

**EASTERN SHORE OF VIRGINIA 9-1-1 COMMISSION**

**PUBLIC SAFETY  
COMMUNICATIONS MANUAL**

**Accomack and Northampton Counties**

**Virginia**

**Adopted in Northampton County on September 30, 2008**

**Adopted in Accomack County on October 16, 2008**

**Effective Date - December 1, 2008**

**Last Updated – January 5<sup>th</sup>, 2010**

# PURPOSE

This communications manual is primarily intended to furnish a basic operating guide to those inexperienced in the fundamentals of local public safety communications procedure, and to provide a reference manual for the veteran operator and for those whose responsibilities include that of training others. This manual primarily addresses the use of those communications systems which interface with the Eastern Shore of Virginia 9-1-1 Communications Center and which provide an integral part of the public safety and emergency services communications networks for Accomack and Northampton Counties.

It is intended that the radio operator learn that their communications system is a powerful tool that must be handled so as to provide a useful and immediately responsive service to his/her department or to the overall system. The operator must learn that in public safety work in particular his communications system is an added tool and that as such it should be used when necessary; otherwise, it should be left alone.

These guidelines are established to assist in developing uniform operating procedures that will allow for the effective relay of information among the Emergency Services Communications Officer; the various fire and rescue stations, field units; and other agencies. Additionally, information is furnished to orient public safety personnel to the local communications system. There is a need for an influence and means which will serve to promote the use of standardized operating procedures, and it is toward this end that the Eastern Shore of Virginia 9-1-1 Commission, the Accomack-Northampton Firemen's Association Communications Committee, both counties Fire/EMS Commissions, and public safety officials trust that their efforts in developing and revising this manual will prove useful.

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## CHAPTER 1 THE COMMUNICATIONS SYSTEM

A. The public safety and emergency services communications system for Accomack and Northampton Counties consists of a wide inventory of two-way radio equipment, communications consoles, encoders, decoders, pagers, towers, antenna systems, and telephone networks designed to function as an integrated communications net for the following services:

Accomack County Office of Emergency Services

Northampton County Office of Emergency Services

Accomack-Northampton Firemen's Association and county Fire/EMS Commissions

Eastern Shore Emergency Medical Services Council, a sub-area council of Tidewater EMS Council, comprised of local rescue squads, Shore Memorial Hospital, and other EMS components

Accomack County Sheriff's Office

Northampton County Sheriff's Office

Virginia State Police, Area 31

Town Police Departments, Eastern Shore of Virginia

Accomack County local government agencies and activities

Amateur Radio Emergency Services - Eastern Shore of Virginia

Agencies Affiliated With The Above

Ownership of equipment is diversified and is thus not listed as a part of this manual. Radio equipment is under control of its owner or legal licensee, unless otherwise assigned. Only properly licensed radio equipment is recognized as a part of the system, unless exception has been given in writing.

B. Operation of all radios by agencies participating in this system should be in accordance with the policies and procedures outlined in this Communications Manual and subsequent memoranda of changes thereto or in accordance with specific policies and procedures of their own agency relative to intra-agency communications.

C. The Eastern Shore of Virginia 9-1-1 Commission shall be responsible for the overall management of inter-agency public safety and emergency services communications on the Eastern Shore, particularly as it relates to the dispatching and management of 9-1-1 emergency calls received by its 9-1-1 Communications Center. The Commission shall employ or appoint a Director, Consultant, or other official to act as the manager of the overall public safety and emergency services communications system. This official shall be responsible for coordinating the activities of all users of the network and for providing technical support and supervision of the system. He shall serve as an agent of the Eastern Shore of Virginia 9-1-1 Commission, the County of Accomack, and the County of Northampton for the purposes of managing and coordinating purchase and installation of new communications equipment and

maintenance to communications equipment located at the Emergency Operations Center or 9-1-1 Communications Center. He shall serve as an agent of the Counties of Accomack and Northampton for the purpose of submitting, renewing, and/or endorsing applications for Federal Communications Commission licensing when required.

D. The Eastern Shore of Virginia 9-1-1 Commission, in cooperation with the Fire/EMS Commissions of Accomack and Northampton counties, the Eastern Shore Emergency Medical Services Council, and other public safety officials, shall establish and/or approve these policies for use by agencies served by the Eastern Shore of Virginia 9-1-1 Communications Center.

E. Temporary policies affecting a specific segment of users may be adopted by the governing body or agency head of that segment when deemed necessary for efficient operations of the user segment. If such policies affect dispatch operations at the 9-1-1 Communications Center, concurrence of the Commission's Director or designee and affected Fire/EMS Commission(s) shall be required.

F. Requests for policy and/or procedure changes should be forwarded to the Commission's Director or designee in writing by department heads or chiefs of public safety agencies. Complaints from field users are handled by the 9-1-1 Commission, through its Director or designee. Any complaints or suggestions should be made to the 9-1-1 Director or designee; the Director or designee may require the complainant to make such complaint in writing when he determines that referral or documentation is required. Any Communications Officer having complaints or suggestions may make such by contacting their immediate Supervisor. The 9-1-1 Director or designee is delegated authority to investigate complaints or initiate corrections to policy violations as a result of Communications Officers complaints. Complaints relative to management shall be made directly to the Chairman of the Commission.

G. Information and operations in this Communications Manual regarding the communications system is basic; more detailed information and specifications can be obtained when necessary from system technicians, the 9-1-1 Director, or Consultant.

## CHAPTER 2 THE EMERGENCY COMMUNICATIONS CENTER

A. The primary communications control and dispatch station, known as the EASTERN SHORE OF VIRGINIA 9-1-1 COMMUNICATIONS CENTER, is located at 23201 Front Street, Accomac, Virginia 23301. The 9-1-1 Center is an integral part of the EASTERN SHORE EMERGENCY OPERATIONS CENTER (EOC). The EOC includes the operational locations of both counties' Office of Emergency Services as well as the 9-1-1 Center.

B. The 9-1-1 Center monitors various other radio frequencies used by both public safety agencies and the general public. The audio level of monitored- only channels as well as the activity status of each will be governed by the amount of traffic and interference present at given times, as well as demonstrated need for the monitoring given channels.

C. The Communications Control Center (consoles) in the 9-1-1 Center serves as a remote control device for controlling radios installed at other locations.

D. The following Station Designators shall be used for radio traffic to and from the following radios at the Emergency Communications Center (9-1-1 Center):

| <u>SERVICE</u>                                 | <u>DESIGNATOR</u> |
|--|-------------------|
| Dispatch – F1/F2                               | “RESCUE”          |
| Tactical Channels                              | “CENTRAL”         |
| Northampton Sheriff Office                     | “EASTVILLE”       |
| Accomack Sheriff Office                        | “ACCOMACK”        |
| SIRS- Statewide Interdepartmental Radio System | “ACCOMACK EOC”    |

E. In the event of disruption to the radio or telephone networks at the 9-1-1 Center, back-up systems utilizing the secondary control stations will be used. The Communications Officer, in cooperation with the 9-1-1 Director, Consultant, and/or Dispatch Supervisor, will take immediate steps to establish alternative functional systems to serve participating agencies with available back-up resources. Activation of back-up systems (at locations other than the 9-1-1 Center) will be the responsibility of respective agencies controlling such; technical and/or dispatching assistance will be provided by the Commission upon request.

F. A recorder at the 9-1-1 Center will record both sides of radio and telephone conversations on designated channels and phone circuits handled by the 9-1-1 Center. Review of tapes shall require approval by the 9-1-1 Director (or designee).

G. An emergency generator at the 9-1-1 Center will automatically start and provide emergency power in the event of power outage.

**CHAPTER 3                    OTHER DISPATCH AND CONTROL STATIONS;  
FIRE AND RESCUE STATIONS**

**A.        Dispatch Station - Accomack County Sheriff's Office**

A primary dispatch station for Sheriff's Office communications in Accomack County is located at the Accomack County Sheriff's Office in Accomac, Virginia, and is operated by Accomack County Sheriff's Office personnel on a 24 hour-a-day basis. The dispatching personnel are under control of the Sheriff of Accomack County.

**B.        Dispatch Station - Northampton County Sheriff's Office**

A primary dispatch station for Sheriff's Office communications in Northampton County is located at the Northampton County Sheriff's Office in Eastville, Virginia, and is operated by Northampton County Sheriff's Office personnel on a 24 hour-a-day basis. The dispatching personnel are under control of the Sheriff of Northampton County.

**C.        Fire and Rescue Stations**

1. Each fire department, fire department/rescue squad, or rescue squad participating in the Fire/Rescue Communications System is assigned a company number upon which its radio designations are based. The base radios at each station shall be called by the designation of the number preceded by the word "Station." For example, the base radio at the Atlantic Volunteer Fire Company is designated "Station 4."

2. The stations are identified as follows:

| STATION | COMPANY NAME                                   |
|---------|--|
| 1       | New Church Volunteer Fire and Rescue Co.       |
| 2       | Greenbackville Volunteer Fire Department, Inc. |
| 3       | Chincoteague Volunteer Fire Company            |
| 4       | Atlantic Volunteer Fire and Rescue Co          |
| 5       | Saxis Volunteer Fire Company                   |
| 6       | Bloxom Volunteer Fire Company                  |
| 7       | Parksley Volunteer Fire Company                |
| 8       | Tasley Volunteer Fire Company                  |
| 9       | Onancock Volunteer Fire Department             |
| 10      | Melfa Volunteer Fire and Rescue                |
| 11      | Wachapreague Volunteer Fire Company            |
| 12      | Painter Volunteer Fire Company                 |
| 13      | Community Fire Company                         |
| 14      | Cheriton Volunteer Fire Company                |
| 15      | Cape Charles Volunteer Fire Company            |
| 16      | Northampton Fire and Rescue                    |
| 17      | Eastville Volunteer Fire Company               |
| 18      | Onley Volunteer Fire and Rescue                |
| 19      | Cape Charles Rescue Service                    |

|    |                                |
|----|--------------------------------|
| 20 | Oak Hall Rescue                |
| 21 | Tangier Volunteer Fire Company |
| 25 | Wallops Main Base              |
| 26 | Wallops Island                 |
| 31 | Northampton County EMS         |

3. Upon the written consent of all involved stations the ESVA 9-1-1 Center will initiate changes to a station(s) district boundary or a specific fire box. If all involved stations are unable to agree to a change, the matter will be referred to the respective County Board of Supervisors for a final decision. The underlying consideration should be closest company.

4. Upon request, all stations shall provide the ESVA 9-1-1 Center with a current list of station monitor numbers.

D. Radio – Programming - All radios (transceivers) obtained for used to communicate with the 9-1-1 Center and field units in the several stations will be approved at the station level (by the appropriate officer) and will be purchased using standards established by the 9-1-1 Commission. The (re)programming of radios will utilize standards established by the 9-1-1 Commission. The Eastern Shore VA 9-1-1 Commission will establish and publish the minimum standards a radio must meet in order to become a part of the communications standards.

## **CHAPTER 4            FIELD UNITS**

A.     A large number of mobile and portable radios exist in the field of public safety services. Likewise, the radios are owned and operated in a number of different ways. In order to have a standard identifying system for these various units, the following designators will be used to precede the radio numbers assigned:

**ENGINE** - the radio in any fire services apparatus equipped with a fire pump having a minimum pump capacity of 500 gpm (at 150 psi), a hose body, a water tank with a minimum capacity of 300 gallons, and the primary equipment designated for pumpers by NFPA 1901. Such apparatus is generally known as a fire engine or fire pumper.

**TANKER** - the radio in any fire services mobile water supply apparatus equipped with a water tank with a minimum 1500 gallon capacity, a fire pump having a minimum pump capacity of 500 gpm (at 150 psi) or a 4-inch or larger dump valve, and carrying the primary equipment designated by NFPA 1901 for mobile water supply apparatus.

**ENGINE/TANKER** - the radio in any fire services apparatus meeting the requirements of an engine and tanker.

**LADDER/TOWER/TRUCK** - the radio in any fire services apparatus equipped with an aerial ladder meeting the general requirements of NFPA 1901 for such apparatus.

**RESCUE** - the radio in any fire and/or rescue services apparatus equipped for the primary purpose of supporting vehicle extrication and rescue activities at the scenes of emergencies, but not including ambulances. This vehicle may also serve as a light attack vehicle, brush truck, salvage truck, or engine.

**BRUSH** - the radio in any fire services apparatus equipped for the primary purpose of fighting woods, brush, and grass fires. This vehicle may also serve as a light attack vehicle or salvage truck.

**SQUAD** - the radio used in a vehicle designed for non-transport medical assist.

**REHAB** - the radio in a vehicle used to provide rehabilitation and refreshments during incidents.

**SALVAGE** - the radio in any fire services apparatus equipped for the primary purpose of supporting salvage operations at the scenes of fires. This vehicle may also serve as a light attack vehicle, brush truck, or rescue truck.

**CHIEF** - any radio of any status when used by the fire chief for other than vehicle status reports, or the radio in a fire chief's car when used by the fire chief. The designators "DEPUTY", "DEPUTY CHIEF", or "ASSISTANT CHIEF" followed by the station number may be used on the fire-ground to designate other chief officers who are functioning in command positions.

**FORESTRY** - the radio of any vehicle of the Virginia Department of Forestry duly licensed and authorized to operate a radio on the fire frequency.

**MEDIC** - the radio in a licensed EMS basic or advanced life support ambulance when one of the

attendants on-board is a Virginia certified EMT Enhanced or Intermediate. Vehicle reverts to the designator "Unit" when it becomes unmanned by the EMT-E or EMT-I.

**EMS** - the radio used by an Emergency Medical Services coordinator or official employed by either local government, a regional EMS council, hospital, or other coordinating body for purposes of EMS coordination. Also used for select EMS non-transport vehicles.

**HAZ-MAT** - the radio in a hazardous materials response vehicle approved by the Coordinator of Emergency Services.

**UNIT** - any radio or receiver used for fire services, emergency medical services, or other emergency services functions when not otherwise issued a specific designator, including:

- a. ambulances when not functioning at the MEDIC level (numerical designator ending in 0, 1, or 2)
- b. auxiliary fire and rescue vehicles not otherwise classified (numerical designator ending in 9 thru 99)
- c. mobile and portable radios used by individual FD/RS members
- d. monitor receivers and pagers used by individual FD/RS members

**PARAMEDIC** - The radio in an EMS unit licensed by the Virginia Office of EMS in which one of the attendants on the unit is certified at the paramedic level.

**PORTABLE** - a portable radio used for on-site communications in such applications as jail security, public works, or emergency services. This classification will not be routinely used in fire and rescue services, where the individual's unit number and the "Unit" prefix will be preferred.

**RADIO MAINTENANCE** - a radio when operated by a communications technician or engineer for testing purposes.

**DISPATCHER** - a radio operated by the 9-1-1 Director, 9-1-1 Consultant, 9-1-1 Dispatch Supervisor, or other communications staff in the performance of official duties related to the administration and coordination of this system.

**TRAINING** - a radio operated by a public safety training officer or instructor in the performance of official duties related to the administration and coordination of training programs for police, fire, rescue, or other emergency services.

**MOBILE COMMAND** or **MOBILE EOC** - a radio operated as a function of a mobile communications center or mobile command post for purposes of interagency coordination, incident command, and/or integrated emergency management.

**COMMAND POST** - a radio operated at the scene of an emergency designated as a temporary command point for scene activities although the radio is customarily used with a different designator in routine activities. It serves as the contact point for on-scene communications and as the liaison with the

9-1-1 Center. When more than one Command Post is in operation, either a station number or a sequential number should be assigned or used following the designator to differentiate the multiple posts.

**DPS** - a radio operated by Accomack County Department of Public Safety personnel.

**INCIDENT COMMAND/COMMAND** - a radio operated by the officer-in-charge of overall emergency services operations at any emergency incident when the radio command title is not readily known or when mutual aid responses indicate the need to identify a specific official or OIC as the overall coordinating and command officer. This designator shall be used to identify the overall incident command position in any Integrated Emergency Management System or Incident Command System involving response of other public safety agencies. In some incidents, this role will be filled by Fire Command, EMS Control, or Police Command; in others, an official of the Office of Emergency Services or other agencies may serve as the Incident Command.

**ZONE** - radio assigned to a non-transport EMS vehicle designed for first response or assist.

The use of the designators "UNIT" and "CAR" are optional when used within a specific system to which the radio is usually assigned. When cross-patching with or communicating on another frequency, the designators should be used to avoid conflicting numerical assignments.

