



Dane County Fire/EMS Services

Radio Communications Protocols

Dane County Fire Chief's Association
Dane County EMS Association
Dane County Public Safety Communications
Version 9.1

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SECTION 1

Introduction

These Radio communications protocols were originally developed under the direction and guidance of the Dane County Fire Chief's Association and Dane County Public Safety Communications with the following goals in mind:

- Establish a guide to facilitate uniform county-wide fire service radio communications
- Facilitate the transition to the new DaneCom P25 digital trunking system
- Facilitate effective and safe emergency operations by establishing standards for radio channel utilization
- Improve FireGround safety

Due to the close working relationship between the fire and emergency medical services within Dane County, it was recognized that everyone involved would be better served by having a consolidated and coordinated radio communications protocol.

A Quality Improvement (QI) Team made up of representatives from City of Madison and Dane County Fire & EMS Services and Dane County Public Safety Communications (PSC) worked throughout 1997 to bring about these consolidated protocols.

1.1 Effective/Revision Dates

Upon recommendation of the Dane County Fire Chief's Association and approval of the Dane County PSC Center Board, this plan was implemented on 01 August 1993.

Following a comprehensive review by a QI Team made up of Fire Service and PSC representatives, and upon recommendation of the Dane County Fire Chief's Association and approval of the Dane County PSC Center Board of proposed modifications, this plan was revised 01 April 1996.

Through a biannual feedback and review process put in place as part of the QI process, and upon recommendation of the Dane County Fire Chief's Association and approval of the Dane County PSC Center Board, this plan was revised as of June 1997.

As a result of a QI initiative of the Dane County Fire Chief's Association, Dane County EMS Association, and Dane County PSC to consolidate the Dane County EMS Association Radio Communications Manual into one combined Fire/EMS Protocol, and upon recommendation to and approval of the Dane County PSC Center Board, this plan was revised as of March 1998.

Through a feedback and review process put in place as part of the QI process, and upon recommendation of the Dane County Fire Chief's Association and the Dane County EMS Association, and upon approval of the Dane County PSC Center Board, this plan was revised as of June 2003.

Through a feedback and review process put in place as part of the QI process, and upon recommendation of the Dane County Fire Chief's Association and the Dane County EMS Association, and upon approval of the Dane County PSC Center Board, this plan was revised as of April 2006.

Through a feedback and review process put in place as part of the QI process, and upon recommendation of the Dane County Fire Chief's Association and the Dane County EMS Association, and upon approval of the Dane County PSC Center Board, this plan was revised as of January 2009.

Through a feedback and review process put in place as part of the QI process, and upon recommendation of the Dane County Fire Chief's Association and the Dane County EMS Association, and upon approval of the Dane County PSC Center Board, this plan was revised as of July 2012.

SECTION 2

Local Alarms & MABAS Alarm Levels

2.1 Dispatch Designation – Local Alarms

- A. The term Comm Center will be used when referring to the dispatch center, operated by Dane County Public Safety Communications (PSC)

2.2 Dispatch Designation – MABAS Alarm Levels

- A. The term MABAS Division 115 will be used when referring to the dispatch center (Comm Center) whenever an incident escalates to a MABAS Box alarm level or greater

SECTION 3

Radio Contact between Units

3.1 Making Radio Contact between Units

- A. When initiating a radio transmission to another unit or base, the following guidelines are recommended
- i. Depress the Push-To-Talk (PTT) switch and pause or wait for the grant tone to be heard. If you received a “bonk” tone on a DaneCom talk group, continue to hold the PTT until you received a grant tone.
 - ii. Transmit the name of the unit/base being called first, then give your unit designation. This is intended to capture the attention of the unit being called first.
 - iii. When calling a unit/base, wait for them to acknowledge you before you transmit your message. This will ensure they are ready to listen to you before you give your information.
 - iv. When receiving a message, always repeat a summary of the key points within the message. This confirms that you have correctly interpreted the intent.

SECTION 4

Local Base Stations

4.1 Local Base Stations – Fire/EMS Stations

- A. Base stations operated by a fire department and/or EMS district will be designated by the Community Name, followed by Station
 - i. The use of a number following the word Station is optional based on community need
 - 1. Examples:
 - a. Cottage Grove Fire Station
 - b. Fitchburg Fire Station 2
 - c. Middleton EMS Station

4.2 Local Base Stations – Law Enforcement or Other

- A. Base stations operated by local entities other than at a fire or EMS station will be designated by stating the Community Name followed by the Type of Agency
 - i. Examples:
 - 1. Sun Prairie Police
 - 2. Dane County Emergency Management

4.3 Generic Call - EMS

- A. To raise any unit from a specific service
 - i. Use the designation Service Name followed by the word EMS
 - 1. Examples:
 - a. Waunakee EMS
 - b. Belleville EMS
- B. When someone is attempting to call a service using the generic call message, the following guidelines should be used by the called EMS service to determine who should answer:
 - i. If responding to an emergency incident
 - 1. The Crew Chief should answer
 - ii. If there is no emergency incident in progress
 - 1. The EMS service station (if staffed)
 - 2. The on-duty Crew Chief
 - 3. Any other Service Member (if a radio is available)

4.4 Generic Call – Fire

- A. To raise any unit from a specific department
 - i. Use the designation Community Name followed by the word Fire
 - 1. Examples:
 - a. Waunakee Fire
 - b. Belleville Fire
- B. When someone is attempting to call a department use the generic call message, the following guidelines should be used by the called department to determine who should answer:
 - i. If responding to an emergency incident, the Lead unit (or the unit who will establish command once on scene)
 - ii. If command has been established, Command should answer
 - iii. If there is no emergency incident in progress
 - 1. The community Fire Station (if staffed)
 - 2. A department Officer
 - 3. Any other department member (if a radio is available)

