

4.5.25. Tanker - The primary purpose of this vehicle is to transport water to fire ground operations. This vehicle shall carry a minimum of 1500 gallons of water, a fire pump rated at 150 PSI, and a portable water holding tank equal to or greater than the capacity of the vehicle water tank. Unit must be equipped with a high volume valve designed for discharging water into a folding tank.

4.5.26. Truck- Apparatus equipped with an aerial ladder, elevating platform, or articulating arm with a minimum extension elevation of 75 feet. Apparatus must carry equipment for vertical/horizontal ventilation, salvage and overhaul, and forcible entry. Apparatus shall be equipped with 115 feet of ground ladders and sufficient power to operate tools and supply scene lighting.

4.6. Mifflin County Department and Unit Identification Number Assignments are authorized by the Mifflin County Alert & Advisory Board. This includes any agency or organization, which provides justification for authorization. Department and other authorized organizations or agencies are located in Appendix I of this Communications Procedural Manual.

5. FIXED STATION IDENTIFICATION/CHANNEL AUTHORIZATIONS

5.1. MIFFLIN COUNTY FIRE/RESCUE AND EMS COMMUNICATIONS SYSTEMS

The Fire/Rescue and EMS Communications Radio Systems are licensed to Mifflin County by the Federal Communications Commission, in accordance with Volume V, Part 90, Rules and Regulations, March 1979. The use of Mifflin County's Communications Systems must be confined to the limitations of the license and in strict accordance to the procedures contained within this Communications Procedural Manual.

5.2. OPERATIONAL MOBILE AND FIXED STATIONS

- 5.2.1. "Mifflin County Fire 1" - Fire/Rescue Communications System - Incident Dispatch and Public Alerting Early Warning Activation Channel.
- 5.2.2. "Mifflin County Fire 2" - Fire/Rescue Communications System - Assigned Operations Channel.
- 5.2.3. "Mifflin County Fire 3" - Fire/Rescue Communications System - Assigned Operations Channel.
- 5.2.4. "Mifflin County Fire 4" - Fire/Rescue Communications System - Assigned Operations Channel.
- 5.2.5. "Mifflin County Fire 5" - Fire/Rescue Communications System - Assigned Operations Channel.
- 5.2.6. "Mifflin County Fire 6" - Fire/Rescue Communications System - Assigned Operations Channel.
- 5.2.7. Med 9 - Primary Medical Dispatch Channel
- 5.2.8. Med 10 - Alternate Medical Dispatch Channel
- 5.2.9. Med 8 - Medical Patch Channel
- 5.2.10. Med 6 - Medical Patch Channel
- 5.2.11. Med 4 - Medical Patch Channel & Universal Medical Channel
- 5.2.12. Med 2 - Medical Patch Channel

5.3. MOBILE RADIO CHANNEL AUTHORIZATION

Mobile/Portable transmit authorizations by unit type and by FCC License are located in Appendix III of this Communications Procedural Manual.

6. INCOMING EMERGENCY CALLS, ALARMS AND INCIDENT DISPATCH

6.1. TELEPHONE ALARMS

- 6.1.1. On incoming calls, Communications Center personnel are responsible for obtaining the correct address, specific location, nature of the emergency (type of fire or injury) and the name and telephone number of the person reporting the emergency.
- 6.1.2. Incoming telephone calls are answered with the following greeting message:
- 6.1.3. 9-1-1 Lines - "9-1-1, Where is your emergency?"
- 6.1.4. Non Emer. Lines- "Mifflin County Communications"
- 6.1.5. Under normal conditions all calls are to be dispatched within 90 seconds of disconnecting from a caller.
- 6.1.6. 9-1-1 telephone lines are for emergencies only. Non-emergency telephone lines should be used for normal operational contact. Should a fire or EMS station receive an emergency call at their quarters, incident information may be relayed to the Communications Center by using the 9-1-1-telephone number.
- 6.1.7. Follow-up incident information requests needed from the Communications Center shall be obtained by telephone, not by radio.
- 6.1.8. At no time will emergency personnel telephone the Communications Center for incident location.
- 6.1.9. Should a station receive a report of an incident from sources other than the Communications Center, the following procedures should be followed:
 - 6.1.9.1. If you are due on the incident, advise the Communications Center by radio that you are responding. When responding, advise the Communications Center an exact address or intersection whenever possible.
 - 6.1.9.2. If you are not due on the incident, telephone the Communications Center via 9-1-1 with the following information:
 - 6.1.9.2.1. Location of Incident / Municipality
 - 6.1.9.2.2. Call back information
 - 6.1.9.2.3. Conditions
- 6.1.10. Adjacent County Dispatch Procedures
 - 6.1.10.1. The following procedures will be used by the Communications Center for incident needs in adjacent counties and for adjacent county response to Mifflin County.
 - 6.1.10.2. Incidents received by the Communications Center which are determined to be located in an adjacent county will be relayed to that county by the most expeditious means available.

This relay will be in accordance with current Communications Center internal operational procedures.

6.1.10.3. Mifflin County apparatus will be dispatched to needs outside the county only upon specific request and authority of the affected county. No automatic dispatch of Mifflin County services will occur without this specific request authority.

6.1.10.3.1. Exceptions:

6.1.10.4. Incidents occurring in Mifflin County that require out-of-county assistance shall be directed to the appropriate county or city communications center for dispatch action.

6.1.10.4.1. Exceptions:

6.1.11. Incident Priority System - EMS Incidents

6.1.11.1. Mifflin County uses the APCO EMD system for medical emergency requests to the Center. This program was adopted by the Seven Mountains Emergency Medical Services Council, the Regional Medical Council, for use in the eight county region. Emergency Medical Dispatch (EMD) provides the following capabilities:

6.1.11.2. Formal system of interrogating caller for EMS needs.

6.1.11.3. Medical pre-arrival instructions prior to the arrival of trained EMS personnel at the incident location.

6.1.11.4. EMS dispatch determinants - BLS or BLS and ALS.

6.1.11.5. EMS response determinants - emergency or non-emergency EMS response recommendations.

6.1.12. Incident Priority System - Fire Incidents

6.1.12.1. The Mifflin County Communications Center uses a three-tiered incident evaluation process to determine dispatch priority. This system ensures that multiple incidents will be dispatched in an efficient manner depending upon the predetermining priority ranking of possible situations.

6.1.12.2. The priorities are defined as follows:

6.1.12.2.1. Priority I - active incidents involving an immediate or potential threat to life and/or property. This would also include situations in which incident conditions cannot be confirmed but potentials may exist.

6.1.12.2.1.1. Priority I Examples: Fires involving structures, vehicles, wildland, unattended trash or "controlled" burns or any other fire situation not specifically mentioned; hazardous materials spills or releases; fires reported extinguished by the general public; smoke odors; lockouts with food on the stove; utility services with potential danger; motor vehicle accidents (confirmed,

suspected or potential for injury); industrial accidents, rescues; emergency service requests; and any other call deemed necessary by the Communications Center Supervisor.

