

Clinton County

Department

Of

Emergency Services

Public Safety Answering Point

9-1-1 Communications

For

Fire and EMS Agencies

3rd Edition

2010

RECORD OF CHANGES

Section #	Date of Change	Change Made By
Section 2.6	January 2007	Procedure Review Committee
Section 3.4	January 2007	Procedure Review Committee
Section 3.5	January 2007	Procedure Review Committee
Section 7.1	January 2007	Procedure Review Committee
Section 9	January 2007	Procedure Review Committee
Section 11.3.3	January 2007	Procedure Review Committee
Section 11.3.4	January 2007	Procedure Review Committee
Section 11.3.5	January 2007	Procedure Review Committee
Section 11.3.6	January 2007	Procedure Review Committee
Section 11.5.1	January 2007	Procedure Review Committee
Section 11.5.2	January 2007	Procedure Review Committee
Section 11.5.3	January 2007	Procedure Review Committee
Section 11.5.4	January 2007	Procedure Review Committee
Section 11.5.5	January 2007	Procedure Review Committee
Section 11.5.6	January 2007	Procedure Review Committee
Section 11.5.7	January 2007	Procedure Review Committee
Section 11.5.8	January 2007	Procedure Review Committee
Section 11.5.9	January 2007	Procedure Review Committee
Section 11.6.1	January 2007	Procedure Review Committee
Section 11.6.2	January 2007	Procedure Review Committee
Section 11.6.9.1	January 2007	Procedure Review Committee
Section 11.6.9.2	January 2007	Procedure Review Committee
Section 11.7.1	January 2007	Procedure Review Committee
Section 11.7.2	January 2007	Procedure Review Committee
Section 11.7.3	January 2007	Procedure Review Committee
Section 12.1	January 2007	Procedure Review Committee
Section 2.1	July 2010	Procedure Review Committee
Section 2.4	July 2010	Procedure Review Committee
Section 3.4	July 2010	Procedure Review Committee
Section 4.1.1	July 2010	Procedure Review Committee
Section 4.2	July 2010	Procedure Review Committee
Section 4.2.1	July 2010	Procedure Review Committee
Section 4.2.2	July 2010	Procedure Review Committee
Section 8	July 2010	Procedure Review Committee
Section 11.1.1	July 2010	Procedure Review Committee
Section 11.1.2	July 2010	Procedure Review Committee
Section 11.2.1	July 2010	Procedure Review Committee
Section 11.3.1	July 2010	Procedure Review Committee
Section 11.6.9.1	July 2010	Procedure Review Committee
Section 11.8	July 2010	Procedure Review Committee

Section #	Date of Change	Change Made By
<i>Section 11.9</i>	<i>July 2010</i>	Procedure Review Committee
<i>Section 12.2</i>	<i>July 2010</i>	Procedure Review Committee

Table of Contents

Introduction	1
Organization	2
History	3
Section 1 - Overview of Radio Communication	S1-Pg.1
1.1 Basic Rules for Radio Communications	S1-Pg.1
1.2 Confidential Information	S1-Pg.2
1.3 Press Releases.....	S1-Pg.2
1.4 Use of Military Time	S1-Pg.2
Section 2 – Public Safety Agencies.....	S2-Pg.1
2.1 Agency’s Station Number and Name.....	S2-Pg.1
2.2 Radio Designations and Descriptions	S2-Pg.2
2.3 Approved Radio Designations for Officers.....	S2-Pg.2
2.4 Approved Designations for Apparatus	S2-Pg.2
2.5 Miscellaneous Approved Radio Designations.....	S2-Pg.5
2.6 Implementing Radio Designations/Adding Radio Equip.....	S2-Pg.6
Section 3 – Frequency Assignments and Requirements.....	S3-Pg.1
3.1 High Band Frequencies for Fire/Rescue/EMS/Fire Police	S3-Pg.1
3.2 Med Frequencies	S3-Pg.3
3.3 Unit Identifier Requirements	S3-Pg.4
3.4 Assignment of Tactical Channels.....	S3-Pg.4
3.5 Assigning Med Channels	S3-Pg.5
Section 4 – Designing, Implementing and Changing Run Indexes.....	S4-Pg.1
4.1 Run Index Categories.....	S4-Pg.1
4.2 Creating & changing of A Run Index	S4-Pg.2
4.2.1 Inst. For Creating Run Index or Making Changes	S4-Pg. 3
4.2.2 Utilization of box Numbers	S4-Pg.3
Section 5 – Use of Plain Language during Radio Communications	S5-Pg.1
Section 6 – Use of Alert Tones.....	S6-Pg.1
Section 7 – Announcements and Messages	S7-Pg.1
7.1 Permissible Outside Agency Announce. & Messages	S7-Pg.1
7.2 Exercises and Drills	S7-Pg.1
7.3 Processing Request for Announce. & Messages.....	S7-Pg.1
7.4 Announcements and Messages Aired by Agencies.....	S7-Pg.2
Section 8 – Use of County All-Call Tone	S8-Pg.1

Section 9 – Out of County Users	S9-Pg.1
9.1 Operating on Primary Dispatch Channels.....	S9-Pg.3
9.2 Operating on Tactical Channels.....	S9-Pg.4
Section 10 – Emergency Radio Traffic Situations	S10-Pg.1
10.1 Field User/Agency Declaring Emergency Radio Traffic.....	S10-Pg.1
10.2 PSAP Declaring Emergency Traffic Radio Traffic.....	S10-Pg.1
Section 11 – Processing of a Dispatch.....	S11-Pg.1
11.1 Initial Incident Dispatch	S11-Pg.1
11.1.1 Processing Initial Dispatch of Incidents.....	S11-Pg.1
11.1.2 Processing/Dispatching 2 ND /Sub. Alarms.....	S11-Pg.2
11.2 Service Calls.....	S11-Pg.3
11.2.1 Processing/Dispatching Service Calls.....	S11-Pg.4
11.3 EMS Calls	S11-Pg.4
11.3.1 Processing/Dispatching EMS Calls.....	S11-Pg.5
11.3.2 Response of QRS with ALS/BLS Units	S11-Pg.5
11.3.3 Response of ALS/MICU with BLS Units.....	S11-Pg.6
11.3.4 Ambulance Transfers.....	S11-Pg.7
11.3.4.1 Inter-facility & Facility to Home/Res.	S11-Pg.8
11.3.4.2 Non-urgent Transfers.....	S11-Pg.11
11.3.4.3 Urgent Transfers.....	S11-Pg.12
11.3.4.4 Transfers from Home to Medical Facility....	S11-Pg.12
11.3.4.5 Pre-hospital Agency Arranging Transfers ..	S11-Pg.12
11.3.4.6 Out of County Pre-hospital Services.	S11-Pg.12
11.3.5 PSAP Providing Patient Information	S11-Pg.13
11.3.6 Announcing of Times	S11-Pg.14
11.4 Acknowledge Information from Field Users	S11-Pg.14
11.4.1 Response.....	S11-Pg.14
11.4.2 Operations	S11-Pg.14
11.4.3 Information.....	S11-Pg.14
11.5 Acknowledging Response of Field Users.....	S11-Pg.15
11.5.1 First Officer & Apparatus/Unit Responding	S11-Pg.15
11.5.2 First Apparatus/Unit Responding	S11-Pg.15
11.5.3 Response of Additional Officers.....	S11-Pg.15
11.5.4 Response of Additional Apparatus/Units.....	S11-Pg.16
11.5.5 Officers Responding in Apparatus/Units	S11-Pg.16
11.5.6 Response of EMS Staffing.....	S11-Pg.16
11.5.7 Initial On-scene Report	S11-Pg.17
11.5.8 Response of App. not Due/Requested.....	S11-Pg.19
11.5.9 Updating Patient Status	S11-Pg.19

11.6	Operational Acknowledgements and Notifications	S11-Pg.21
11.6.1	Number of Personnel on Apparatus/units	S11-Pg.21
11.6.2	Advisement of Units Responding	S11-Pg.22
11.6.3	Request/Notification of Gas Company	S11-Pg.23
11.6.4	Request for Other Utility Services	S11-Pg.23
11.6.5	Request for Wrecker/Towing Companies	S11-Pg.24
11.6.6	Notification of PSP Fire Marshall	S11-Pg.24
11.6.7	Request for Municipal Crews & Penn DOT	S11-Pg.25
11.6.8	Request for Coroner	S11-Pg.25
11.6.9	Request for Law Enforcement.....	S11-Pg.26
11.6.9.1	EMS Status Checks	S11-Pg.27
11.6.9.2	Elapsed Time Notification	S11-Pg.28
11.7	Additional/Other Information Acknowledgements	S11-Pg.29
11.7.1	Identifying App./Units Avail./Not Avail.	S11-Pg.29
11.7.2	App./Units On The Air/Back In Quarters	S11-Pg.29
11.7.3	Acknowledgement of Utilities/Other Agencies...	S11-Pg.29
11.7.4	In & Out of Service Acknowledgements	S11-Pg.30
11.8	Obtaining Incident Number & Times	S11-Pg.31
11.9	Daily Status Reports	S11-Pg.32
Section 12	– Process for Recalling Units	S12-Pg.1
12.1	Recall for Fire Related Incidents	S12-Pg.1
12.2	Recall for Automatic Fire Alarms	S12-Pg.1
12.3	Recall for EMS Related Incidents	S12-Pg.2
12.3.1	Recalling No Patient Contact	S12-Pg.2
12.3.2	Recalling Patient Care Initiated	S12-Pg.3
12.3.3	Recalling by ALS or BLS Units.....	S12-Pg.4
Section 13	– Review of Recorded Radio Transmissions.....	S13-Pg.1
Section 14	– Incident Inquiry and Review	S14-Pg.1
Section 15	– Gas Drill Info. Sharing Process	S15-Pg.1
15.1	Flaring & blow down Notification.....	S15-Pg.1
15.2	Documenting of Activity	S15-Pg.1
15.3	Information Sharing	S15-Pg.1
15.4	Unknown Fire & Unusual Noise Reports	S15-Pg.2

Clinton County Department of Emergency Services 911 Communications Manual

INTRODUCTION

This manual consists of basic guidelines and procedures specific to the personnel operating in the Clinton County Department of Emergency Services, 9-1-1 Communications Center/ Public Safety Answering Point (PSAP) and agencies approved to operate on the Clinton County Communications network. The contents of this manual will serve, as a working document outlining the day-to-day administrative and operational needs of the PSAP as well as highlight operational procedures to be followed by agencies/field users.

The procedure manual should be reviewed on a regular basis to ensure compliance with changes in administrative and operational procedures. Any suggestions or requests for changes should be submitted to the Director of the Department of Emergency Services. All changes will be posted prior to becoming effective, allowing the opportunity for comment concerning upcoming change(s).

The Telecommunicator's in the PSAP and the agencies/field users are equal partners in the delivery of services to protect the citizens of Clinton County. That being said, by reviewing, familiarizing and following the procedures outlined in this document all users will strengthen the partnership needed to foster a productive and professional relationship. Through this productive and professional relationship we will enhance our level of customer service when dealing with those who need our assistance in their time of need.

The content of this manual has been developed with the need to follow all applicable FCC rules and regulations. For this reason it is important for personnel to be familiar with the information in this document prior to using radio equipment to communicate on the communications network. For further clarification on the rules and regulations set forth by the FCC, field users should consult with their communications equipment vendor or visit the FCC web page on the World Wide Web.

Clinton County Department of Emergency Services 911 Communications Manual

ORGANIZATION

9-1-1 Communications in Clinton County is a service provided under the structure of the Clinton County Department of Emergency Services (CCDES), which functions as a branch within the structure of county government.

The PSAP will provide centralized telecommunication service to all public safety agencies within Clinton County. Furthermore, the PSAP shall assist with public warning and notification of public safety agencies during times of natural or man-made emergencies. Throughout this manual the 9-1-1 Communications Center will be referred to as the PSAP.

Clinton County Department of Emergency Services 911 Communications Manual

HISTORY

The Clinton County Communications Center was formed in 1974. The communications center is currently located in the basement of Susque-View Home at 22 Cree Drive, Lock Haven, PA 17745.

The communications center is staffed 24 hours a day 365 days a year by a minimum of two (2) Telecommunicators. All Telecommunicators receive 320 hours of introductory training and follow-up annually with continuing education specific to activities related to 9-1-1 dispatching and its associated technology. The 9-1-1 Center operates under the direction of a shift supervisor or in their absence the senior Telecommunicator on duty. The shift supervisor or the senior Telecommunicator on duty is responsible for the day-to-day operational integrity of the communications system in accordance with current procedures and guidelines.

Clinton County operates a communications network of twenty-two (22) radio frequencies from six (6) transmitter tower sites, which are controlled from three (3) operating positions located in the communications center. The county has dedicated twenty (20) channels to Fire/Rescue/EMS units in Clinton County. All of Clinton County's tower sites are controlled by a microwave system.

The Telecommunicators and supervisors are responsible for all incoming phone calls to the PSAP, both emergency and non-emergency. The primary responsibility of the 9-1-1 Center is to obtain necessary information from a caller to take appropriate action and notify or dispatch the appropriate public safety agency in the shortest time frame possible.

All public safety responses dispatched by the PSAP are determined through the use of a master geo file based on a response index system created by each emergency response/public safety agency. The system is constantly updated due to changes and updates to street names and street ranges as well as available resources in a geographic location.

Telephone lines into the PSAP are for official use and business related items only. The 9-1-1 lines are not to be used for administrative purposes. Clinton County is serviced by eight (8) 9-1-1 lines, five (5) seven digit emergency number lines and one (1) seven digit non-emergency number.

Administrative calls for the Department of Emergency Services are to be made to 570-893-4090. The appropriate staff person can be reached by following the instructions provided in the greeting message.