SECTION 5

Unit Identification

5.1 Unit Identification

A. Units will use plain language identification when conducting radio communications. Plain language identification will include Community Name* – Unit Type – Unit Number

i. Examples:

1. Belleville Rescue 48
2. Middleton Ladder 1
3. Maple Bluff Engine 2
4. Verona Tender 7

B. Appendix B contains a complete list of approved “unit type” identifiers

***NOTE:** Units operated by the City of Madison Fire Department are not required to use the community name when:

1. Operating on their assigned 800 MHz TRS Talk Group
2. On incidents involving response solely by City of Madison unit

C. Should an incident involve both City of Madison and non-City of Madison units operating on a single channel

- i. City of Madison units shall be identified using the community name Madison

D. In cases where one vehicle is used to pull one of the following trailers, the pulling vehicle shall identify itself on the radio by the designation of the trailer

- i. ATV (CAD designation “A”)
- ii. Decon trailer (CAD designation “D”)
- iii. HIT trailer (CAD designation “H”)
- iv. Mass Casualty trailer (CAD designation “MC”)
- v. Utility trailer (CAD designation “U”)

1. Example:

a. DeForest Car 1 is used to pull a Dane County Mass Casualty trailer

- i. Radio designation is DeForest Mass Casualty 1, not DeForest Car 1, during the period of time it is pulling the trailer

E. The officer of the pulling vehicle should notify the Comm Center to add the pulling vehicle designation (DeForest Car 1) to the assignment as well

SECTION 6

Alert Messages

6.1 Dispatch Script – Information Messages

- A. Information messages for fire and/or EMS units will follow a standard sequence, including the following information:
- i. Start the dispatch message with “Information only for” [insert the Department/District/Entity/Group name that will be receiving the message]
 - ii. Insert informational message
 - iii. End with, “Time of information message, ##:##.”
 1. Examples:
 - a. “Information only for Belleville Fire... Belleville Brush 1 will be out of service for maintenance until further notice... time of information message, 14:21.”
 - b. “Information only for all Dane County Fire and EMS units... Dane County Mobile CAD is out of service, and all agencies should track key incident data locally until further notice... time of information message, 23:16.”

6.2 Pre-Alerting

- A. When a pre-alert Fire or EMS call for service arrives in the “Pending Incidents” queue
- i. Communicator requests a Recommendation from CAD
 - ii. Communicator Commits the response
 1. Communicators may deviate from the CAD recommendation only if it does not slow the response (rare cases)
 - iii. CAD will then cause the USDD system to issue an automatic Pre-Alert message to the primary jurisdictional Fire/EMS unit via their tone and voice pagers and USDD Station Alerting Systems (if applicable)
 1. The automated Pre-Alert message will include the following limited information:
 - a. Either the generic department name (for single station departments) or the closest specific unit(s) recommended by the CAD response plan attached to the incident type
 - b. The phrase “medical incident” or “fire incident” or one of five other broad incident type designators
 - c. The incident location
 - iv. A manual tone and voice page announcing a Pre-Alert will not occur at this point
 - v. CAD will also cause the USDD system to Pre-Alert Madison Fire Department units simultaneously via multiple methods
 1. 800 MHz radio channels monitored by vehicles and personnel operating in the field
 2. UHF radio channels routed to station radio receivers
 3. USDD Station Alerting System
 - vi. Radio channel assignment will not occur at this point

- B. When the call-taking process is complete and the final EMD/EFD code determinate arrives
 - i. The Communicator must always reconfigure every call for both Madison Fire and County Fire & EMS agencies
 - ii. A manual tone and voice dispatch (page) will then be issued to include the full recommended unit assignment from the jurisdictional Fire/EMS agency, along with any mutual aid, auto aid or closest ALS that is recommended by CAD for County Fire and EMS agencies
 - iii. Radio channel assignment(s) will occur at this point
 - iv. Responding units will also be given any other pertinent updates over the radio on the appropriate channel
- C. Calls that arrive in the “Pending Incidents” queue with a final determinate
 - i. Both Madison Fire and County Fire & EMS units must be dispatched manually using the full recommended unit assignment from the jurisdictional Fire/EMS agency, along with any mutual aid, auto aid or closest ALS that is recommended by CAD for both Madison Fire and County Fire & EMS agencies
 - 1. The USDD system will not activate a Pre-Alert message for these calls
- D. If for any reason the Communicator believes that the scene is not secure for any incident
 - i. The Communicator shall advise the responding units as soon as possible with the following informational message: “The scene is not secure, stage in a safe location.”
 - ii. The Communicator shall also ensure there is a corresponding law enforcement call entered in CAD and a law response is underway

6.3 Dispatch Script – Initial (Still/Working Still) Alarm Alert Message

- A. First (Still/Working Still) Alarm Alert Messages directed to Fire and/or EMS units will follow a standard sequence, including all of the following information:
- i. Start the dispatch message with the word “Attention”
 - ii. Identification of responding units (or Department/District name if specific units are not recommended by CAD), including those Fire/EMS units that are dispatched by other dispatch centers or on other paging channels
 - iii. Location of incident
 1. Municipality
 2. Common Place Name (if available)
 3. Address
 4. Apartment # or Floor
 - iv. Both cross streets (if available)
 - v. Nature of the incident
 1. EMD/EFD “alpha” acuity designator only
 2. Brief description of the incident type or Priority Dispatch protocol chief complaint & determinant descriptor
 - vi. Channel assignment
 - vii. Time of dispatch

Examples:

- i. “Attention Brooklyn Rescue 42... in the Town of Rutland at the intersection of Highway 92 and Highway 14... an alpha response for a traumatic injury, a leg injury... a Channel E-EDWARD assignment... time 13:42.”
- ii. “Attention McFarland Engine 1, Engine 2, Ladder 8, Squad 5, Car 1 and Rescue 82... in the Village of McFarland at 4418 Terminal Drive, cross street Ivywood Trail... a delta response for a reported structure fire in a commercial structure... all units respond on J-JOHN and the FireGround channel assignment is McFarland FireGround... time 22:41.”
- iii. “Attention Stoughton Fire... in the Town of Dunn at Highway 51 and Quam Drive... a bravo response for a vehicle fire... a channel B-BAKER assignment... time 03:51.”
- iv. “Attention Ladder 6... 835 W Badger Road, cross streets Perry and Cypress... a C-CHARLIE response for a fire alarm in a commercial structure... a FIRETAC2 assignment... time 09:31.”**

****NOTE:** Units operated by the City of Madison Fire Department are not required to use the community name under certain conditions ([Section 5](#))

- B. Specifics concerning the First (Still/Working Still) Alarm Alert Messages include:
- i. Identification of responding departments or units
 1. For departments/units that are selectively dispatched, do not repeat the community name before every unit when all units being alerted are from the same department. The community name is only required before each unit if units from multiple departments are being alerted at the same time.
 2. When units from multiple agencies are being sent to an incident and are dispatched on separate frequencies or by other dispatch centers, all units assigned should be identified in the Alert Message.
 - ii. Location of incident
 1. All pertinent information should be given on the Alert Message to assist departments where members respond directly to the scene
 - a. Municipality
 - b. Common Place Name
 - c. Address
 - d. Apartment # or Floor
 - iii. Cross Street
 1. Only the cross street name should be given
 - a. James Street
 - b. Adams Court
 - c. Smith Road
 2. Hundred block information should not be included unless asked for by a responding unit
 3. In cases where CAD provides both cross streets, both should be given
 - iv. Nature of the Incident
 1. Information provided should be as short but descriptive as possible
 2. The EMD/EFD “alpha” acuity designator and the chief complaint will be given for EMD/EFD coded incidents
 - v. Radio channel to operate on
 1. It is critical that the channel assignment(s) be given during the Alert Message
 2. If a channel assignment is not given during the Alert Message or if the channel assignment is changed after the Alert Message has already been given
 - a. The department/unit must be re-alerted
 - i. Most County departments will only hear channel assignment information put out on their alert pagers
 - vi. Time of Dispatch
 1. State as, “Time, ##:##.”
- C. The jurisdictional fire department shall be notified of all fire incidents occurring or having occurred in its area of responsibility
- i. Fire incidents are those which have been determined as such after being categorized by the Emergency Fire Dispatch protocol

- D. After the Communicator has received an incident from the call-taker via CAD, and has reviewed the CAD call notes and unit recommendations, the Communicator will do the following:
 - i. Commit the appropriate units in the CAD
 - ii. Issue the voice alert via the appropriate alerting system(s) for the units that have been assigned

- E. Whenever a mutual aid Fire or EMS unit is alerted to respond into another jurisdiction because the primary (1st due) Fire or EMS unit is not available (if the 1st due fire department or EMS unit is already assigned to another incident, etc.):
 - i. Comm Center will alert both the jurisdictional Fire or EMS agency and the responding Fire or EMS unit(s)
 - 1. This ensures that any first responders or other available personnel that might be in the jurisdiction are aware of the incident and may respond per their local department or service protocols

- NOTE:** This provision does not apply when an ALS unit is being sent as an automatic or closest ALS resource into another jurisdiction

- F. Requests from an EMS unit to have a Fire department paged in place of, or in addition to, the EMS agency having jurisdiction shall be honored, which is considered to be compliant with this section of the protocol

- G. It shall be the responsibility of any alerted agency to notify Comm Center if they are unable to respond due to inadequate staffing, certification levels or other limitations

- H. Alternate Alerting Systems
 - i. Many departments utilize alternate alerting systems which generate an alert message when a unit is assigned to a CAD incident.
 - 1. Examples:
 - a. USDD
 - b. lamresponding
 - c. Active 911

6.4 Dispatch Script – Special Call Alert Message

- A. Special Call Alert Messages for Fire and/or EMS units will follow a standard sequence, including any of the following information that is applicable to the situation that is occurring:
- i. Start the dispatch message with the word “Attention”
 - ii. Identification of responding units (or Department/District name if specific units are not recommended by CAD), including those Fire/EMS units that are dispatched by other dispatch centers or on other paging channels
 - iii. “A special call from the [requesting Agency] for...”
 - iv. Location of incident
 1. Municipality
 2. Common Place Name (if available)
 3. Address
 4. Apartment Number or Floor
 - v. Both cross streets (if available)
 - vi. Nature of the incident
 1. EMD/EFD “alpha” acuity designator only
 2. Brief description of the incident type
 3. Priority Dispatch protocol chief complaint & determinant descriptor
 - vii. Channel assignment
 - viii. Time of dispatch

Examples:

- i. “Attention Cambridge Rescue 92... a Special Call from Cambridge Rescue 94 in the Town of Oakland at the intersection of Highway 12 and Ehrke Road... a request for a second Rescue at the scene of a vehicle crash... acknowledge on A-ADAM... time 14:32.”
- ii. “Attention Mount Horeb Engine 1... a Special Call from Verona Fire in the Town of Verona at 2842 Timber Lane... cross street of County Highway PB... a request for a single engine to respond to the scene of a structure fire... acknowledge on A-ADAM... time 18:31.”
- iii. “Attention Fitchburg Fire... a Special Call from Fitchburg Car 1... a request for Battalions 1 and 2 to respond to your respective stations to staff reserve apparatus... acknowledge on A-ADAM... time 07:29.”