6.1.12.2.1.2. Priority I incidents are dispatched in accordance to procedures defined in Section 8 of this Communications Procedural Manual.

6.1.12.2.2. Priority II - non-active Incidents - not involving an immediate threat to life.

6.1.12.2.2.1. Priority II Examples: ; apparatus transfers Animal rescues; water problems (could be upgraded to Priority I); fallen tree removals; non-hazardous storm damage assistance.

6.1.12.2.3. Priority III - Routine or administrative needs.

6.1.12.3. Dispatch procedures for prioritized incidents are as follows:

6.1.12.3.1. Priority I - Active Incidents - relayed by radio dispatch.

6.1.12.3.2. Priority II - Non-active Incidents - telephone call to appropriate service contact; or radio dispatch, whichever is deemed appropriate based on current internal Communications Center operational policies.

6.1.12.3.3. Priority III - Administrative Needs - relayed by telephone to appropriate service contact.

Incidents will be dispatched by priority, with Priority I being the highest priority.

6.1.13. Investigations

Incident reports received by the Communications Center which, based on the judgment of the Supervisor/Shift Leader, do not warrant the dispatch of Fire and/or EMS equipment (odor, smoke scares, apparent malicious false reports, reported accidental activation's of automatic detection devices) may be referred to the appropriate Fire and/or EMS Chief for action. Even though police or other services may be asked to check the situation, the event responsibility remains with the appropriate Fire or EMS Chief. In the event the Communications Center receives additional information which upgrades the seriousness of the event, an immediate dispatch of services will occur based on local or regional procedures.

6.2. UPGRADE/DOWNGRADE AUTHORITY

At the discretion of the Communications Supervisor/Shift Leader can upgrade or downgrade of incident response can occur.

6.2.1. Upgrade - If incident reports from the public to the Communications Center indicate the potential for needs beyond the

initial alarm response, the Supervisor/Shift Leader may upgrade alarm response as deemed appropriate. This may include multiple injury motor vehicle accidents, large multi-occupancy or multi-property incidents with potential mass casualty reports.

6.2.2. Downgrade - during thunderstorms, adverse weather conditions or localized power outages, the Communications Center Supervisor/Shift Leader may consider downgrading first alarm responses for automatic detection devices. Downgrades may occur in localized areas of the county where obvious conditions exist and multiple automatic alarms are received. This downgrade would preferably be a single engine company dispatch for investigation purposes. This would help prevent the depletion of resources for actual emergency situations. Upgrade to full alarm response will occur if the conditions or situation warrants. Downgrade conditions will cease upon the conclusion of the adverse weather conditions.

6.3. PRE-DISPATCH/ALERTING NOTIFICATION OF INCIDENTS (TEXT PAGING)

6.3.1. The provision of Text-notification of Incidents by the Mifflin County 911 Center is being provided to 1st Responders as a means to improve existing communications.

6.3.2. The use of Text Notification of Incidents is not intended to replace Voice Announcements and Paging through the existing Emergency Communications Center for Mifflin County.

6.3.3. This system of Pre-Dispatch/Alerting is based solely on the location and incident information as provided by the caller. As additional information is obtained, the location and incident type may change which will cause additional Text Notifications to be sent out.

6.3.4. **Pre-Dispatch/Alerting is not to be used as a replacement for Radio Dispatch. Pre-Dispatch/Alerting is only to be used to notify responders that an incident is pending and to be prepared to respond.**

6.4. INCIDENT DISPATCH

6.4.1. Announcement Procedure

7. ENCODER TONE/SIREN DECODER POLICY & PROCEDURES

7.1. Encoder tones will only be activated as specifically detailed in this section. This shall include, but may not be limited to, the following:

7.1.1. Public Safety related incident dispatch.

7.1.2. Request of a Chief Officer.

7.1.3. Request of authorized and licensed radio technicians.

7.1.4. Chief Officer notification for a specific need related to their realm of authority.

7.1.5. Notification of apparatus which may be on an assignment and available by "pager."

7.1.6. Justifiable requests for personal safety notifications.

7.2. Subordinate officers, firefighters, off-duty paramedics, EMT's and other fire services or EMS personnel will not be paged by the Communications Center except as referenced in 7.1F. Encoder activation and radio broadcast for fire police is permitted for incident purposes.

7.3. ASSIGNMENT OF ENCODER TONES

Each Mifflin County Fire and EMS Company will be provided a paging encoder tone assignment for dispatch purposes. Municipal paging encoder tones will be provided upon request in lieu of individual company tone(s). A municipal paging tone will be provided for municipal chiefs of municipalities that do not have a fire company within its boundaries. A second encoder tone for Fire station activation will be provided to Mifflin County companies upon request. The Mifflin County 9-1-1 Center reserves the right to approve requests, deny requests and determine the actual tone assignment if a request is granted.

7.4. KNOX SENTRALOK SYSTEM

7.4.1. The County Communications Center can provide the Knox Company Sentralok encoding capability for Mifflin County municipalities that have approved Knox box installations for commercial and other at-risk properties. Use of the Knox Sentralok encoder function is subject to the following requirements.

7.4.2. The municipality shall approve the Knox Sentralok System for use by the Fire and EMS providers serving the municipality. Written approval must be forwarded to the county by the municipality.

7.4.3. Companies that serve more than one municipality using the Knox Sentralok System shall coordinate any common key issues with the KNOX vendor and involved municipalities.

7.4.4. Commercial and other at-risk property owners that install the Knox Box keybox which can be opened by the master key contained in

the municipal approved Fire or EMS Knox Sentralok apparatus mounted decoder box must sign a Waiver Form contained in Appendix X. This form, with original signature(s) shall be forwarded to The Mifflin County 9-1-1 Center before Knox encoder use will be allowed for the property in question.

- 7.4.5. Knox Sentralok encoding will be done on Fire Channel 1. A maximum of nine (9) individual Knox encoder tones (Non- DTMF) will be allowed per company. It will be the Fire or EMS company's responsibility to coordinate the Knox Sentralok release encoder tone assignments with the Fire Communications Supervisor.
- 7.5. The Knox Sentralok encoder tone will only be activated under the following conditions:
 - 7.5.1. Emergency situation at any property listed in our records as having a KNOX Box where Fire or EMS has been dispatched by the Communications Center.
 - 7.5.2. Request of a bonafide radio service technician doing maintenance work on the Knox System. The Communications Center Supervisor/Shift Leader may request further verification of the service need and can deny activation if verification is not provided.
 - 7.5.3. Any release requests involving KNOX Box maintenance, testing, or installation must be initially coordinated by telephone with the communications center. These requests must be from an officer or other official from the Fire Company or municipality.
- 7.6. The Knox Company Sentralok I apparatus mounted Knox Box Master Key holder shall, at a minimum, be equipped with the optional "Tone Oscillator Device (Key Status Feature)." This feature will broadcast a tone burst each time the microphone push-to-talk switch is depressed when the key is removed from the Knox Box.