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 1

Page 1

1. OVER VIEW OF RADIO COMMUNICATIONS

1.1 BASIC RULES FOR RADIO COMMUNICATIONS

The manner in which radio traffic is handled is considered to be a measure of the efficiency and professionalism of the PSAP as well as the agencies and individuals operating in the field. By observing some simple rules we will work as a team to enhance message handling and continue to improve the working relationship between the PSAP and the field users. By being familiar with the general information contained in this section as well as the general information and examples contained throughout this entire document all users will be well prepared to operate radio equipment programmed for operation on the communications network.

1. Be sure to organize your thoughts prior to making a radio transmission.
2. Always listen before transmitting to ensure the channel is clear.
3. Keep all transmissions brief and to the point.
4. Speak clearly and pronounce words correctly.
5. Attempt to continuously remain calm when talking on the radio and always avoid the use of uncivil, angry or sarcastic comments and language.
6. Speak at a moderate speed with a voice tone consistent with normal conversation.
7. Field users should be sure to fully depress the microphone switch and pause briefly waiting for the alert signal for the identifier to clear before beginning to speak.
8. Try to avoid transmitting when sirens are operating at high levels and there is a large amount of background noise.
9. Use of official titles and unit designations is required. The use of individual common names for radio communications is not acceptable or permissible.
10. The use of “10 codes” for fire and EMS agencies is prohibited.

Clinton County Department of Emergency Services
911 Communications Manual

1.2 CONFIDENTIAL INFORMATION

In many instances in the public safety arena, situations arise where there is a need to share confidential information between the field user and the PSAP or vice versa. When ever possible the sharing of such information should be done via telephone. Field users should use one of the seven digit numbers to obtain or share confidential information. Providing names of public safety personnel or the sick and injured over the communications network is prohibited.

1.3 PRESS RELEASE

The PSAP will provide local news media with a press release on a daily basis. This release will contain basic information concerning incidents, which have occurred in Clinton County during the previous twenty-four hour period. The release will contain the date and time of the incident, the location and the incident type. It will be the responsibility of the night shift supervisor or the senior dispatcher on duty during the night shift to ensure the press release is completed and forwarded to local news media no later than 0630 hours. The press release will be forwarded to local media either by Email or FAX.

1.4 USE OF MILITARY TIME

The Clinton County Department of Emergency Services and its PSAP will follow a twenty-four hour clock also know as military time. Through the use of military time, tracking of incidents through the different time periods of the day will be simplified allowing for appropriate documentation of times by agencies when completing their incident reporting.

12AM	0000 hours	12PM	1200 hours
1AM	0100 hours	1PM	1300 hours
2AM	0200 hours	2PM	1400 hours
3AM	0300 hours	3PM	1500 hours
4AM	0400 hours	4PM	1600 hours
5AM	0500 hours	5PM	1700 hours
6AM	0600 hours	6PM	1800 hours
7AM	0700 hours	7PM	1900 hours
8AM	0800 hours	8PM	2000 hours
9AM	0900 hours	9PM	2100 hours
10AM	1000 hours	10PM	2200 hours
11AM	1100 hours	11PM	2300 hours

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 2

Page 1

2. PUBLIC SAFETY AGENCIES

CCDES PSAP dispatches for 27 Public safety agencies within Clinton County. A one or two digit number identifies these agencies. This number is utilized to identify apparatus/units and officers of a specific department.

2.1 AGENCY'S STATION NUMBER AND NAME

	<u>STATION NUMBER</u>	<u>STATION NAME</u>
<u>Fire:</u>	Station 1	Hand-In-Hand Hose, Lock Haven
	Station 2	Hope Hose, Lock Haven
	Station 3	Castanea
	Station 4	Mill Hall
	Station 5	Dunnstown
	Station 6	Citizen Hose, Lock Haven
	Station 7	Goodwill Hose, Flemington
	Station 8	Avis
	Station 9	Beech Creek/Blanchard
	Station 10	Wayne Township
	Station 11	Lamar Township
	Station 12	Woolrich
	Station 13	Sugar Valley
	Station 17	Nittany Valley
	Station 18	Haneyville
	Station 26	Kettle Creek
	Station 27	Chapman Township
	Station 28	South Renovo
	Station 29	Renovo Fire Department
 <u>Ambulance:</u>		
	Station 9	Beech Creek/Blanchard
	Station 21	Good Will Hose, Flemington
	Station 22	Lock Haven EMS
	Station 23	Bucktail
	Station 24	F.A.S.T. (Renovo)
	Station 26	Kettle Creek
 <u>EMA:</u>		
	Station 35	Department of Emergency Services (HAZMAT and EMA only)

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 2

Page 3

Brush Call Sign: 16-10, 16-11

Definition: Apparatus used for suppression of wild fires.

Pumper/Tanker Call Sign: 16-12, 16-13

Definition: Apparatus equipped with a class "A" pump capable of carrying 1,200 gallons of water and equipped with a dump valve.

Rescue/Pumper Call Sign: 16-14, 16-15

Definition: Apparatus equipped with a class "A" pump and equipped to handle various rescue operations.

Mini-Pumper Call Sign: 16-16, 16-17

Definition: Apparatus equipped with a 250 + GPM pump, 100 + gallons of water and firefighting equipment.

Rescue (QRS) Call Sign: 16-60

Definition: Apparatus or vehicle specifically equipped and used for providing EMS assistance/support but does not have the ability to transport a patient.

Rescue (Level 1) Call Sign: 16-61

Definition: Apparatus or vehicle equipped with a limited amount of hand tools and/or small power tools used for gaining access to victims requiring rescue. This type of vehicle would be considered a light duty rescue.

Rescue (Level 2) Call Sign: 16-62

Definition: In addition to all equipment listed in Light Duty Rescue, this apparatus should be equipped with a greater amount of hand tools. A small assortment of power tools, cribbing (minimum of 18 pieces of 4"x4"x18") and shoring material for vehicle stabilization. The vehicle should have a hydraulic rescue tool with a cutter and spreader or combination-tool used for extrication of victims who may require rescue. This vehicle should also be equipped with various equipment for high angle rescue; ie, Harness (2), Carabineers (10), Pulley's (4), Kernmantle Rope, 9,000 lb. min., ½"x150' (2), Tubular Webbing, 20' (4), Stretcher, Basket Type or Sked. This vehicle should also be equipped with adequate scene lighting. This Vehicle would b considered a Medium Duty Rescue.

Rescue (Level 3) Call Sign: 16-63

Definition: In addition to all equipment listed in Medium Duty Rescue, this apparatus should be equipped with a large array of hand tools (both small and large). Apparatus should have a full complete hydraulic rescue tools system, which includes spreader, cutter, a combination tool and rams (set of 3 to include 1 small, 1 medium and 1 large). Cribbing (minimum of 18 pieces of 4"x4"x18"

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 2

Page 4

minimum of 36 pieces) and shoring material for vehicle stabilization of large vehicles. Vehicle shall carry a high pressure air bag system (76 ton minimum capacity) with 4 or more bags, regulator control system and hoses. There will be a vehicle mounted power winch (8,000 lb. minimum). The vehicle will contain SCBA and spare cylinder for each riding position. IT shall also be equipped with the following types of saws; chain saw (16" bar minimum), rotary type rescue saw with an assortment of blades and a reciprocating saw with assorted spare blades. The vehicle will have an electric generator (7500 watt minimum). This vehicle should also be equipped with various equipment for high angle rescue; ie, Harness (4), Carabineers (20), Pulley's (8), Kernmantle Rope, 9,000 lb. min., 1/2"x150' (4), 1/2"x 300' (2), Tubular Webbing, 20' (10), Ascender (3), Descender (2) and floating Throw Bags (2). There shall be a minimum (4) 6000 lb. cascade system with frag tanks, capable of supplying/filling high pressure and low pressure air. This vehicle would be capable of supporting a very technical level of rescue in various situations. This type of vehicle would be considered a Heavy Duty Rescue.

Ladder Call Sign: 16-70, 16-71

Definition: Apparatus equipped with a hydraulic operated elevating ladder and a compliment of ground ladders.

Tower Call Sign: 16-72, 16-73

Definition: Apparatus equipped with a hydraulic operated elevating platform and a compliment of ground ladders.

Snorkel Call Sign: 16-74, 16-75

Definition: Apparatus equipped with an articulating hydraulic boom and platform and a compliment of ground ladders.

Quint Call Sign: 16-76, 16-77

Definition: Apparatus equipped with a class "A" pump and a light duty aerial whose primary function is to operate as an engine.

Call Sign: 16-76, 16-77

Utility Call Sign: 16-20, 16-21, 16-23, 16-24, 16-25

Definition: Vehicle used to support fire, rescue, EMS and HAZMAT operations.

Passenger Bus Call Sign: 16-26

Definition: Apparatus used for mass transport of walking wounded or evacuated persons from an emergency scene.

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 2

Page 5

Boat Call Sign: 16-27, 16-28, 16-29

Definition: Vehicle capable of traveling on water and providing water rescue services.

Medic Call Sign: 16-80, 16-81

Definition: A vehicle capable of providing Advance Life Support (ALS) service and is not capable of transporting patients.

***MICU Call sign: 16-82, 16-83, 16-84, 16-85, 16-86, 16-87**

Definition: A vehicle capable of providing advance Life Support (ALS) service and is also capable of transporting patients.

***Ambulance Call Sign: 16-82, 16-83, 16-84, 16-85, 16-86, 16-87**

Definition: A vehicle capable of providing Basic Life Support (BLS) service and is also capable of transporting patients.

Wheelchair Van

Definition: A vehicle used for non-emergency transportation of non-ambulatory patients.

Call Sign: 16-88, 16-89

*All EMS transport units will use the numbers 82 through 87. If the unit is ALS capable the number will be prefixed by "MICU". If the unit is BLS capable the radio designation will be the one or two-digit agency number followed by the two-digit unit number.

EXAMPLE(s): **Transport unit with ALS Capability: MICU 16-82.**

Transport unit with BLS Capability: 16-82.

2.5 MISCELLANEOUS APPROVED RADIO DESIGNATION

Pre-Hospital Providers

In order for pre-hospital providers to be identified as individuals when seeking medical command from a medical command facility, pre-hospital providers will be assigned an individual number. The one or two-digit agency number will follow the provider's number.

EXAMPLE: **Paramedic 1-16, Paramedic 2-16, Paramedic 3-16**

EMT 1-16, EMT 2-16, EMT 3-16

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 2

Page 6

Fire Police

In order for Fire Police to be identified as individuals when communicating during situations where Fire Police activities are needed, each Fire Police individual will be assigned an individual number. The one or two-digit agency number will follow the individual's number.

EXAMPLE: Fire Police 1-16, Fire Police 2-16, Fire Police 3-16

Portables

In order to recognize and identify additional portable radios operating on the communications network during an incident, these units will also be assigned a specific unit number and letter identification. Each portable will be assigned a phonetics letter. The one or two-digit agency number will precede the phonetic letter.

EXAMPLE: Portable 16A, Portable 16B, Portable 16C

2.6. IMPEMETING RADIO DESIGNATIONS/EQUIPMENT

In an effort to establish a system of accountability concerning the addition of radio equipment to the communications network, when agencies desire to add radio equipment to the communications network or make change to radio designations, such requests must be made in written form to the Director of Emergency Services. It will then be the Directors responsibility to call a meeting of the Procedure Review Committee or conduct a survey of committee members to evaluate the request and then make a decision to approve or disapprove the request. Following the evaluation process and a decision being rendered, the Director will make written notification to the requesting agency. Initial notification may be in oral form; however official notification will follow in the form of a written document.

Clinton County Department of Emergency Services
911 Communications Manual

3. FREQUENCY ASSIGNMENTS AND REQUIREMENTS

There are ten (10) **high band** frequencies licensed for Fire/Rescue/EMS/Fire Police communications for Clinton County. In addition to the ten (10) high band frequencies Clinton County is also licensed for the use of ten (10) **UHF MED channels**, which are used for pre-hospital providers to make radio contact with a medical command physician at a hospital. Through this communications link field users and hospitals are able to share pertinent information specific to patient care. As the licensee, the county is responsible for insuring all mobile and portable radio equipment operating on these frequencies shall adhere to guidelines and procedures as established by the PSAP and the FCC.

It is important for all field users to understand and remember the PSAP will not communicate with field users on the various tactical channels. The PSAP will only communicate with field users on the Dispatch Channel. If field users are operating on a tactical channel and need to share information, communicate or request resources through the PSAP, the field users will need to switch their radio back to the Dispatch Channel to conduct such communications.

Realizing there will be situations where the PSAP and a field user may need to exchange certain types of information on a channel other than the Dispatch Channel, the PSAP does have the ability to communicate on some tactical channels. Should such a situation arise it will be the Telecommunicators discretion and decision for communication to occur on another frequency.

3.1 HIGH BAND FREQUENCIES FOR FIRE/RESCUE/EMS/FIRE POLICE

It is recommended all high band radio equipment acquired by Fire/Rescue/EMS/Fire Police agencies in Clinton County operating on the communications network be equipped with the following channels and frequencies listed below:

*1	Dispatch	154.0700	Primary dispatch channel for all Clinton County Fire/Rescue/EMS/Fire Police services. Also primary channel for all communication between the PSAP and the field users.
*2	Tac 2	154.1825	To be used for tactical operations at an incident scene.
*3	Tac 3	155.3625	To be used for tactical operations at an incident scene.

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 3

Page 2

*4	Tac 4	154.2200	To be used for tactical operations at an incident scene.
*5	Tac 5	154.3025	To be used for tactical operations at an incident scene.
6	Tac 6	155.235	To be used for Rapid Intervention Team operations at an incident scene.
7	Tac 7	155.295	To be used for EMS tactical operations at an incident scene.
8	Talk Around	153.9275	To be used for communications between different types of response agencies within Clinton County
9	EMA	155.715	To be used for countywide emergency management communications.
10	Fire Police	153.8300	Used for on scene communications between fire police personnel.
11	Life Flight	155.160	Used for contacting and directing the landing of Life Flight helicopters.
12	NWS	162.475	This is a receive channel only providing weather information for our region from the National Weather Service State College.