6.5 Dispatch Script – Subsequent/MABAS Box Alarm Alert Message (Only for use on IFERN Broadcasts)

- A. Dane County shall use the MABAS-Wisconsin Dispatch Script as defined in MABAS-Wisconsin Policies, Procedures and Guidelines – Index Number B-01-01:
- B. The MABAS Box Alarm Alert Message will include the following information:
- i. “This is MABAS Division 115 to all Locals,
 - ii. The [insert the name of the stricken Department/District/Entity] is requesting MABAS Box Number ##-##
 - iii. To the _____ Level,
(MABAS Box, MABAS 2nd, etc.)
 - iv. For a _____,
(Incident Type [Structure Fire, Mass Casualty, etc.])
 - v. At _____, (Repeat Once)
(Incident Location)
 - vi. The following departments are due to respond to the scene:
 1. Read list of Departments/Equipment/Personnel/Destinations from Box Alarm Card
 - vii. The following departments are due for Change of Quarters:
 1. Read list of Departments/Equipment/Personnel/Destinations from Box Alarm Card
 - viii. Staging will be at _____,
(Staging Area Location)
 - ix. Operating on _____ channel,
(MABAS FG Red, White or Blue, etc.)
 - x. All responding units switch to and acknowledge on IFERN1.”

NOTE: This script is to be used when paging on county paging or on IFERN

Example:

1. “This is MABAS Division 115 to all locals... the City of Fitchburg Fire Department is requesting MABAS Box Number 20-17 to the MABAS 2nd Alarm level for a structure fire at 5040 Caddis Bend in the City of Fitchburg. The following units are due to respond to the scene: Engines from Cottage Grove, McFarland and Maple Bluff; Ladders from City of Madison and Middleton; a Squad from Waunakee and a Chief from Verona. The following units are due for a change of quarters: an Engine from Deerfield to Cottage Grove and an Engine from Mount Horeb to Fitchburg Station 2. Staging will be at the Nevin State Fish Hatchery at 3911 Fish Hatchery Road, operating on the MABAS FireGround Red channel. All responding units will switch to and acknowledge on IFERN1... time 21:14.”

6.6 Alert Messages – Daily Tests

- A. Comm Center will conduct daily tests of all fire and EMS agency alerting systems per the following schedule
 - i. City of Madison Fire/EMS at 0700
 - 1. Weekly back-up speaker test (Monday)
 - ii. County Fire/EMS agencies at 1800
- B. The test will be conducted in accordance with Comm Center procedures
 - i. This test will allow departments/stations to determine if their alerting systems are working properly
- C. If a department/station alerting system does not receive a Test Alert Page
 - i. The member station shall contact their department Chief/Director (or designee)
 - ii. The department Chief/Director (or designee) will evaluate any missed page reports and determine if a Test Alert Page was actually done
- D. If it is determined that the test was done and no Test Alert page was received or if there is evidence of a larger problem
 - i. The department Chief/Director (or designee) shall contact the Comm Center Supervisor directly (not the Communicator) in order to determine if there is a radio system problem
- E. When a Heavy Traffic condition exists during the time period that Tests are scheduled to be done
 - i. Comm Center may elect to not conduct the designated tests

6.7 Alert Messages – Monthly MABAS Wisconsin IFERN Tests

- A. Comm Center will conduct a monthly IFERN Alert Test in accordance with [MABAS-Wisconsin Policies, Procedures and Guidelines](#) – Index Number C-01-04.02

6.8 Alert Messages – Monthly “All-County” Alert Tone Tests

- A. Comm Center will conduct the monthly All-County, All-County Fire and All-County EMS Alert Tones test on the 1st Wednesday of each month at 1200
 - i. This test will be conducted in accordance with Comm Center procedures
 - ii. This test is designed to allow departments/stations to determine if their “All-County” alerting systems are working properly

SECTION 7

Acknowledgments

7.1 Acknowledgment by Responding Departments, Stations or Units

- A. The department(s), station(s) or unit(s) which has been alerted (including a Pre-Alert) shall acknowledge the Alert Message on the assigned radio channel within three minutes

- B. This acknowledgment will include the following:
 - i. Identification of unit or department
 - ii. Restatement of incident location
 - iii. Restatement of incident type

- C. It is recommended that a representative from the alerted agency carry out their acknowledgment via radio
 - i. Exceptions:
 - 1. If radio communication is not possible (rare), it is acceptable for the representative to acknowledge the call by calling 911 via telephone. Do not call the Fire Desk.
 - 2. Acknowledgment via MDC is not recognized

- D. Comm Center will make a best effort to record the time in which the Alert Message was acknowledged

NOTE: Acknowledgment of the Alert Message by a department, station or unit other than the City of Madison does not necessarily indicate that a response has begun

7.2 Failure of a Department, Station or Unit to Acknowledge the Alert Message within Three Minutes

- A. In the event a department, station or unit does not acknowledge the Alert Message within three minutes, Comm Center will attempt to contact the department, station or unit on the assigned channel and the appropriate Admin channel

7.3 Failure of a Department, Station or Unit to Acknowledge the Alert Message within Four Minutes

- A. In the event a department, station or unit does not acknowledge the Alert Message within four minutes (total time from the original Alert Message)
 - i. Comm Center will:
 - 1. Alert another unit from a different station within the same jurisdiction
 - 2. If no units at a different station are available:
 - a. Appropriate mutual aid response, as well as an alert for the jurisdictional agency
 - ii. Once mutual aid has been alerted, Comm Center will do the following:
 - 1. Notify the Comm Center Supervisor
 - 2. Comm Center Supervisor will attempt to make telephone contact with a representative of the original department, station or unit
 - a. Beginning with a Duty or Chief Officer or EMS District Chief or Director
 - iii. If there is no response from a representative
 - 1. Contact the EM Duty Officer