8. PRE-PLANNED FIRE AND EMS RESPONSE SYSTEMS

Each municipality within Mifflin County will be required to submit and utilize pre-planned Fire and EMS Responses, commonly referred to as a "phantom box" system, for dispatching.

EMS Chiefs, Fire Chiefs and other appropriate municipal officials should mutually involve themselves with the formulation of the predetermined response plan. This planning process will ensure mutually agreeable responses.

The Box Cards utilized will be standard throughout Mifflin County and will be completed as required by this manual. All alarms must be completed as the department wishes. EMS listings shall be coordinated through the official(s) responsible for medical response within the municipality. The EMS listing in this reference area will be used by the Communications Center to determine response for medical emergencies. The apparatus reference will be located on the bottom of the card and must meet the following minimal individual unit listings:

Ambulance	15
Medic	5 (Companies/Stations minimum)
Air	5
Engine	15
Truck	10
Tanker	5 hydranted areas 15 non hydranted
Rescue	5
Foam	Discretionary
Brush	5 10 in areas of high vulnerability
RIT Unit/Team	Discretionary

The response systems will meet all requirements set forth by this Communications Procedural Manual.

8.1. DEFINITIONS OF INCIDENTS

To be added

8.2. NUMBERING SYSTEM

To be added

8.3. SUBMITTING PROCEDURES

- 8.3.1. All response plans submitted shall also include an up-to-date list of all streets/roads showing divisions of same with corresponding phantom box numbers. Those streets which are subdivided into different phantom boxes must be divided at an established landmark, i.e. street, address, stream, etc. Municipal Street Address Guide (MSAG) shall be included with the response plan submission. The MSAG shall show complete range of addresses for all thoroughfares in the municipality.
- 8.3.2. It will be the municipalities responsibility to update their street listings as needed and notify the appropriate County municipal street address coordinators.
- 8.3.3. All streets will be listed in alphabetical order when submitted.
- 8.3.4. All special phantom boxes shall be submitted in a separate list form in alphabetical order with appropriate addresses included.
- 8.3.5. It is recommended that the least amount of boxes required to identify different response areas be submitted. Duplicate boxes (boxes with the same responses, but different box numbers applied) create significantly more implementation time.
- 8.3.6. Major changes in your pre-plan response system must be mailed to the Fire Communications Supervisor. Minor changes may telephoned or e-mailed by the responsible Fire/EMS Chief.
- 8.3.7. All pre-plan response systems must be received a minimum of 60 days prior to their effective date to allow sufficient time for preparation. Should problems be found in the information sent, this time may be extended by the 911 Supervisor or Fire Communications Supervisor. The changing or modification of box boundary areas may increase the implementation time.
- 8.3.8. All proposed pre-planned response systems should be reviewed by the Fire Communications Supervisor. This review should occur prior to obtaining official municipal authorization to implement and prior to distribution to other agencies.
- 8.3.9. A letter to authorize implementation must accompany the pre-planned response system. Authorization must come by signature of the municipal officials: i.e. Supervisors, Commissioners or Council. The letter must also indicate those persons authorized to make modifications or changes. The pre-planned response system will not be initiated unless a letter of authorization has been received.
- 8.3.10. Mutual Aid - This letter of municipal authorization and the pre-planned response system are appropriately construed to represent a mutual aid agreement between the services designated to provide response and those municipal officials recognize the pre-planned response system as their municipal emergency response plan.
- 8.3.11. During events of extended equipment commitment due to man-made or natural disasters, usage rates may be applied. This rate is applicable to situations when reimbursement proceedings are appropriate and individual rates have not been established. The

current rate schedule is located in Appendix VI of this Communications Procedural Manual.

9. Announcements / Equipment Status / General Operating Information

9.1. STREET INFORMATION

Street closings, when received by the Communications Center, will be relayed to the responsible fire chief. Chief Officers are encouraged to develop a rapport with their local municipal officials who are responsible for street and roadwork so that scheduled street work notices are sent to the Fire/EMS stations. The Communications Center will not be the posting point for street closings. Once the information is relayed, it will be cleared and not available to the dispatcher.

9.2. WEATHER INFORMATION

Any severe weather potential (watch or warning) which may impact the public safety services of the county will be broadcast by the Communications Center on Fire Channel 1 and MED 9. Appropriate Emergency Management encoder tones will be activated as part of these announcements.

9.3. STATION IDENTIFICATION - 1700 HOURS

on Fire Channel 1 and Med 9

- 9.3.1. Out-of-Service county fire apparatus
- 9.3.2. Wildfire danger rating (when applicable)
- 9.3.3. Any current weather watches or warnings.

9.4. GENERAL ANNOUNCEMENTS - Hold

~~Announcements not relating to the primary purpose of the general operations of the Fire/Rescue and EMS Communications System shall not be broadcast by the Communications Center. This includes, but is not limited to, training announcements, work details, meetings, public service announcements, etc.~~

9.5. APPARATUS STATUS

9.5.1. Apparatus status shall be maintained at the Communications Center at all times.

9.5.2. Companies placing apparatus out-of-service (maintenance, etc.) will relay such information to the Communications Center by telephone. Apparatus being placed out of service or unavailable during an incident due to manning, availability, or mechanical problems may be done by radio.

The following procedures are acceptable:

- 9.5.2.1. Send next due unit (assumed if nothing requested)
- 9.5.2.2. No transfers
- 9.5.2.3. Specific unit on all calls

9.5.3. Apparatus Stand Bys / Apparatus Loaning.

9.5.3.1. Apparatus standing by for companies who are out of service will assume the radio designation for the unit that they are standing by for. Only exception to this will be if the standby unit is remaining available for first due responses in their first due box area.

9.5.3.2. These procedures DO NOT relate to apparatus transfers during an incident. Apparatus will maintain their normal designations during transfers.

9.5.4. Mifflin County will announce apparatus in- and out-of-service at time of notification of such. Pager activations will only be done at the request of the caller and subject to the discretion of the Shift Supervisor.

9.5.5. ALL apparatus reported as out-of-service will be announced as part of the 1700-hour status reports.

9.6. DRILLS/EXERCISES

9.6.1. Routine training drills and exercises will not be announced nor dispatched by the Communications Center. Required exercises requiring communications evaluation will require a written request to the 9-1-1 Supervisor for potential approval.

9.6.2. Requests for a dedicated communications channel for drills, exercises or other training needs for purposes of communications between field units may be granted if approved by the 9-1-1 Supervisor. A request for a channel assignment must be received a minimum of 48 hours in advance of the planned event. If, during the event, the Communications Center requires the channel for activity related to the Communications Center mission, the channel shall be relinquished by the event requestor(s).