B. In addition, fire and rescue services units will utilize numerical identifications to further identify functional classifications. Each radio will either use its respective station number following the above designator or a combination of its respective station number and a unit specifying number. Until such time as stations operate multiple units in either of the following classifications, the official designation of each unit will be the designator word followed by the station number:

| <u>Classification</u> | <u>Example</u> |
|-----------------------|----------------|
| LADDER                | LADDER-3       |
| RESCUE                | RESCUE-8       |
| BRUSH                 | BRUSH-7        |
| REHAB                 | REHAB-16       |
| CHIEF                 | CHIEF-9        |

Ambulances, engines, wagons, tankers, auxiliary vehicles, and individuals in the fire and rescue services will use a combination of their respective station number as the first or first and second digit(s) of their unit number and a unit specification number as the last digit(s) of their unit number. Unit specification numbers are as follows:

- 0 - ambulance
- 1 - ambulance
- 2 - ambulance
- 3 - engine or pumper (secondary use for tanker)
- 4 - engine or pumper (secondary use for tanker)
- 5 - engine or pumper (secondary use for tanker)

- 6 - engine or pumper (secondary use for tanker)
- 7 - tanker (secondary use for engine)
- 8 - tanker (secondary use for engine)
- 9 - auxiliary vehicle (crew car, pickup, jeep, etc.)
- 10 thru 99 - individual members and/or additional auxiliary vehicles

C. Privately-owned or operated radios and receivers of firefighters and rescue squad members will be designated by the word "Unit" followed by the station number and a two-digit number. A Station 4 member might be Unit 4-10 (410) and a Station 18 member might be Unit 18-26 (1826). Use of the word "Unit" preceding the number is optional.

D. All other vehicles and/or radios will be designated by the appropriate designator word and an assigned number, unless a special assignment is received from the 9-1-1 Commission or its agent.

E. Vehicles and radios from outside the local system and governmentally or privately owned vehicles or radios authorized to communicate on these frequencies for inter-system use will use their own system's assigned designator supplemented by such words as are necessary to identify or distinguish an unknown unit. Examples include:

- NASA Wallops fire and rescue vehicles
- Nightingale, Pegasus, LifeEvac, and Med-Flight helicopters and planes
- Maryland State Police Helicopter(s)
- Fire and rescue vehicles from other jurisdictions
- Private for Hire Ambulance Services

F. Telephone Calls to Communications during Incidents

Non-EMS Incidents (fire, hazardous material, etc.) - Field personnel will not contact the 9-1-1 Center using telephone lines, with the exception of relaying essential/pertinent information related to an incident or in an emergency situation.

EMS Incidents – In addition to relaying essential/pertinent information related to an incident or in an emergency, field personnel are permitted to contact the 9-1-1 Center via telephone to advise they are responding (or not available) to the incident. This information will be broadcast by the Communications Officer as indicated in this Communications Manual.

Generally the following telephone calls to the 9-1-1 Center are not acceptable (related to incidents): requests for fire gear to be placed on apparatus, questions asking if a specific member is needed on an incident, and members advising they are responding to an incident (non-EMS incidents). This is not an all inclusive list.

Generally the following telephone calls to the 9-1-1 Center are acceptable (related to incidents): calls providing additional information about an incident, a member arriving at the scene of an incident to provide on-scene information, any emergency situation. This is not an all inclusive list.

9-1-1 should not be utilized to contact the 9-1-1 Center, except in emergencies.

G. Radio Traffic to Communications During Incidents

Non-EMS Incidents (fire, hazardous-material, etc.) - Field personnel will not contact the 9-1-1 Center via radio, with the exception of relaying essential/pertinent information related to an incident or in an emergency situation. \*Exception - Command personnel are permitted to contact the 9-1-1 Center as needed during an incident.

EMS Incidents – In addition to relaying essential/pertinent information related to an incident or in an emergency, field personnel are permitted to contact the 9-1-1 Center via radio to advise they are responding to the incident. This information will be echoed by the Communications Officer as indicated in this Communications Manual.

Generally requests for fire gear to be placed on apparatus are not acceptable; however information providing additional information about an incident, a member arriving at the scene of an incident to provide on-scene information and any emergency situation are acceptable. This is not an all inclusive list.

H. Addition/Deletion of Apparatus/Units - The 9-1-1 Center shall be formally notified of any addition or deletion of any apparatus in the system. This will allow proper tracking ability (CAD) for responses of the apparatus.

## **CHAPTER 5 LICENSING AND THE FCC**

A. All radio equipment used in this system will be licensed in accordance with regulations of the Federal Communications Commission.

B. Records of all radio licenses related to equipment operated at the 9-1-1 Communications Center will be maintained by the 9-1-1 Director or Consultant. Copies will be posted on or near the base radio equipment and/or in the 9-1-1 Center.

C. The 9-1-1 Director and/or Consultant will monitor the status of all licenses of equipment located at the 9-1-1 Center, as well as licenses for mobile radios operating under each associated base station. Appropriate filings for modifications and renewals will be made as required.

D. Each fire department, fire company, or rescue squad operating a base radio at its headquarters shall be responsible to license such station and to maintain such license. The 9-1-1 Commission may provide technical assistance upon request. Each of the aforementioned shall file a copy of its current license with the Commission upon request.

[NOTE: You may occasionally receive mailings from private firms (i.e., FCC Licensing, Inc.) regarding license applications and/or renewals. Although the name may appear to be the federal agency governing such, this is often not the case; these mailings generally seek some monetary fee to file your paperwork for you and may be ignored. The FCC will generally send a renewal notice that you merely sign and return (with fee or exemption proof). Usually, the private company's mailing is 2-3 months ahead of the official FCC notice. If you have questions, contact the Commission's Director or Consultant.]

E. Authorization is hereby granted for participating fire companies and rescue squads to operate FCC type-accepted mobile or portable radios on designated frequencies in accordance with these policies, when such companies are not independently licensed or lack the necessary number of unit authorizations.

F. Individual members of fire and rescue companies may be authorized by their companies to operate FCC type-accepted mobile or portable radios on frequencies licensed to that company. Additionally, they may be authorized to operate on frequencies licensed to the Commission subject to approval of the company of which they are a member and notification is provided to the Commission. Such request must be approved and signed by the chief operational officer or his designee of the company. Authorization may be revoked by the 9-1-1 Commission, the ANFA Firemen's Association, appropriate Commission, the EMS Council, or the chief operational officer for non-compliance with these policies or FCC rules and regulations.

G. Vehicles and agencies from outside the local system and governmentally or privately owned vehicles or radios providing or requesting mutual aid assistance to public safety services served by this system are authorized to operate mobile and/or portable radios and communicate on the Eastern Shore system frequencies for purposes of inter-agency coordination provided such the operating agency is eligible for licensure in the same radio service as the frequency used. This provision does not extend "dispatching" or "paging" service to any private agency.

H. The use of the emergency frequencies will be limited to communications essential to the conduct of departmental and agency business. Under rules of the Federal Communication Commission IT IS

UNLAWFUL:

1. To transmit superfluous signals or messages of a personal nature by radio.
2. To use profane, indecent, or obscene language.
3. To willfully damage or permit radio apparatus to be damaged.
4. To cause unlawful or malicious interference with any other radio communications.
5. To intercept and use or publish the contents of any radio message without the expressed permission of the proper authority.
6. To make unnecessary or unidentified transmissions.
7. To transmit without first making sure that the intended transmission will not cause harmful interference.
8. To make any adjustments, repairs or alterations to a radio transmitter, unless under the supervision of a professional radio technician, holding a first or second class license.
9. To deny access to any radio equipment if a properly identified representative of the FCC asks to inspect it. The equipment must be made available at any reasonable hour.
10. To transmit a call sign, signal, code, letter, or numeral which has not been assigned.

I. Communications involving the safety of life or property are to be afforded priority by all licensees.

J. FCC rules require that each station must be identified by transmitting the FCC-assigned call sign during each transmission or exchange of transmissions or at least once each thirty (30) minutes of the operating period. Use of either procedure is allowed. To comply with this requirement, 9-1-1 Center Communications Officers will end at least one series of transmissions during each half-hour with the station call letters for the associated frequency when the channel is in active use. For frequencies used on a relatively infrequent basis (i.e., inter-system communications), each series of transmissions should be ended with the call letters.

K. All transmissions must be restricted to the minimum practical transmission time.

## **CHAPTER 6 PUBLIC SAFETY COMMUNICATIONS LANGUAGES**

A. Ten-codes have historically been used for public safety communications. Because of often transmitted duplicative messages, unnecessary time consumption, and consideration of certain copyrights, most are being abolished for use in the fire and rescue services. As an alternative, PLAIN ENGLISH key phrases and words will be used. Some such words will be standardized and should be used in the standard format; these will primarily be the response codes. The following ten-code may still be used in the fire and rescue services:

**10-4 AFFIRMATIVE/COPY (OK)** "Your message is received, understood, and will be complied with."

B. These standard words and phrases are recognized for use:

**ACKNOWLEDGE** - Let me know that you have received and understood the message.

**ADVISE (IF)** - Give this message to, or, provide me with the necessary information.

**AFFIRMATIVE** - Yes.

**AT \_\_\_\_\_** - Unit has arrived at a destination other than the original scene of the call (i.e., hospital, medical facility).

**ASCERTAIN** - Find out.

**BE ADVISED** - This is to advise you that\_\_\_\_\_.

**CHECK** - Call and see.

**CODE 1** – Emergency Response.

**CODE 2** – Non-Emergency Response.

**CODE BLUE** - Cardiac Arrest.

**CODE GRAY** - Dead on Arrival (D.O.A.).

**CORRECTION** - The correct version is\_\_\_\_\_.

**DESIRE** - Want.

**EMT** - Emergency Medical Technician.

**EN ROUTE** - Unit is in route to a given location.

**ETA** - Estimated Time of Arrival.

**FORWARD** - Send.

**GO AHEAD** - Proceed with your message.

**IN PURSUIT** - Unit is chasing a vehicle and requires assistance from other units.

**IN-STATION** - Unit has fully completed assignment and has returned to the station of origin.

**LZ** - Landing Zone.

**NEGATIVE** - No.

**NOT AVAILABLE** - Unit cannot accept another assignment, but may be able to be reached by radio.

**OBTAIN** - Get.

**O.K.** - Message received, granted, will comply or agreed upon.

**ON SCENE** - Unit has arrived on scene of emergency.

**PAR-** number of personnel on unit

**PREPARE TO COPY** - Dispatcher or unit is about to give lengthy message.

**REPEAT** - Say again.

**RESPONDING** - Unit is enroute to assignment.

**RETURNING TO STATION** - Assignment completed. Unit is returning to station.

**SPECIAL ANNOUNCEMENT** - Information to follow.

**SPELLING** - The next word will be spelled out.

**STANDBY** - Do not transmit until directed or Wait.

**TESTING** - For radio tests, the designator "TESTING" will precede a test count or alarm.

**UNABLE** - Can't.

**UNDER CONTROL** - Situation is under control when no further assistance is anticipated.

**URGENT** - An emergency message must be transmitted.

**WORKING FIRE** - A fire at which considerable fire-fighting activity is being conducted.

**C.** Reserved (or re-lettering pending)

**D.** Reserved (or re-lettering pending)

E. The standard response scenario of FIRE emergencies will be as follows:

**RESPONDING** - Unit is enroute to assignment.

**ON SCENE** - Unit has arrived on scene of emergency.

**RETURNING TO STATION** - Assignment completed. Unit is returning to station.

**IN STATION** - Unit has returned to station. Radio will be "off".

F. The standard response scenario of EMS/RESCUE/MEDICAL emergencies will be as follows:

**RESPONDING** - Unit is enroute to assignment.

**ON SCENE** - Unit has arrived on scene of emergency.

**EN ROUTE** \_\_\_\_\_ - Unit is in route to a given hospital or medical facility.

**AT** \_\_\_\_\_ - Unit is at designated medical facility. (Out of vehicle.)

**RETURNING TO STATION** - Assignment completed. Unit is returning to station.

**IN STATION** - Unit has returned to station. Radio will be "off".

G. The following trauma/medical codes are established for field use.

**PRIORITY 1** - Critical injury or critical medical problem requiring immediate treatment by a physician and/or EMS personnel.

**PRIORITY 2** - Moderate injury or moderate medical problem requiring treatment by a physician and/or EMS personnel within one hour.

**PRIORITY 3** - Minor injury or minor medical problem or ambulatory patient.

**PRIORITY 4** - Non-emergency/Code Gray

H. Terminology – Stations Requesting Additional Staffing – EMS Incidents – The below language will be used by field personnel when requesting additional staffing:

**REQUESTING A DRIVER** – station has a released EMS provider (that is not a driver) and needs a released driver

**REQUESTING AN ATTENDANT** – station has a released driver (that is not an EMS attendant) and needs a released EMS attendant

**REQUESTING A DRIVER OR ATTENDANT** – station has a released driver (who is also a released EMS attendant) and needs either a released driver or a released EMS attendant

I. Phonetic alphabets should be used for spelling out unusual names of persons and locations. The names used after each letter has been found to be the most understandable over the air. They should always be given as: "A - Adam," "B - Boy" - never "A as in Adam" or "B as for Boy," etc. The alphabets are easily memorized with a little use.

|             |             |             |
|-------------|-------------|-------------|
| (A) ADAM    | (J) JOHN    | (S) SAM     |
| (B) BOY     | (K) KING    | (T) TOM     |
| (C) CHARLES | (L) LINCOLN | (U) UNION   |
| (D) DAVID   | (M) MARY    | (V) VICTOR  |
| (E) EDWARD  | (N) NORA    | (W) WILLIAM |
| (F) FRANK   | (O) OCEAN   | (X) X-RAY   |
| (G) GEORGE  | (P) PAUL    | (Y) YOUNG   |
| (H) HENRY   | (Q) QUEEN   | (Z) ZEBRA   |
| (I) IDA     | (R) ROBERT  |             |

|             |              |             |
|-------------|--------------|-------------|
| (A) ALPHA   | (J) JULIETTE | (S) SIERRA  |
| (B) BRAVO   | (K) KILO     | (T) TANGO   |
| (C) CHARLIE | (L) LIMA     | (U) UNIFORM |
| (D) DELTA   | (M) MIKE     | (V) VICTOR  |
| (E) ECHO    | (N) NOVEMBER | (W) WHISKEY |
| (F) FOXTROT | (O) OSCAR    | (X) X-RAY   |
| (G) GOLF    | (P) PAPA     | (Y) YANKEE  |
| (H) HOTEL   | (Q) QUEBEC   | (Z) ZULU    |
| (I) INDIA   | (R) ROMEO    |             |

J. A twenty-four hour clock will be used for public safety communications and records. Examples appear below:

|      |  |
|------|--|
| 2400 | Midnight (twenty-four hundred) (Note: Clock may read 0000 or 0:00) |
| 0001 | one minute after midnight (zero zero zero one)                     |
| 0100 | one o'clock in the morning (zero one hundred)                      |
| 0200 | 2 a.m. (zero two hundred)  |
| 0300 | 3 a.m.   |
| 0400 | 4 a.m.   |
| 0500 | 5 a.m.   |
| 0600 | 6 a.m.   |
| 0700 | 7 a.m.   |
| 0800 | 8 a.m.   |
| 0900 | 9 a.m.   |
| 1000 | 10 a.m. (ten hundred)  |
| 1100 | 11 a.m. (eleven hundred)   |
| 1200 | 12 noon  |
| 1300 | 1 p.m.   |
| 1400 | 2 p.m.   |
| 1500 | 3 p.m.   |
| 1600 | 4 p.m.   |
| 1700 | 5 p.m.   |
| 1800 | 6 p.m.   |
| 1900 | 7 p.m.   |
| 2000 | 8 p.m.   |

|      |         |
|------|---------|
| 2100 | 9 p.m.  |
| 2200 | 10 p.m. |
| 2300 | 11 p.m. |

K. (12-1-08) Interoperability Codes – Virginia Standard Transmission Codes

*[SUPPRESSED IN ON-LINE VERSION – See In-Vehicle or In Station Channel and Codes Chart  
–or- Contact 9-1-1 Director or station commanding officer]*

## CHAPTER 7

## FIELD RADIO PROCEDURES AND TECHNIQUES - GENERAL

The manner in which radio and telephone messages are handled is often a measure of the efficiency of an organization and the attitude of its individuals. Observing simple basic rules will expedite message handling and improve working relationships among all concerned. Application of these general "Do's" and "Don'ts" plus the specified procedural examples shown elsewhere will lead to a professional job.

- A. Listen before transmitting to make certain the frequency is clear and organize your thoughts before transmitting.
- B. Keep all transmissions brief and to the point.
- C. Speak distinctly and pronounce words carefully. Speak at a moderate speed using your conversational voice. Don't shout! Remain calm in all situations.
- D. Make sure the microphone switch is fully depressed and pause briefly before talking. Hold mobile microphones close to and at a slight angle (45°) to your mouth. In mobile relay/repeater systems, operators should allow about one half second prior to talking after keying the microphone.
- E. From a cold start, different radios require varying amounts of time to warm up. Be aware of this and allow time for the transmitter to stabilize.
- F. Avoid transmitting when sirens and other noise are at high levels.
- G. Use official titles and unit numbers in all transmissions.
- H. Do not use preliminary calls simply to establish contact. Unless conditions require urgent contact as specified in Chapter 6, identify yourself or unit and send your message in one single transmission.

### Good Example:

Unit 13-1 - Rescue, Responding.  
Unit 13-1, 10-4, WPSJ218, 1345.

### Poor Example:

Unit 13-1 - Rescue.  
Unit 13-1, go ahead.  
Responding.  
Unit 13-1, 10-4, WPSJ218, 1345.