7.4 Failure of a Department, Station or Unit to Begin a Response within Six Minutes

- A. In the event a department, station or unit fails to begin a response within six minutes, Comm Center will do the following:
 - i. Make radio contact with the unit that acknowledged the Alert Message
 - ii. Make a notification to the agency advising them that it has been six minutes since the initial page
 - iii. If the unit is not en route/responding, mutual aid will be sent
- B. If the primary response unit (EMS unit or first Fire unit) is not responding after six minutes from the time of the original Alert Message has elapsed
 - i. Communicator will alert appropriate mutual aid resources, except on Omega Level and Alpha level calls, when a unit or agency specifically requests to withhold paging a mutual aid response at the six minute mark
- C. In cases where multiple units from the same department or station have been alerted
 - i. Communicator shall make the best effort to attempt to monitor the progress of all units assigned to the incident
- D. Whenever any subsequent units have not started a response within the six minute time frame
 - i. Communicator shall notify the Incident Commander/First Responding Unit

SECTION 8

Response Message

8.1 Response Message (Not Required for City of Madison Units)

- A. When units assigned to an incident begin their response, each unit shall do the following:
- i. Make contact with Comm Center on the assigned channel
 - ii. Wait for acknowledgment
 - iii. Broadcast the following message:
 1. Identification of unit
 2. Indication that the unit is responding/en route
 - a. If a unit is responding or en route in non-emergency mode, include that status information in the message
 3. Restatement of the incident location
 4. Example:

Field Unit: "Comm Center from Dane Engine 1"
Communicator: "Dane Engine 1"
Field Unit: "Dane Engine 1 responding to 401 Main Street for a possible car fire"
Communicator: "Dane Engine 1 responding"
- B. Units that are equipped with a Mobile CAD Device are encouraged to do the following:
- i. Update their status first via their Mobile CAD Device
 - ii. A subsequent radio transmission is highly recommended, but is not required
- C. If an acknowledgment from Comm Center is not received in short order
- i. A 2nd attempt to contact Comm Center via the radio shall be made
- D. If an acknowledgment from Comm Center is still not received
- i. Field unit should check their Mobile CAD Device to verify that their status update was received
- E. During a multiple unit response, if no acknowledgment is received from Comm Center
- i. Field unit shall still transmit their en route status via radio for other field units to hear
 1. Ensures closed loop communications
 2. Maintains situational awareness for Communicators and other field units
- F. If a Mobile CAD Device is not used to change the status and an acknowledgment from Comm Center is not received, field units need to be aware that their status change will not be recorded, despite announcing it on the air
- G. Each unit shall be acknowledged by Comm Center
- i. Communicator shall update CAD unless the unit is utilizing a Mobile CAD Device and has updated their own status

H. Once the first unit from a fire department or EMS service beings their response

- i. Communicator shall provide any further information pertinent to the situation that was not transmitted with the Alert Message

NOTE: It is important to caution responding units about other activity in the area of their incident

1. Law Enforcement action
2. Imminent hazards
3. Any other situation where other emergency vehicles may also be responding in the same area

SECTION 9

Comm Center Acknowledgment

9.1 Comm Center Acknowledgment

A. Comm Center will acknowledge responding units by briefly re-stating their transmission

i. Example #1:

Field Unit: "Comm Center from Mazomanie Engine 3"

Communicator: "Mazomanie Engine 3"

Field Unit: "Mazomanie Engine 3 is responding... County Y at Hendel Street for a grass fire"

Communicator: "Mazomanie Engine 3 responding"

ii. Example #2:

Field Unit: "Comm Center from Marshall Rescue 76"

Communicator: "Marshall Rescue 76"

Field Unit: "Marshall Rescue 76 is responding to Lewellen Street for reported chest pains"

Communicator: "Marshall Rescue 76 responding"

B. Comm Center will use this same protocol when acknowledging all response, on-location, returning and in-quarters transmissions

i. Exception:

1. Re-broadcasts of the Arrival Report ([Section 10](#))

SECTION 10

Arrival (First In) Reports

10.1 First Unit to Arrive On Scene – EMS Incidents

- A. Arrival reports are not required on EMS responses involving a single ill or injured person
 - i. This exception does not apply to any type of traffic or transportation related incidents

- B. If the situation is found to be greater than a single patient incident, an Arrival Report as described in Section 10.2 shall be given

- C. Units that are equipped with a Mobile CAD Device are encouraged to do the following:
 - i. Update their status first via their Mobile CAD Device
 - ii. A subsequent radio transmission is highly recommended, but is not required

- D. If an acknowledgment from Comm Center is not immediately received
 - i. The Field Unit cannot delay patient care
 - ii. The Field Unit may proceed with transmitting their on-scene status via radio

- E. If an acknowledgment from Comm Center is still not received
 - i. Field unit should check their Mobile CAD Device to verify that their status update was received

- F. During a multiple unit response, if no acknowledgment is received from Comm Center
 - i. Field unit shall still transmit their en route status via radio for other field units to hear
 - 1. Ensures closed loop communications
 - 2. Maintains situational awareness for Communicators and other field units

- G. If a Mobile CAD Device is not used to change the status and an acknowledgment from Comm Center is not received
 - i. Field units need to be aware that their status change will not be recorded, despite announcing it on the air

10.2 First Unit to Arrive On Scene – Fire/Joint Fire & EMS Incidents

- A. The first arriving unit shall report On Location along with a brief description of the situation found (Arrival Report)
- B. The time at which the first assigned unit reports “On Location” will be acknowledged and recorded by Comm Center
- C. Comm Center will re-broadcast the Arrival (First In) Report on the assigned radio channel
 - i. Communicator will note the designation of the unit in Command in CAD
- D. The Arrival report will include the following:
 - i. Identification of the unit providing the Arrival (First In) Report
 - ii. Indication of On Location status
 - iii. Description of the scene
 - iv. Description of conditions observed
 - v. Designation of unit that will establish Incident Command