9.6.3. Under no circumstances shall any of the radio frequencies licensed by the county for Fire and EMS Communications Systems be used for communications related to fund raising events or for-profit activities.

9.7. ADMINISTRATIVE CALLS TO CHIEF OFFICERS

9.7.1. Administrative calls to chief officers for information, potential incident notification or other needs directly related to their realm of official authority will be done in the following manner:

9.7.1.1. Telephone call

9.7.1.2. Radio Broadcast

9.7.1.3. Encoder activation with radio broadcast to call the Communications Center.

Note: Steps 1 and 2 may be omitted at the discretion of the Shift Supervisor if the situation warrants.

9.8. STANDBY-IN-QUARTERS

9.8.1. Requests to dispatch a company for a "Standby-in-Quarters" for the purpose of providing coverage for the displaced company's responses areas will not be honored. In the event a need arises to provide standby coverage during an incident, transfer assignments must be requested.

9.8.2. Stand by in quarters will be announced for companies or teams being placed on standby for a potential response to currently active incidents.

9.9. Alarm Systems

9.9.1. Alarm system monitoring and status is the responsibility of property management or their associated alarm company. The communications center will not maintain any out of service status except for County properties that are monitored within the communications center. Any alarm activations received by the communications center will be dispatched appropriately. Any alarm declared out of service shall be noted at the monitoring agency or facility.

9.9.2. Any requests for fire drill activations where the alarm will be transmitted to the communications center will be honored and noted in CAD. The drill will be assumed cleared within 30 minutes of the original call if the facility fails to notify the communications center of the completion.

10. INTER-COMPANY COMMUNICATIONS

10.1. GENERAL

The purpose of this section is to allow additional flexibility in the use of radio channels for the purpose of conducting company activity between mobile units and stations as well as allowing better coordination on the scene of incidents during an emergency.

10.2. ADMINISTRATIVE COMMUNICATIONS

All administrative communications should be conducted on local municipal licensed frequencies. Should the need arise to communicate with units which may not have common local municipal communications, Fire Channel 5 or Fire Channel 6 may be used if not actively assigned to an incident. Administrative communications are not permitted on Fire Channel 1 or MED 9.

10.3. LETTER OF CONCURRENCE

Any applications for FCC radio frequencies already licensed to Mifflin County will require a letter of concurrence from the county. Additional concurrences may be required from other entities licensed on the requested frequencies. All requests for concurrence will be reviewed to determine eligibility of the need. Conditional concurrence will be granted if a valid need exists.

11. INCIDENT COMMUNICATIONS

11.1. GENERAL

This section outlines general incident communications that affects both Fire/Rescue and EMS. Specific service communications are found in Section 12, Section 13 and/or Section 14.

11.2. CROSS SERVICE NOTIFICATION

Incidents in which multi-service (Fire and EMS) support is needed (i.e. motor vehicle injury accidents, rescues and fire incidents with EMS needs), the Communications Center will be required to provide the appropriate informational updates to all responding services. This update will include the number of injured, scene conditions and other pertinent information such as specific unit response. Once on-scene command is established, this information will only be relayed upon Command request.

11.3. MUNICIPAL INCIDENT COORDINATION

It is expected that Fire/EMS officials and police officials in the common response areas have a mutual understanding of all matters related to incident mitigation within their areas.

11.4. POLICE ALTERING OF RESPONSE REQUESTS

Any requests from a police officer for sending additional apparatus, reducing dispatch response of Fire/EMS apparatus or requesting apparatus to alter their response to the scene of an emergency will be relayed to the Fire/EMS officer in charge who will determine the course of action. The activation of sirens, pagers and dispatch procedure and criteria have been formally established. If any problems arise concerning established procedures or criteria, those involved must resolve the issue directly and not implicate the Communications Center.

11.5. INCIDENT COMMAND

An incident command shall be established on all incidents. Incident command consists of procedures for controlling personnel, facilities, equipment and communications. Incident command is identified in various standards and legislative acts, including SARA (EPA), OSHA and NFPA 1500. A single communications point of contact between the Incident Commander and the Communications Center should be established. The requirements for establishing a radio command channel can be found in Section 11.8.

11.6. CHAIN OF COMMAND

The following chain of command will be recognized until such time that Command is assumed by a responder if the local Chief's fail to respond. Fire Police Units will not be questioned during any Fire or EMS events reference any Fire or EMS operational decisions.

Various chain of command policies exist within the different municipalities. Coordination must occur among the municipalities so that the proper chain of command is followed when mutual aid responses occur.

- 11.6.1. Municipal Chief, Municipal Assistant Chief or Municipal designated Duty Chief for incidents occurring within their municipality.
- 11.6.2. First due engine company officer or designated Duty Chief (per Section 4.4).
- 11.6.3. Second or subsequent due engine company chief or their assistant chief.
- 11.6.4. Truck/squad company chiefs or their assistant chiefs.
- 11.6.5. First due company apparatus

11.7. RESPONSE MODES

This section defines the general response mode announcements used in Mifflin County. Authority for the uses of warning devices are defined in the PENNSYLVANIA VEHICLE CODE. Specific excerpts of this code are located in Appendix VIII of this Communications Procedural Manual.

11.7.1. Standardized Response Mode Announcements - Fire & EMS

- 11.7.1.1. Non-Emergency - will be assumed as responding with no audible or visual signals operating.
- 11.7.1.2. Emergency - will be assumed as responding with audible and visual signals operating and assuming that the driver is exercising those special privileges as needed and in a manner that insures due regard for the safety of all persons.
- 11.7.1.3. Placed In-Service/Units Held - The Communications Center will place in-service or hold units at the direction of the OIC. When units are placed in-service by the Communications Center, units that are still responding and not on-the-scene will be called and an acknowledgment will be given to the Communications Center.

Apparatus placed in-service which is on-the-scene will not be called individually, but will be collectively advised by Box Number without acknowledgment.

11.7.2. EMS Response Modes - Specific

- 11.7.2.1. EMS response modes to medical incidents are defined by the Seven Mountains Regional Medical Council to be in compliance with Act 45 of 1985, The Emergency Medical Services Act, as amended. The response mode is determined by the Medical Priority Dispatch System as defined in Section 6.1H of this Communications Procedural Manual. The current regional response mode criteria are located in Appendix IX of this Communications Procedural Manual.

11.7.2.2. An incident response status check will be performed if no unit has arrived on the scene of an incident (Fire and EMS) within 20 minutes of responding to verify help is on the scene or still enroute. Once a unit has arrived on the scene, a check is not required. The following actions will be initiated if no unit has arrived on the scene within the 20 minutes.