The VHF private line frequency for channels 1 through 10 is 131.8 Hz.

(* Indicates channels the PSAP is able to monitor radio traffic on, as well as transmit and receive on)

Clinton County Department of Emergency Services
911 Communications Manual

3.2 MED FREQUENCIES

For ALS and BLS units to meet Pennsylvania Department of Health (PADOH), ambulance licensure requirements they must be equipped with MED radios. QRS units are not required to be equipped with MED radio equipment. However should an agency desire to install and use MED radio equipment in a QRS vehicle, they might do so at their own discretion. All MED radio equipment should be capable of operating with the channels and frequencies listed below:

MED 1	Transmit	463.000
MED 1	Receive	468.000
MED 2	Transmit	463.025
MED 2	Receive	468.025
MED 3	Transmit	463.050
MED 3	Receive	468.050
MED 4	Transmit	463.075
MED 4	Receive	468.075
MED 5	Transmit	463.100
MED 5	Receive	468.100
MED 6	Transmit	463.125
MED 6	Receive	468.125
MED 7	Transmit	463.150
MED 7	Receive	468.150
MED 8	Transmit	463.175
MED 8	Receive	468.175
MED 9	Transmit	462.950
MED 9	Receive	467.950
MED 10	Transmit	462.975
MED 10	Receive	467.975

The private line for UHF MED channels 1 through 8 and 10 is 167.9 Hz. The private line for UHF MED channel 9 is 151.4 Hz.

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 3

Page 4

3.3 UNIT IDENTIFIER REQUIREMENT

The PSAP requires all radio equipment operating on the dispatch channel to be unit identifier capable. Units not meeting this requirement will not be given approval to operate on the dispatch channel nor will they be acknowledged by the PSAP. The PSAP will only accept the following encoder capability:

MDC1200
Fleet Sync
DTMF

Any agencies adding communications equipment to the CCDES communications network must contact the CCDES Director to obtain approval and the appropriate identifier information to ensure the correct unit identifier information is programmed into the field user's radio equipment.

3.4 ASSIGNMENT OF TACTICAL CHANNELS

The PSAP has developed a process for the pre-designation of tactical channels. The pre-designation of tactical channels is based on geographic location. The channel assignments are as follows;

Tac Channel #2: Stations 5, 8, 10, 12
Tac Channel #3: LHFD, Stations 3, 7, 9
Tac Channel #4: Stations 4, 11, 13, 17
Tac Channel #5: Stations 18, 26, 27, 28, 29

The initiation/assigning of a tactical channel will occur when the first piece of apparatus or officer arrives on the scene and provides an on-scene report. The Telecommunicator will issue the on-scene report and also announce the appropriate pre-assigned tactical channel. Should an EMS unit be the first arriving unit on the scene of a fire incident/situation, they are to still provide an initial on scene report. However, "Command" will not be established or assigned until the first fire officer/unit arrives on the scene.

EXAMPLE:

USER: "Clinton County, Chief 1 on the scene with heavy smoke showing side "A" from the second floor. I will have Main Street Command."

PSAP: *(Single Long Alert TONE...)* "Chief 1 on scene reports heavy smoke showing on

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 3

Page 5

**side “A” as in Alpha, second floor.”
“Chief 1 is Main Street Command on pre-
assigned TAC 3. 1913.”**

In the event there is more than one incident occurring in a geographical area the assigning of tactical channels will be then become the responsibility of the Telecommunicator, who will revert to assigning TAC channels as they feel is appropriate. Since the PSAP is not capable of monitoring (transmitting and receiving) all tactical channels, the assigning of the various tactical channels for certain types of incidents/situations will be given careful consideration by the PSAP. The PSAP only has the capability to monitor (transmit and receive) tactical channel 2 (Tac2), tactical channel 3 (Tac3), tactical channel 4 (Tac4) and tactical channel 5 (Tac5). These specific channels will be assigned to incidents with a high hazard or significant life safety impact. Although the PSAP will not communicate with field users on these channels they will monitor the radio traffic, especially if it is a significant incident. In the event a responder is operating in a hazardous environment, becomes incapacitated and calls for assistance, the PSAP will also be able to hear the urgent request for assistance and ensure the Incident Commander is aware of the situation. In the event such a situation would arise, this will be the only time the PSAP will communicate with field users on one (1) of the tactical channels. The remaining tactical channels will be assigned for incidents where there is little or no significant safety hazard to the general public or response personnel.

3.5 ASSIGNING MED CHANNELS

It will be the responsibility of the Telecommunicator to assign and engage a MED channel when a field user makes such a request. The PSAP can only engage a MED channel for field users requesting a patch into the Lock Haven Hospital or the Bucktail Medical Center. After the Telecommunicator receives the request for a MED channel they will advise the requesting field user to stand-by. After engaging the appropriate MED channel the Telecommunicator will contact the hospital the field user requested the MED patch to and advise them they have engaged a MED patch from a field user to their facility and ask them to stand-by for the transmission. After making contact with the hospital, the Telecommunicator will then make contact on the primary dispatch channel with the field user and advise them the MED patch is engaged and they can proceed with their report/ transmission.

EXAMPLE:

**USER: “Clinton County, 16-80 requesting a
MED assignment to Lock Haven
Hospital.”**

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 3

Page 6

PSAP: “Affirmative 16-80. Stand-by”.

PSAP: *(Contacts Lock Haven Hospital via telephone and advises.)* “PSAP has engaged MED 8 as requested by 16-80. Please go to your MED base and stand-by.”

PSAP: “16-80, Clinton County, be advised MED 8 is engaged to Lock Haven Hospital, go ahead with your transmission. 0806”

Clinton County Department of Emergency Services
911 Communications Manual

4. DESIGNING IMPLEMENTING AND CHANGING RUN INDEXES

CCDES PSAP utilizes a Computer Aided Dispatch (CAD) program from New World Systems (NWS). Through the CAD System, every response agency creates and maintains a Run Index for their response area. Run Indexes should be designed to take maximum advantage of resources available to different geographic areas around the county and specific to each agency's response coverage area. The department chief should take great care in the design and changing of their respective run indexes to ensure an adequate and organized response to incidents in their respective coverage areas. It is recommended that agency leadership review their respective run index on an annual basis. Furthermore agency leadership should also make it a point to openly work and communicate with other departments and agencies in the development of run indexes to ensure resources and units are being organized and utilized to maximize efficiency.

CCDES requests all agencies to submit to the center a list of all departmental officers for their agency. This updated list should be submitted within the first calendar month of each New Year.

On a yearly basis, each chief will be notified by the CCDES to review their run index/geo master file. Chiefs should have a current hard copy of their run index/geo master file. If one is not available the PSAP will provide them with a copy. The PSAP will develop a schedule that will allow for the response agencies to meet with a CCDES representative to review their run index on a bi-annual basis. The PSAP will schedule with a pre-determined number of response agencies on a quarterly basis. Prior to any changes within a response area, a standard form is to be completed outlining the proposed change(s). All changes will be entered into the test side of the CAD system and reviewed by the chief prior to entering information into the working files (live side); the chief will then be required to sign off on changes when receiving updated copies of run index/geo master file, which will acknowledge receipt of hard copies. Any future changes will be made based on the dated hard copy, which has been provided to the department or agency. Additionally, prior to changes being implemented DES will make written notification to all agencies involved in the change for the agency requesting to make changes to their run index/master geo file.

4.1 RUN INDEX CATRGORIES

In an effort to streamline and unify the dispatching of incidents a review of incident categories and incident types was conducted. Based on the number of incident types identified in the CAD system, it was determined a more defined approach was needed in order to reduce the number of incident types to select from. It was felt that by reducing the number of incident types to select from, it would also reduce the opportunity for error and confusion among all system users when dispatching incidents.

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 4

Page 2

4.1.1 Incident Types

1. **ALRM:** Automatic fire alarm received from any agency or a report of an audible alarm.
2. **BARN:** Barn fire.
3. **BOMB:** Bomb threat follows the Local Alarm response and adds the notification/dispatch of law enforcement to the first alarm response along with dispatching the balance of the first alarm to stand-by in quarters.
4. **LOCL:** Local alarm using a single department response for incidents such as chimney/flu fire, odor investigation, tree fire, wires down, pole fire, fuel/gas leak, vehicle fire, dumpster/trash fire or CO detector activation.
5. **HAZM:** Hazardous materials spill or release not transportation related.
6. **MASS:** Mass Casualty incidents, which are separated into three (3) levels of response based on the number of injured. Mass Casualty Level #1 would be ten (10) patients or fewer. Mass Casualty Level #2 would be for eleven (11) to twenty-five (25) patients and Mass Casualty Level #3 would be for incidents with greater than twenty-five (25) patients.
7. **MEDC:** All medical emergencies.
8. **MVAI:** Motor vehicle accident with injury(s).
9. **MVAE:** Motor vehicle accident with entrapment.
10. **MVAT:** Motor vehicle accident involving a tractor trailer and/or hazardous materials.
11. **RESC:** Rescue assignment, which are incidents requiring some type of specialized rescue such as an industrial accident, farming accident, confined space rescue, high angle rescue, air craft rescue and land search.
12. **SERV:** service calls are incidents such as traffic control, lifting assistance, basement pumping detail, wires down, lock-out and stand-by assignments. Incidents, which typically do not require an emergency response.
13. **STRU:** Structure fire.
14. **WATR:** Water rescue.
15. **WILD:** A wild, brush or forest fire.

4.2 CREATION & CHANGING OF A RUN INDEX

Should an agency desire to make changes to their Run Index, an official process has been developed and will need to be followed. It is imperative this process be followed to ensure a system of checks and balances when changes are made to the CAD system.

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 4

Page 3

4.2.1 Instructions for Creating a Run Index or Making Changes

1. Map of coverage area with designated box areas will be provided by DES.
2. Listing of streets and high risk buildings in each box area along with the street listing and common name file listed in the CAD system will be provided by DES.
3. Create alarm response area's (box areas) based on approved incident types utilized in the CAD system, which will be provided by DES. Additionally, DES will provide Run Index Change Worksheets for agencies to use.
4. Identify and address each high risk building/facility or special hazard in the response area. Assistance in addressing can be obtained by contact DES.
5. Create separate box within a designated area for high risk buildings/facilities or specialized hazards.
6. DES will create box assignments in the test side of the CAD system.
7. The fire chief will review and approve data entered into the test side of CAD system.
8. Following the fire chief's approval the box assignments will be entered into the live side of the CAD system with the appropriate street names connected to the appropriate box information.
9. The fire chief will be required to sign-off on an acceptance/approval document. After signing the document the fire chief will be provided with a hard copy of their run index as it appears on the live side of the CAD system. Additionally, they will be provided with a map giving a geographical depiction of their coverage area. DES will place these documents in a three (3) ring binder for the field user. The document will be known as the Department Run Index Manual.
10. Future changes to a run index/box area will require formal written notification/ request along with the return of the Department Run Index Manual to DES for updating. By returning the Run Index manual for updating, this will insure the agency is always working from the current copy of their run index. The steps for making changes to run indexes will begin at #6 above.

4.2.2 Utilization of Box Numbers

To further enhance the sharing of information, a BOX NUMBER system has been created and included as part of the CAD system. Each box number will designate the primary station responsible for the box area as well as define a specific geographic area within the primary stations coverage area. Each box area will be numbered using the station number first, followed by an additional number designation. Example: Station 17

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 4

Page 4

could use box numbers; 1710, 1720, 1721 etc... Station 17 provides coverage to a portion of Walker Township in Centre County; therefore Box 1710 might be designated to identify a response to this portion of Walker Township.

Once a box area has been determined or identified and assigned a number, the agency may choose to identify high risk buildings/facilities or special hazards within the identified box area with a new box number. Using the Station 17 example, Box Number 1710, maybe there is a high risk building/facility or special hazard within the geographical boundaries of Box 1710 requiring a different response than the remainder of the area indicated in Box 1710. Station 17 could then create a "sub-box" specific to the address known as Box 1712.

There will be a final map distributed as part of the Department Run Index manual. This map will give a visual depiction of the area assigned to each designated box for the agency responsible for management of the coverage area/ run index.

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 5

Page 1

5. USE OF PLAIN LANGUAGE DURING RADIO COMMUNICATIONS

The use of plain language is the approved and accepted means of communication by field users and the PSAP. Use of plain language allows for brief and concise radio transmissions, as well as eliminates the possibility of confusion when using numerical signals.

The use of “10 Codes” is not permitted or authorized for Fire, Rescue, EMS and Fire Police communications. Furthermore the use of Citizens Band (CB) radio language is also prohibited.

The following is a list of “Oral Brevity Codes”, common words and phrases to be used when transmitting radio messages. This is not an all-inclusive list. However, you are reminded to always speak in a clear and professional manner as well as refrain from the use of profanity when making radio transmissions.