- I. All stations and units should assume good signal strength and readability unless otherwise notified. Unless one station cannot clearly hear another, or except when tests are being conducted or patch circuits are being established, strength and readability reports will not be requested.
- J. Various words, phrases, and signals have been adopted for use in this communications system, and should be used when appropriate. They appear in Chapter 6 of this manual. When unsure of a code, use plain English.
- K. Never use language or terms over the radio which will not be acceptable for public broadcasting.

- L. Comedy, humor, jargon, or practical jokes will not be permitted within this radio system.
- M. All radio transmissions will be made only in connection with departmental or agency business and the performance of official duties.
- N. The station and unit designators identified in Chapters 3 & 4 of this manual and such others as shall be issued by the Commission shall be used when calling stations and units within this system.
- O. Vehicle/unit response and status will be indicated by the use of appropriate response codes. When a unit which is RETURNING TO STATION (without commitment to a call) receives a call to respond to another incident, the word "RESPONDING" should be used to verify response to the second call.
- P. When responding to an assignment, or when any vehicle status change is made, all units must make sure that the Communications Officer acknowledges the unit. If after two attempts have been made during a status change and the Communications Officer has not acknowledged, the unit should assume either radio equipment failure or a very busy Communications Officer. In this case either wait until the unit is near a telephone and make the status change by public service or wait until the Communications Officer advises to go ahead with traffic.
- Q. Changes or turnovers of command should be transmitted via radio in order that all responders are aware of such changes or designations.
- R. (11-2-09) The scanning of multiple channels by responding/on-scene units/personnel is discouraged. Personnel should operate/monitor using assigned channels, failure to do so may result in missed radio communications.

## **CHAPTER 8**

## **FIRE GROUND COMMUNICATIONS AND REPORTS**

- A. The first arriving unit on any emergency shall report as being ON SCENE. On fire incidents the unit shall give a visual report. Example: "Engine 18-4 to CENTRAL, on scene, smoke showing from the second story."
- B. Chief Officers and command units should advise Central when they are on-scene of any major fire or emergency.
- C. The officer-in-charge (OIC or Fire Command), after summarizing the situation shall, as soon as possible, make a fire-ground report to the Communications Officer advising the nature and extent of the situation, any assistance needed, and any special instructions.
- D. When calling for additional alarms or units, the OIC should advise what is needed, listen and verify the alerts, and then advise special instructions for the units to respond. If no specific instructions are given by the OIC, the responding units should not ask for instructions on the radio but rather report to the OIC at the fire ground.
- F. On multiple alarm fires, second-in and later companies are recommended to refrain from attempting communications with the on-scene company or Fire Command until nearing the location. Avoid necessity to relay through the 9-1-1 Center. Avoid chit-chat and unnecessary conversation during responses. Listen for instructions from the fire command officer or OIC.
- G. In the event of an emergency requiring numerous companies or in specialized situations, it may become necessary for the OIC to establish a command post. The unit operating as the command post will be known as "COMMAND POST"; if multiple command posts are in operation, the designator should be followed by the district number in which the incident is located. The command post should be staffed by knowledgeable fire personnel working directly with the OIC. Incoming and outgoing vehicles should report to the command post. All plans for fire attack or rescue strategy should be channeled through the command post. Requests for additional assistance should be channeled through the command post. All radio traffic to and from the Communications Officer should be through the command post.
- H. In the event the OIC or Safety Officer determines that immediate and/or emergency evacuation and retreat of suppression forces is required, such order shall be communicated to all personnel by radio. In addition, on scene apparatus shall be directed to sound a ten-second continuous blast of all horns and air horns as an audible warning. This blast shall be known as the "EMERGENCY EVACUATION SIGNAL" and shall be used when a potential safety danger is imminent to fire and/or rescue forces.

## **CHAPTER 9**

### **9-1-1 COMMUNICATIONS CENTER OPERATORS (Communications Officers)**

A. The Eastern Shore of Virginia 9-1-1 Communications Center is operated by the Eastern Shore of Virginia 9-1-1 Commission on a 24 hour-a-day basis. Personnel are employed by and are under control of the Eastern Shore of Virginia 9-1-1 Commission and its designated managers and supervisors.

B. Communications Officers serve as the system telecommunicators. The Communications Officers are the point of contact through which most information is received or disseminated. They represent the 9-1-1 Communications Center and all affiliated agencies to all with whom they communicate. In addition, the increased use of scanners by the public has put Communications Officers in a position of representing public safety services to persons with whom they never communicate. Communications Officers will only be as effective as their own initiative and sense of responsibility dictates. The material in this manual, nor that in any other, will not compensate for carelessness, lack of sincere effort, dishonesty, or disregard of established rules and regulations.

C. Standard operating procedures shall be used by all Communications Officers handling messages by radio or telephone. The Communications Officer is responsible of maintaining system discipline; for handling radio and telephone message traffic rapidly; for determining the order of priority in which transmission will be made; and for directing and controlling the use of all frequencies except those specifically established for field use. The 9-1-1 Director or Consultant shall have authority to order the reassignment of frequencies if technical and/or legal parameters so dictate.

D. The Communications Officer is a resource manager. They must know the capabilities and limitations of the communications systems that he is authorized to operate. He must be familiar with the administrative organization of his and other departments so as to be able to route traffic properly, and be knowledgeable of the equipment available to public safety agencies for the process of their duties, both regular and emergency. They must be familiar with the organization and communications capabilities of cooperating agencies and with applicable rules and regulations of the Federal Communications Commission.

E. Radio consoles and communications equipment will be operated according to these policies and instructions issued by the Director and supervisors. Communications Officers will select the appropriate transmitter and receiver based upon services and/or jurisdiction when communicating with field units.

F. The headset microphones will be worn at all times while communicating with mobile units and other base stations. No action will be taken by Communications Officers to circumvent the proper use of the headset.

G. All switches on the console will be operated by finger control. Use of pens, pencils, feet, or other devices to operate such switches is strictly prohibited. Only such pressure as is necessary to enable a switch shall be used.

H. Above and beyond any cleaning and maintenance provided by custodial staff, cleanliness of the 9-1-1 Center shall be the responsibility of Communications Officers.

I. Writing surfaces and external cabinetry of the console and other equipment may be cleaned with

any mild, non-abrasive cleaner such as a mixture of mild soap and water or glass cleaner. The front panels and switches may be cleaned with a dampened cloth which has been thoroughly wrung out. Do not allow fluid to drip into the switch controls at the console positions. Do not use any petroleum based cleaners.

J. It is recommended that all communications equipment be maintained in a clean environment free of excessive dust, heat, high humidity, smoke, and other contaminants. Smoking is prohibited in the 9-1-1 Communications Center, including the main communications room, offices, kitchen/lounge, storage rooms, and rest rooms. Air filtration and conditioning should be in operation at all times.

K. No magnets shall be used on or near the console, central electronics bank, or recording equipment. Do not permit magnets in the main communications room of the 9-1-1 Center. Messages, notes, reference data, etc., will be managed and maintained in a neat and orderly fashion. Notes, messages, and memoranda should be placed on bulletin boards, clipboards, or other hardware or in notebooks whenever possible, and only temporary and/or urgent notes should be affixed to the console. The top of the console will not be used as a storage area for the accumulation of materials other than essential supplies, equipment, and appurtenances necessary for successful dispatching, except that temporary decorations (flowers, etc.) shall also be permitted.

L. Televisions, radios, and audio components other than those provided by the Commission shall not be permitted in the communications center, unless prior permission is granted by the 9-1-1 Director, Consultant, or Supervisor. Whenever possible, any radio, television, or other audio component installed for public safety, training, or relaxation will be installed so that speakers will be muted during radio transmissions; the volume of each device shall be restricted to a reasonable maximum level.

M. Communications Officers shall appear in a neat and orderly manner for each shift. Communications operators working in the 9-1-1 Center shall be dressed in accordance with the agency's dress code or supervisory instruction. No dispatcher shall be under the influence of alcohol or non-prescribed drugs while on duty.

## CHAPTER 10 TELEPHONE PROCEDURES AND TECHNIQUES

A. The telephone is the most available and most important means of accessing the services of public safety departments.

B. Answer promptly. Treat each call as an emergency. Always answer emergency lines first and administrative lines second. When necessary, callers on administrative lines or handling administrative or non-emergency business should be placed on "hold" so the emergency lines may be answered promptly.

C. (12-1-08) Incoming calls on the telephone lines in the 9-1-1 Communications Center shall be answered using a standard format which includes identification of the receiving agency or line purpose and dispatcher's name (non-emergency lines). As appropriate, the Communications Officer may use their assigned "Dispatcher Number" (examples – communicating with alarm companies, communicating with other 9-1-1 Center's, etc.). The following formats should be used for each of the designated lines:

|                     |                                      |
|---------------------|--------------------------------------|
| 9-1-1 Lines         | "9-1-1, Where is Your Emergency?"    |
| 787-4100            | "9-1-1, Where Is Your Emergency?"    |
| Non-Emergency Lines | "Eastern Shore Communications, Name" |
| Accomack EOC Lines  | "Accomack Emergency Services, Name"  |

D. Take all information. Write it down or key it in; avoid leaving anything to memory. If agencies under dispatching control are not the proper ones to handle a particular call, transfer or advise the calling party of such and provide the name and phone number of the proper agency to call. If uncertain of the agency to handle a particular complaint, take the caller's name and number and notify them as soon as you can find a referral source.

E. Emergency calls should always be accepted even when not in your specific jurisdiction. Obtain pertinent information and relay to the proper agency. Make every effort to handle the emergency. Never assume that the caller is in a position to redial another number.

Although an incident may not appear to be an emergency to you, the caller may perceive such to be an emergency. In such cases, the image of 9-1-1 service will best be served by accepting the call and transferring it to the appropriate agency.

Non-emergency calls such as requests to speak to a particular party, to inquire about civil matters, or to request public utility services (other than emergencies) may be terminated by referring the caller to dial the correct number. Always try to direct the caller to a proper source of information, even if it is your non-emergency number. Passing a non-emergency number through 9-1-1 transfer will build incorrect usage of the system and is therefore discouraged.

F. The Communications Officer should take charge of the conversation by asking the required questions rather than depending on the caller to supply anticipated information. Be courteous but firm in dealing with the caller.

G. On INCOMING EMERGENCY CALLS, the Communications Officer shall obtain the correct address, specific location, type and nature of the emergency, and the telephone number and name of the person reporting the emergency. For medical emergencies which are supportable by Emergency Medical Dispatch, additional questions will be required. A standard information receiving form/CAD

display should be used whenever possible.

H. When a wire-line silent 9-1-1 call or 9-1-1 hang-up is received (including abandoned calls, if ANI and/or ALI data is provided), the Communications Officer shall call the number back (prior to disconnecting the line and calling the residence/business back the Communications Officer should attempt to determine if it is a TDD call). If the Communications Officer receives an answer on the call back, they shall attempt to determine why 9-1-1 was called. If contact is made with the caller and public safety assistance is needed, the call will be handled according to standard practices and procedures. If contact is made with the caller and they indicate there is no emergency and no public safety response is needed the call may be terminated with no further action, unless the caller is a minor (unable to verify no emergency/problem with an adult) or the Communications Officer questions/doubts the information obtained (based on background noise, tone of voice of the person, or other information indicating a potential emergency). If contact is unable to be made with the caller, contact is made with a minor only, or the Communications Officer questions/doubts the information obtained, the appropriate Sheriff's Office will be notified. All information from the call will be provided to the Sheriff's Office, including ANI/ALI information and information from the callback attempt. At no time shall the Communications Officer advise the caller that officers are responding to verify the situation. If the Communications Officer receives an answering machine/voicemail, they will not leave a message.

At a minimum, Communications Officers should attempt to call back wireless 9-1-1 hang-ups/silent calls to determine if there is an emergency.

I. Telephone calls answered on the console telephones will be recorded on a Call-Check Recorder automatically. Permanent recordings may be made through the use of the proper recorder and interface equipment by authorized personnel.

J. The use of any obscene, vulgar, profane, lewd, or indecent language or the act of threatening anyone over the telephone or radio is strictly prohibited. Such may result in disciplinary action and/or prosecution under State and/or Federal laws.

K. False alarm calls should be considered criminal and every effort should be made to eliminate such calls when possible. The telephone company will work with the 9-1-1 Center to trace calls not recorded by 9-1-1 software or Caller ID. The Communications Officer should refer incidents involving false alarms to a dispatch supervisor for follow-up action. The Dispatch Supervisor or 9-1-1 Director will initiate contacts with security personnel of the telephone Company when deemed necessary.

L. Whenever a fire or rescue company or a local police department (which utilizes the 9-1-1 Center or another dispatch station for dispatching services) receives an emergency call or alarm at its station, the receiving party should notify the Communications Officer and relay all standard information. In general, the station or units should then be alerted in the usual manner to avoid system confusion.

M. No fire and rescue personnel shall call the 9-1-1 Center asking the location of a call or asking if they are needed unless such call has been requested by the Communications Officer. Personnel are encouraged to listen to pagers, report to the station, or go to the call location. Communications Officers will not release the location of a call by telephone, except for security purposes when personnel have been requested to call the 9-1-1 Center.

N. When fire and/or rescue personnel are requested to call the 9-1-1 Center, such request will be

communicated by the phrase "Contact Communications" or "Call Communications". When law enforcement personnel are requested to call the 9-1-1 Center, such request will be communicated by the phrase "Contact Communications", or "Call Communications". In response to such request, personnel should dial one of the non-emergency numbers to reach the 9-1-1 Center: Personnel should not dial emergency lines (9-1-1 and 787-4100)

O. It shall be the policy of the 9-1-1 Center to assure that all Communications Officers and Supervisors are properly trained in the use of the 9-1-1 TDD interface and re-trained in the use of that equipment on a regular basis.

Upon the Communications Officer receiving a TDD call in need of transfer to another agency the call shall be transferred. If the receiving agency does not have TDD capabilities, the Communications Officer should remain on the phone to assist with the transfer of information.

P. Upon the Communications Officer receiving a telephone call requesting law enforcement assistance the caller will be transferred to the appropriate law enforcement agency. (11-2-09) The Communications Officer shall not remain on the transferred call, unless requested by the dispatch center or the Communications Officer has supplemental information to offer pertinent to the incident (weapons, injury, location, etc. information). If the incident indicates a fire or EMS response the appropriate information will be obtained for dispatch as well as transferring the caller/information to the appropriate law enforcement agency. Telephone calls from field personnel (assigned/involved in an incident) in need of law enforcement assistance shall be received and information taken and then relayed to the appropriate law enforcement dispatch center by the Communications Officer, allowing the field personnel to remain on the phone if necessary.

Q. Language Line Services provide interpreter service 24/7/365 for more than 150 languages. Communications Officers are authorized to access this service as needed.

R. Freedom of Information Act - It shall be the policy of the Commission that all files, tapes, printouts and documents of the ESVA 911 Commission are public records subject to the provisions of the Virginia Code, including the Privacy Protection Act and the Freedom of Information Act. The records maintained by the Commission may include incident information, criminal investigation records, and medical information. Release of any of the records pursuant to either citizen request or subpoena must be governed by the appropriate restrictions of the statutes and other applicable authority. In some cases release of the information is mandatory (i.e., incident reports); in other cases release is prohibited (i.e., personal medical information). Records of the Commission, including files, tapes, printouts or other documents and information in print or digital form shall not be released without the approval of the Director or his designee. This shall include requests for: training and/or personnel records, CAD and all automated records, tapes, logs, files, or any other type of records, or information about those records, whether requested by letter, telephone, mail or other means. Should an employee receive a request for any type of information, they shall refer the requester to the Director or designee. If all of those officials are unavailable, the Supervisor or Communications Officer shall complete the Department Request for Information Form and forward it to the Director or his designee to be completed as prescribed by law.

The form should be filled out completely and accurately and it shall indicate exactly what type of information is being requested and all of the associated times and dates; however any request for information will not be denied if the requestor refuses to complete the form. Upon receiving a request for information, subpoena or a court order, the Director or designee shall review the request and

determine if the information is still available and if it can be released. Once a request for information has been received, the Commission has five (5) working days to respond to the requestor. If it is “not practically possible” to provide the requested records or determine whether they are available within the five work day period, the requestor will be notified in writing, with specification of the conditions which make the response impossible and the 9-1-1 Commission will have an additional seven (7) work days to respond. The final response to the request shall be handled in one of the following ways:

- The requested records will be provided to the requester.
- The requested record will be entirely withheld and the authority for withholding the records shall be specified
- The requested records will be provided in part and withheld in part and withheld records as well as the authority for withholding the records shall be specified.
- The requested records do not exist or could not be found. If known, the requestor will be provided contact information for where the information can be found.