11.7.2.2.1. Attempt radio contact with responders.

11.7.2.2.2. Page the unit(s).

11.7.2.2.3. Call the scene by telephone if able.

11.7.2.2.4. If no contact-

11.7.2.2.4.1. Send the appropriate next due unit(s).

11.7.2.2.4.2. Contact the appropriate Police to conduct a search for the unit.

11.7.2.2.4.3. Contact the Chief of the company.

11.8. ESTABLISHMENT OF COMMAND CHANNELS

A command channel shall be designated by the Communications Center whenever it is essential to incident command communications. Incidents with a single company response and/or other non-consequential incidents in which minimal operations and radio traffic is involved do not warrant a command channel. The Communications Center will maintain control at all times of frequency use.

11.8.1. All operations communications will be coordinated through incident command or OIC until command is established. "Command" shall be assumed when a unit has been designated as such by an incident OIC. The designation for command will derived from the title of the current OIC of the incident.

11.8.2. Assignment of Multiple Support Functions

11.8.2.1. On major incidents, multiple support branches/sectors may be established to effect good communications at the incident.

11.8.2.1.1.1. "Operations"

11.8.2.1.1.2. "Water"

11.8.2.1.1.3. "EMS"

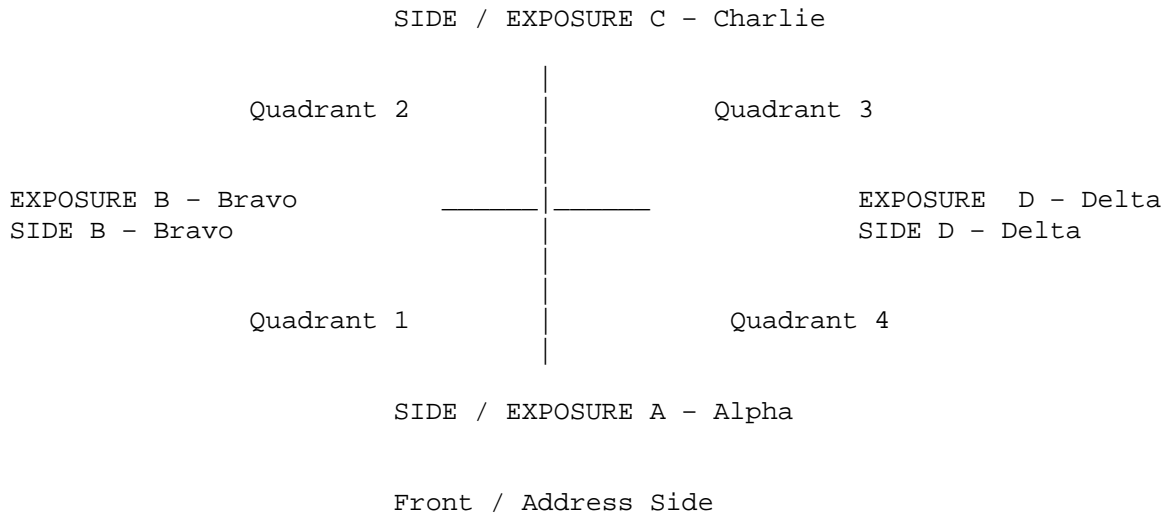
11.8.2.1.1.4. "Staging"

11.8.2.1.1.5. "Safety"

11.8.2.2. Branches/Sectors Commands will communicate their needs to the established Incident Command. Incident Command is responsible to make any requests for needs to the Communications Center. The Communications Center will coordinate frequency usage for all operations on the incident.

11.9. FIREGROUND STRUCTURE IDENTIFICATION SYSTEM

The following area identification system shall be standard within Mifflin County and will be utilized as such for apparatus assignments and fire-ground reports:



Sides are designated by Letter/Phonetic Alphabet Sides A-Alpha - B-Bravo - C-Charlie - D-Delta.

Floor levels are designated as Divisions 1-2-3-4. The interior quads are designated Quadrants 1-2-3-4.

11.10. STAGING LEVELS

11.10.1. LEVEL 1 - First arriving engine and truck or squad type service unit will proceed to the scene depending upon local municipal procedures. Additional responding apparatus will stage at a suitable location near the scene awaiting assignment such as a nearby intersection or nearest hydrant/water-supply.

11.10.2. LEVEL 2 - (used normally with second alarm response) All apparatus and manpower will report to a staging area designated by incident command and await further assignment.

11.10.3. LEVEL 3 - Staging of units and manpower at a fire station or other building convenient to the fire scene as designated by incident command.

11.11. ADDITIONAL ALARM/APPARATUS REQUESTS

Any requests for additional apparatus shall come from the incident commander or from command. Apparatus may request additional assistance if incident command has not already been established. All non-Incident

OIC requests will be cleared by the Communications Center through ranking OIC's.

11.12. TRANSFER REQUESTS

Any requests for transfers will come from the company OIC or incident command. The Communications Center will also dispatch transfer assignments according to the Box assignment if listed as part of the alarm response. Transfer company(s) will be dispatched on all calls for the company for which they are covering.

11.13. ALERTING OF PERSONNEL OF HAZARDOUS SITUATIONS

11.13.1. In events where operating situations become hazardous, and evacuation of personnel becomes a necessity, the following procedure is to be followed:

11.13.2. Upon notification from incident command, the Communications Center will activate the pager tones of the on-scene companies (Channel 1 Fire, the assigned operation channels and MED 9), the warble tone, then make the evacuation announcement on the appropriate frequencies.

EXAMPLE: (Pager tones) (warble tone) "Attention all personnel operating in the structure at Box 11-10, 23 Market Street, all personnel are to evacuate the building immediately"

11.13.3. The use of this policy should be limited to critical situations where the lives and/or safety of personnel are potentially threatened.

11.14. FIREFIGHTER DOWN / DISTRESS COMMUNICATIONS PROCEDURES

11.14.1. If a fire fighter is in distress or in need of assistance due to a life-threatening situation, the fire fighter will transmit "Mayday".

11.14.2. If the Incident Command hears the distress call, they will advise Mifflin County that a mayday situation is occurring. Mifflin County will activate the warble tone and announce the following on the fire-ground channel:

"Attention units operating on Box _____, clear the channel for mayday transmissions".

11.14.3. If Mifflin County hears a distress call, they will advise Command immediately and make the above announcement.

11.14.4. Units operating on the scene will immediately cease transmitting unless they have urgent traffic related to the distress call. Units will await instructions from Command.

11.14.5. Specific rescue operations will remain on the assigned fire-ground channel. Additional channels may be requested if needed for

continued suppression activities to assure a clear channel for any rescue operations.

11.14.6. The Incident Command will communicate with the firefighter and initiate necessary actions.

11.14.7. Upon conclusion of the situation, Command will notify Mifflin County and advise of updated channel requirements.

11.15. APPARATUS AVAILABILITY FROM AN INCIDENT

11.15.1. Apparatus will advise "available" when returning from an incident except when placed in-service by an announcement from the Communications Center.

11.15.2. Individual Chiefs shall not advise available.

11.16. INCIDENT CLEARED

The Communications Center will assume the incident is completed whenever the last units advise "available." Units will not advise "Off-the-Air" or "In Quarters" at any time.