<u>Procedure Word</u>	<u>Definition</u>
Acknowledge	Let me know that you have received and understood message.
Actor	Culprit/Accused/Suspect
Advise	Give message (to provide information)
Affirmative	Yes/Message understood
Altered Mental Status	Diminished mental capability due to medical condition
Available	Unit is able to respond
Back-In-Service	Used to place apparatus/unit back in service
Be Advised	This is to tell you that_____
Correction	An error has been made...the correct version is...
Disregard	Forget it
ETA	Estimated time of arrival
Emergency	Immediate assistance needed.
En-route	Responding to...
I Spell	The next word will be spelled phonetically
In-Service	Used to place apparatus/unit back in service
Inform	Tell

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 5

Page 2

Intoxicated	Under the influence of a controlled/uncontrolled substance
Investigate/ Investigating	To inquire the status of a scene
Landline	To contact via telephone
Message Received	Message was received and understood
Negative	No
Obtain	To get
On-the-Air	Unit is out of station and is available for incidents
On Scene	Apparatus/unit has arrived at location of incident
Out-of-service	Apparatus/unit not available for response
Priority	Important (first)
Proceed	Begin or go ahead with a message
Repeat	Say the message again
Responding	Apparatus/unit en-route to incident location
Returning to Quarters	Unit is en-route to their station
Request	Want
Same Traffic	Same as previous message
Stand-by	Listen but do not transmit until message is aired
Terminating Command	Discontinuing use of Incident Command System
Test Count	For test purposes a count will be made twice,
Unable	Can't
Use Caution	Dangerous situation

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 6

Page 1

6. **USE OF ALERT TONES**

The PSAP will use a different combination of alert tones in an effort to signal field users of important information specific to an incident or a service related announcement.

Single one-second (Long) alert tone will be issued for on-scene reports or other special orders being relayed or issued by the PSAP.

Four (4) one-second alert tones will be used when issuing a recall.

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 7

Page 1

7. ANNOUNCEMENTS AND MESSAGES

7.1 PERMISSIBLE OUTSIDE AGENCIES ANNOUNCEMENTS AND MESSAGES

Announcements and messages from outside agencies will only be aired at 0800 and 1800 hours immediately following the Daily Status Report. The PSAP will only take request for airing of announcements and messages from Line Officers and Administrative Officers of the outside Agencies. In the event that there is an incident in progress at the designated time(s), the broadcast will be delayed until the incident has been cleared or the Incident Commander gives approval for announcements or messages to be broadcast. For announcements or messages pertaining to one through three agencies the appropriate station/pager tone(s) will be used, unless specified otherwise. All other announcements will be broadcast at the designated time without the activation of any tones. Acceptable announcements by the PSAP are:

- Training Sessions
- Work Sessions
- Cancellation/ Rescheduling of Training and Meetings
- Special Meetings
- Various County Public Safety Association Meetings
- Memorial and Funeral Service Activities

Announcements or messages not meeting the above-mentioned criteria will not be broadcast. Should a request for an announcement not meeting the above criteria be received by the PSAP, it will be the responsibility of the on-duty Shift Supervisor or Senior Dispatcher to determine if the announcement will be permitted.

7.2 EXERCISE AND DRILLS

From time to time agencies will conduct exercises and drills that will require involvement from the PSAP. If such an exercise or drill is being planned, it is the responsibility of the individual or agency organizing the event to make contact with the PSAP through the DES Director a minimum of ten (10) days in advance to request participation of the PSAP. This advanced notice will allow administrative staff the opportunity to ensure appropriate staffing and to formally review your request and needs for the PSAP's participation.

7.3 PROCESSING REQUEST FOR ANNOUNCEMENTS AND MESSAGES

When receiving requests from an agency for broadcasting an announcement or message, the Telecommunicator will use the forms provided in the PSAP. The

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 7

Page 2

agency making the request will provide the PSAP with all pertinent information and also advise what pre-designated times they would like for their announcement or message to be broadcast. The PSAP will only allow for the announcement to be broadcast a maximum of three (3) times at the pre-designated hours in accordance with *Section 7.1 Permissible Outside Agencies Announcements and Messages*.

7.4 ANNOUNCEMENTS AND MESSAGES AIRED BY AGENCIES

If an agency/department has an announcement or message specific to their own agency/department and it needs to be broadcast other than the designated times, the agency/department may broadcast the announcement by using their own mobile radio equipment or base station. However, prior to making such announcements the agency/department must first contact the PSAP **via telephone** and obtain the PSAP's approval. Thus ensuring there is currently no critical radio traffic occurring on the communications network. The PSAP recognizes the need for some messages to be aired on short notice and possibly at times not designated or meeting the criteria specified as identified in **Section 7.1** of this document. With this in mind, the PSAP encourages field users/agencies to use good judgment while planning for the airing of announcements and messages and to limit the need to air messages on their own.

EXAMPLE:

USER: *(Activates station/pager tone from mobile radio or base station and makes announcement.)* "Attention Station 9 personnel, there will be a work session at Station 9 tonight at 1900hrs. Repeating, there will be a work session tonight at 1900hrs. Station 9 clear at 1430hrs."

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 8

Page 1

8. **USE OF COUNTY ALL-CALL TONE**

ALL CALL TONE

The PSAP has the capability to activate all pagers carried by Clinton County emergency response personnel (provided their equipment is programmed correctly) through the use of the County All-Call Tone. This tone is to be used for ensuring the sharing of pertinent and essential information. Such situations would include but not be limited to announcing severe weather threats/potential and emergency operations where agencies/departments would be requested to staff their stations. Additionally, the all-call may also be activated if the Shift Supervisor or Senior Dispatcher on-duty feels a situation warrants activation. Should there be a request for activation of the All Call Tone for a special event outside the scope of emergency and public warning, approval of the DES Director will be required.

Clinton County Department of Emergency Services
911 Communications Manual

9. OUT OF COUNTY USERS

In some cases out of county agencies will request permission to operate on the Clinton County Communications system. In order for out of county agencies to talk on our communications system they will need to submit to the Department Director a written request with reasoning and justification for needing to operate on our communications network. The Director will then follow the process outlined in **Section 2.6 Implementing New Radio Designations/Equipment** to ensure accountability and consistency. If the request is approved the requesting agency will be provided with a User Agreement, which will need to be signed by the requesting agency.

Based on the scope of mutual aid given and received from our contiguous counties, in most cases requests from out of county agencies will be approved. However, the PSAP will regulate exactly what frequencies/channels out of county agencies will be given permission to operate on.

With an interest in maintaining a limited amount of radio traffic on the primary dispatch channel, out of county users will be viewed in two (2) separate groups. Those groups are agencies providing public safety services within the boundaries of Clinton County on a regular or first due/alarm basis and those who respond to Clinton County as a secondary or back-up basis. Those agencies responding on a regular or first due/alarm basis wishing to operate on our primary dispatch channel must meet the radio requirements listed in **Section 3.3 Unit Identifier Requirements**. The PSAP will not recognize or acknowledge any out of county units not equipped with a unit identifier. Obtaining the appropriate information will require the requesting agencies to contact the PSAP, following approval and prior to vendor programming, to ensure they are provided with the correct unit identifier information prior to the programming of their radio equipment. Out of county agencies not responding into Clinton County on a regular or first due/alarm basis will be limited to only being permitted to operate on the tactical channels of our communications network.

In an effort to ensure the in county agency(s) are aware of resources coming from a contiguous county, the Telcommunicator will announce the out of county units as a part of the dispatch.

- STEP 1:** Activation of station pager tone(s) as required
- STEP 2:** Announcement of station(s) and/or apparatus/units
- STEP 3:** Announce Incident type
- STEP 4:** Announce location/ address of incident including street address and municipality
- STEP 5:** Activation of siren tone(s) as required
- STEP 6:** Announcement of station(s) and/or apparatus/units
- STEP 7:** Announce Incident type

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 9

Page 2

STEP 8: Announce location/ address of incident including street address and municipality

STEP 9: End with military time

EXAMPLE:

STEP 1: *Pager Tones for Station 8 & 12*

STEP 2: “Station 8, Station 12, Lycoming Rescue 3 and MICU 94”

STEP 3: “Structure Fire”

STEP 4: “10 West Central Ave., Borough of Avis”

STEP 5: *Siren tone for station’s 8 & 12*

STEP 6: “Station 8, Station 12, Lycoming Rescue 3 and MICU 94”

STEP 7: “Structure Fire”

STEP 8: “10 West Central Ave., Borough of Avis”

STEP 9: “1018”

STEP 1: Activation of station pager tone(s) as required

STEP 2: Announcement of station(s) and/or apparatus/units

STEP 3: Announce Incident type

STEP 4: Announce location/ address of incident including street address and municipality

STEP 5: Activation of station pager tone(s) as required

STEP 6: Announcement of station(s) and/or apparatus/units

STEP 7: Announce Incident type

STEP 8: Announce location/ address of incident including street address and municipality

STEP 9: End with military time

EXAMPLE:

STEP 1: *Pager Tones for Station 9*

STEP 2: “Station 9, Centre 1423 and Medic 24”

STEP 3: “ALS Emergency, Chest Pain”

STEP 4: “350 Polecat Road, Curtin Township, Centre County”

STEP 5: *Pager Tones for Station 9*

STEP 6: “Station 9, Centre 1423 and Medic 24”

STEP 7: “ALS Emergency, Chest Pain”

STEP 8: “350 Polecat Road, Curtin Township, Centre County”

STEP 9: “1527”

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 9

Page 3

9.1 OPERATING ON PRIMARY DISPATCH CHANNEL

Apparatus/units approved and meeting the requirements to operate on the primary dispatch channel will be limited in their use of this channel. All units with permission to operate on the primary dispatch channel are permitted to contact the PSAP and notify them they are responding. This notification will ensure the PSAP is aware of their response and will also allow the PSAP the opportunity to provide the responding apparatus/unit with any pertinent information or instructions. Additionally, these units may contact the PSAP to obtain directions to an incident scene, obtain identification of an Incident Commander and obtain tactical channel information.

EXAMPLE:

USER: "Clinton County from Centre County 1612."

PSAP: "Centre County 1612"

USER: "Centre County 1612 responding."

PSAP: "Centre County 1612 responding, 2118 Nittany Valley Drive, Township of Porter for a structure fire. Chief 17 is command on TAC channel 3. 2148."

USER: "1612 copies Chief 17 is command on TAC channel 3."

As units that have radioed and been acknowledged as responding on the communications network, these out of county units will also be acknowledged as part of the recall process. Therefore, it is important for the outside agencies to be aware of this process as it is outlined in **Section 12** of this document.

In addition to notifying the PSAP of their response and requesting Incident Commander or tactical channel information, ALS and BLS units approved and meeting the requirements to operate on the primary dispatch channel should expand their use of the primary dispatch channel. ALS and BLS units should also notify the PSAP when they are arriving on the scene and departing from the scene enroute to a medical facility. Again, as out of county units acknowledged as responding on the communications network, these out of county units will also be acknowledged as part of the recall process. Therefore, it is important for the outside agencies to be aware of this process as it is outlined in **Section 12** of this document.

Clinton County Department of Emergency Services 911 Communications Manual

SECTION 9

Page 4

With out of county units operating on Clinton County's primary dispatch channel integrity of the system is paramount. There will certainly be situations where out of county users will operate on our network outside the scope of this section. Therefore, it is important for out of county agencies operating on the primary dispatch channel to be familiar with all procedures as they are addressed in the Clinton County Department of Emergency Services Public Safety Answering Point 9-1-1 Communications Manual for Fire & EMS Agencies.

9.2 OPERATING ON TACTICAL CHANNELS

For units who have not been authorized to operate on the primary dispatch channel, their communication capability on the communication network will be limited to operating on the tactical channels. These units will be able to obtain pertinent information such as obtaining directions, identifying the Incident Commander or tactical channels by working through their home county's PSAP who will contact the Clinton County PSAP via telephone.

Even though apparatus and units may only be operating on our tactical channels it is important for them to also assist in maintaining the integrity of our communications network and not use those frequencies without the sole intention of communication with units from Clinton County during an emergency situation.

10. EMERGENCY RADIO TRAFFIC SITUATIONS

Emergency radio traffic situations can arise in the field and in the PSAP.

10.1 FIELD USER/AGENCY DECLARING EMERGENCY RADIO TRAFFIC

For the field user such a situation may occur when there is a sudden occurrence of a serious nature and immediate attention is needed to avoid sudden danger to life, health or property. Such situations that may require emergency radio traffic may include but are not limited to reports of fires and motor vehicle accidents with injury. Wires down, but not live, mud/rock slides, when nothing is endangered, providing pole numbers, and requesting ETA for other agencies do not qualify as an emergency radio traffic situation.

EXAMPLE:

USER: “Clinton County, Lieutenant 10, Emergency Traffic”.

PSAP: “Go ahead Lieutenant 10”.

USER: “I am on the scene of a motor vehicle accident with two (2) injuries Route 220 North at the 115 mile marker. Please dispatch the appropriate response.”

10.2 PSAP DECLARING EMERGENCY RADIO TRAFFIC

Conditions resulting in emergency radio traffic can also occur within the PSAP. Such situations may include but are not limited to times when there are several incidents occurring at the same time, a major incident or event having an impact on a large portion or the entire county. Should a situation requiring emergency radio traffic occur the Telecommunicator shall follow the example below:

EXAMPLE: PSAP: *(Activates a single four (4) second alert tone and makes announcement)* “Attention all units, emergency traffic only. Repeating, emergency traffic only.”

When the situation has cleared or been terminated the Telecommunicator will follow the below example:

EXAMPLE: PSAP: *(Activates a single four (4) second alert tone and makes announcement)* “All units resume normal radio traffic. Repeating, all units resume normal radio traffic. 1622.”

Clinton County Department of Emergency Services
911 Communications Manual

11. PROCESSING OF A DISPATCH

This section, which contains procedural material, is to be used by all personnel operating communications equipment on the communications network. It should be noted that many of the specifics pertain to the conduct of operations at the PSAP. This material is purposely included in order to provide all personnel with full knowledge of CCDES PSAP procedures.

Upon receipt of incident information the Telecommunicator will dispatch the incident based on the information contained in the CAD System. When dispatching an incident the Telecommunicator will only announce a station response if an entire station is due on an alarm. If the dispatch only requires a single piece of apparatus/unit from a station, the Telecommunicator will announce the single piece of apparatus/unit.