As a part of the review and release process, the Director or designee may consult with the appropriate law enforcement agency, the appropriate Fire/Emergency Medical Services Department, or other affected agencies. The Director or designee may also consult with legal counsel prior to the release of information. Upon the release of information from the 9-1-1 Commission, the requestor will verify receipt in person with their signature. If the requestor is unable or unwilling to receive information in person, the requested information will be delivered using the United States Postal Service (certified mail). There shall be a charge of .10 cents per page for all copies over five pages and a flat rate of .25 cents per tape or other electronic disk. Time spent by the staff in accessing, duplicating, supplying or searching for the requested records shall be billed at a rate of the minimum hourly rate per hour of a Communications Officer. If the research charges are likely to exceed \$200.00, the requestor shall be made aware of the cost prior to conducting the research and the requestor shall be required to enter into an agreement for payment of the full amount. A deposit of the estimated cost may be required.

S. Inquiries regarding employment reference checks, whether written or telephonic, are referred to the Director or Chairman of the Commission for response. It is the policy of the Commission to release only such information which is in the public domain, i.e., classification title, salary, and dates of employment. Reasons for termination and references as to character and performance are not to be released.

## **CHAPTER 11            RADIO DISPATCHING - GENERAL**

- A.     The purpose of public safety radio systems is to dispatch messages and related information (pertaining only to the official business of the licensee) to and between its units.
- B.     The mobile units of each licensee, whether or not licensed separately, are under the command of their related manned base station (in most cases, the 9-1-1 Communications Center).
- C.     Communications Officers must be familiar with stations and units to be monitored. Call identifiers and locations of such stations and units should be known by all dispatchers.
- D.     Communications Officers must listen to the radio before transmitting in order to minimize interference and comply with FCC regulations.
- E.     Courtesy can be more aptly expressed by tone of voice and manner of presentation than by words. Eliminate all unnecessary talking and phrases. Never say "Thank You" or "Please". Never use salutatory greetings or expressions such as "Have a Nice Day", "Merry Christmas", and "Happy New Year". While these phrases may be acceptable when used by a mobile unit, they do not reflect proper dispatching etiquette for a 9-1-1 Center.
- F.     Words or voice inflections which when broadcast reflect or indicate irritation, disgust, or sarcasm must not be used. Relations with other operators must remain cordial at all times.
- G.     Never use language or terms over the radio which will not be acceptable for public broadcasting.
- H.     Comedy, humor, jargon, or practical jokes will not be permitted within this radio system.
- I.     All radio transmissions will be made only in connection with departmental or agency business and the performance of official duties.
- J.     Be absolutely impersonal while on the air. Avoid the egotistical "I" and concentrate on third person language.
- K.     Avoid familiarity. Use proper names and titles or unit identifiers. Whenever possible, identify parties by their unit identifier or title rather than by their name. Avoid addressing units by their name when communicating by radio.
- L.     Never change a single word in a formal message which is received for relay purposes. Record and retransmit it exactly as given. (Originating station should monitor transmission if possible to verify correctness.)
- M.     Write out long messages and/or announcements and read over the radio rather than trying to make up phraseology as the message is being transmitted. Long messages should be broken into phrases and each phrase repeated once before going to the next phrase of the message.
- N.     To call a mobile unit or another base station use your designated identifier followed by the identifier of the unit or station to be called. Examples: "Accomac - Car 3", "Central - Engine 18-4",

"Rescue - Medic 19-1", "Accomac - Eastville". In answering a unit or station, state the unit's or station's identifier followed by the phrase "Go Ahead". Example: "Station 1, Go Ahead". For interagency communications, your identifier may precede the acknowledgement; i.e., "Accomac - Eastville, Go Ahead".

O. At the end of a transmission when a reply is expected, the phrase "Go Ahead" may be used. When no reply is expected or necessary, the time and/or call letters may be transmitted. Do not use the term "Come In" when calling a unit or soliciting a reply.

P. Any station or unit calling must be answered promptly. Under no circumstances, allow a calling station to go unheeded. Give a "Standby" if necessary but at least answer the call. Don't take time to explain why a standby is necessary. It must be honored without question, unless emergency assistance is required by the caller.

Q. Under many conditions the radio and telephone traffic at the 9-1-1 Center becomes heavy enough to prevent immediate answers to radio calls. When this occurs the Communications Officer may advise "All units standby unless you have an emergency." This means that the Communications Officer is unable to answer and do not transmit until further notice. Release the standby by saying "Dispatcher Available" or "Emergency Clear."

R. In an emergency or when any unit has urgent traffic for the 9-1-1 Center and when radio traffic is heavy, the unit shall call the Communications Officer in the normal manner and then add the phrase "Urgent, repeat Urgent." An urgent message will be given priority over all other types of messages and should be reserved for critical situations.

S. Be brief and use approved terminology, codes, or signals when practical. Use the phonetic alphabet and spell out names and words that might be misunderstood.

T. The international distress signal is the spoken word "MAYDAY". This signal is in regular use in the aeronautical and maritime fields. It should be recognized as an urgent call for aid, and assistance should be provided as possible. Other phrases indicate emergency conditions, notably the words "urgent", "emergency", and "help" repeated several times. A word such as "assistance" denotes a lesser degree of urgency. These words should not be used in routine dispatching, but should be reserved for emergency field use only.

U. A Communications Officer may repeat or "echo" important aspects of a unit's transmission whenever appropriate. A message should be received, key points selected, and acknowledged by repeating the unit number and key points. This confirms correct reception and makes other units who may have not received the traffic of the unit or situation status. This may also serve as an educational tool if properly used.

Example: MOBILE: "Engine 9-5 - Central, on scene. Smoke showing from attic."

9-1-1 CENTER: "Engine 9-5, on scene, Smoke showing from attic, 1422."

V. The 9-1-1 Center will not provide dispatching or paging service for any private agency or company utilizing system frequencies. All dispatches of private services shall be accomplished through such agency's own dispatch or paging service via telephone referral. Units authorized to operate on

system frequencies for inter-agency coordination may be communicated with for such purposes as long as the communications will not be construed to be actual dispatching or paging. Requests for dispatch of these agencies by the 9-1-1 Center should be referred to the appropriate dispatch service.

W. Special Features – Radio Dispatching

- Simulcasting – feature initiated by the dispatch center allowing the Communications Officer to broadcast over multiple channels simultaneously.
- Cross-Patching – feature initiated by the dispatch center allowing the joining of multiple channels
- Alert Tones – feature initiated by the dispatch center to indicate the broadcast of a specific message (EMS incident, Fire Incident, or Announcement)

## CHAPTER 12            DISPATCHING OF FIRE AND RESCUE SERVICES

It is the policy of the ESVA 9-1-1 Center to dispatch the appropriate response to an incident based on information obtained from callers. This meaning Communications Officers will generate an incident and dispatch a response for callers who may be uncertain of what they see (unknown if on fire, but may be), callers who we believe may not be being truthful (possible false call), callers we believe do not really have an emergency, possible brush/woods fire (unattended fire, unknown if a control burn, or complainant concerned about a safety issue, etc.), someone may be ill or injured (unknown).

All pertinent information related to the incident will be relayed over the radio allowing Stations/Officers to make appropriate decisions regarding response and changes to the assignment.

A.     Response assignments will be made according to data generated by entries to the Computer Aided Dispatch (CAD) system, known as fire boxes, EMS boxes, and routes. Data entered in the system is based on submissions from agencies. Hard copy maps will serve as the primary backup for alerting by station zones or routes. District and fire box changes will be made by the 9-1-1 Commission upon written request of all the companies affected. If all involved stations are unable to agree to a change, the matter will be resolved as directed in Chapter 3, Section F. The guiding principle for district boundaries and fire boxes shall be the closest station being dispatched to an incident. Where submissions to the Commission of requested data are non-existent or untimely, the Commission shall generate data which it deems appropriate for the public safety.

B.     The 9-1-1 Center will maintain a listing of apparatus out-of-service which are thus not available for assignment. An announcement of "Units Out of Service" should be made twice daily at 0900 and 1800 hours, as indicated in Chapter 14. When units mark changes in status of availability, the dispatcher should echo or announce such status via a straight message. Use of paging tones in conjunction with such announcement is not necessary. Station personnel are responsible for notifying the 9-1-1 Center when a unit which has been marked "out of service" is returned to the "in service" mode.

C.     No unit or company will respond on an incident unless properly dispatched.

D.     **(2-1-09)** Any smoke, odor of smoke/burning, electrical fire/problem, article/product fire (appliances, furniture, vehicle, etc), or hazardous material incident occurring inside (including below (basement) and above (roof)) a structure will cause a full alert. \*Fuel/gas spill/leak inside a residence shall generate a 1 station alert

\* Exception – Fire alarm activations will generate a two station alert

All information related to the incident will be relayed to field units/personnel and officers/monitors of the responding stations/apparatus have the authority to alter (reduce or increase) the assignment or response.

The fire investigation classification will only be used for the investigation of a fire related situation occurring outside of a structure. If the situation/emergency is occurring inside (including roof or basement) the call should be treated as a structure incident and generate a full alert.

When a caller advises that a previously reported fire is out or is a false alarm (or upon a request to cancel the fire department), the Communications Officer shall advise the fire/rescue officer-in-charge of

such whether prior to or while responding to the incident location. The decision to cancel units rests solely with the fire officer-in-charge. General practice calls for on scene investigation by the fire officer or first due engine/ambulance, even though the actual response mode may be reduced.

E. (2-10-09) Requests for emergency ambulance should be dispatched to the company in whose district the patient is located (regardless of any request).

F. Requests for specialized equipment should be dispatched to the nearest company with that particular equipment unless predetermined response zones have been established, and the equipment needed should be specifically requested during the alert. Example: "Station 9, Air Bags requested, Accident With Injury at Fisher's Corner....."

G. When a caller (including fire/rescue personnel) advises that there are no injuries at the scene of a previously reported auto accident or medical emergency, the Communications Officer shall advise the EMS or fire officer-in-charge of such whether prior to or while responding to the incident location. The decision to cancel any or all responding ambulances/fire apparatus rests with the EMS/Fire officer-in-charge or primary attendant-in-charge of the first-due ambulance/fire station; the Communications Officer should not cancel any response without specific authorization from the EMS/fire officer. General practice calls for on scene evaluation by the primary EMS/fire responder, even though the actual response mode may be slowed down.

H. Requests for escorts or for intersections to be blocked for the purpose of allowing ambulances or fire engines to pass through an intersection without yielding right-of-way while enroute to the scene of any alarm or while enroute to the hospital should not be made by fire and rescue units and will not be handled by the 9-1-1 Center.

I. When a station (with two or more available ambulances) receives an additional ambulance call while a unit(s) is already assigned to an incident, the phrase "SECOND or THIRD AMBULANCE CALL", as appropriate, should supplement the type of call when the call is dispatched. When a station, having no available ambulances remaining, receives an EMS call, the station will be dispatched as a "medical assist" in addition to dispatching the next available ambulance or station. For stations staffed by daytime career staff, the phrase "VOLUNTEER RESPONSE REQUIRED" should be added to paging information when a full career staff is unavailable or is assigned to another call.

J. When additional personnel are required during a call, such request will be transmitted by paging/radio. Personnel will not as a rule be called by telephone except when unusual situations demand privacy, confidentiality, or security. Demands upon Communications Officers at the time shall be taken into consideration in granting such request.

K. When additional specialized assistance, such as an ALS Provider, is required by an ambulance, the request for such assistance shall include the nature of the emergency as reported by the ambulance technician.

L. The 9-1-1 Center will not relay requests or traffic regarding refreshments made by fire personnel, auxiliary members, or other sources as a general rule. However, command officer at a major fire or incident may initiate a single request for such support if other methods of communication are not available.

M. Vocal dispatches and the sounding of alert tones will be made in the same order as companies are due to respond.

N. If after eight (8) minutes on a dispatch for an emergency or non-emergency response (fire or ambulance) the station/unit alerted has not responded, the dispatcher shall alert the next-due company.

NOTE: If a designated night ambulance squad fails to respond within the eight minutes allotted, activate the daytime paging tones (all-call) for that station in addition to paging the second-due company. [Pertains to Stations 9 and 7]

O. Dispatch information broadcast at the time of alerting/paging of each incident shall include (1) the stations due to respond, (2) the type and/or nature of the incident, and (3) the call location. All medical calls shall include the patient's nature of illness or injury as indicated by signs and symptoms (based on EMD policy). Additional information to be obtained by the 9-1-1 Center Communications Officer should include the caller's name and phone number from which the call was placed, any special directions, and any supplemental information required by the specific type of emergency (based on EMD policy).

P. Scene Safety – Staging for Law Enforcement - Ultimate responsibility for the determination of scene safety and staging for law enforcement rests with field responders. Communications Officers will provide all information related to scene safety to field responders to allow for decision making related to scene safety and staging. When law enforcement is requested to respond for scene safety the 9-1-1 Center will advise field responders when the scene is secure based on information from law enforcement personnel (law enforcement personnel on scene does not necessarily indicate the scene is secure – information must come from law enforcement personnel indicating the scene is secure).

**(7-7-09)** When EMS and fire apparatus stage away from an incident scene due to scene safety concerns (generally awaiting scene safety verification by law enforcement personnel), the staging location will not be broadcast via radio by field personnel. In addition, Communications Officers will not request the staging location via radio broadcast. If field personnel desire for the 9-1-1 Center to be aware of the staging location it will be relayed via telephone (or other secure means). The overall purpose of the policy is to minimize the potential for field personnel to be approached while at a staging location by individuals involved in the incident.

Q. Medical natures will generally be given by describing signs and symptoms rather than providing a diagnosis, unless a medical professional has already diagnosed the condition. The terms "Subject Passed Out" and "Possible D.O.A." will not be used; in lieu thereof, the term "Unconscious Person" should be used. If not breathing, the terms "Unconscious Person - Not Breathing" or "Cardiac Arrest" should be used. "Code Blue" may be used if so reported by on-scene fire/EMS personnel. If the person has presumably been dead for a long period of time and the ambulance is being summoned for support assistance, the term "Code Gray" should be used.

R. Incident Numbers will be assigned for each incident occurring at a specific location. All alarms transmitted to different companies for the same incident will receive the same incident number (fire and EMS will receive separate incident numbers). Emergency transfers receive a separate number different from the incident at which the patient may have been originally received. Round-trip ambulance transports receive only one Incident Number even though the ambulance is required to complete two

## Pre-hospital Patient Care Reports.

S. When a fire station marks all units IN STATION or when the last fire unit marks IN STATION from a fire incident or when an ambulance crew calls from the hospital for such information or marks IN STATION from a call, the 9-1-1 Center should provide the station or unit with as much of the following information as is available at the time and which has not previously been provided: Incident Number, Alarm Time, Time Out (Responding), Time On Scene, Time Enroute To Hospital for ambulances, Time Arrived at Hospital for ambulances, Time Assignment Completed (Returning to Station), and Time In (In Station).

T. Personal paging is prohibited except for pages of individual officials assigned individual paging tones, except that the 9-1-1 Center may page any chief fire or EMS officer relative to an emergency alarm for that station if circumstances require contact prior to alerting and/or paging of the affected station. Straight messages (broadcast) may be used to summon personnel when the purpose is related to fire and rescue services administration. The 9-1-1 Center will not become a personal paging network and will not be used to serve as a secretary for personnel who merely refuse to use all available efforts to contact someone without use of the 9-1-1 Center.

U. Announcements of meetings, special meetings, drills, training sessions, work details shall be brief and shall conform to the procedure established for Announcements as detailed in Chapter 14 of this manual.

V. Temporary Changes to Dispatch - Any temporary change to dispatch must originate from a line-officer or representative of the Department of Forestry. The request must include the specific details of the change in dispatch and the date/time to return to normal dispatch procedures. Examples: requests to contact an officer prior to dispatch, requests to reduce the standard response, and requests to increase the standard response.

W. Premise/House Watch – Information for a Specific Address - All premise (attaching information to a specific address) entries in the CAD must utilize the Premise Form (established by the 9-1-1 Commission). At a minimum the following information must be included: address, name, phone number, reason for entry, authority (person requesting entry), and ineffective date. All Premise Forms will be maintained by the 911 Commission. A premise entry into the CAD can be initiated by a fire line-officer, EMS attendant, 9-1-1 Center personnel, or at the request of a home/property owner. Premise information will be disseminated to field personnel, if indicated.

X. Helicopter Transports – Communications between the 9-1-1 Center/field units and helicopter transports will utilize Channel 11 (Tactical Operations 1) or Channel 12 (Tactical Operations 2). The dispatch channels will serve as a back-up/safe channel for communications. (11-2-09) The appropriate channel information, including frequency and PL code will be provided to the HELO dispatch center upon notification. The Communication Officer shall track all helicopter resources in the CAD as other fire and EMS apparatus. (3-24-09) When a helicopter is requested (such as Nightingale, Life-Evac, Trooper 4, etc.) and a fire response is not already part of the incident then a fire response should be dispatched to handle the landing zone. If a request is made for a helicopter and a fire response is already part of the incident you should inquire from the incident commander if any additional dispatch is required to handle the landing zone. *Exception: Incidents at Shore Memorial Hospital (unless a specific request is made for additional resources).*

Y. Emergency Activations/Mayday - Radio

Activation from a radio assigned to personnel involved in an incident – contact Incident Command and advise of the activation.

Activation from a radio assigned to personnel not involved in an incident – attempt to contact the member declaring the emergency and determine situation. If unable to make contact with the member declaring an emergency the Communications Officer will contact a line-officer with their station for direction.