11.17. GENERAL NOTIFICATIONS/REQUESTS FOR NOTIFICATION

The following are general notifications and procedures for notification requests at an incident.

11.17.1. Police Department Notification

11.17.1.1. The Communications Center will advise the Police of the affected municipality of all emergency calls which apparatus is dispatched unless departmental procedure does not require this. EMS and fire personnel should always be on the alert for situations which may require police department involvement.

11.17.1.2. A police related information encountered during an incident must be relayed to the Communications Center for dispatch to the police.

11.17.2. State Police Fire Marshal Notification

11.17.2.1. The Communications Center shall notify, at the request of incident command, the State Police Fire Marshal, on Priority incidents. Priority incidents are defined as follows:

11.17.2.2. Any fire incident in which a fatality has occurred.

11.17.2.2.1.1.1. Any fire incident in which access to the scene or reservation of evidence may be in jeopardy after fire department leaves the scene.

11.17.2.2.1.1.2. Any fire in which suspects are in custody.

11.17.2.3. Any fire involving particularly newsworthy events surrounding a probable arson fire.

11.17.2.4. Any fire resulting in a large monetary loss.

11.17.2.5. Any fire incident in which victims (civilians and responders) are transported to a medical facility.

Requests for a State Police Fire Marshal which are not of a Priority nature will be made by the incident commander directly to the Pennsylvania State Police.

11.17.3. Bomb Threat and Other Hostile Threat Situations

Bomb threats and other hostile threats are a matter to be handled by the police department. When a report of such is received, the Communications Center will:

11.17.3.1. Dispatch a police unit to the scene.

11.17.3.2. No fire or EMS apparatus will be dispatched except when an explosion has occurred, there is a fire, a rescue is apparent, or by request of the fire chief. The Communications Center will notify the appropriate first due fire and EMS chief of the incident.

11.17.4. Public Utility Requests

The Communications Center will notify the utility companies at the direction of the OIC or command. The Communications Center should be advised of scene conditions, utility company name and any pertinent information which will aid the utility company in answering the incident. The Communications Center will immediately notify the utility companies when they receive information which causes them to believe that a situation is occurring which requires immediate notification of such.

11.17.5. Wrecker Service

Wrecker service notification should be handled by the investigating police agency. Fire and EMS personnel should only make wrecker requests for rescue purposes, disabled vehicles and incidents where police department investigation is not required (vehicle fire) unless the investigation officer will be delayed. At no time should the accident scene be disturbed prior to Law Enforcement arrival unless it is a matter of patient care or life safety

Categories of Wrecker Service

11.17.5.1.1. Standard Tow/Roll-back (passenger car/SUV)

11.17.5.1.2. Heavy Duty Tow (commercial vehicle)

11.17.5.1.3. Recovery (commercial vehicle off of the road and/or over-turned)

** Special note for Haz-mat consideration **

11.17.6. Office of Public Safety Notification

The Office of Public Safety staff will be notified of any significant event in accordance with the Pennsylvania Emergency Incident Reporting System (PEIRS).

11.17.7. Helicopter/Aeromedical Requests

Aeromedical requests will be made in accordance to the closest available selection based on a one-call system. Incident Command will be informed of service availability and flight times to the incident scene. When a landing zone location is determined, a channel will be assigned for aeromedical coordination. A "Landing Zone" officer (known as "LZ") will be assigned and designated by the pre-designated Landing Zone ID

Example: McVeytown LZ 1

11.17.8. Special Police (Fire Police)

11.17.8.1. Special Police activation should be considered as "automatic" with the dispatch of Fire service units for public safety needs. The OIC of the incident shall allow adequate and reasonable time for Special Police to respond and function at an incident. Only after the arrival of apparatus to the scene and the OIC has determined that insufficient police resources have responded may the request for more dispatch of the Special Police be considered. For incidents in which traffic control assistance is required by any of the county's law enforcement agencies and the Fire Services are not part of the incident event, Special Police will be activated by company pager(s). Specific Special Police Communications requirements are detailed in Section 14.

11.17.8.2. Announcements for Special Police will be done with an activation of the appropriate pager and 2 verbal announcements of the response.

11.17.9. Hazardous Materials Incidents

11.17.9.1. The Communications Center will initiate notifications of appropriate County staff personnel immediately on all hazardous materials incidents.

11.17.9.2. The county's hazardous materials team will be alerted in accordance to the established Hazardous Materials Response Plan.

11.17.9.3. Incident OIC should advise the Communications Center of the situation at hand immediately upon his arrival to initiate further possible actions as required.

11.17.10. Search Assistance

In the event the Communications Center receives a request for assistance in locating a lost or overdue person, or where a search operation is requested, the Communications Center will notify the search management group. The search management group has been established in accordance with the MIFFLIN COUNTY EMERGENCY OPERATIONS PLAN. Any needs related to search assistance will be through this group.

11.17.11. Red Cross/Salvation Army Notification

11.17.11.1. The American Red Cross will be immediately notified by the Communications Center of any fire in which families or residents could be displaced. Incident Command should assess the situation at hand and inform the Communications Center of the type of need for Red Cross services.

11.17.11.2. Salvation Army Disaster Services will be contacted at the request of Incident Command to provide for food and drink needs for the services involved. The Salvation Army can also provide for emergency placement needs.

11.17.12. Coroner Notification

The County Coroner's Office shall be immediately notified of any incident in which a death has occurred. The only exception is when a death has occurred of natural causes and the victim's attending physician is willing to sign the appropriate death certifications.

12. FIRE / RESCUE COMMUNICATIONS - SPECIFIC

12.1. RESPONDING

12.1.1. All units due on an assignment should advise Mifflin County of their response. It is suggested that, if all units due from your company leave the station together, the OIC or one unit advise the Communications Center what units are responding.

12.1.2. The following Chiefs may advise "Responding" on incidents:

12.1.2.1. The 1st Municipal Chief of the municipality in which the incident is occurring.

12.1.2.2. A chief from the 1st Due Fire Company.

12.1.2.3. Additional Chief's from the 1st Due company can report that they are responding but will not be acknowledged.

12.1.3. Manpower Reporting

12.1.3.1. Units may report their manpower when responding

12.1.3.2. It will NOT be logged by the Communications Center. The Communications Center will not coordinate manpower counts.

12.2. REPORTING ON-THE-SCENE/FIREGROUND REPORT

12.2.1. The first arriving mobile unit on-the-scene of an incident will provide Mifflin County a visual report of the incident utilizing the Fire-ground Structure Identification System for area identification (refer to Section 11.9).

12.2.2. All apparatus or companies can advise Mifflin County of their arrival to the scene. These units should then contact Command on the operations channel for assignment or assume Level 2 staging until Command provides an assignment.