11.1 INITIAL INCIDENT DISPATCH

For the initial dispatch of incidents (*with the exception of Medical Emergencies & Service Calls*), the 1st due station(s) will be given five (5) minutes to respond. If at the five-minute mark, the primary station has not responded but an officer has responded, the Telecommunicator will make two (2) attempts to contact the officer to determine if units will be responding from their station or if an additional dispatch will be required. If there has been no officer from the primary station who has reported responding the Telecommunicator will repeat the dispatch and include the dispatching of the 2nd due station(s) or units. After an additional five (5) more minutes, for a total of ten (10) minutes, should there be no response from the primary station, the Telecommunicator will make two (2) attempts to contact the 1st due station(s), ranking officer of the 1st due station or highest ranking officer who has radioed responding on the primary dispatch channel for further instruction specific to dispatching of additional resources. In the event the PSAP receives multiple calls or credible information and feels additional resources/ units should be added to the primary dispatch of an incident, such action is to be taken by the PSAP.

EXAMPLE:

0 Minutes	Dispatch of 1st Alarm
5 Minutes	Repeat Dispatch and include 2nd Alarm
10 Minutes	Contact primary station or Officer for further instruction.

11.1.1 Processing the Initial Dispatch of Incidents

The following steps/format will be used by the PSAP for the processing and dispatching of incidents on the primary dispatch channel:

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 11

Page 2

- STEP 1:** Activation of station pager tone(s) as required
- STEP 2:** Announcement of station(s) and/or apparatus/units
- STEP 3:** Announce Box Number & Incident type
- STEP 4:** Announce location/address of incident including street address, municipality (*and common name if applicable*)
- STEP 5:** Activation of siren tone(s) as required
- STEP 6:** Announcement of station(s) and/or apparatus/units
- STEP 7:** Announce Box Number & Incident type
- STEP 8:** Announce location/ address of incident including street address, municipality (*and common name if applicable*)
- STEP 9:** End with military time

EXAMPLE:

- STEP 1:** *Pager Tones for Station 8*
- STEP 2:** **“Station 8”**
- STEP 3:** **“Box 800, Vehicle Fire”**
- STEP 4:** **“10 West Central Ave., Borough of Avis”**
- STEP 5:** *Siren tone for station 8*
- STEP 6:** **“Station 8”**
- STEP 7:** **“Box 800, Vehicle Fire”**
- STEP 8:** **“10 West Central Ave., Borough of Avis”**
- STEP 9:** **“1018”**

11.1.2 Processing and Dispatching of Second/Subsequent Alarms:

When dispatching a second or subsequent alarm the PSAP will use the following format:

- STEP 1:** Activation of station pager tone(s) as required
- STEP 2:** Announcement of station(s) and/or apparatus/units due or requested
- STEP 3:** Announcement of alarm number
- STEP 4:** Announce Box Number & Incident type
- STEP 5:** Announce location/ address of incident including street address, municipality (*and common name if applicable*)
- STEP 6:** Activation of siren tone(s) as required

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 11

Page 3

- STEP 7:** Announcement of station(s) and/or apparatus/units due or requested
STEP 8: Announce alarm number
STEP 9: Announce Box Number & Incident type
STEP 10: Announce location/ address of incident including street address, municipality (*and common name if applicable*)
STEP 11: End with military time

EXAMPLE:

- STEP 1:** *Pager Tones for stations 4, 5, and 7*
STEP 2: "Station 4, 5-63, 7-12"
STEP 3: "Second Alarm"
STEP 4: "Box 601, Structure Fire"
STEP 5: "605 Bellefonte Ave., City of Lock Haven"
STEP 6: *Siren tones for station 4, 5, and 7*
STEP 7: "Station 4, 5-63, 7-12"
STEP 8: "Second Alarm"
STEP 9: " box 601, Structure Fire"
STEP 10: "605 Bellefonte Ave., City of Lock Haven"
STEP 11: "2120"

11.2 SERVICE CALL

For the initial dispatch of a Service Call, the 1st due station(s) will be given five (5) minutes to respond. If at the five-minute mark, the primary station has not responded, the dispatch will be repeated for the 1st due station(s) that have not responded. After an additional five (5) minutes, for a total of ten (10) minutes, should there be no response from the primary station, the Telecommunicator will make two (2) attempts to contact the 1st due station(s), ranking officer of the 1st due station or highest ranking officer who has radioed responding on the primary dispatch channel. The Telecommunicator will ask if the station will be responding, if the answer is no, or there is no reply, the Telecommunicator will automatically dispatch the 2nd due station(s).

- EXAMPLE:**
- | | |
|-------------------|---|
| 0 Minutes | Dispatch of 1st Alarm |
| 5 Minutes | Repeat Dispatch of 1st Alarm |
| 10 Minutes | Contact primary station or Officer for Direction. If no reply Dispatch 2nd Alarm. |

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 11

Page 4

11.2.1 Processing and Initial Dispatching Of Service Calls

The following steps/format will be used by the PSAP for the processing and dispatching of incidents on the primary dispatch channel:

- STEP 1:** Activation of station pager tone(s) as required
- STEP 2:** Announcement of station(s) and/or apparatus/units
- STEP 3:** Announce box Number & Incident type
- STEP 4:** Announce location/ address of incident including street address, municipality (*and common name if applicable*)
- STEP 5:** Activation of station pager tone(s) as required
- STEP 6:** Announcement of station(s) and/or apparatus/units
- STEP 7:** Announce box number & Incident type
- STEP 8:** Announce location/ address of incident including street address, municipality (*and common name if applicable*)
- STEP 9:** End with military time

EXAMPLE:

- STEP 1:** *Pager Tones for Station 9*
- STEP 2:** **“Station 9”**
- STEP 3:** **“box 901, Lifting Assistance”**
- STEP 4:** **“38 Locust St., Borough of Beech Creek”**
- STEP 5:** *Pager Tones for Station 9*
- STEP 6:** **“Station 9”**
- STEP 7:** **“Box 901, Lifting Assistance”**
- STEP 8:** **“38 Locust St., Borough of Beech Creek”**
- STEP 9:** **“1018”**

11.3 EMS CALLS

For the initial dispatch of EMS incidents the first due stations will be given five (5) minutes to respond. If at the five-minute mark, the primary station has not responded, the dispatch will be repeated for the 1st due station(s) that have not responded. After an additional five (5) minutes, for a total of ten (10) minutes, should there be no response the Telecommunicator will make two (2) attempts to contact each station to determine if the appropriate unit will be able to respond. If the answer is no, or there is no reply, the Telecommunicator will automatically dispatch the next due station (s). This time frame will apply to both first and second due calls for ambulance services and departments operating QRS units.

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 11

Page 6

have permission to operate on the Clinton County Communications' network this exchange of information will occur via telephone through the appropriate PSAP.

EXAMPLE:

PSAP: "21-83 Clinton County"
USER: "21-83"
PSAP: "No response from 13-62, would you like 2nd due QRS dispatched?"
USER: "Negative Clinton County, we will be arriving on scene momentarily. We will advise if we need additional assistances."
PSAP: "Affirmative 21-83. 1018."

11.3.3 Response of ALS/MICU with BLS Units

In the event an **ALS Transport Unit (MICU)** is on the scene of a medical emergency and the **BLS** unit has failed to respond the Telecommunicator will advise the responding **ALS Transport Unit** the **BLS** unit dispatched has failed to respond and will ask the **ALS Transport Unit** if they would like the next **BLS** unit to respond. This process will also apply to out of county **ALS Transport Units** providing service within Clinton County. If out of county units do not have permission to operate on the Clinton County Communications' network this exchange of information will occur via telephone through the appropriate PSAP.

EXAMPLE:

PSAP: "21-83 Clinton County"
USER: "21-83"
PSAP: "No response from 9-82, are you able to handle the transport?"
USER: "Affirmative Clinton County, no need to dispatch next due."
PSAP: "Affirmative 21-83. 1018."

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 11

Page 7

11.3.4 **Ambulance Transfers**

With the varied diversity in the pre-hospital care services throughout Clinton County, the PSAP will work cooperatively with the various medical facilities and ambulance services to ensure customers are receiving service from the appropriate pre-hospital care organization. Thus, ensuring the customer is maximizing the use and efficiency of their ambulance membership. However, so as to not jeopardize a patient's urgent medical needs the PSAP will always err on the side of caution.

Ambulance transfers take many different shapes and forms. They can be urgent requiring an emergency response by an ambulance service or be considered non-urgent resulting in the ambulance service responding under normal driving conditions. Ambulance transfers can be further categorized as needing Advanced Life Support (ALS) or Basic Life Support (BLS) services. Additionally, the origination and destination points for ambulance transfers will also vary. In the event of an inter-facility transfer, the type of transfer needing to be dispatched will be determined by the representative of the medical facility contacting the PSAP and requesting an ambulance transfer. Transfers originating at a home or residence may require a Telecommunicator to conduct an in-depth interrogation of a caller to ensure proper resources are being dispatched. Furthermore, depending on the origination point of a request for a transfer, the Telecommunicator will also follow standard Emergency Medical Dispatch (EMD) protocols as outlined, to further aid in the determination of the type of service needed.

For the initial dispatch of an ambulance transfer, the 1st due station(s) will be given five (5) minutes to respond. If at the five-minute mark, the primary station has not responded, the Telecommunicator will repeat the dispatch of the primary station. After an additional five (5) five minutes, for a total of ten (10) minutes, should there be no response from the primary station, the Telecommunicator will repeat the dispatch of the primary station one more time. After an additional five (5) minutes, giving the service a total of fifteen (15) minutes, the Telecommunicator will attempt to contact the primary station by radio and determine if the primary station will be handling the transfer. Should there be no response, or the primary station is unable to handle the transfer, it will be assigned to the next available service. If the transfer is ALS in nature, the transfer will be announced and offered to all ALS transport services. Should the transfer be BLS, the transfer will be announced and offered to all BLS transport services.

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 11

Page 8

EXAMPLE:

0 Minutes **Dispatch of 1st Due Unit**
5 Minutes **Repeat Dispatch of 1st Due Unit**
10 Minutes **Repeat Dispatch of 1st Due Unit**
15 Minutes **Dispatch Next Due Unit(s)**

11.3.4.1 **Inter-facility & Facility to Home/Residence Transfers**

When a medical facility contacts the PSAP with a request to transfer a patient from their facility to another facility, they should be prepared to provide the Telecommunicator with the pertinent information to ensure the customer is receiving service from the appropriate ambulance service. For example, if a patient has an ambulance membership with a specific ambulance service from within Clinton County and the ambulance organization is capable of providing the level of service needed to conduct the inter-facility transfer, then the PSAP should be advised of such and the requested ambulance service will be dispatched.

STEP 1: Activation of station pager tone(s) as required

STEP 2: Announcement of station(s) and/or apparatus/units

STEP 3: Announce Incident type

STEP 4: Announce location/ address of incident including street address and municipality

STEP 5: Activation of station pager tone(s) as required

STEP 6: Announcement of station(s) and/or apparatus/units

STEP 7: Announce Incident type

STEP 8: Announce location/ address of incident including street address and municipality

STEP 9: End with military time

Example 1: **ALS Transfer**

STEP 1: ***Pager Tones for Station 21***

STEP 2: **“Station 21”**

STEP 3: **“ALS Transfer.”**

STEP 4: **“Lock Haven Hospital ER to
Williamsport Hospital CCU”**

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 11

Page 9

- STEP 5: *Pager Tones for Station 21*
- STEP 6: "Station 21"
- STEP 7: "ALS Transfer."
- STEP 8: "Lock Haven Hospital ER to
Williamsport CCU"
- STEP 9: "1810"

Example 2: BLS Transfer

- STEP 1: *Pager Tones for Station 24*
- STEP 2: "Station 24"
- STEP 3: "BLS Transfer."
- STEP 4: "Lock Haven Hospital ER to
Williamsport Hospital ER"
- STEP 5: *Pager Tones for Station 24*
- STEP 6: "Station 24"
- STEP 7: "BLS Transfer."
- STEP 8: "Lock Haven Hospital ER to
Williamsport Hospital ER"
- STEP 9: "1245"

Should the inter-facility transfer be for a patient who has no preference specific to an ambulance service, a pre-hospital care organization will be selected based on the physical/home address of the patient needing to be transferred. The only variation from this process will be due to circumstances based specifically on pre-established criteria by a health insurance provider. **It is not the PSAP's responsibility to determine which service is to be dispatched based on a patient's health care insurance requirements. This situation should be identified by the medical facility prior to contacting the PSAP and requesting an inter-facility transfer.**

In the event the person to be transferred is not a county resident the transfer will be offered to all ambulance services within Clinton County. For ALS transfers the PSAP will activate the pager tones for all ambulance services capable of providing ALS service and announce the transfer. The first service to acknowledge the dispatch will be assigned to the incident. For BLS transfers, the PSAP will follow the same procedure, only they will be

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 11

Page 10

activating pager tones for all ambulance services capable of providing a BLS service and announcing the transfer. Again, the first service to acknowledge the dispatch will be assigned to the incident.

STEP 1: Activation of station pager tone(s) as required

STEP 2: Announcement of station(s) and/or apparatus/units

STEP 3: Announce Incident type

STEP 4: Announce location/ address of incident including street address and municipality

STEP 5: Activation of station pager tone(s) as required

STEP 6: Announcement of station(s) and/or apparatus/units

STEP 7: Announce Incident type

STEP 8: Announce location/ address of incident including street address and municipality

STEP 9: End with military time

Example 1: ALS Transfer

STEP 1: *Pager Tones for Station 21 & 22*

STEP 2: “**Station 21, Station 22**”

STEP 3: “**ALS Transfer.**”

STEP 4: “**Lock Haven Hospital ER to Williamsport Hospital CCU**”

STEP 5: *Pager Tones for Station 21 & 22*

STEP 6: “**Station 21, Station 22**”

STEP 7: “**ALS Transfer.**”

STEP 8: “**Lock Haven Hospital ER to Williamsport CCU**”

STEP 9: “**1810**”

Example 2: BLS Transfer

STEP 1: *Pager Tones for all Clinton County Ambulance Services*

STEP 2: “**All Clinton County Ambulance Services**”

STEP 3: “**BLS Transfer.**”

STEP 4: “**Lock Haven Hospital ER to Williamsport Hospital ER**”

STEP 5: *Pager Tones for all Clinton County ambulance Services*

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 11

Page 11

STEP 6: "All Clinton County Ambulance Services"

STEP 7: "BLS Transfer."