Activation from a radio (not assigned to a member) – attempt to contact the radio declaring the emergency with a general broadcast. If unable to make contact no further action is required.

Upon the Communications Officer receiving an emergency activation/mayday from a law enforcement unit on a channel, the appropriate dispatch center will be notified with all information.

Z. (11-2-09) – Release of Communicable Disease Information/Other Sensitive Information

In order to provide for both the safety of responding field personnel and the privacy of individuals, Communications Officers shall observe the following procedures when dispatching fire and EMS personnel to a location identified as being occupied by a person with a communicable disease: Advise responding unit(s)/personnel by radio to contact the 9-1-1 Center via telephone. Upon field personnel calling the 9-1-1 Center (telephone), information about the communicable disease at the location will be released. If responding personnel are unable to contact the 9-1-1 Center via telephone the following information will be broadcast via radio to responding units/personnel: “communicable disease precautions indicated at location”. Communications Officers shall not transmit any specific information that is known about the identities of persons or the type of communicable disease involved. The same policy will apply to other sensitive information released to field personnel.

AA. (5-8-09) Safety Check – EMS Incidents (not to include EMS standbys or other events where safety of crews is generally not a concern) – The Communications Officer shall perform a safety check (using “OK” or “10-4”) of each EMS unit which has marked on scene at ten minute intervals (field providers can request the 9-1-1 Center to discontinue safety checks, if desired). At scenes where incident command has been established, the Communications Officer may conduct the safety check with the incident commander. Any EMS unit may advise the Communications Officer they will be “OK or 10-4” for a certain period of time (such as loading patient, providing care in which case the Communications Officer may wait that period of time before checking the welfare of the unit). A Communications Officer, may based on call location, nature, etc. may shorten the interval for checking the welfare of a unit, however, except as listed above, the Communications Officer may not lengthen the interval. Anytime a Communications Officer is unable to make contact with a unit after 45 seconds, the Communications Officer shall attempt to reach the crew using the call back number provided by the caller. The Communications Officer must speak with a crew member. If no contact can be made, law enforcement shall immediately be notified of the situation and request immediate response. In this case the Communications Officer may utilize the appropriate sheriff’s office radio system and SIRS to contact a law enforcement unit. In no case, shall another agency other than law enforcement be dispatched. The Communications Officer shall continue to contact the EMS unit by all means until law enforcement arrives on the scene.

**(11-2-09)** When contact is made with an EMS crew (after a period of no contact) a general message will be broadcast on the operating channel (generally Rescue) stating positive contact was made (Example – Ambulance 19-1 is 10-4 by telephone). This will allow monitoring personnel and field supervisors to be aware of their status.

**(11-2-09)** When a period of no contact with an EMS crew results in a request for law enforcement to respond (to verify their welfare) the appropriate county agency will be notified as soon as practical (in Accomack County the Shift Supervisor (DPS 3) shall be notified and in Northampton County EMS 10, followed by EMS 5 (if unable to reach EMS 10) shall be notified. This policy shall apply to career, volunteer, and split (career and volunteer) crews.

**BB. Safety Check – Department of Forestry -** When requested by Department of Forestry personnel, the Communications Officer shall initiate a safety check of their welfare while at incidents or fire-standbys. Forestry personnel shall notify the Communications Officer of their location, time they will be at the location, of the means to contact them, and expectation of interval between welfare checks. If unable to make contact with forestry personnel during a welfare/safety check the appropriate law enforcement agency shall be notified to respond and verify welfare of the individual. The Communications Officer shall continue to attempt to verify the welfare of the individual until the arrival of law enforcement.

**CC. (2-1-09) Fire Progress – Time -** Communications Officers shall contact the incident commander (unless directed otherwise) of a structure fire at fifteen (15) minute intervals and notify them of the time into the incident. Example – “Command you are 30 minutes into the incident.” If the situation is declared “under control” the Communications Officer shall discontinue the fifteen minute benchmarks (unless requested to continue).

**DD. (2-1-09) Entrapment Incidents – Time –** Communications Officers shall contact the incident commander (unless otherwise directed) of an entrapment incident (such as an MVA with entrapment) at fifteen (15) minute intervals and notify them of the time into the incident. – Example – “Command you are 15 minutes into the incident”. Once the Communications Officer is advised all patients/victims are no longer entrapped, the fifteen minute benchmark shall be discontinued.

## CHAPTER 13      PAGING AND ALERTING FORMATS FOR FIRE AND RESCUE

### A.      AMBULANCE CALLS

#### INITIAL PAGE

1. **(11-2-09)** Select appropriate "RESCUE" channel. (Northampton, Accomack, Mappsville – Dispatch should occur on all appropriate dispatch channels (based on stations dispatched))
2. Determine channel is free of traffic.
3. Transmit ALERT tones (EMS).
4. **(2-10-09)** Transmit brief pre-alert information which will include the following:  
    STATION(S) ALERTED  
    TYPE OF CALL
5. Activate required stations tones.

The following stations use night-time tones at the below established times. The Communications Officer shall use the nighttime tones as indicated below for EMS incidents (first incident only):

Station 7 –      Night-time tone used between 2100 hours and 0500 hours (all-call tone used for additional ambulance calls)

Station 9 –      Night-time tone used between 1800 hours and 0600 hours (all-call tone used for additional ambulance calls)

The following station uses a separate tone for EMS incidents: Station 8

The Communication Officer will use the standard (all-call) tone for any additional EMS incidents, after the first EMS incident for a station. Any additional EMS incidents (after all available ambulances in a station have been exhausted) will be dispatched as a "medical assist", in addition to the dispatch of the next appropriate ambulance/station.

6. **(11-2-09)** Transmit the incident information as follows:

    STATION ALERTED (stations not dispatched by the ESVA 9-1-1 Center shall also be announced – Example – Station 3 should be announced when alerted)  
    TYPE OF CALL AND NATURE (State Priority 1, if so classified)  
    LOCATION (Exact Address If Possible)  
    ANY SPECIAL RESPONSE REQUIRED  
    TIME

Any second ambulance call or incident dispatched as a "medical assist" will be dispatched as such on the radio and any EMS incident will be announced as volunteer response needed if on-duty career staff are committed on an incident or are unavailable.

\* If necessary the above should be rebroadcast on the opposite "RESCUE" channel.

## REPAGING UNTIL RESPONDING

1. Use Steps 1, 2, 5, 6, above.
2. Repage after every 2 minutes until a station is responding.
3. After the initial alert of a Station, they will be re-paged every two minutes. If a Station fails to advise they are responding by eight (8) minutes after the initial dispatch, the next due will be alerted. Any request to not alert the next due station after eight (8) minutes, should not be honored.

Communications Officers will not ask stations (including monitors) if they would like to discontinue the paging of their station or any other station. The policy of the 9-1-1 Center is to continue paging a station until they advise they are responding. The first due station and all subsequent stations paged will continue to be re-paged every two minutes until one of the following occur: the first due station advises they are responding, the 9-1-1 Center is advised to discontinue paging stations by responding apparatus, or an apparatus arrives on scene. If a station advises they are responding, the paging of any stations notified after their dispatch will be discontinued and they will be canceled (unless the responding unit advises differently), however other stations notified prior to the responding station will continued to be paged until one of the above criteria is met.

Any specific request to page a station or continue paging a station will be honored.

**(12-1-08)** In addition to the initial broadcast of field personnel advising they are responding to an EMS incident, the Communications Officer will broadcast a list of all apparatus/monitors on scene and responding when apparatus mark-up (such as, requesting additional personnel), or at the request of any field personnel.

## CANCELING OTHER STATIONS PAGED ONCE RESPONSE IS ACKNOWLEDGED

Once response is generated, transmit a straight message advising other stations (paged after the responding station) to cancel response, i.e., "Station(s) \_\_\_\_\_, Cancel Response, Unit 6-1 Is Responding, (time)". This is not required if the only station affected would be the first-due company (company in whose district the incident occurred.)

## **B. FIRE CALLS, AUTO ACCIDENTS, RESCUES, HAZ-MAT INCIDENTS, MCI's, DISASTERS**

### INITIAL PAGE

1. **(11-2-09)** Select appropriate "Rescue" Channel (Northampton, Accomack, Mappsville - Dispatch should occur on all appropriate dispatch channels based on stations dispatched.
2. Determine channels are free of traffic.
3. Transmit ALERT tones (Fire)

4. **(2-10-09)** Transmit brief pre-alert information which will include the following:  
     STATION(S) ALERTED  
     TYPE OF CALL
5. Activate appropriate stations tones and sirens (house-sirens will be activated once for all incidents requiring a fire response)
6. **(11-2-09)** Transmit the incident information as follows:  
     STATION(S) ALERTED (stations not dispatched by the ESVA 9-1-1 Center shall also be announced – Example – Station 3 should be announced when alerted)  
     TYPE OF CALL AND NATURE (to provide a full description of the incident)  
     LOCATION (Exact Address If Possible)  
     ANY SPECIAL RESPONSE REQUIRED OR SPECIAL HAZARDS  
     ASSIGNMENT OF TACTICAL OPERATIONS CHANNEL (number and description)  
     TIME
7. Activate pre-programmed controls for sirens corresponding with station(s) and/or personnel to be alerted by siren (if not done in Step 5).

\* If necessary the above should be rebroadcast on the opposite “RESCUE” Channel

(1-5-10) When a station (having both fire and EMS service) is only being dispatched for one aspect of service, the response needed (engine or ambulance response) should be announced for each station. If both services (engine and ambulance response) are needed, they both should be stated in the dispatch.

#### REPAGING UNTIL RESPONDING

1. Use Steps 1, 2, 5 (sirens should not be reactivated), and 6, above.
2. Repage after every 2 minutes until a station is responding.
3. After the initial alert of a Station, they will be re-paged every two minutes. If a Station fails to advise they are responding by eight (8) minutes after the initial dispatch, the next due will be alerted. Any request to not alert the next due station after eight (8) minutes, should not be honored.

Communications Officers will not ask stations (including monitors) if they would like to discontinue the paging of their station or any other station. Our policy is to continue paging a station until they advise they are responding. The first due station and all subsequent stations paged will continue to be re-paged every two minutes until one of the following occur: the first due station advises they are responding, the 9-1-1 Center is advised to discontinue paging stations by responding apparatus, or an apparatus arrives on scene. If a station advises they are responding, the paging of any stations notified after their dispatch will be discontinued and they will be canceled (unless the responding unit advises differently), however other stations notified prior to the responding station will continued to be paged until one of the above criteria is met.

- Any specific request to page a station or continue paging a station will be honored.

## CANCELING OTHER STATIONS PAGED ONCE RESPONSE IS ACKNOWLEDGED

During a fire or other emergency response, all alerted companies shall respond unless otherwise directed by the OIC. Cancellation of responses will not be initiated by the 9-1-1 Center.

### Pre-Alert Tones

The following tones will be used for the pre-alert of fire and EMS incidents:

Fire Incident – FIRE ALERT (top bar of the radio console/miscellaneous window) will be depressed for three (3) seconds (transmitting a high/low tone) prior to the dispatch of fire related incidents (including MVA's).

EMS Incident – EMS ALERT (top bar of the radio console/miscellaneous window) will be depressed for three (3) seconds (transmitting a series of beeps) prior to the dispatch of EMS related incidents.

Announcement – ANNOUNCE (top bar of the radio console/miscellaneous window) will be depressed for three (3) seconds (transmitting a steady tone) for any announcements (including weather bulletins).

C. Multiple alarm assignments are listed in Appendix A, "Multiple Alarm Dispatch Directory" or in CAD assignments.

D. On auto accidents, alert the fire company in whose district the incident occurs for hazard control or first responder medical support in addition to ambulances alerted.

E. Upon receipt of a request from a central monitoring station (proprietary company) for fire response to a system fire alarm reported to a central monitoring station, the Communications Officer shall alert two stations (unless otherwise indicated in policy). Any additional alerting request or cancellations of companies alerted will be received from the fire officer-in-charge upon acknowledgement of the call. If the building is believed to be occupied, the Communications Officer will attempt to establish contact with the occupant(s) to verify alarm status (AFTER DISPATCH OF INCIDENT).

F. Any system fire alarm which generates a follow-up report or confirmation of smoke or flame from any source whatsoever shall be rebroadcast (full assignment) as a structural fire.

H. Map Page/Coordinates Information - The map page and coordinates, cross-streets, and town/community should be provided to initial apparatus from each station when they advise they are responding or when requested. Driving directions should be provided when requested by a monitor or apparatus. If you are unable to provide driving directions (due to call volume or other acceptable reasons) you should advise units of such when the request is made.

### I. (5-8-09) Tactical Channel Assignment

When referring to tactical channels, the channel number (ex. Channel 11) and the channel description (ex. Tactical Operations 1) shall be used.

### EMS Incidents (other than MVA's and fire related incidents)

All incidents should be dispatched using F1 (Rescue Dispatch – Accomack) or F2 (Rescue Dispatch – Northampton).

Northampton County and Accomack County - Monitors and apparatus will utilize the dispatch channel for the duration of the incident, unless otherwise directed.

(5-8-09) In addition to the initial broadcast of field personnel advising they are responding to an EMS incident, the Communications Officer will provide a list of all apparatus/monitors on scene and responding when apparatus mark-up (such as, requesting additional personnel), or at the request of any field personnel.

If needed or requested (by the Communications Officer or OIC), an additional tactical channel may be assigned. If a tactical channel is assigned, the tactical channel of the zone the incident is occurring in may be used (F3, F5, F7, F9). If this channel is unavailable, then F11 (Tact Ops 1) should be used. An additional option is the use of an adjacent zone's tactical channel (F3, F5, F7, F9) or F12 (Tact Ops 2), however the effectiveness of using these channels will vary depending on the location of the incident.

#### Fire Incidents/MVA's/Hazardous-Material Incidents

All incidents should be dispatched using F1 (Rescue Dispatch – Accomack) or F2 (Rescue Dispatch – Northampton).

Once assigned a tactical channel, monitors and apparatus will not use F1 or F2 to contact Communications (unless they are unable to make contact using their assigned tactical channels).

Monitors and apparatus should use the pre-assigned repeater tactical channel (based on zone) for communications during an incident. EMS apparatus transporting to a hospital will utilize Rescue Dispatch (Northampton County) or Channel 11/Tactical Operations 1 (Accomack County) for communications once leaving the incident scene (example – enroute to hospital, at the hospital, clear hospital, and in quarters).

Pre-assigned repeater tactical channels are as follows:

F3 – North Accomack Fire Operations – Incidents Occurring in Stations 1, 2, 4, 5, 6, and 20 districts

F5 – Central Accomack Fire Operations – Incidents Occurring in Stations 7, 8, 9, and 18 (Station 21 will utilize Channel 11 (their Channel 3 as they have not been reprogrammed)

F7 – South Accomack Fire Operations – Incidents Occurring in Stations 10, 11, and 12 districts

F9 – Northampton Fire Operations – Incidents Occurring in all Northampton stations districts

Multiple incidents occurring in the same zone will be assigned the same repeater tactical channel, unless the Communications Officer assigns or Incident Commander requests a separate channel for a specific incident. If a separate tactical channel is needed, F11 (Tact Ops 1) should be used. An additional option is to use an adjacent zone's tactical channel (F3, F5, F7, F9) or F12 (Tact Ops 2), however the effectiveness of using these channels will vary depending on the location of the incident.

The Incident Commander retains the authority to utilize talk-around tactical channels as needed (F4, F6, F8, F10).

#### Tactical Channels – Other

The Communications Officer should use the simul-selecting on a very limited basis. However, the following messages shall be broadcast on the dispatch channel and assigned tactical channel (using the simul-cast feature):

- Any reduction in response, request to slowdown response, or cancellation
- Any other information requested to be broadcast on both channels by the incident commander

Communications to and from the 9-1-1 Center on the dispatch channels will use the radio designation of RESCUE. Communications to and from the 9-1-1 Center on tactical channels will use the radio designation CENTRAL.

J. Requests to Deviate from the Established Alert Pattern - If the Communications Officer receives a request to deviate from the established alert pattern (dispatch a specific station or apparatus) the request should be honored, as the requestor is taking responsibility.

#### K. Cancellation of Fire and EMS Units

When units have been dispatched to fire or EMS related matters, the ultimate responsibility for canceling the responding units or the incident is with the on scene incident commander or appropriate fire and EMS personnel. Exceptions are as follows:

- When responding to traffic accidents, fire and EMS units can be canceled by the on-scene law enforcement officer.
- When responding to woodland fires the responding fire units may be canceled by the State Forestry units.
- Units may be canceled by Fire/EMS officials based on information received.

Communications Officers will not cancel an incident or response; the decision to cancel will come from the appropriate fire, EMS, or other public safety personnel.

#### L. (2-10-09) Dual Alerts – Fire

Two regions of the Eastern Shore of Virginia have an established dual response protocol for all fire responses:

- Station 15/14 or 14/15 – 1. areas south of the Cape Charles light in Northampton County, 2. dual alert both stations on any motor vehicle accident in either of their individual fire districts in addition to the joint territory they cover
- Station 16/17 – Vacluse Shores area in Northampton County

Both stations will be alerted for fire incidents in these established districts. Multiple station alerts will

include both stations as two separate stations for the dispatch.