12.2.3. Initial fire ground reports will be transmitted to responding units.

12.2.4. Chiefs may advise "On-the-Scene" only if they are the first arriving unit at the incident, or if they are assuming incident command. All other communications by Chief's or officers should be directly with Command on an operations channel.

12.3. DISPATCH POLICY FOR FAILED APPARATUS RESPONSE

12.3.1. Fire Apparatus - If no unit is on-the-air and no Chief Officer has advised responding, the following dispatch/failure policy will be followed:

12.3.1.1. Single Engine Response:

12.3.1.1.1. Dispatch original Engine Company

12.3.1.1.2. Dispatch next due Engine Company.

12.3.1.2. Multiple Engine Company Response:

12.3.1.2.1. Dispatch non-responding companies

12.3.1.2.2. Dispatch next due Engine Companies.

12.3.1.3. Other Apparatus Response: (Truck, Squad, Etc.)

12.3.1.3.1. Dispatch next due where practical.

NOTE: Any re-dispatches or apparatus replacement must be authorized by a Unit/Chief on-the-air if such exists. If no Unit/Chief is on-the-air, dispatch and apparatus replacement is considered authorized.

13. EMS COMMUNICATIONS - SPECIFIC

13.1. The provisions of this section of the Operational Procedures Manual is intended to supplement the Seven Mountain's Emergency Medical Services Regional Medical Council's "REGIONAL COMMUNICATIONS MANUAL." Procedures contained within this section are specific to operational requirements in Mifflin County as related to the region.

13.2. EMS RESPONSE ASSIGNMENT

EMS listings shall be coordinated through officials responsible for medical response within the municipality. These listings shall be submitted with the Fire/Rescue alarm responses for the municipality and will be used as the order of response by the Communications Center regardless of incident type. Any changes shall be coordinated with responsible municipal officials.

13.3. EMS SPECIAL REQUESTS

On all calls received in which a specific BLS transport (including privately operated) unit is requested and the requested unit is not the primary response unit for the incident location, the Communications Center will dispatch the listed primary response BLS transport units. This applies to all medical emergencies including those from health care facilities. It is the intent of this policy to recognize the potential for individuals making incorrect judgments about the patient's needs and conditions. Routine transports will NOT be affected by this procedure.

13.4. ROUTINE TRANSPORTS

Routine transports are defined as any non-emergency transport for pre-scheduled treatment, testing or appointment. Also included are discharges and pre-scheduled admissions.

13.4.1. All Routine transports will be handled by telephone. It shall be the responsibility of each agency to provide the Communications Center with a contact number for routine referrals. If for some reason an agency cannot handle a routine call, the Communications Center WILL NOT be responsible for contacting another agency to handle the pre-scheduled call.

13.4.2. Radio Procedures - Routine Transports - All transmissions will be made on the Dispatch Channel (Fire 1). The following radio status reports will be transmitted when units are involved with routine transports:

13.4.2.1. On Routine - when an ambulance is committed to a routine, not available for emergency service.

13.4.2.2. Provider Status - ALS or BLS

13.4.2.3. Available - ready for response.

13.5. MEDICAL EMERGENCIES

A situation which requires immediate medical attention based on signs and symptoms provided by caller interrogation.

13.5.1. Dispatching

13.5.1.1. ALS/BLS Services - MED 9/Fire 1

13.5.1.2. QRS Services - MED 9/Fire 1

13.5.1.3. Fire Department special requests - Fire 1

13.5.2. Response Requirements - on all Medical Emergency dispatches, a six minute time limit exists for BLS Ambulance and ALS Medic Units to report response or manpower for a given calls.

13.5.2.1. Anytime the primary service does not have a unit responding within ten minutes, the next due service will be dispatched.

13.5.2.2. The primary service will have the option to acknowledge a pending call. Once the pending call has been acknowledged, it will be queued by the Communication Center for that service. The next due service will not be dispatched.

13.5.2.3. Fire department response will follow the dispatch policy as defined in Section 12.3.

13.5.3. EMS Response Systems - Defined - The Communications Center uses the following defined response system of EMS in the County. BLS may use either response system; ALS is required to only use the "Run and Respond" system.

13.5.3.1. Attendant Call-In - After three (3) minutes from the initial dispatch and manpower requirements have not been fulfilled, a second dispatch will be made. If after an additional three (3) minutes, manpower requirements have not been met, the next due ambulance company will be dispatched. If the primary EMS service fails to respond after four (4) minutes from the previous dispatch, the next due ambulance company will be dispatched.

13.5.3.2. Run and Respond - EMS companies whose crews respond directly will have a repeat dispatch after three (3) minutes. If after six (6) minutes from the original dispatch the unit is not responding, the next due service will be dispatched.

13.5.3.3. Fire and QRS units will be dispatched in accordance to the re-dispatch schedule for Fire Incidents.

13.6. Channel Assignments (EMS only incidents)

13.6.1. BLS/ALS Units

13.6.1.1. On-the-air, crew status, responding - DISPATCH (FIRE 1)

13.6.1.2. On-the-scene - DISPATCH (FIRE 1)

- 13.6.1.3. A separate EMS operations channel will be assigned as needed and dictated by EMS commitments.
- 13.6.1.4. Enroute to hospital - DISPATCH (FIRE 1), request MED Channel for patch when needed
- 13.6.1.5. Patching - assigned Patching Channel
- 13.6.1.6. Hospital arrival - DISPATCH (FIRE 1)
- 13.6.1.7. Available - DISPATCH (FIRE 1)
- 13.6.2. QRS Units (EMS only incidents)
 - 13.6.2.1. On-the-air, responding - DISPATCH (FIRE 1)
 - 13.6.2.2. On-the-scene - DISPATCH (FIRE 1)
 - 13.6.2.3. Available - DISPATCH (FIRE 1)
- 13.6.3. Special Request Medical Assist - Fire Department
 - 13.6.3.1. All traffic is to be on Fire 1 unless directed to alternate channel by the Communications Center.
- 13.6.4. Seven Mountains EMS Council Tactical will be assigned for EMS operations whenever necessary.
- 13.7. Hospital Alerting
 - 13.7.1. BLS patient reporting to hospitals should be kept concise. Only age, sex, ETA and chief complaint should be given to the receiving facility. Other information should only be given if requested.
 - 13.7.2. ALS Notifications to Medical Command will be in accordance to established protocols of the Regional Medical Director.
 - 13.7.3. BLS and/or ALS will be advised of any hospital bypass or divert actions which exist during the EMS incident which may subsequently affect their patient destination. This information will be given to the BLS unit when the Center is advised of their response.
- 13.8. MOTOR VEHICLE ACCIDENT/RESCUE CALLS
 - 13.8.1. Dispatch

EMS and Fire/Rescue Service will be dispatched in accordance to the Municipal Pre-Planned Fire and EMS Response System (Box System) to Motor Vehicle Accidents and Rescue Calls, which have reported injuries. In any incident in which injuries cannot be confirmed, an appropriate level of response will be dispatched. Exception to this will be incidents in which there is reasonable doubt of injuries, such as parking lot accidents.
 - 13.8.2. Radio Procedure

13.8.2.1. EMS units will report their status (responding, On-scene, etc.) on Fire 1 unless otherwise directed.

13.8.2.2. EMS/Fire units should establish a unified Command on the assigned incident channel as soon as possible. All radio traffic to the Communications Center concerning the scene update or requests should be made through the Incident Command and/or the appropriate Sector Officer. This is specifically referred to in Section 11.5.