**STEP 8: "Lock Haven Hospital ER to Williamsport
Hospital ER"**

STEP 9: "1245"

The same procedure is to be followed when the medical facility is requesting the transfer of a patient from the facility back to their home or place of residence.

If the transfer is not accepted by any service within the county, it will then be given to the closest contiguous county for an available service to handle. As a last resort the medical facility will be responsible for locating an out of county service to handle the transfer.

11.3.4.2 Non-Urgent Transfer

In the event the medical facility is scheduling a transfer for the following day or the transfer is deemed not to be an emergency/urgent transfer, the PSAP will follow the process listed in section 11.34.1 listed above. However, in lieu of providing the transfer details, the Telecommunicator will request a responsible party to contact the center for details.

Example: Non-urgent Transfer

STEP 1: *Pager Tones for Station 22*

STEP 2: "Station 22"

STEP 3: "Transfer."

**STEP 4: "Lock Haven Hospital to Williamsport
Hospital, call the center for details."**

STEP 5: *Pager Tones for Station 22*

STEP 6: "Station 22"

STEP 7: "Transfer."

**STEP 8: "Lock Haven Hospital to Williamsport
Hospital, call the center for details."**

STEP 9: "1445"

Should the requested agency deny or not be willing to accept the transfer, the PSAP will then offer the transfer to all appropriate ambulance services within Clinton County.

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 11

Page 12

If the transfer is not accepted by any service within the county, it will then be given to the closest contiguous county for an available service to handle. As a last resort the medical facility will be responsible for locating an out of county service to handle the transfer.

11.3.4.3 Urgent Transfer

Should a medical facility be requesting an urgent/emergency transfer the PSAP will follow the process and time frame listed above in section 11.3.4.

11.3.4.4 Transfer from Home to Medical Facility

There will occasionally be times when someone from the community we serve will contact the PSAP and request an ambulance transfer from their place of residence to a hospital for follow-up to a pre-existing or ongoing medical condition. The Telecommunicator will handle the request as they would any other request for service. Through the interview/interrogation process, if the Telecommunicator feels the situation warrants immediate intervention by EMS personnel, the request for service will be deemed an emergency situation and the appropriate response for the area will be dispatched. Should the situation be deemed a non-urgent transfer, the Telecommunicator will follow the process defined in the section 11.3.4.2 titled **Non-Urgent Transfer**.

11.3.4.5 Pre-hospital Care Agencies Arranging Transfers

There will be occasions where pre-hospital care agencies will have customers or medical care facilities contact them directly to arrange for a transfer. In these situations, the pre-hospital care organization should contact the PSAP via telephone and provide them with the information prior to responding on the transfer. This practice will aid in the sharing of information between the field user and the PSAP

11.3.4.6 Out of County Pre-hospital Care Services

With a continued focus on customer service, those customers whom may have been brought to a medical

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 11

Page 13

facility within Clinton County by a pre-hospital service, which they have an ambulance membership with from a contiguous county should be given the opportunity to use their service.

Example: A customer living in Pine Creek Township has an ambulance membership with a service from Jersey Shore. The customer calls for assistance at their residence and is then transported to Lock Haven Hospital. After evaluation at Lock Haven Hospital it is determined the customer needs to go to Williamsport Hospital for follow-up. The customer should be given the opportunity to be transferred by the service from Jersey Shore.

This should easily be determined by the medical facility checking with the customer prior to notifying the PSAP. Furthermore, the PSAP should also be able to obtain such information through interrogation of the representative from the medical facility. The only variation from this process will be due to circumstances based specifically on pre-established criteria by a health insurance provider. **It is not the PSAP's responsibility to determine which service is to be dispatched based on a patient's health care insurance requirements. This situation should be identified by the medical facility prior to contacting the PSAP and requesting an inter-facility transfer.**

11.3.5 PSAP Providing Patient Information

Since not all EMS response units have med radio capability or agencies may not have their med equipment located in the cab area of a response vehicle, the use of the med radio to exchange patient information from the PSAP to the response unit(s) is not appropriate. Should there be a situation requiring the PSAP to share patient information with a unit(s) responding, the Telecommunicator should instruct the unit(s) needing the information to switch to one of the tactical channels the PSAP is capable

Clinton County Department of Emergency Services
911 Communications Manual

of transmitting and receiving on. The exchange of patient information can occur on this off channel.

11.3.6 Announcing of Times

In an effort to assist EMS units with providing benchmarks for the purpose of time management specific to patient care, the Telecommunicator will be responsible for announcing the correct time when an ALS/BLS transport unit arrives on the scene and departs the scene of an incident.

EXAMPLE:

USER: "Clinton County 21-83 arriving on the scene"

PSAP: "21-83 on the scene, 2320"

USER: "Clinton County 21-83 in route Lock Haven Hospital"

PSAP: "21-83 in route to Lock Haven Hospital, 2330"

11.4 ACKNOWLEDGE INFORMATION FROM FIELD USERS

Information from field units can be classified as three (3) different types:

11.4.1 Response

Messages involved in getting units out of stations and enroute to the incident in an orderly and organized fashion.

11.4.2 Operations

Messages including the request for additional resources, notification of utilities, and items related to the actual management of the incident.

11.4.3 Information

Messages concerning the status or updating of an incident, could also include the request for stand-by or move-up to another station.

11.5 ACKNOWLEDGING RESPONSE OF FIELD USERS

11.5.1 First Officer and Apparatus/Unit Responding

The PSAP will acknowledge the response of officers and units responding to an incident. The PSAP will acknowledge the first responding officer/unit by “echoing” the appropriate officer/unit and repeating pertinent incident information:

EXAMPLE:

USER: “Clinton County, Chief 1 responding”

PSAP: “Chief 1 responding, box 201, 123 Main Street, structure fire. 1640”

11.5.2 First Apparatus/Unit Responding

The first piece of apparatus/unit to respond, from each department, to an incident will be given the pertinent incident information.

EXAMPLE:

USER: “Clinton County, 1-1 responding”

PSAP: “1-1 responding, Box 201, 123 Main Street, structure fire. 1640”

11.5.3 Response of Additional Officers

In an effort to reduce the amount of radio traffic and allow for more appropriate sharing of information, the acknowledgement of individual field users/officers responding will be limited. The only officers to be acknowledged as responding on the primary dispatch channel will be the first two (2) officers of the primary coverage area. Furthermore, the PSAP will only acknowledge the response of one (1) fire officer from a mutual aid department. While the PSAP will acknowledge the response of two (2) fire officers from a department, they will only provide pertinent information to the first responding fire officer. Additionally, pertinent incident information will not be provided to the fire officer from a mutual aid department responding on an incident. The PSAP will not acknowledge the response of any additional officers. Furthermore the

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 11

Page 16

PSAP will not acknowledge the response of officers or other field users responding to their respective stations. Therefore, the PSAP does not recommend officers and other field users follow the practice of using the primary dispatch channel to advise they are responding to the station. The only exception to this rule is outlined in **Section 11.5.6 Response of EMS Staffing**.

11.5.4 Response of Additional Apparatus/Units

Following the PSAP's acknowledgement of the first piece of apparatus/unit responding and providing them with pertinent incident information, the PSAP will acknowledge the response of additional apparatus/units by announcing the radio designations and stating: the unit is responding. (The PSAP will only provide pertinent incident information upon request.)

EXAMPLES:

USER: "Clinton County, 2-1, responding"

PSAP: "2-1, responding. 0900."

The Telecommunicator(s) who is handling the incident will document into the CAD system the response of all units to an incident. The Telecommunicator will notify the officer in charge of an incident, of any units that have not responded.

11.5.5 Officers Responding in Apparatus/Unit

The PSAP will acknowledge one officer reporting responding in the first apparatus/unit.

EXAMPLE:

USER: "Clinton County 2-70, Captain 2 responding."

PSAP: "2-70, Captain 2 responding. 1312."

11.5.6 Response of EMS Staffing

Clinton County is serviced by both career and volunteer ambulance organizations. Additionally, EMS support is also delivered by several volunteer Quick Response Service (QRS) groups associated with the fire

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 11

Page 17

departments. This provides for the need to have some diversity in how the response of units and staffing is handled. When the PSAP dispatches a volunteer staffed ambulance or the second due unit from a paid EMS service, the PSAP will acknowledge the response of no more than two (2) responders from the agency dispatched. Following the acknowledgment of two (2) responders the EMS agencies pager tones will be activated and an announcement will be made acknowledging that the call is being handled.

EXAMPLE #1:

1st USER: “Clinton County, EMS Captain 9 responding to the station”.

PSAP: “EMS Captain 9 responding to the station”.

2nd USER: “EMT 14-9 responding to the station”.

STEP 1: *(Activation of station pager tone as required)*

PSAP: “Station 9 has manpower for the call, 1918”.

NOTE: If station 9 had a second ambulance and this was a second due call, the PSAP would follow the procedure listed above. After activating the station/pager tone the announcement would be “Station 9 has manpower for the second due call”.

EXAMPLE #2:

1st USER: “Clinton County, EMS Captain 8 responding to the station”.

PSAP: “EMS Captain 8 responding to the station”.

2nd USER: “EMT 3-8 responding to the station”.

STEP 1: *(Activation of station pager tone as required)*

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 11

Page 18

PSAP: “8-60 has manpower for the call, 1918”.

11.5.7 Initial On-Scene Report

The first officer/unit arriving on the scene of an incident is encouraged to provide an on-scene report to the PSAP. Upon receiving the on-scene report the PSAP will echo the on-scene report of the first arriving officer/unit. If the first officer/ unit are not prepared to make the report when they initially arrive on the scene, they should report to the PSAP, they are on the scene investigating. After a brief period of time, if the PSAP does not receive an on-scene report from the first officer/unit, the PSAP will contact the officer/unit on the primary dispatch channel and prompt them for an on-scene report. The procedure for the PSAP to announce the on-scene report is a *single long alert tone* at the beginning of the message. Should an EMS unit be the first arriving unit on the scene, they are to still provide an initial on scene report. However, “Command” will not be established or assigned until the first fire officer/unit arrives on the scene.

EXAMPLES:

USER: “Clinton County, Chief 1, on scene with heavy smoke showing side “A” from second floor. I will have Main St. Command.”

PSAP: *(Single One-Second (Long) Alert TONE...)*
“Chief 1 on scene, reports heavy smoke showing side “A” as in Alpha, second floor. Chief 1 is Main St. Command on TAC 4, 1842.”

Following the PSAP’s acknowledgement of the first piece of apparatus/unit arriving on scene and providing an on scene report, the PSAP will continue to acknowledge the arrival of additional apparatus/units on scene by announcing the radio designations and stating; the unit is on scene.

11.5.8 Response of Apparatus/Units Not Listed or Requested

In the event a unit outside of the requested capability responds on an incident to which they are not due, the Telecommunicator will advise the responding unit they are not due on the call and document in the CAD system. Upon termination of the incident, the Incident Commander will be requested to contact the PSAP and will then be provided with the details of the situation.

Realizing there may be situations where specialized apparatus or equipment is requested to an incident scene through other means of communication besides the PSAP, questioning of a unit responding is strictly for informational purposes only. Under no circumstance should the field user or Telecommunicator engage in verbal confrontation over the radio.

EXAMPLE:

USER: "Clinton County, 16-63 responding"

PSAP: "16-63, Clinton County be advised according to the Run Index you are not due on the call."

USER: "Clinton County, 16-63 be advised Chief 16 contacted the station via telephone and requested this specific unit to respond."

11.5.9 Updating Patient Status

Due to the length of time required in some situations for the response of an Advanced Life Support (ALS) service to various portions of Clinton County, occasionally it becomes important for a Basic Life Support (BLS) service or a Quick Response Service (QRS) to update the condition of a patient for the ALS service during a medical emergency or some other traumatic type of situation. While not all situations will require the need for such an exchange of information, it is important for the pre-hospital care provider to recognize and be aware of the need to update incoming units on a patient's status and condition during certain situations. Therefore, following the arrival of a BLS or QRS unit on the scene of an incident, at a ten (10) minute interval the BLS or QRS unit will be

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 11

Page 20

prompted to provide an updated patient status. The responsibility for prompting the provision of patient status information will be shared by the PSAP as well as the responding ALS service.

EXAMPLE:

USER 1: “Clinton County 21-83, please check with 9-82 to see if they can update us on the patient status”.

PSAP: 9-82, Clinton County, do you have an update on patient status for 21-83?”

USER 2: “Clinton County, the patient is stable and we will be transporting to Mount Nittany. Recall 21-83”.

PSAP: Follows recall procedure listed in section 12.2.2 and 12.2.3

EXAMPLE:

PSAP: 21-82, Clinton County, do you have an update on patient status for 22-83?”

USER 1: “Clinton County, we have a male patient experiencing chest pain and shortness of breath. Blood pressure is 198/110, pulse is 168 and respirations are 30. Patient is on 15 liters of oxygen via a non-re-breather. We are packaging and preparing for transport. We will rendezvous with 22-83 at the west bound on ramp of the Loganton Exit.”