NOTE: The first arriving unit may indicate that they will provide the rest of the Arrival (First In) Report after completing additional investigation or a 360° Size-Up ([Section 11](#))

- vi. The initial action being taken by that unit
 - 1. After a 360° Size-Up ([Section 11](#))
- vii. Number of victims, ejected occupants, need for extrication, etc.
- viii. Action(s) to be taken by subsequent arriving unit(s)

NOTE: Refer to Section 10 for examples of Arrival (First In) Reports

- E. If the first unit to arrive on the scene does not broadcast an Arrival (First In) Report or leaves out important information like identification of the unit that will be in Command
 - i. Comm Center should request an Arrival (First In) Report or the appropriate missing information
 - ii. Example:
 - Communicator: “Fitchburg Engine 2 from the Comm Center”
 - Field Unit: “Fitchburg Engine 2
 - Communicator: “Fitchburg Engine 2... can you provide a First In Report?”
- F. Command and subsequent responding units should expect Comm Center to re-broadcast the Arrival (First In) Report immediately after it is provided by the first-in unit
 - i. Units should hold any further transmissions to allow Comm Center enough time to complete the re-broadcast of the Arrival (First In) Report

SECTION 11

Size-Up Reports

11.1 First Unit to Arrive on Scene – Fire/Joint Fire & EMS Incidents

A. After completing the Arrival report, the first arriving unit should provide a subsequent Size-Up Report of the incident based upon a complete 360° assessment

i. Purpose of this secondary report is to build assignments of other incoming units based upon more detailed information and tactical objectives

ii. Fire Example:

Field Unit: "Comm Center from Adams Road Command"

Communicator: "Adams Road Command"

Field Unit: "We have smoking showing from a two-story wood frame residential structure

Communicator: "Comm Center copies... Fitchburg Engine 2 is establishing Adams Road Command with smoke showing from a two-story wood frame residential structure"

Command: "Comm Center from Adams Road Command"

Communicator: "Adams Road Command"

Command: "We have heavy fire coming from a first floor window on the B/C corner of the structure... Engine 2 is stretching a line and will be initiating fire attack."

iii. EMS Example:

Field Unit: "Comm Center from Waunakee Medic 24"

Communicator: "Waunakee Medic 24"

Field Unit: "Waunakee Medic 24 is on location at Highway 19 and River Road... we have a two-vehicle crash with heavy damage... Medic 24 will have Highway 19 Command... stand by for additional information on injuries after at 360 Size-Up"

Communicator: "Comm Center copies... Waunakee Medic 24 has Highway 19 Command at a two-vehicle crash with heavy damage"

Command: "Comm Center from Highway 19 Command"

Communicator: "Highway 19 Command"

Command: "We have three injuries with one entrapment... We are requesting two additional ambulances and a full pin response"

11.2 On-Location Reports from Second, Third, etc. Units to Arrive On Scene

- A. Units which arrive after the first-arriving unit should do the following:
- i. Transmit an On Location report via radio, which will include the following:
 1. Unit identification, followed by "On Location"
 2. (If staged) Announce staged location with compass directional heading
 3. (If assigned to carry out a task) Repeat the task
 4. Examples:
 - "Maple Bluff Engine 1 on location – staged at Oxford and Sherman – northbound"

 - "(Madison) Ladder 8 on location – in Level One Staging – westbound – in front of Walgreens"

 - "Stoughton Ladder 1 on location – eastbound – in the front of the building and laddering the roof"
- NOTE:** It is strongly recommended that units avoid such additional comments, such as:
1. "Awaiting assignment"
 2. "Command, where would you like us"
- It should be assumed that Command will provide you an assignment or specific directions where to position when appropriate
- B. Comm Center shall acknowledge the arrival of 2nd, 3rd, etc. arriving units
- i. CAD shall be updated by Comm Center
- C. When more than one Fire or EMS unit is responding to an incident
- i. A radio message is still required for the benefit of other field units
- D. Acknowledgment from Comm Center shall follow the format outlined in Section 9
- E. If the unit believes Command may have missed their On Location Report (after a reasonable amount of time), the unit should contact Command to confirm that the Incident Commander is aware that they are on scene

SECTION 12

Unit Status Updates

12.1 Unit Status Updates

- A. In accordance with other applicable sections, departments/units are responsible for updating Comm Center with the following status changes:
- i. Acknowledgment of Alert Messages
 1. Only one acknowledgment message per station or agency is necessary, instead of each separate assigned unit

 - ii. Each unit responding/en route
 - iii. Each subsequent responding unit that is canceled while responding
 - iv. Each unit arriving on scene

 - v. EMS Incidents
 1. Patient Contact made (by any responder – particularly Rescue or Medic unit personnel)
 2. CPR/CCR initiated (by any responder)
 3. First Shock delivered (by any responder)

 - vi. Each Rescue or Medic unit transporting a patient
 - vii. Each Rescue or Medic unit arriving at a transport destination

 - viii. Each unit leaving the incident scene
 1. Including whether that unit is “in service” or “out of service”

 - ix. Each unit arriving back in quarters

 - x. Changes in manner of notifications
 1. Unit cannot be reached by pager, but by radio or phone instead
 2. Unit is no longer on the radio, but is available by phone or pager

 - xi. Units out of territory or district

 - xii. Units involved in training or performing some other task that may delay their response (See Delayed Available in [Section 12.2-Q](#))
 1. Unit should quantify how long of a delay they will have
 2. Unit should quantify the call acuity levels that they are still able to respond to

 - xiii. Units going “On Duty”, “Not On Duty” or “Off Duty”