**M. (12-1-08) Dual Alerts - EMS**

All Code Blue (cardiac/respiratory arrest) incidents occurring in Northampton County will generate a dual alert.

Northampton County EMS Incidents (including Northampton County EMS district in Accomack County) – All second calls within a district, where the first due ambulance is committed to another incident, will be dual alerted.

All EMS incidents dispatched in Station 8 and 4's district will require the dispatch of the fire station for a medical assist, in addition to the appropriate EMS ambulance response. Station 4 will only be alerted for priority one calls.

**(1-5-10)** During the hours of 0600 and 1800 (Monday through Friday, except official holidays) the closest fully staffed ambulance will be dispatched in addition to the dispatch of all stations prior to the staffed unit being dispatched. Stations are required to contact the 9-1-1 Center with staffing levels each day and any changes occurring to staffing levels throughout the day. Stations utilizing volunteer personnel to staff marked up ambulances (outside of traditional staffed times) will contact the ESV A 9-1-1 Center (noting the beginning and ending staffing times). The Communications Officer shall track/note this information on the dispatch floor and dispatch the ambulance as a staffed station. Instances when Northampton County EMS does not have any fully staffed stations (Monday-Friday 0600-1800), meaning they have one provider at Station 13, 19, and Station 31 (NCEMS office); as long as Station 31 is available to respond with a station provider the Communication Officer shall not be required to alert to the next fully staffed station.

Station 19 shall be dispatched on all fire incidents in Stations 14, 15, and 17 districts.

Station 20 will be dispatched on all fire incidents in Station 1 and 4's area.

Northampton County EMS, if available (zone vehicle or closest staffed ambulance) will be alerted on all incidents in Northampton County (including Northampton County EMS district in Accomack County).

**N. Diverting of Fire/EMS Apparatus -** The Communications Officer or appropriate field units have the discretion to divert apparatus/equipment as needed. If there is a discrepancy on the diversion the field unit(s) will provide resolution.

**O. Extrication Equipment Response – Motor Vehicle Accident with Entrapment -** Upon the Communications Officer receiving a report of a Motor Vehicle Accident with entrapment they will dispatch the two closest (based on fire districts) stations with extrication equipment. A list of stations with extrication equipment will be maintained at the ESV A 9-1-1 Center (CAD).

**P.** The dispatch of alarms (fire or medical) will occur prior to any attempt to contact a residence, business, or institution. If the Communications Officer has enough primary information (address) to dispatch the incident, it should be dispatched. If time allows after the dispatch, you should attempt to contact the property generating the alarm for additional information. Any information obtained from the property owner, key-holder, or alarm-company will be relayed to responding officers/monitors and apparatus. A request to cancel from the property owner or business will be relayed over the radio with

the final decision to cancel (or not to cancel) resting with the fire or EMS stations. If information is obtained prior to any officer/monitor or apparatus responding, the additional information will be relayed to apparatus/personnel when responding.

Any cancellation or reduction in assignment will be the authority of responding officers/monitors or apparatus.

If additional information is received, indicating a full alert is warranted on an alarm activation, the information should be relayed to responding units and the assignment upgraded to the full alert for the structure.

Q. Response to Train Incidents (derailment or fire) – three stations (including EMS), hazardous-material team, law enforcement, and notification to the railroad company. Brush and grass fires generated by trains should be classified as such, unless the train is involved in the fire.

R. Worcester County, Maryland alerts the closet second due company based on GIS information. This makes units from stations 1, 2 and 20 second due in areas of Worcester County. The Worcester Communication Officer shall provide the Eastern Shore 9-1-1 Communications Officer with the specific equipment requested, nature and address. The Communications Officer shall assign the responding units to channel 3 (North Accomack Repeater). The Worcester Communications Officer will activate the patch between their system and channel 3.

S. If the Communications Officer receives information from initial callers or subsequent callers, indicating additional resources will be needed other than included in the initial dispatch, the Communications Officer may dispatch additional resources (ex. Mass Casualty Incident), as indicated based on the information provided. All information and additional resources dispatched will be echoed to the appropriate officers and/or field personnel. Final responsibility to continue/cancel additional resources dispatched rests with the appropriate officers and field personnel. In Accomack County the on-duty Shift-Supervisor, if available, may be used for direction and in Northampton County, the zone EMS unit, if available may be used for direction.

T. (2-1-09) Personnel Accountability Report (PAR) – All fire apparatus will include a PAR count to the ESVA 9-1-1 Center when they advise responding to an incident. The Communications Officer will request the PAR count of fire apparatus failing to provide the PAR count. The Communications Officer will maintain a PAR record for each fire apparatus and provide such information if requested.

U. (2-10-09) Dispatch of Law Enforcement to Fire and/or EMS Incidents – SCENE SAFETY

The appropriate law enforcement center shall be notified and a response requested to respond with fire and/or EMS units in the following situations for scene safety (this is not an all inclusive list and when indicated a law enforcement dispatch should occur). The request to the appropriate law enforcement dispatch center should be direct and not ambiguous. The Communications Officer shall clearly state the expectation and need of a law enforcement response.

Any EMS and/or Fire incident...

1. involving a violent or potentially violent situation including, but not limited to, shootings, stabbings, fights, domestics, assaults, suicides, and homicides.

2. involving a mental/emotional/psychological situation.
3. involving an overdose/poisoning situation.
4. involving an animal bite (Animal Control).
5. involving criminal activity or potential criminal activity.
6. involving alcohol/drug use or potential alcohol/drug use.
7. where, based on information heard on the telephone call or other means (yelling, cursing, threats, etc.), the Communications Officer feels a law enforcement response is appropriate or may be necessary for scene safety.
8. where CAD premise information indicates a law enforcement response is needed.
9. when a law enforcement response is requested by fire and/or EMS personnel.

In all cases, the responding stations/personnel will be provided all pertinent scene safety information, including any notification to the appropriate law enforcement agency. Once notified, the Communications Officer shall advise field personnel/stations that the Sheriff's Office (or other law enforcement agency) has been notified and any other information that may be available, such as, but not limited to, ETA's or delayed responses. In the event of a significant delay in response indicated by a law enforcement agency the Communications Officer shall notify the appropriate field personnel/apparatus of such information.

Ultimate responsibility for the determination of scene safety and staging for law enforcement rests with field responders. Communications Officers will provide all information related to scene safety to field responders to allow for decision making related to scene safety and staging. When law enforcement is requested to respond for scene safety the 9-1-1 Center will advise field responders when the scene is secure based on information from law enforcement personnel (law enforcement personnel on scene does not necessarily indicate the scene is secure – information must come from law enforcement personnel indicating the scene is secure).

**ANY SITUATION INVOLVING AN IMMEDIATE THREAT TO THE SAFETY AND WELFARE OF FIELD PERSONNEL SHALL RESULT IN AN IMMEDIATE REQUEST FOR LAW ENFORCEMENT DISPATCH, INCLUDING USING ANY LAW ENFORCEMENT AGENCIES AVAILABLE.**

#### **V. (1-5-10) – Boating/Water Incidents**

Upon the Communications Officer receiving a report of an emergency or individual(s) in distress on water (Chesapeake Bay, Atlantic Ocean, or other water sources) the appropriate information shall be obtained, using the Maritime Distress/Incident Call Received Checklist (located on the dispatch floor and in Communications Manual), followed by transferring the caller to the US Coast Guard for disposition. The Communications Officer shall provide information obtained to the US Coast Guard and assist as directed (including the dispatch of any fire and EMS resources/stations). The Virginia Marine

Police, US Coast Guard (if not already done), and the Department of Game and Inland Fisheries shall also be notified for incidents occurring in water (Chesapeake Bay, Atlantic Ocean, and other water sources).

## **CHAPTER 14            ANNOUNCEMENTS AND GENERAL BROADCASTS FOR FIRE AND RESCUE**

Announcements will be done by the 9-1-1 Center daily at 0900 and 1800. Announcements will include a list of apparatus out-of-service, station on volunteer response (if appropriate), station announcements, county announcements, system announcements, weather bulletins, and the Communications Officers on duty (Dispatcher Number). Daily announcements should not be broadcast while units are responding to incidents, rather should be announced after all units have arrived on scene. Also, announcements should be delayed during large scale incidents. This will allow monitors and apparatus to communicate with each other or Communications if needed while responding to incidents.

The format for the 0900/1800 announcement, which will also serve to identify the 9-1-1 Center, is as follows:

Transmit ALERT tone.

Transmit information:

"EASTERN SHORE OF VIRGINIA 9-1-1 COMMUNICATIONS CENTER."

"(Today's Date)."

"THE FOLLOWING UNITS ARE LISTED OUT-OF-SERVICE: (Give unit numbers)."

"STATIONS ON VOLUNTEER RESPONSE (if applicable): (list)"

"(Announcements pertinent to public safety)."

Weather Announcements (if applicable)

"WPSJ218". DISPATCHER(S) (give Dispatcher Number(s))."

\* Announcements should be transmitted on both towers (Northampton and Accomack), unless the announcements is limited to only one county or station.

A. Special announcements may be made as provided herein to transmit information to fire and rescue personnel. Announcements should begin with the phrase "Special Announcement" and be preceded by a single alert tone (three seconds). Announcements pertinent to public safety should be announced in conjunction with the 0900 or 1800 announcement periods.

B. (1-5-10) Announcements should be limited to the briefest format possible and should be used only when considered essential. No announcement shall be for more than three (3) days (the 9-1-1 Director may grant an exemption to the three (3) day time limit) and the 9-1-1 Center shall not announce individual station meeting reminders (unless there is a change in date or time from the normal meeting).

C. Announcements received in writing and pertaining to functions involving more than one company may be announced at such times as deemed reasonably necessary by the requesting official and/or the 9-1-1 Center. Requests should designate preferred announcement dates and times.

D. All announcements for evening activities should be received by the 9-1-1 Center prior to 1745 hours for the 1800 announcements and by 0845 hours for the 0900 announcements.

E. Whenever possible, similar announcements should be grouped if the length of overall announcements can be reduced.

F. Paging tones will not be used in conjunction with announcements except to notify personnel of drills, training sessions, work details, or meetings.

G. Units "out of service" will be announced during the 0900/1800 9-1-1 Center broadcast.

H. Weather Announcements - Upon the Communications Officer receiving notification of one of the following weather alerts it will be broadcast on the Rescue Channels as a general announcement: Tornado Warning, Severe Thunderstorm Warning, Flash Flood Warning, Winter Storm Warning, Flood Warning, Coastal Flood Warning, Tornado Watch, Severe Thunderstorm Watch, Flash Flood Watch, Coastal Flood Watch, and Winter Storm Watch. Other weather watches, warnings, statements may be broadcast at the discretion of the Supervisor on duty or Communications Officer in their absence.

The following information should be broadcast when a warning or watch is received: type of watch or warning, which county (Accomack, Northampton, or both), time period of watch/warning, and a short summary of any other information with the alert.



- Tyson Foods Health Unit 11224 Lankford Highway
- Metompkin Medical Center 17385 Lankford Highway
- Arcadia Nursing Home 17405 Lankford Highway
- Quail Run Assisted Living 17425 Lankford Highway
- Shore Life Care at Parksley 26181 Parksley Road
- Perdue Wellness Center 22520 Lankford Highway
- Onley Community Health Center 20280 Market Street
- Hermitage of the Eastern Shore 23610 North Street
- ESPS 9524 Hospital Avenue
- Family Practice Associates 9506 Hospital Avenue
- OB/GYN Associates of the Eastern Shore 10243 Rogers Drive
- Kidney Center of the Eastern Shore 9550 Hospital Avenue
- Heritage Hall 9468 Hospital Avenue
- Franktown Community Health Center 9197 Franktown Road
- Bayview Community Health Center 22214 S. Bayside Road
- Cape Charles Medical Center 216 Mason Avenue
- Shore Cancer Center 10085 William F. Bernard Cir
- YMCA Cardiac Rehab 26164 Lankford Highway

9. The following procedure will be used for any call needing EMS response in an area serviced by the Chincoteague PSAP (lacking EMD program):
- Initiate a transfer call to the Chincoteague 9-1-1 Center
  - Provide the Chincoteague Communications Officer with any information you may have regarding the call
  - Chincoteague will handle the call based on their policies and procedures
  - Remain on line and provide any needed pre-arrival instructions to the caller
  - Cooperation between the involved communications centers and personnel is the key to the success of this procedure
  - This policy shall also apply to calls for any PSAP unable to provide EMD

## **CHAPTER 16                    DISPATCHING FOR EMERGENCY SERVICES**

A.        The Office of Emergency Services for each County is established in compliance with the Code of Virginia to prepare for and carry out functions (other than those for which the military forces are responsible) to prevent, minimize, and repair injury and damage resulting from natural, man-made, or war- caused disasters, together with all other activities necessary or incidental to the preparation for and carrying out of the foregoing functions. These functions include, without limitation, fire-fighting services, police services, medical and health services, rescue, engineering, disaster warning services, communications, radiological, chemical, and other special weapons defenses; evacuation of persons from stricken areas, emergency social services, emergency transportation, emergency resource management, plant protection, temporary restoration of public utility services, and other functions related to civilian protection.

B.        The 9-1-1 Center will coordinate emergency communications for the Office of Emergency Services of each County as deemed necessary by local Emergency Services Directors/Coordinators or their designees. When a "State of Emergency" has been declared by the Governor or when a "Local Emergency" has been declared by the Board of Supervisors, the 9-1-1 Center will closely monitor and report pertinent emergencies to the appropriate OES officials upon request or in accordance with established procedures.

C.        Emergency Services operations will be conducted in accordance with the Virginia Emergency Operations Plan and County Emergency Operations Plans, in addition to other Emergency Response Plans developed in compliance with law and/or emergency services procedures.

D.        Emergency messages from the Virginia EOC directed for each County are transmitted via teletype to the Sheriff's Office of each county. When such messages are relayed to the 9-1-1 Center instead of directly to the OES Coordinator, the 9-1-1 Center Communications Officer shall inform the OES Coordinator and such other OES personnel as may be appropriate.

E.        The Virginia Oil and Hazardous Substances Emergency Response Plan directs that local governments (through their Office of Emergency Services) be responsible for minimizing the occurrence of releases or threats of releases of oil or hazardous substances and that they develop the capability to respond promptly in cases of discharge from facilities, vehicles, and vessels. This response is a coordinated function of existing emergency resources (fire, EMS, police), other designated agencies, and OES officials. The plan requires the direction of volunteer agencies by the Local Coordinating Officer (a designated government official in charge at the scene of an oil or hazardous incident/ accident to coordinate and direct emergency response actions or removal efforts) or the Director/Coordinator of Emergency Services. The Hazardous Materials Officer in each County will serve as the Local Coordinating Official. The 9-1-1 Center will notify the Hazardous Materials Officer and/or the Emergency Services Coordinator of the appropriate County of all reported spills or releases of hazardous substances. Where immediate risks are involved, the fire company in whose district the incident occurs and the County Hazardous Materials Officer shall be dispatched; ambulances and/or police units as may be deemed necessary by the type of incident should also be dispatched. The Fire Chief will serve as the on-scene incident commander of incidents requiring response of fire and/or rescue companies. If the Fire Chief or his designated officer-in-charge fails to establish incident command and/or appropriate safety actions, the HMO shall take action to assure that proper management of the emergency is effected. The HMO will serve as a resource person to the Fire Chief during the emergency phase and will coordinate appropriate reporting and cleanup activities following

the emergency. Safety precautions must be considered relative to all responses.

F. Hazardous Materials Response Teams will be dispatched upon direction of the OES Coordinator, Hazardous Materials Officer (HMO), or the Virginia EOC. See "Emergency Response Plans for Hazardous Materials Incidents" for further information.

G. The Virginia Radiological Emergency Response Plan delegates local direction and control of radiological emergency response to the local Director/ Coordinator of Emergency Services. Local response will be coordinated in the same manner as Hazardous Materials responses. The 9-1-1 Center will notify the Hazardous Materials Officer and/or the Emergency Services Coordinator of the appropriate County of all reported radiological releases. Where immediate risks are involved, the fire company in whose district the incident occurs shall be dispatched; ambulances and/or police units as may be deemed necessary by the type of incident should also be dispatched. Safety precautions must be considered relative to all responses.

H. Radiological Response Teams will be dispatched upon direction of the OES Coordinator, Hazardous Materials Officer, Radiological Response Coordinator, Radiological Safety Officer, or the Virginia EOC.

I. Other hazards or potential hazards which may require integrated response of numerous agencies and/or requests for assistance outside that normally available from local response agencies, including but not limited to floods, hurricanes, tornadoes, mass casualty incidents, aircraft crashes, major devastating fires, and large civil disturbances, should be reported to the OES Coordinator or LCO.

J. Emergency services operations will be conducted on local government and such other frequencies as deemed efficient for each operation.