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 11

Page 21

PSAP: “22-83 Clinton County, you have a male patient experiencing chest pain and shortness of breath. Blood pressure is 198/110, pulse is 168 and respirations are 30. Patient is on 15 liters of oxygen via a non-re-breather. 21-82 is packaging and preparing for transport. They will rendezvous with you at the west bound on ramp of the Loganton Exit.”

USER 2: “Affirmative Clinton County. Thank you.”

11.6 COMMUNICATIONS OPERATIONAL ACKNOWLEDGMENTS AND NOTIFICATIONS

11.6.1 Number of Personnel Responding on Apparatus

As a mechanism to assist an Incident Commander with accountability of personnel when apparatus responds they are to inform the PSAP of the number of personnel on their piece of apparatus. Should the field user not provide the PSAP with the appropriate information, the PSAP will ask for it. Once this information is received, the Telecommunicator will then enter the data into the CAD system.

EXAMPLE #1:

USER: Clinton County, 17-1 responding six personnel.

PSAP: 17-1 responding six personnel, Box 1780, vehicle fire Interstate 80 east bound mile marker 171. 1913.

EXAMPLE #2:

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 11

Page 22

USER: “Clinton County, 17-1 responding”.

PSAP: “17-1 Clinton County, what is your staffing?”

USER: “17-1 responding with six personnel”.

PSAP: 17-1 responding six personnel, Box 1780 vehicle fire Interstate 80 east bound mile marker 171. 1913

11.6.2 Advisement of Units Responding

In an attempt to ensure the incident commander has current and accurate information once all of the units dispatched and/or requested have responded, the PSAP will advise The Incident Commander the units have responded.

Example:

PSAP: Peale Ave. Command Clinton County.

USER: Peale Ave. Command.

PSAP: Be advised Command, all second alarm units with the exception of 8-12 and Lycoming Tower 3 have responded. Additionally, Centre County 1418 is also responding. 2316.

USER: Affirmative Clinton County, thank you.

Clinton County Department of Emergency Services
911 Communications Manual

11.6.3 Request/Notification of Gas Company

Upon receiving a report of a gas leak or odor of gas either inside or outside of building the PSAP will dispatch the appropriate public safety agency/agencies. Additionally the PSAP will then notify the appropriate gas utility provider. The Telecommunicator making notification to the gas utility provider will provide them with as much information as possible and request an estimated time of arrival for the representative from the gas utility provider. The Telecommunicator will then advise the ranking officer or Incident Commander that notification of the gas utility provider has been made and also advise of the estimated time of arrival if one is provided.

11.6.4 Request for Utility Services other than Gas Company

The PSAP will work with field users to ensure appropriate utility companies are notified when such services are required or requested. The PSAP maintains a database of contact information for the various utility companies providing service to the residents of Clinton County. In order for the PSAP to provide appropriate information to utility companies, field users will need to be sure they provide the PSAP with specific and appropriate information for the utility provider they are seeking service from. This information includes but is not limited to the utility company name, type of service, location of service interruption, pole numbers for overhead utilities and a basic description of the need for service. When the PSAP makes contact with the utility company they will try to obtain an estimated time of arrival (ETA) to the scene for the utility company and then provide this information to the Incident Commander.

During certain situations it may not be possible for the PSAP to make immediate notification to utility companies; such situations may include but are not limited to severe weather situations causing problems throughout the entire county or situations requiring the PSAP to operate under “Emergency Traffic” conditions. If you have a situation not considered to be life threatening such as a power outage to an entire neighborhood, field users may be asked to keep a record of the information and make notification to the PSAP at a later time via telephone. The field user may also be requested to advise a homeowner/property owner to make notification to a utility company on their own by referencing the telephone number for service as indicated on their monthly invoice from the utility company. If the situation is deemed to be an emergency, such as a person trapped in a house or motor vehicle

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 11

Page 24

with wires down the PSAP will coordinate with the field user and the appropriate utility company to ensure immediate action is taken.

11.6.5 Request for Wrecker or Towing Companies

Should the Incident Commander request a wrecker/towing company for removal of vehicles involved in a motor vehicle accident the PSAP will acknowledge the request. However, in order for a wrecker/towing company to be dispatched the request must be authorized by the law enforcement agency handling the investigation of the incident. Upon the receipt of a request the Telecommunicator will make radio contact with the law enforcement agency in jurisdiction and advise of the request from the Incident Commander. If the law enforcement agency does not authorize the notification of the wrecker/towing company, the Incident Commander will be advised of such by the Telecommunicator, who will give a brief explanation for non-approval of the request. **In the event the Incident Commander request a wrecker/towing company to assist with the rescue of entrapped victims, the PSAP will immediately dispatch the closest available wrecker/towing company. Additionally the PSAP will notify the law enforcement agency in jurisdiction that a wrecker/towing company has been dispatched to the scene specifically to assist with rescue operations.**

11.6.6 Notification of Pennsylvania State Police Fire Marshall

In the event the Incident Commander sees the need for the Pennsylvania State Police (PSP) Fire Marshall to be notified or dispatched to the scene, it will be the responsibility of the Incident Commander to make such a notification as outlined in the PSP Fire Marshall Call-out Procedure. Step #3 of the PSP Fire Marshall Call-out Procedure specifically states the initial request for the fire marshal shall be via pager from the incident scene by the Incident Commander. This will allow for the Fire Marshall to directly speak to the Incident Commander and determine his needs and receive a first hand assessment of the scene. However, the PSAP will make this initial notification to the Fire Marshall should they be requested by the Incident Commander to do so.

Should the Incident Commander elect to make notification of the fire marshal and there is no response/reply, the next step is to contact the PSAP. The Incident Commander should advise the PSAP of their previous attempt to contact the fire marshal and request the PSAP to try and contact an alternate fire marshal through the local PSP barracks. When making such a request of the PSAP it will be important for the Incident

Clinton County Department of Emergency Services 911 Communications Manual

SECTION 11

Page 25

Commander to provide the PSAP with pertinent contact information for the fire marshal, so they are able to get in contact with the requesting party.

Realizing there will be situations where the Incident Commander will need the fire marshal notified immediately, but does not have the resources available to make notification or the seriousness of the situation is such the Incident Commander does not have the time to make such a notification, a request for the PSAP to make notification can be made. Since the Incident Commander will not be speaking directly with the fire marshal, it will be important for the Incident Commander to provide the PSAP with sufficient details to share with the fire marshal regarding the immediate request for notification or response.

11.6.7 Request for Municipal Crews & PennDOT

In the event field users have a need for a response from municipal workers or PennDOT, such request can be initiated through the PSAP. When field users make such a request, it will be important for the person making the request to be specific with the details of their need as well as the location where the assistance will be needed. By providing this detailed information, Telecommunicator's will be able to request the appropriate resources from the appropriate municipality or Penn DOT.

11.6.8 Requests for Coroner

The PSAP is responsible for making notification to the County Coroner (**County 10**) or their designee when such services are required at an incident scene. When such situations arise, the Incident Commander or field user making the request are encouraged to make such requests in the most discrete means possible. With this in mind, whenever possible a request for "County 10" to be dispatched should be made via telephone. With this request being made to the PSAP via telephone, it will be possible for the Telecommunicator to obtain more details, which can be made available to the Coroner or their designee when they contact the center. In the event it is not possible to get to a telephone, the request may be made over the primary dispatch frequency with an emphasis on limiting the amount of detail given. Should the opportunity for the requesting party to get to a telephone and provide additional information later in the incident arise, they should do so. The PSAP may possibly be able to follow-up and provide additional information to the coroner through other means of communication and technology while they are enroute to an incident scene.

Clinton County Department of Emergency Services
911 Communications Manual

11.6.9 Request for Law Enforcement

While dispatching of an incident is occurring, the PSAP will also announce on the Police Channel that emergency equipment is being dispatched to an emergency and give the incident location. In some instances if a police officer is on duty in the area where the incident is located, the officer will respond along with the other agencies and provide assistance. With such a large number of part-time police departments within Clinton County the response of an officer will not occur on every incident a fire or EMS agency is dispatched to.

There are certain types of incidents where a police agency will be dispatched immediately to respond along with fire and EMS agencies. In situations where a law enforcement presence is indicated and the area in question is covered by a part-time police department currently not on duty, the incident will be turned over to the Pennsylvania State Police. Furthermore, upon arrival of units at incidents requiring law enforcement the PSAP will initiate the status check process defined in section 11.6.9.1.

The follow incidents will get a police dispatch:

- Assault Victim
- Attempted Suicide
- Overdose
- Shooting
- Stabbing
- Intoxicated individual who is unconscious
- Mental Patient
- Vehicle accident, unknown injuries and with injuries
- Pedestrian struck
- Vehicle fire, if the vehicle was moving or is on a roadway
- Lost Person
- Drowning
- Suicide
- Sexual Assault
- Airplane Crash
- Hanging

It is the procedure of the PSAP to notify the appropriate law enforcement agency on these types of incidents. Therefore, there is no need for a responder to ask if a police agency has been dispatched. However, it is acceptable to request an estimated time of arrival (ETA).

Clinton County Department of Emergency Services
911 Communications Manual

From time to time responders will be confronted with the need to request a police unit when one has not been dispatched. Should such a situation occur, field users should make a request to the PSAP for a dispatch of the appropriate law enforcement agency. When calling for police assistances, you should always try to provide the PSAP with some additional information concerning your request. Such information will better help the law enforcement agency to determine if they will need additional resources.

EXAMPLE:

USER: “Clinton County Chief 13. Dispatch PSP the patient is intoxicated and becoming uncooperative.”

PSAP: “Affirmative Chief 13. Notification will be made. We will provide you with an estimated time of arrival (ETA) when one becomes available.”

11.6.9.1 EMS Status Checks

In an effort to provide bench marks in time for EMS incidents and to also attempt providing a level of scene safety, the PSAP will automatically provide a status check for units operating on scene at all Medical Emergency Dispatches. The PSAP will conduct a status check with the required unit(s) every five (5) minutes until the unit(s) has cleared the incident scene and the transport unit is in route to a medical facility, or the unit(s) on the scene of the incident advises there is no longer a need for continuation of a status check.

Example:

USER: “Clinton County, 9-82 is on the scene.”

PSAP: “9-82 on the scene. 2108”.

PSAP: At 2113 hours; “9-82 Clinton County, status?”

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 11

Page 28

USER: “Clinton County, 9-82 is OK. No further checks need.”

PSAP: “Affirmative 9-82, discontinuing status check, 2113.”

11.6.9.2 Elapsed Time Notifications/Status Checks for Incidents Other than Medical Emergencies

In an effort to provide an Incident Commander with a timetable and bench marks throughout an incident, on all alarms/incidents the Telecommunicator will provide the Incident Commander (IC) with an *Elapsed Time Notification* every fifteen (15) minutes, if radio traffic allows. The elapsed time notification will be given until the Incident Commander deems the receipt of such information is no longer required.

Example:

PSAP: “Route 220 Command Clinton County.”

USER: “220 Command.”

PSAP: “Command, you are 45 minutes into your incident”.

USER: “Affirmative Clinton County, the patient has been extricated you can discontinue the status check.”

PSAP: “Affirmative Command, extrication complete. 1418”

11.7 ADDITIONAL/OTHER INFORMATION ACKNOWLEDGEMENTS

11.7.1 Identifying Apparatus/Units as Available or Unavailable

In order to assure the status of apparatus/units following their release from an incident the PSAP will acknowledge available and unavailable reports by echoing the report and adding the time.

EXAMPLE:

USER: "Clinton County, 3-1 available".

PSAP: "3-1, available 1014".

EXAMPLE:

USER: "Clinton County, 3-1, returning not available".

PSAP: "3-1, returning not available 1202"

11.7.2. Acknowledgement of Apparatus/Units On the Air & Back In Quarters

The PSAP will acknowledge apparatus/units when they radio on the air and when they report back in quarters for situations other than incident response (training, parades, etc.). The Telecommunicator echoing the information and adding the time will acknowledge this information.

EXAMPLE:

USER: "Clinton County, 4-12, on the air".

PSAP: "4-12, on the air 1318"

USER: "Clinton County, 4-12, back in quarters"

PSAP: "4-12, back in quarters 1330"

11.7.3 Acknowledgment of Utilities and Other Agencies

The PSAP will acknowledge reports from the Incident Commander regarding the arrival of utility companies and other agencies who may have been requested to respond. **This information will only be**

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 11

Page 30

acknowledged by the PSAP when field users return back to the dispatch channel to update the PSAP. The PSAP will not acknowledge any radio traffic on tactical channels. Additionally such information will also be entered into the CAD System.

EXAMPLE:

USER: "Clinton County Main Street Command."

PSAP: "Main Street Command"

USER: "Be advised the gas company has arrived on scene."

PSAP: "Main Street Command advises the gas company is on the scene 1942."

11.7.4 In & Out of Service Acknowledgments

In an effort to assure public safety agencies are aware of the status of apparatus/units, road closings, and fire hydrant repairs, the PSAP will make appropriate agency notification when or if information is received. The PSAP will notify the agency by activating the appropriate pager tone, and making the appropriate announcement.

EXAMPLE: *(Apparatus/Units Out of Service)*

STEP 1: *(Pager Activation)*

PSAP: "Attention Station 5, 5-1 Out of Service."

PSAP: "5-1 Out of Service 1830."

EXAMPLE: *(Street/Road Closings)*

STEP 1: *(Pager Activation)*

PSAP: "Attention Station 6, The One-Hundred block of East Main

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 11

Page 31

Street is closed due to construction.”

PSAP: “The One-Hundred block of East Main Street is closed due to construction 0815.”

EXAMPLE: (*Apparatus/Units Back in Service*)

STEP 1: (*Pager Activation*)

PSAP: “Attention Station 5, 5-1 Back in Service.”

PSAP: “5-1 Back in Service 2030.”

EXAMPLE: (*Street/Road Openings*)

STEP 1: (*Pager Activation*)

PSAP: “Attention Station 6, The One-Hundred block of East Main Street is now open.”