 - xiv. Rescue or Medic units changing from one level of service to another
 1. ALS to BLS
 2. BLS to ALS

 - xv. Units Out of Service or experiencing functional limitations for some other reason not listed

12.2 CAD Status Definitions

- A. Dispatched: Unit has been assigned to an incident
- B. Dispatched to 2nd Location: Unit has been dispatched to a second location on the same incident
- C. En route: Unit is en route to an incident
- D. En route 2nd Location: Unit is en route to a second location on the same incident
- E. En route Quarters: Unit is en route to its Quarters (Home Station)
- F. Staged: Unit is Staged in proximity to an incident
- G. At Scene: Unit has arrived on the scene of an incident
- H. At Scene 2nd Location: Unit has arrived at a second location on the same incident
- I. Patient Contact: Unit (personnel) has made contact with patient they were dispatched to
- J. Transporting: Unit is transporting patient
- K. At Destination: Unit has arrived at its transporting destination
- L. On Air: Unit is available and can be reached via radio

- M. Not On Duty: Unit is not available for calls but does allow for a unit to access and use a Mobile CAD Device
 - i. Custom status is not available on the Mobile CAD Device

- N. Off Duty: Unit is off duty and unavailable for calls
 - i. Signing in to a Mobile CAD Device while in this status will change status to “On Air”
 - ii. All off duty status changes must be relayed over the radio or telephone to the Communicator

- O. On Duty: Unit is on duty and available for calls
 - i. All on duty status changes must be relayed over the radio or telephone to the Communicator

- P. In Quarters: Unit is in quarters and available for calls

- Q. Delayed Available: Unit is available for calls but delayed
 - i. Places the unit in a temporary Out of Service status
 - ii. Unit remains available for certain level of acuity calls, and with a pre-determined time delay

- R. Available with a Delayed Response: When an apparatus is available, but may not be able to immediately respond to an incident (above and beyond normal turnout time)
- i. That apparatus should let Comm Center know they are available with a delayed response
 - ii. The following information shall then be relayed to Comm Center via radio or telephone:
 1. Location of the apparatus/crew
 2. Activity or reason for the delay
 3. Length of the delay
 - a. Anticipated amount of time it will take for the apparatus/crew to begin a response
 - iii. The Communicator will then update the status of that apparatus in CAD, including the delay time
 1. CAD is able to add the delay time to the anticipated response time
 - a. Allows for more accurate CAD recommendations
 2. Example:

Monona M60: "Comm Center from Monona Medic 60"
Communicator: "Monona Medic 60, go ahead"

Monona M60: "We are available at the Meriter Clinic in Monona for training, with a 5 minute delay"

Communicator: "Copy, Monona Medic 60 at the Meriter Clinic – available with a 5 minute delay"
 3. Communicator then updates CAD accordingly

S. Out Of Service: Unit is not available for calls

- i. Sub-statuses
 1. Fueling
 2. Going Off Duty
 3. Mechanical
 4. Restocking
 5. Special Assignment
 6. Training Status
 7. Unavailable

- NOTE:** All sub-statuses must be removed when placing an apparatus or unit on or off duty
1. All on/off duty status changes must be relayed to the Communicator by telephone or radio

12.3 Incident Timing Benchmarks

- A. The Communicator shall provide Incident Timing Benchmarks in accordance with MABAS Wisconsin Communications Protocol B-03-01 on both MABAS and non-MABAS incidents
 - i. Any incident assigned to a dedicated Fire Tactical or FireGround channel
 - 1. Structure Fires
 - 2. Hazardous Materials incidents
 - 3. Transportation (crash) incidents
 - 4. Entrapment incidents

- B. Comm Center shall give the Incident Commander Incident Timing Benchmarks at 10, 20 and 30 minutes after the arrival of the first unit on scene
 - i. Timing Benchmarks shall continue every 30 minutes thereafter
 - 1. Until the Incident Commander states that the incident is under control
 - 2. Until such time that the Incident Commander deems that the benchmarks are no longer needed

- C. The Incident Commander should provide Comm Center with a progress report at each of the Incident Timing Benchmarks

SECTION 13

Principles for Use & Assignment of Radio Channels

13.1 “The Golden Rule” for FireGround Communications

- A. If you remember one thing and one thing only, it is this:
 - i. The FireGround channel belongs to the Incident Command and the On-Scene (Fire & EMS) crews
 - ii. Their communications must have absolute priority!
 - iii. All other communications must be managed on another radio channel

13.2 Administrative Channels

- A. Each radio system (City of Madison TRS & DaneCom TRS) has one radio channel designated as the Admin Channel
 - i. Primary use is for routine, day-to-day communications
 - ii. Is available to all Fire/EMS services and allied users

B. Designated Admin Channels

| | |
|---------------|------------------------|
| <u>County</u> | <u>City of Madison</u> |
| A-ADAM | MFD-ADMIN |

- C. These are monitored by Comm Center when no active incident is in progress

- D. These channels are used for all communications with Comm Center when a unit is not currently assigned to an active incident

- i. Such communications may include the following:
 - 1. Transmissions from field units to advise Comm Center of their status when the unit is not assigned to a particular incident
 - a. Examples:
 - i. Inspecting
 - ii. Community Relations activities
 - 1. Parades
 - iii. Training
 - 2. EMS units on the air and going to a hospital to pick up supplies
 - 3. Calls to Comm Center seeking assistance while a unit is in the field
 - 4. Calls from base stations to Comm Center reporting walk-in or call-in reports of an incident
 - 5. Units returning from a previous incident
 - 6. Any time that a unit has been assigned to an Operation Channel and does not get a response from Comm Center on that channel