## **CHAPTER 17                    NOTIFICATION OF OTHER AGENCIES BY 9-1-1 CENTER**

- A.     9-1-1 Center Communications Officers will notify Virginia State Police of all auto accidents not investigated by County or local law enforcement agencies. Notification will be provided as soon as possible after receipt of the call and dispatch of other emergency units.
  
- B.     9-1-1 Center Communications Officers will notify fire investigators (VSP) of fires for which investigations are requested by the Fire Chief or officer-in-charge or upon the request or referral by a law enforcement agency.
  
- C.     9-1-1 Center Communications Officers will notify a medical examiner of deaths requiring investigation when requested by a public safety unit.
  
- D.     9-1-1 Center Communications Officers will notify appropriate public works agencies and utility companies of damaged equipment or premises as requested.
  
- E.     9-1-1 Center Communications Officers will notify the appropriate hospitals of any reported Mass Casualty Incident or disaster which may require added hospital support as soon as practical following the receipt of the alarm and dispatching emergency units.
  
- F.     Mutual aid assistance will be requested on a priority basis upon request of command officers or in accordance with written agreements.
  
- G.     Other requested notifications will be made when deemed a proper public safety or public safety communications function in a priority assigned by supervisory personnel, command officers, and/or the 9-1-1 Center Communications Officer.

## **CHAPTER 18            9-1-1 CENTER SECURITY AND SECURITY PROCEDURES**

A.        The 9-1-1 Center will serve as the hub of emergency communications for the Eastern Shore. The Center will receive information for various public safety agencies. It will maintain confidential and proprietary data. Such data and information shall be maintained in a safe and secure manner.

B.        The doors of the 9-1-1 Center shall remain closed and locked at all times except when access to or from is being provided. Communications operators (dispatchers) and 9-1-1 staff will be the only personnel permitted in the communications center unless there is a bonafide reason requiring access. Visitors may be permitted provided permission has been obtained from the Dispatch Supervisor, 9-1-1 Director or Consultant, or Commission Chairman.

C.        Only duly authorized Communications Officers and 9-1-1 Commission employees shall be permitted to dispatch and/or answer incoming calls in the 9-1-1 Center, unless otherwise authorized by the 9-1-1 Director or Consultant.

## **CHAPTER 19           ALARM SYSTEMS**

A.       Dedicated line fire alarm systems serving governmental, non-profit, and/or specifically approved buildings and institutions which either has high occupancy or other special hazards and dedicated security systems in support of the National defense may be authorized by the 9-1-1 Commission to terminate in the 9-1-1 Center in accordance with established standards. These alarms will be monitored and appropriate notifications made to designated fire companies and the owner or agent. Each alarm installation must be maintained without cost to the Commission by a qualified alarm company. The Commission assumes no responsibility for equipment malfunction.

B.       Intrusion, robbery, burglary, panic, and residential or commercial fire alarms (excluding exceptions noted above and those local alarms providing security and safety in facilities for which a Sheriff is assigned responsibility) will not be monitored in the 9-1-1 Center.

## CHAPTER 20            DISPATCH FLOOR OPERATIONS

All employees shall conduct themselves in a professional manner at all times. Employees shall be courteous and orderly in their dealings with the public and members of user agencies. They shall perform their duties quietly, avoiding harsh, violent, or profane language and always remain in control of their behavior regardless of provocation; however, employees are not expected to take abuse from the public or members of user agencies. If abuse occurs, a Supervisor should be notified immediately.

### A.     Dispatch of Incidents – Only Information provided is Post Office Box

Upon the Communications Officer receiving a call for service with only a post office box provided for the address they shall attempt to obtain a physical (9-1-1) address from the caller. If a physical (9-1-1) address (or other location information) is not provided the Communications Officer shall attempt to obtain other information, such as name and telephone number, to determine information to dispatch the appropriate response. If the caller is unable to provide the necessary information and a dispatch is unable to occur, the Communications Officer will advise the caller that additional information is needed to dispatch the proper response. An attempt to contact the local postmaster for additional information will occur if needed.

### B.     Requests for Out-of-State Response/Request to Deviate from Standard Dispatch Policy

Communications Officers will dispatch incidents and resources based on adopted polices and procedures. Requests from a caller for a specific station to respond will not be honored. Callers from outside of Accomack and Northampton Counties requesting dispatch will be directed to contact their 9-1-1 Center for service.

### C.     Posting/Transferring of Apparatus

Field personnel shall notify the 9-1-1 Center when apparatus/units are (or need to be) being posted or transferred to promote better coverage and response to incidents. The Communications Officer may inquire to the affected stations or the incident commander for authorization to post or transfer units; however the ultimate responsibility rests with field personnel.

### D.     Request for Fire Investigator

Upon the Communications Officer receiving a request for a fire investigator the Virginia State Police shall be notified. The requestor shall be notified of the response of the State Police and ETA's.

### E.     Notification of Virginia Department of Forestry Personnel

The ESVA 9-1-1 Center will maintain contact information for Virginia Department of Forestry personnel. If needed or upon request the Communications Officer shall contact Forestry personal using their contact information or assigned tone pagers (if applicable).

### F.     Notification of Hazardous-Material Response Team – Eastern Shore

The ESVA 9-1-1 Center will maintain contact information for the Hazardous Material Response Team on-call personnel. If needed or upon request the Communications Officer shall contact the Hazardous

Material Response Team for response or direction.

G. Calls From/About Aircrafts

**THE VIRGINIA STATE POLICE WILL BE NOTIFIED OF ALL AIRPLANE CRASHES.**

It shall be the policy of the 9-1-1 Center to handle telephone calls from aircrafts or about aircrafts using the following guidelines:

Procedures:

The NORAD 9-1-1 Emergency Response System consists of relaying possible airborne terrorism information from a 9-1-1 caller to the local PSAP to NORAD Air Defense Sectors in a timely fashion. It is paramount that all PSAP calls to NORAD be limited to serious potential airborne terrorism matters only. This process will be followed in reporting any crucial aircraft events, such as Emergency Calls from Airborne Aircraft, Suspicious Airborne Object or Aircraft, Crop Dusting Aircraft, Aircraft Theft in Process or just occurred.

Emergency Call from an Airborne Aircraft

Whenever a cell phone call is received from a passenger or crewmember aboard an airborne aircraft the Communications Officer will obtain the information by utilizing the appropriate call classification.

1. If a wireless telephone, what is the telephone number?
2. What is the wireless telephone carrier, (i.e. Cingular, Nextel, Verizon, Sprint, Ntelos, etc.)?
3. The Name of the Airline the person is flying on, (i.e. American, Northwest, Delta, etc.)
4. The Flight # of the airplane.
5. What location the flight last departed from.
6. What is the next destination of the flight?
7. Do they know where the plane is currently located now, (i.e. somewhere over the mountains of Virginia approaching Norfolk)?
8. What is the caller's name?
9. What seat are they in, (i.e. 17-C, 29-F, etc.).
10. Are they calling from a wireless/cellular telephone or an on-board telephone?
11. What is the on-board emergency?

Contact shall be made with Norfolk International Airport Control Tower and the appropriate NORAD Air Defense Sector to begin reporting the event, while the call-taker keeps the caller on the line.

Call Taker should attempt to obtain additional information from the caller by asking the following:

1. Do you know the intentions of the individual(s)?
2. If the caller relates the intent is to use aircraft as a bomb or missile, ask: "Do you know the possible target?"
3. Maintain contact with the caller as long as possible.
4. Initiate local procedures involving terrorism notification

5. Ask caller for further details regarding the incident, (i.e. “Tell me exactly what happened.”)
6. Advise caller that appropriate agencies are being notified, stay calm, and stay on the phone as long as possible.
7. Ask Sector Staff if they would like the caller conferenced in. If staff response is YES – tell the caller that you are going to conference them in with the military. Advise caller if disconnected they will be called back.
8. If Sector response is NO – continue obtaining information from the caller:
9. “How many individuals are involved?”
10. “Do they have weapons or bombs?”
11. “Are they in control of the cockpit?”
12. “Are they holding any individual hostages?”
13. “Has there been any violence?”
14. “Can you tell what language they are speaking?”

### Suspicious Airborne Object or Aircraft

Whenever a call is received about a suspicious airborne object or aircraft, the Communications Officers shall first screen the call to ensure as best as possible that it is not a “false” report. Obtain the following information from the caller:

1. Name
2. Phone number
3. Location of object or aircraft. (Note: a general location is OK, i.e. over north Exmore). If caller reports an exact address and verification of the address to a latitude and longitude is possible, then relay to Sector Staff.
4. Plane type and FAA ID number on aircraft with description of plane, (i.e. twin engine, single engine)
5. Ask direction and heading
6. How high is it above the ground? (For caller reference, advise the caller that the tallest commercial ground radio towers are typically 1000 feet)
7. How fast is object or aircraft moving?

Call Taker should attempt to obtain the following additional information by asking the following questions:

1. How many aircraft/objects were there?
2. What did the aircraft/objects look like?
3. If an aircraft, ask the following:
  - a. Was it a plane or a helicopter?
  - b. High wing or low wing? (High wing: wing above fuselage, Low wing: wing below fuselage)
  - c. What color was it?
  - d. Did it have jet or propeller engines?
  - e. How many engines did it have?
  - f. How big was it?

- g. Did it have any distinguishing marks? (Name on fuselage, tail number, stripes, etc.)
4. What time did you observe it?
5. What was the aircraft/object doing that was suspicious?

Note: If, after obtaining the above information and there is a high reasonability of suspicion, then NORAD Air Defense Sector should be contacted and conference into the call.

#### Aircraft Theft in Progress or Just Occurred

The Communications Officer should attempt to obtain the following information:

1. Caller name
2. Phone number
3. Where was aircraft taken from?
4. When was it taken?
5. Aircraft information:
  - a. Was it a plane or helicopter?
  - b. What color?
  - c. Did it have jet or propeller engines?
  - d. How many engines did it have?
  - e. How big was it?
  - f. Did it have any distinguishing marks? (Name on fuselage, tail number, stripes, etc)
  - g. Have you notified any other agencies? (FAA, Airport Tower, Coast Guard, FBI, etc)

Contact the correct NORAD Air Defense Sector and provide them information regarding the theft.

#### Crop Dusting Aircraft or Other Suspicious Airborne Object

Whenever a call is received for these types of activities, the Communications Officer should follow these additional procedures:

1. Crop Dusting Aircraft

If Agricultural Spraying is being conducted contact the Norfolk Control Tower and inquire if they are aware of the aircraft. If not, ascertain if they will contact NORAD.
2. Other Suspicious Airborne Objects
  - a. Contact the Norfolk Control Tower to determine if they are aware of and have identified the object.

- b. If object is not identified and reason of suspicion is high, notify the NORAD Air Defense Section immediately.

NOTE: Virginia is located within the Northeastern Air Defense Sector (NEADS)

Contact information is: ***NUMBER MAINTAINED IN CAD*** (if another sector refer to NORAD CONUS Region Sector Map phone listing). It is absolutely essential that the telephone numbers NOT be given out to the general public. If the incident requires a response by Fire, EMS and Law Enforcement then dispatch the appropriate units using the appropriate CAD incident type and follow proper notification procedures. If no response is necessary an incident shall also be created in the CAD immediately using the appropriate CAD type.

#### H. Suspicious Substance/Package Incidents

Upon the Communications Officer receiving a report of a suspicious package or substance it shall be handled as a hazardous-material call and dispatched appropriately. The appropriate law enforcement agency shall be notified for response and direction as well.

#### I. Borderline Calls/Change In Location

Upon the Communications Officer receiving a fire or EMS related incident and the call happens to fall on the borderline between two or more stations, the Communications Officer shall dispatch all stations involved at the border.

In the case of a station being dispatched due to poor directions or a significant change in location, from the caller, then the proper station should be dispatched. Should the station that was initially dispatched be closer, then they shall continue their response, in addition to notifying the correct station.

#### J. Special Response – Location(s)/Incidents

The below location(s) have the following specialized responses:

##### 1. Accomack Manor Apartments – 26463 Metompkin Rd, Parksley

Commercial Structure Fire – Six Stations and Two Aerial Apparatus – Stations 7, 6, 8, 9, 18, 4 and Truck 2 and Worcester 100 (Tower 1)

##### 2. Church Fire – All churches thorough-out the ESVA 9-1-1 Dispatch Area

Commercial Structure Fire – In addition to the alert of 5 Stations the following will be notified: county sheriff's office, Virginia State Police, FBI, ATF, and 9-1-1 Supervisor on-call.

##### 3. Bomb Threats – Any Bomb Threat throughout the ESVA 9-1-1 Dispatch Area

Dispatch will include 1 station (one fire and one EMS unless both out of same station). The paging of an officer to provide information (not given over radio) will occur and the incident will be alerted in the manner requested by the officer. The appropriate local law enforcement agency and Virginia State Police will be notified.

K. Request for Law Enforcement Response

Upon the Communications Officer receiving a request for a law enforcement response from field personnel they shall notify the appropriate law enforcement agency and provide the requestor with any necessary information or ETA.

L. Specialized Apparatus

(11-2-09) The following apparatus are considered specialized apparatus and will be dispatched upon request:

Marine 2, Truck 2, Rehab 7, Air 7, Engine 9-6 (aerial device), Tower 14, Truck 15, Rehab 16

M. Poison Control

Upon request the Communications Officer shall provide the public with the telephone number to Poison Control. If requested the Communications Officer shall contact Poison Control for field providers.

N. Emergency Response Guidebook

The ESVA 9-1-1 Center will maintain a current copy of the Emergency Response Guidebook and provide information to field personnel upon request.

O. Red Cross Notification

The 9-1-1 Center shall, upon request by units on scene, notify the American Red Cross.

P. 9-1-1 ANI/ALI Data/Verizon Database

1. It shall be the policy to use the 9-1-1 ANI/ALI data for handling 9-1-1 emergencies only. Performing an “ALI request” is prohibited, unless it is deemed that it is an impending life or safety risk to a citizen or field personnel.

There are additional resources for obtaining information on wireless and landline numbers located on the Vesta. Below is a list of the resources and what information can be obtained:

- Verizon Quick Look\* PSAP 2038 - This resource is used to retrieve additional information on Verizon land line phone numbers in an emergency situation.
- Verizon Wireless Emergency - This resource is used to retrieve additional information on Verizon wireless phone numbers in an emergency situation.
- Sprint/Nextel Wireless - This resource is used to retrieve additional information on Nextel or Sprint wireless phone numbers in an emergency situation.
- Cingular Wireless Emergency - This resource is used to retrieve additional information on Cingular wireless phone numbers in an emergency situation.

The telephone numbers to contact the above resources are located on the phone system and CAD Phone Directory.

For all of the above resources, except for Quick Look, they will fax you paperwork to fill out and fax back information related to the request. Generally the above organizations will walk you through on how the process is done.

***THIS IS TO BE USED FOR EMERGENCY PURPOSES ONLY***

Q. Equipment/Information Problems

In an effort to correct equipment and information issues that occur in the 9-1-1 Center the following forms shall be used to document any problems.

9-1-1 CAD/Radio/Mapping/System Problem Report Form – Should be used to document any issues/problems with any equipment in the 9-1-1 Center or any information/data that is incorrect and needs to be corrected. This includes, but is not limited to: CAD problems, mapping problems/inaccuracies, phone system problems, or radio system problems.

ANI/ALI Correction Form - Should be used to document any ANI/ALI information that is inaccurate. Please complete the form with as much information as possible and forwarded to a Supervisor or the Director. A copy of the ANI/ALI information received should be attached to the form.

Equipment/information problems/issues should continue to be documented in the pass-down log; however by filling out the forms it will provide a mechanism to attempt to promptly correct any issues.

R. Law Enforcement Channel – Monitor

Local law enforcement agencies channels and SIRS are monitored in the ESVA 9-1-1 Center, when possible. These channels should be used to assist law enforcement agencies when requested or during emergency situations.

S. Supervisors – Console/Third Position

The Third Position (Supervisors Console) will be used by Supervisors. The only exception will be when needed for use by Communications Officers for call-taking and dispatching (high volume of incidents, three officers on duty, etc.)

T. Inspection of Equipment

Communications Officers are expected to perform regular inspections of equipment maintained in the 9-1-1 Center to assure functionality. The inspections will be preformed at different intervals and by various Communications Officers as directed by Supervisors and the Director. Problems with the functionality of equipment should be reported as directed in the specific inspection.

U. Staffing on Dispatch Floor

Proper staffing on the dispatch floor to provide the proper level of service to the public is required. Minimum staffing is at least two Communications Officers on duty at all times.

Two Communications Officers should be on the dispatch floor in a state of readiness to answer/dispatch calls as often as possible. It is understood there will be time Communications Officers will need to leave the dispatch floor (meals, restroom, smoke breaks, etc.), however it must be done with the least amount of impact on the operations of the dispatch floor and there must always be one Communications Officer on the floor.

The following are required when working the dispatch floor:

- If you will be away from your position you must inform your partner.
- Times off the floor (outside, smoke breaks, meal preparation, etc.) should be limited as much as possible and Communications Officers must return to their position immediately if needed.
- When there are more than two Communications Officers working (example – Supervisors on administration shifts) you should coordinate breaks assuring there are always at least two Communications Officers on the floor. If a break is needed you should ask the Supervisor to relieve you during your break.
- The workload must be shared between both Communications Officers working. Each person should do their best to share the workload in an appropriate way.