PSAP: “The One-Hundred block of East Main Street is now open 1600.”

11.8 OBTAINING INCIDENT NUMBER AND TIMES

Following the termination of an incident and the return of response units to their respective stations, there will be a need for agencies to obtain information (Incident Number and Times) from the PSAP to use in the completion of their incident reports. ***This information will not be given out over the communications network.*** Through the use of the CAD system, Incident numbers and times will be sent electronically to an agency defined Email address. There is no need for field user agencies to contact the PSAP via telephone to receive incident information. That being said, there are some limitations to the information being sent out electronically. Primarily, the CAD system will not allow for final incident report to be generated until all units are cleared from the incident. In situations where some units are released from an incident scene and others will be remaining for an extended period of time, it is permissible for the released units to contact the PSAP via telephone in order to obtain their post incident information. Agency

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 11

Page 32

representatives will use one (1) of the following seven-digit telephone numbers to contact the PSAP: (A) 748-2964 (B) 923-2268 (C) 725-3501. If the PSAP is operating under Emergency Conditions agencies should refrain from contacting the PSAP to obtain information. The PSAP maintains the pertinent information in the CAD system. Once emergency conditions have cleared, if your agency has not received their post information electronically, contact should be made with the PSAP to obtain such information. The PSAP will make every attempt to ensure that the agencies receive their appropriate and pertinent incident information.

11.9 DAILY STATUS REPORTS

The PSAP will broadcast a daily status report at 1800hrs. Prior to the daily status report being announced a *single one-second (long) alert tone*, will be broadcast to alert field users to the announcement of the daily status reports. This report will identify apparatus/units listed as being “Out of Service”. The daily status report will serve as a means to provide information to field users as well as provide the field users with a means to follow up on the status of PSAP records. In the event that there is an incident in progress at the designated time(s) for the daily status report the broadcast will be delayed until the incident has been cleared or the Incident Commander gives approval for the daily status report to be aired. Apparatus being placed out of service for greater than seven days, will not be aired as part of the daily status report.

EXAMPLE:

STEP 1: *(Single One-Second (Long) Alert TONE...)*

**PSAP: “Clinton County reports the following units out of services...
(Announce list of equipment reported to PSAP as Out of Service). Status report complete
1800 hours Telecommunicator number 20.”**

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 12

Page 1

12. **PROCESS FOR RECALLING UNITS**

12.1 **RECALL FOR FIRE RELATED INCIDENTS**

Should the Incident Commander or senior ranking officer determine there is no need for all resources requested, they may elect to recall some or all of the apparatus/units that have been dispatched. When the PSAP receives a request for a recall they will activate the ***four (4) one-second alert tones***, then announce the recall to the units responding and follow-up by contacting the units who have previously been acknowledged as responding and confirm they have received the recall.

EXAMPLE:

Field User: “Clinton County, Captain 7, recall all units with the exception of 7-1.”

Step 1:*(Four (4) one-second alert tones)*

PSAP: *Attention units responding 401 Wright Street, with the exception of 7-1 recall on the orders of Captain 7. (The PSAP will then begin contacting the units who have radio responding to ensure they have acknowledged the recall. When the unit is contacted by the PSAP they simply need to reply by stating the unit number followed by the word “Available”).*

PSAP: “6-63”

Field User: “6-63, available”.

PSAP: “21-83”

Field User: “21-83, available”.

PSAP: “All units recalled are available, 1427”.

12.2 **RECALL FOR AUTOMATIC FIRE ALARMS**

There are occasions when the PSAP receives reports of an automatic fire alarm and either just prior to or immediately following the dispatching of units to the

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 12

Page 2

reported incident, the alarm company or responsible party makes contact with the PSAP to advise there is no problem at the address of the reported automatic fire alarm. When these types of situations occur, fire department units should continue to be dispatched and/or respond to the reported incident. In these situations the Telecommunicator is to make contact with the appropriate responding officer or responding piece of apparatus in the absence of an officer and advise them the PSAP has received a call advising the alarm activation is a false trip. The Telecommunicator should then prompt the field user to make a decision concerning the response. Under no circumstances will the PSAP recalled units from an incident without approval from an officer or ranking responder whom maybe responding on the incident. The decision to recall units will be the responsibility of field user agencies.

12.3 RECALL FOR EMS RELATED INCIDENTS

There are a number of circumstances concerning the recall of Advanced Life Support (ALS) and Basic Life Support (BLS) units from incidents after they have been dispatched. In some cases it may not be necessary for the recalling of these types of EMS units to be done by someone who has medical training and holds some type of official, current certification as a pre-hospital care professional. There are other situations requiring the person making a decision to recall an EMS unit to have official current certification, as a pre-hospital care professional.

12.3.1 Recalling - No Patient Care is Required

In situations where there has been no patient contact or it is easily identifiable there is no medical emergency or need for patient care, any officer or responder on a piece of apparatus may issue a recall for EMS units. This would include but not be limited to situations such as an incident where no patients are found, no accident is found or an individual was simply pulled over and sleeping because they are tired.

Example:

USER: “Clinton County, 11-61, recall the ambulance and medic unit. The vehicle has been located and the driver was sleeping.”

Step 1: *(Four one (1) second alert tones.)*

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 12

Page 3

PSAP: “Attention units responding Interstate 80 Mile Marker 179 East-Bound. Recall by the orders of 11-61.”

PSAP: “22-80”

USER: “22-80, available”.

PSAP: “21-82”

USER: “21-82, available”.

PSAP: “All units recalled and available 1918”.

12.3.2 Recalling – Patient Care Initiated

In situations where patient contact has been made and pre-hospital medical care has been initiated, any recall of units will need to be issued by an individual who can be identified as having current certification as a pre-hospital care professional. For this reason it is recommended that all public safety agencies identify their EMS providers with a user friendly EMS personal identification number in lieu of the certification number assigned by the Pennsylvania Department of Health. An example of such a number would be an Emergency Medical Technician (EMT) from station 17 who is not an officer could be assigned an EMS personal identification number of “EMT 4-17”. Fire officers with current certification as a pre-hospital care professional will be able to use their assigned radio designation. However, if a fire officer has no such training, it is recommend they not issue a recall of BLS or ALS units unless they have consulted with the appropriately trained person from their agency/organization.

Example:

USER: “Clinton County, EMT 9-17”.

PSAP: “EMT 9-17”

USER: “Recall 22-80 by the order of EMT 9-17”.

Step 1: *(Four one (1) second alert tones.)*

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 12

Page 4

PSAP: “22-80, recall by the orders of EMT 9-17.”

PSAP: “22-80”

USER: “22-80, available”.

PSAP: “22-80 available 0827”.

12.3.3 Recalling – By ALS or BLS Units

In further defining the recall process, if a BLS unit is recalling an ALS unit or visa versa, there is no need for the use of an EMS personal identification number. The recall could simply be issued by using the unit identification number. The rationale behind this is, these units are required to be staffed by certified personnel prior to responding on an incident. Thus, someone with the appropriate training is aboard the unit and able to make decisions concerning the recalling of a unit.

Example:

USER: “Clinton County 22-83”.

PSAP: “22-83”

USER: “Recall MICU 21-83. Patient is stable and does not require ALS intervention”.

Step 1: *(Four one (1) second alert tones.)*

PSAP: “MICU 21-83 recall by the orders of 22-83”.

PSAP: “MICU 21-83”

USER: “MICU 21-83 available”.

PSAP: “MICU 21-83 available 2212”.

Additionally, a unit capable of a higher level of patient care does not require the use of an EMS personal identification number, for instance,

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 12

Page 5

there is no need for an Advanced Life Support (ALS) unit to provide an EMS personal identification number when recalling a Basic Life Support (BLS) unit.

Clinton County Department of Emergency Services
911 Communications Manual

13. REVIEW OF RECORDED RADIO TRANSMISSIONS

The PSAP digitally records all radio communications occurring between the PSAP and field users. From time to time agencies and field users will have an interest or need to listen to these digital recordings. Should such a need arise agencies will need to make a formal written request to the DES Director. This request will need to come from the Chief of the agency making the request. The Director will review the digital records or may elect to work with the Q/A Supervisor or a designee in reviewing the digital records specific to a request. In order for a review to occur, the requesting agency must provide the following information: date & time, incident type and reason for request. By having this information it will be easier for the Director or a designee to locate the digitally recorded information for review. The initial review of the digital recording will be conducted by the Director or a designee. Following the review of the digital recording specific to the request, contact will be made with the requesting agency. A time will then be established for the representative of the requesting agency to come and review the digital recording with the Director or a designee. Should an agency(s) request a copy of digital radio communications the chief of the requesting agency will need to indicate their interest in obtaining a copy when they complete and submit their written request.

Clinton County Department of Emergency Services
911 Communications Manual

14. INCIDENT INQUIRY AND REVIEW

From time to time there will certainly be situations where a field user is not pleased with the way the PSAP or a Telecommunicator has handled a specific incident or situation. Additionally, the same situation may occur in the reverse, where a Telecommunicator may have the same concerns with a field user. Therefore, it is important to have a process in place to address these types of situations.

All requests for an Incident Inquiry or Review regardless of their origin will be forwarded in writing to the DES Director on the "Incident Inquiry Review Form". If agencies do not have copies of this document, they are available by request to the Department of Emergency Services. This form is to be completed in its entirety paying particular attention to ensure the correct date, time and incident number are included in the document. By ensuring the accuracy of this information, it will be easier for the Director or a designee to review the various electronic data pools for information specific to the incident inquiry. All complaints will be reviewed with the appropriate parties. In the event such a review would require action to be taken with PSAP staff, this will be handled internally according to applicable county government policy and procedure. Should the situation warrant intervention with a field user or agency, it will be the responsibility of the DES Director or a designee to review the situation with appropriate leadership or management from an agency, who will have a responsibility to address the situation within their organization. By agency leadership taking ownership and ensuring compliance with existing communications procedures, together we can maintain the integrity of the communications network.

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 15

Page 1

15. GAS DRILLING INFORMATION SHARING PROCESS

15.1 FLARING & BLOW DOWN NOTIFICATION

With the continued growth of natural gas drilling here in Clinton County, there is an increased need for the receipt and distribution of information through the PSAP. This need to share information will be specific to events called “Flaring” and “Blow Down”. Both of these events are situations that could potentially cause concern for the general public, as they may see a significant glow from flaring or hear a loud roaring noise from the blow down process and dial 9-1-1 to report what they are seeing or hearing.

In an effort to be aware of when such events are occurring in Clinton County, the gas companies have been requested to make notification to the Clinton County PSAP via telephone prior to conducting Flaring and Blow Down activities. When taking such calls, the Telecommunicator will need to be certain to take good accurate information regarding the location of the site, along with the date and time for the process to begin and/or end. As part of the information gathering, it will be important to also advise the gas industry person of the need to once again contact the PSAP when the Flaring or Blow Down operation is complete.

15.2 DOCUMENTING OF ACTIVITY

In an effort to document and store data specific to gas well activity, the PSAP will use the New World CAD System to document Flaring and Blow Down activity at gas well sites. By using the CAD system we will be able to collect and manage data specific to natural gas activity here in Clinton County. Additionally, it will put information directly in front of the Telecommunicator should there be inquiries. Upon receiving notification of Flaring or Blow Down activity the Telecommunicator will create a CAD incident using the incident type of “FLAR” for Flaring events and “BLOW” for Blow Down events. Once notification has been received of the completion of Flaring or Blow Down activity at a site, the incident can then be cleared.

15.3 INFORMATION SHARING

In addition to the creation of an incident in the CAD system, Telecommunicators will also need to make electronic notification to Public Safety and Governmental officials within Clinton County. This notification will be done via Email through the use of a predetermined/created Email list, which is shared by all DES admin and PSAP staff. The Telecommunicator will simply need to create an Email addressed to the designated Email list, being certain to include the incident number in the Subject Line when sending. See the example listed on the next page.

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 15

Page 2

EXAMPLE:

To: Activity Notification List

Subject: Inc. # 0103 Flaring Activity Grugan Township

Anadarko Petroleum Corporation will be conducting Flaring Activity at one of their well sites, located at 3646 Eagleton Road in Grugan Township. Flaring will be ongoing for a period of seven (7) to ten (10) days. You will be notified when Flaring is complete.

When the PSAP receives follow-up notification that Flaring or Blow Down activity is complete, the Telecommunicator will need to repeat the notification process for sharing information electronically with Public Safety and Governmental officials, in order to inform officials the activity is complete.

EXAMPLE:

To: Activity Notification List

Subject: Inc. # 0103 Flaring Activity Complete

Anadarko Petroleum Corporation has completed Flaring Activity on the site located at 3646 Eagleton Road in Grugan Township.

15.4 FIRE UNKNOWN ORIGIN/ UNUSUAL OR UNKNOWN NOISE REPORTS

If a 9-1-1 call is received reporting a tall flame/glow in the sky or an unknown noise that sounds something like a loud roar and could be related to a gas well, the Telecommunicator should check the CAD to determine if the reported information is near one of the areas where Flaring or Blow Down is occurring. If it cannot be confirmed 100% the reported information is specific to Gas Well activity, the appropriate fire dispatch procedure should be followed. Once fire department officials have identified the location/source and confirmed the report to be Flaring or Blow Down, the Telecommunicator will need to verify that the PSAP has the proper site/incident information for the gas well activity. In the

Clinton County Department of Emergency Services
911 Communications Manual

SECTION 15

Page 3

event the PSAP does not have the information on file, the Telecommunicator will have the fire department official request a representative of the gas company to contact the PSAP and provide the proper information. In the event the PSAP continues to receive calls after the fire department has cleared the incident, a fire department official will be paged and requested to call the PSAP. The official will be advised of the information obtained and they will then be left to make a decision specific to dispatching of units and personnel.