13.9. ADVANCED LIFE SUPPORT

13.9.1. ALS units will be dispatched in accordance to the APCO Emergency Medical Guide as defined in Section 6.1H. Any individual serving in an official public safety capacity, such as a Fire Chief, EMT, Paramedic or Law Enforcement Officer can upgrade a non-ALS response if scene conditions warrant ALS.

13.9.2. An ALS unit may be cancelled if the call is clearly a BLS level call or no patient can be found. ALS cancellation can only be done by an EMT or Paramedic. If a request to cancel ALS is received from an individual other than an EMT or Paramedic, the responding ALS unit will be advised of the request for their determination to terminate response.

13.9.3. Special requests for ALS units from BLS units will be honored in those situations in which the transport route of the BLS unit to a given hospital destination makes it impractical for response by the primary ALS unit. This also includes ALS criteria calls received by the Communications Center in which the same requirements are applicable.

13.10. QRS REQUESTS

13.10.1. Specific request for QRS units to incident locations other than those of their primary response areas will be honored only if requested for assistance by a BLS transport or ALS unit.

13.11. MASS CASUALTY INCIDENTS

Definition - An emergency medical problem that, by its volume or circumstances, overwhelms or threatens to overwhelm the capabilities of the local EMS system.

13.11.1. A dispatch of a potential mass casualty incident will be in accordance to the Municipal Pre-Planned Fire and EMS Response System (Box System).

13.11.2. First arriving public safety units should complete an initial size-up of the incident and inform the Communications Center of existing conditions.

13.12. FIRE INCIDENTS

- 13.12.1. EMS will be dispatched to fire related incidents in accordance to the Municipal Pre-Planned Fire and EMS System (Box System).
 - 13.12.2. If injuries are reported as part of the fire related incident, additional EMS will be dispatched in accordance to the APCO Emergency Medical Guide as defined in Section 6.1H. EMS response time limits from Section 13.6 will be used for injury related fire incidents.
 - 13.12.3. An EMS unit transporting from a Fire Incident will be replaced by Mifflin County unless otherwise directed by Command.
 - 13.12.4. EMS units dispatched on Fire Incidents where injuries are not reported will be re-dispatched if not responding three (3) minutes after initial dispatch time. If no response occurs after six (6) minutes from initial dispatch, the Incident Commander will be informed of the response failure and solicited for any additional EMS needs. Attendant call-ins will be accepted for non-injury EMS response to fire related incidents.
 - 13.12.5. EMS response to fire related incidents will be on Fire 1. EMS will monitor the assigned fire-ground command channel for any assignments. Additional EMS needs at a fire incident should be relayed to the Communications Center through Incident Command. A separate EMS operations channel will be assigned as needed and dictated by EMS commitments.
- 13.13. EMS CHIEF OFFICER RADIO LIMITATIONS
- 13.13.1. Communications for EMS Chief Officers are authorized for command and control purposes. Those functions should be limited to pertinent information to the Communications Center for critical manning (when response is affected) and any patient/scene update should the EMS Officer arrive prior to the ambulance, medic, or QRS units
- 13.14. EMS RESPONDER CHECKS
- 13.14.1. EMS units will be checked on by the Communications Center to verify their safety after they have arrived at the scene.
 - 13.14.2. The check will occur 15 minutes after the unit(s) arrives on the scene.
 - 13.14.3. Contact will attempted by radio and then pager. If no response, the police will be dispatched to verify the safety of the responders.

14. FIRE POLICE COMMUNICATIONS

14.1. GENERAL

14.1.1. The Mifflin County has licensed the specific radio frequency for Fire Police. Fire Police are authorized this frequency only for incident coordination. Fire Police are not authorized transmitting privileges on any other county assigned FCC Radio License with exception granted to the Traffic Units. Secondary authorizations are granted to Fire and EMS units as detailed in Section 5.3 for coordinating incident needs. Mifflin County municipal police departments are also granted similar secondary authorization for incident coordination.

14.2. AUTHORIZED USE

14.2.1. The Fire Police radio frequency shall only be used for traffic control needs for Fire/EMS incidents dispatched by the Mifflin County Communications Center, or for traffic control needs that are requested by the county's law enforcement agencies. Radio communications related to fundraising events, such as fairs or festivals, sporting events, flea markets or shows, conventions, etc. are not authorized. These events will use communications means other than the county's licensed radio frequencies.

14.3. ADHERING TO PROCEDURES

14.3.1. Fire Police are required to adhere to all operational requirements of this Communications Procedural Manual. Of particular importance are Sections 1 and 2 of this manual, which details general radio use requirements of all users authorized radio communications privileges under the county's FCC Radio licenses.

14.4. COMPLAINTS

14.4.1. Complaints involving improper radio use will be directed to the Fire Police captain of the organization involved in the violation. The Fire Police captain is expected to take any or all necessary action to insure no future violations will occur. If violations continue, the Mifflin County Fire Police Association will be notified of the failure to comply. Additionally, the county may also notify the fire company or municipality of the failure to comply with operational requirements. In the event that violations continue after this notification, the county can revoke radio privileges for the entire Fire Police Organization and/or file a notice of violation with the Federal Communications Commission.

14.5. FURTHER DEFINING AUTHORITY

14.5.1. The Mifflin County Fire Police Association may further define operational requirements of the Fire Police radio frequency, so long as it does not conflict with the requirements stated in this Communications Procedural Manual.

14.6. FIRE POLICE ROSTERS

14.6.1. Each individual Fire Police Association is required to submit, on an annual basis (no later than January 31), a roster of personnel with assigned "SP" numbers to the The Mifflin County 9-1-1 Center Coordinator. Included with this roster should be the Association's mailing address and the telephone numbers of the Captain and Lieutenant.

14.7. UNIT NUMBER IDENTIFICATION SYSTEM

14.7.1. Fire Police Associations are assigned a three-part unit identification designation. The first part is "FP" to designate "Fire Police." The second part is a number assigned to designate department affiliation. The third part, also a number, is the individual's assigned number for identification.

14.7.2. Assignment of the individual identification number, with the exception of the Captain and Lieutenant, are left to the individual organization. The Captain will always be "1" and the Lieutenant will always be "2." Remaining Fire Police numbers will be assigned sequential numbers beginning with "3."

14.8. Authorized Fire Police Organizations are located in Appendix II of this Communications Procedural Manual.