#### V. Media Inquiries

It shall be the policy of the 9-1-1 Commission to inform the news media, if they inquire, of any major news worthy incidents that may be occurring at the time. However, only the following information may be released: location, time, nature of incident, departments dispatched (handling the incident), and name of Officer in Charge or Information Officer.

#### W. Shift Relief/Information to Relay

The Shift Information/Pass-Down Form will be used when shift relief occurs. This information transfer mechanism is designed to provide the necessary transfer of information from the previous shift to the incoming shift. The Shift-Information/Pass-Down Form is a list of the minimum information that needs to be relayed; other information that is pertinent from a shift should be relayed.

#### X. Sign-In CAD/Phone Equipment

Communications Officers shall sign into the CAD and Phone System at the beginning of each shift and sign out of the CAD and Phone System when ending their shift.

#### Y. Standard Abbreviations

All Communications Officers are expected to be familiar and use (as needed) the following abbreviations for operations on the dispatch floor.

SOB – Shortness of Breath

HX – History  
SZ – Seizure  
MI – Myocardial Infarction  
C/O – Complaint Of  
POV – Personal Vehicle  
CVA – Stroke  
N/V – Nausea and Vomiting  
LOC – Loss of Consciousness  
PT – Patient

Z. Severe Weather Notification – Accomack County Emergency Management

(3-24-09) When Communications Officers (dispatchers) receive information indicating severe weather has significantly impacted the Eastern Shore (including heavy incident call volume, injuries, fatalities, or significant damage or power outages from severe weather), Accomack County Emergency Management will be notified, and EOC activation levels can be determined. Emergency Management notification will be in the following order: DPS 3 at 757-710-4001; if no response, notify Public Safety Director at 757-710-4000; if no response, notify Deputy EM Coordinator at 757-710-2101. In addition, the on-call Supervisor for the ESVA 9-1-1 Center should be notified.

AA. Accomack County Public Safety – Supervisor (DPS3)

(1-5-10) The Accomack County Public Safety Shift Supervisor (DPS 3) will mark on-duty at the start of their shift (generally 0800). This information will be maintained on the dispatch floor. If there is no DPS 3 reporting to duty for the next shift, the 9-1-1 Center will be notified no supervisor will be on duty (until a specific date and time).

## CHAPTER 21            COMPUTER AIDED DISPATCH (CAD)

### A.        (11-2-09) Control Burns

Upon the Communications Officer receiving a report of an authorized control burn they shall document the information in the CAD (advisories). The Communications Officer shall obtain the following information from callers: location of the open-burning, expected starting and ending time, name of responsible person conducting operation, and a contact telephone number. This information will remain in the CAD until the control burn is completed. In addition to documenting the information in the CAD, the control burn should be announced on the appropriate tower to the affected district as a general announcement. This announcement should include the following: district the control burn is located in and general location of the control burn. Daily (during dayshift) the 9-1-1 Center will verify all previously listed control burns by contacting the contact information provided for the location of the control burn. If the Communications Officer is unable to make contact with a responsible party (to verify if the control burn is completed or not) after three attempts (days) the following shall occur:

Accomack County Location – Notify the Shift Supervisor (DPS 3) and have them visit the location and report back to the 9-1-1 Center the disposition (note this action and any other pertinent information in the CAD).

Northampton County Location – Notify the Sheriff’s Office to have a deputy visit the location and report back to the 9-1-1 Center the disposition (note this action and any other pertinent information in the CAD).

When asked by citizens for information related to open-burning regulations the appropriate appendix in this Communications Manual should be used as a reference. If additional information is needed or requested by the caller (related to burn regulations) the Communications Officer should refer them to one of the following sources (if necessary obtain their contact information to relay): A. Accomack County – On-Duty DPS Supervisor (DPS 3) using the following process - 1. Business Hours (Mon-Fri) – Refer to Department of Public Safety, 2. After Hours/Weekends – Refer to Department of Public Safety through Shift Supervisor on duty, or if not a Shift Supervisor on duty, to the Director of Public Safety, 3. If unable to contact a representative from ACDPS, the appropriate fire officer for the district will be contacted for direction --- B. Northampton County – affected station’s officer, the Northampton Sheriff’s Office, or local town police. The Department of Forestry may also be utilized to provide additional direction or information.

### B.        Classification of Incidents

Upon the Communications Officer being notified (by the appropriate fire or EMS personnel) that an incident needs to be reclassified from its initial classification it will be done. This change will also be noted and explained in the narrative/notes section of the CAD for the incident.

### C.        (11-2-09) Tracking of Response Times - Fire and EMS Apparatus

#### EMS INCIDENTS – EMS APPARATUS

The Communications Officer shall track all necessary times for all EMS vehicles related to an incident response. These times include, but are not limited to the following: dispatch, responding, on-scene, to

the hospital, at the hospital, clear the hospital, and in quarters. Upon a unit marking in station, it shall be cleared from the CAD with the appropriate disposition code.

#### FIRE INCIDENTS – FIRE APPARATUS

The Communications Officer shall track all necessary times for each station related to an incident response. These times include, but are not limited to the following: dispatch, first apparatus responding, first apparatus on-scene, last unit to clear scene, last unit in quarters. Although the tracking of times for all apparatus from each station is not required the Communications Officer shall know the status of all apparatus and relay this information to field personnel upon request. Upon a unit marking in station, it shall be cleared from the CAD with the appropriate disposition code.

If there is a discrepancy in any time reported by the ESVA 9-1-1 Center to field personnel/stations (field responder feels time(s) are inaccurate) it shall be handled as follows: 1. the Communications Officer will direct the field personnel to contact their Supervisor or other appropriate Station officer, 2. The station/agency supervisor/officer shall contact the ESVA 9-1-1 Center and discuss the matter with a Supervisor for resolution (if a Supervisor is not on duty a message shall be obtained and forwarded, however if the matter is urgent the on-call Supervisor shall be immediately contacted), 3. If needed, appropriate corrections to response times shall be made by a Supervisor.

THE ABOVE PROCEDURE SHALL NOT APPLY WHEN THERE IS NO DISCREPANCY WITH THE TIME(S) AND A CAD CORRECTION FORM IS USED (the Communications Officer and field personnel agree a time in the CAD is inaccurate and it will be changed utilizing the CAD Correction Form).

It is field personnel/units responsibility to verify the communications cycle is complete. When engaging in radio traffic (such as marking responding on-scene) the cycle is complete with an acknowledgement from the ESVA 9-1-1 Center. Without this acknowledgement the message should be repeated until acknowledged. It is understood there may be radio infrastructure issues with field equipment and radio system equipment and well as times when (due to call load in the 9-1-1 Center) an immediate acknowledgement from the 9-1-1 Center may not occur. This is why it is imperative for field personnel/units to have acknowledgement from the 9-1-1 Center after radio transmissions. A field unit requesting to alter a time, without legitimate reason, should not occur.

#### D. Tracking of Response Times – Staging of Apparatus

Upon the Communications Officer being advised of an apparatus staging (waiting for law enforcement to declare the scene safe) the time will be recorded as the on-scene time. The time the apparatus actually arrives on scene will be noted in the notes section (CAD) or comments section (incident card) of the incident.

(11-2-09) The EMS nature code (E0STG) should be used when ambulances are staging/posting. Any unit responding to an incident and then canceled and requested to stage in an area should still be cleared from the original incident. An incident should then be created in the CAD (using the best possible location/address when the posting is occurring) using the E0STG nature code. It should be cleared as other incidents when the staging/posted is complete and units are in their station. This creates a separate incident when ambulances are requested to stage/post in an area for coverage or other issues.

E. Multiple Incidents – Same Location

The determination of whether multiple incident numbers should be generated from multiple patients at the same location rests with the type of incident (nature/event). If the multiple patients are generated from the same event, the same incident number shall be used. The best examples for this case are MVA's or a fire with multiple burn/smoke inhalation victims. If the multiple patients are generated from different events at the same location, different incident numbers shall be used. The best example for this case is an incident from a nursing home for two patients (perhaps one with an injury from a fall and another with breathing difficulty – unrelated but at the same location).

Ultimately the Communications Officer will have to make a judgment call as to whether the incidents are two unrelated EMS events (at the same location) or related to the same incident.

F. Assignment of Incident Numbers – Non-Dispatched Events/Incidents

Upon the Communications Officer receiving a request to generate an incident for a non dispatched event/incident (stand-by, walk-in, etc.) the request shall be honored and an incident generated.

G. Disposition Codes

Upon the Communications Officer clearing a unit/station from an incident the appropriate clear code shall be used indicating the correct disposition of the unit/station related to the incident (handled call, back-up assist, transport, patient refusal, etc.)

The primary unit needs to be a unit from the first due station, however if a unit from the first due station does not respond or responds after the next due is dispatched, then the unit that responds and handles the incident is the primary unit.

H. (12-1-08) Out-of-Service/In-Service Apparatus

Upon the Communications Officer being notified of apparatus out-of-service or in-service this shall be noted in the CAD and announced as a general announcement on the dispatch channel.

I. (2-10-09) Alpha-Paging (Text)– CAD available with station approval

When incident is dispatched in the CAD, a text message is transmitted (using a cellular/pager provider) with incident information. This information should not be used as the primary source for incident information. This feature is dependent on cellular providers and information can change from initial entry (should rely on radio communications as primary source of information).

# APPENDIXES

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## APPENDIX A

### (2-10-09) ALARM DISPATCH DIRECTORY

#### **FIRE INCIDENTS**

Bomb Threat – 1 Station (ambulance also dispatched)  
Brush Fire – 1 Station  
Carbon Monoxide Incident – 1 Station  
Electrical Equipment Fire – 1 Station  
Explosion (no fire) – 1 Station  
Field Fire – 1 Station  
Hazardous Condition – 1 Station  
Hazardous Material Incident – 1 Station  
Fire Investigation – 1 Station  
Marine Boat Salvage – 1 station  
Motor Vehicle Accident – 1 Station (ambulance also dispatched)  
Public Service – 1 station  
Fire Recall – 1 station  
Fire Standby – 1 station  
Smoke Call – 1 station  
Spill/Leak – 1 station  
Trash Fire – 1 station  
Tree Fire – 1 Station  
Vehicle Fire – 1 Station  
Woods Fire – 1 Station  
Boat Fire – 2 Stations (Hazardous Material team and US Coast Guard notified)  
Marina Fire – 2 Stations (Hazardous Material team notified)  
Airplane Incident – 3 Stations (Hazardous Material team and VSP notified)  
Fire Alarm (residential, commercial, institutional) – 2 stations  
Residential Fire – 4 Stations (exception – chimney fire is 2 Stations)  
Commercial Fire – 5 Stations  
Institutional Fire – 6 Stations  
Train Incidents – 3 Stations (Hazardous Material team notified)

\* Any smoke, odor of smoke/burning, electrical fire/problem, article/product fire (appliances, furniture, vehicle, etc), fuel/gas leak/spill, or hazardous material incident occurring inside (including below (basement) and above (roof)) a structure will cause a full dispatch (alert) for the structure.

#### **NOTES AND EXCEPTIONS:**

(1) In all cases, the company in the district where the incident occurs will be alerted as the primary response agency. Unless otherwise specified, the next closest companies will be alerted to fill the multiple assignments.

(2) Where alarms are specified as one company responses in the area shared by Stations 14 & 15, both companies will be alerted as if they were one company. The same will apply in the area shared by Stations 17 and 16.

(3) In District 21 (Tangier), multiple assignments (fire) are not applicable.

## APPENDIX O

### Eastern Shore of Virginia 9-1-1 Commission Mobile and Portable Radios Interim Procurement and Compatibility Guidelines (Effective 2-10-09)

- Mobile and Portable Radios Operating under the ESVA911 Fire-EMS Frequency Plan are VHF models with frequency range coverage 146-174 MHz, with a peak requirement between 150 MHz and 160 MHz. Current radio operations are analog voice without data transmissions. Digital and trunking technology is not yet deployed.
  - Mobile and Portable Radios Need to Be Narrowband Capable, MDC1200 Compliant, and capable of tone or digital coded squelching
  - New radios will be manufactured per FCC regulations and will meet the narrowband requirement.
  - MDC1200 is the signaling standard adopted by ESVA911 which allows for the encoding and decoding of a four-character assigned code in each radio, thus permitting the identification of a calling unit (radio user) by code or alias. It also permits the transmission and processing of the emergency “mandown” feature on compatible radios.
  - Continuous tone coded squelch system (CTCSS), also known as Private Line (PL), Channel Guard (CG), and other manufacturer nomenclatures is used to minimize audible interference by filtering out other system users on the same frequency through use of a sub-audible tone. Digital tone coded squelch, more commonly referred to as “Digital PL” or DPL, is a digital methodology which will be deployed within the ESVA911 system to meet expanding filtering needs.
  - Most radios offering more than 16 channels block the use of those channels in banks or zones of 16 channels each. Having additional zone capacity allows for more interoperability options and/or transitional program zones. However, the complexity of programming is increased as is user training/understanding.
  
- Mobiles 45W, 16 Frequency Minimum
  - The GM300’s in service throughout much of the fleet will be phased out not later than 2013... these radios are not configured for narrowband. Purchase now only for immediate needs as a new standardized mobile will be identified in the next several years.
  - Recommended Mobile Radios (Professional Public Safety Tier):
    - **Motorola CDM1250 (64 channel, or 4 zones of 16 channels each)**
    - Motorola MOTOTRBO XPR™ 4300/4350\* Numeric Display Mobile Radio (32 channel) – system beta test (must coordinate with ESVA911)
    - Motorola MOTOTRBO XPR™ 4500/4550 Display Mobile Radios (160 channel) – system beta test (must coordinate with ESVA911)
    - Kenwood TK790 (160 channel) – must add MDC1200 board
    - Kenwood TK7180H (512 channel) – must add MDC1200 board
  - Other Mobile Radios (Low Tier, Light Duty, and Personal Use):
    - Motorola PM400 (32 channel)
    - Motorola CM300 (32 channel)
  - Mobile Antennas

- 3dB Gain Antenna (typical base coil and whip) if allowed by height
  - Unity Gain Antenna (short whip)
  - Low Profile Antennas only if height constrained
  - If unsure, ask for comparative specs and pros/cons
  - Remember that the antenna is a critical part of the mobile radio system which needs to be routinely checked to assure proper functioning
- Portables 5W, 16 Frequency Minimum
    - The Motorola HT1000 has served as the backbone portable in the system since 1994. It is narrowband capable and continues to meet the required specifications.
    - In addition to the MDC1200 signaling requirement, users may need to determine if a portable radio can decode Quik-Call II tones if the radio will be used to receive station pages (alerts) in conjunction with calls.
    - Emergency “Man Down” Button recommended for firefighting use
    - Recommended Portable Radios (Professional Public Safety Tier):
      - **Motorola HT1250 (128 channels – 8 zones; 14-character alphanumeric display; emergency button)**
      - **Motorola HT750 (16 channel; emergency button)**
      - Motorola HT1000 (16 channel; emergency button)
      - Motorola EX500 (16 channel; emergency button; not recommended for firefighting use)
      - Motorola MOTOTRBO XPR™ 6300/6350\* Non-Display Portable Radios (32 channel) – system beta test (must coordinate with ESVA911)
      - Motorola MOTOTRBO XPR™ 6500/6550 Display Portable Radios (160 channel) – system beta test (must coordinate with ESVA911)
      - Kenwood TK2180 (512 channel; must add MDC1200 Options Board @ approx. \$200)
    - Other Portable Radios (Low Tier, Light Duty, and Personal Use) – not recommended for firefighting use:
      - Motorola PR400 (available 16, 32, 64 channel models; 8 character alphanumeric display)
      - Motorola CP200 (16 channel)
    - Be Sure Batteries Are In Good Condition
      - Motorola 3-Digit Date Code – “YWW” where Y equals year and WW equals week... i.e., 425 equals 25th week of 2004... batteries 3-5 years old are candidates for replacement if not functioning well
      - Other batteries (non-Motorola) typically have a date code available
- Programming of Radios
    - ESVA911 maintains programming capabilities for most Motorola radios
    - ESVA911 programming vendors provide programming for most Motorola and Kenwood radios
    - While programming is the responsibility of the radio owner, ESVA911 will assist when possible
    - For new radio orders, ask ESVA911 if a “codeplug” exists that can be modified and copied to your new radio. This will provide standardization of radios at least for the

basic operations. Additionally, assure that an MDC code is assignable to your radio and matched to a console alias (unit name). The codeplug can be sent to your dealer for programming your radio.

#### OTHER

1. These standards are designed to provide guidance and recommendations for immediate purchases of radios that may be necessary by the several stations. It should be understood that in the future (as additional radio infrastructure options are explored), these guidelines and recommendations may change.
2. Any requests or proposals to add, delete, or otherwise change any of the above radio recommendations and guidelines should be brought to the attention of the 9-1-1 Commission, through the 9-1-1 Director.