E. The Admin Channel will also be used for specific purposes during the following conditions:

i. During an active incident

1. When an assigned unit needs assistance with directions
2. When an assigned unit requires assistance with issues not related to active on-scene firefighting or hazard zone activities
3. For any reason to prevent interfering with on-scene firefighting or hazard zone communications
4. This is consistent with “The Golden Rule for FireGround Communications” ([Section 13.1](#))

ii. During Heavy Traffic conditions ([Section 19](#))

1. All Station-to-Comm Center communications

F. Designated Admin Channels

| <u>County</u> | <u>City of Madison</u> |
|---------------|------------------------|
| A-ADAM | MFD-ADMIN |

13.3 Initial Alarm Assignment Communications

- A. The DaneCom radio system that became operational in November 2016 utilizes both trunking system “Network” Talk Groups and “Conventional” analog channels
- B. The following overarching guideline shall be utilized when determining which type of channel to assign various incidents to (trunked v. conventional):
 - i. For purposes of this section, the acronym IDLH will be used to categorize, locally defined as Delta Level and Echo Level Structure Fires
 - 1. IDLH = **I**mmediately **D**angerous to **L**ife and **H**ealth
 - 2. IDLH atmospheres are ones that are capable of causing:
 - a. Death
 - b. Irreversible adverse health effects
 - c. The impairment of an individual’s ability to escape from the dangerous atmosphere
- C. Incidents involving interior firefighting activities (IDLH incidents) or incidents where interior units will potentially be using Self Contained Breathing Apparatus (SCBA) have two major considerations:
 - i. The interior unit’s ability to talk directly with the IC without relying on network connectivity is critical
 - ii. Units responding to the scene should not be interfering with the on-scene and/or interior firefighting activities
- D. Incidents expected to involve interior firefighting activities (as determined by their EFD/EMD coding) in an IDLH environment
 - i. Will be assigned to the designated Response Channel
 - ii. Will be assigned a separate on-scene FireGround (FG) channel
- E. All other County incidents (and all City of Madison incidents) will be assigned either a pooled or dedicated DaneCom or City of Madison TRS “Network” channel
- F. Regardless of the initial channel assignment
 - i. Any County incident that has been initially assigned to a single DaneCom “Network” channel and is later determined (once units are on scene) that the incident actually involves an IDLH situation or other unique circumstances
 - 1. The IC or unit(s) assigned may request dual Response and FireGround channel assignments
- G. All channel assignments will be managed by Comm Center

13.4 Initial Alarm Assignment Communications – County IDLH Incidents (as designated by their EFD coding)

- A. For most County Fire agencies that utilize the DaneCom system, Comm Center will do the following:
 - i. Assign all Initial Alarm units to Respond on the Response channel
 - ii. Assign an appropriate FireGround channel to use (see Channel Matrix in [Appendix H](#))
- B. All communications by all responding units up to and including the Arrival report shall occur on the Response channel

| | <u>County</u> | <u>City</u> |
|------------|---------------|----------------------|
| Response | J-JOHN | N/A |
| FireGround | * | FIRETAC3 or FIRETAC4 |

*Refer to Channel Matrix ([Appendix H](#))

NOTE: Per the current Channel Matrix ([Appendix H](#)), there are a limited number of fire agencies who choose not to follow this recommended practice and elect to have all IDLH incident communications occur solely on their local FireGround channel

- C. Upon Arriving on Scene, the first arriving unit shall do the following:
 - i. Report On Location
 - ii. Give their Arrival report on J-JOHN
 - iii. Then switch to the assigned FireGround channel for all subsequent communications with Comm Center and other on-scene units
- D. All subsequent Initial Alarm units shall do the following:
 - i. Report On Location on J-JOHN
 - ii. Switch to the assigned FireGround channel
 - iii. Notify Command where they are staged

13.5 Initial Alarm Assignment Communications – All City of Madison Incidents and all County Non-IDLH Incidents (as designated by their EFD coding)

- A. Comm Center will assign all Initial Alarm units based on the following guidelines:
 - i. Incidents where a single engine and/or ambulance will be assigned to a pooled channel (including EMS incidents where an Engine Company is dispatched along with an ambulance)
 - 1. Alarm soundings
 - 2. Most EMS incidents

| | | |
|----------------|---------------|-------------|
| | <u>County</u> | <u>City</u> |
| Fire incidents | B-BAKER | FIRETAC2 |
| EMS incidents | E-EDWARD | MEDTCGRN |

- B. Incidents where multiple fire and/or EMS units are responding to the same incident will be assigned a dedicated channel
 - i. Brush fires
 - ii. Crash with a pin
 - iii. Tiered paramedic responses

| | | |
|----------------|---------------|-------------|
| | <u>County</u> | <u>City</u> |
| Fire incidents | C-CHARLIE | FIRETAC3 |
| | or | or |
| | D-DAVID | FIRETAC4 |
| | <u>County</u> | <u>City</u> |
| EMS incidents | F-FRANK | MEDTCYEL |
| | or | or |
| | G-GEORGE | MEDTCORG |

13.6 Initial Alarm Assignment Communications – Out of County Departments

- A. For incidents in Dane County where the geographic territory is protected by a department, station and/or unit located outside of Dane County
 - i. Responding units will typically manage the incident on their own county radio channel(s)
 - ii. If they wish to contact Comm Center
 - 1. The contact should be made on one of the following:
 - a. A-ADAM
 - b. VCALL10
 - iii. If they request a DaneCom talk group or other County DANETAC1 or DANETAC2 tactical channel for operations
 - 1. Communicator may assign an appropriate available Dane County channel for their use (*Refer to Channel Matrix in [Appendix H](#))
 - iv. Geographic territories protected by a department, station and/or unit located outside of Dane County
 - 1. SW Dane County
 - a. Blanchardville
 - b. New Glarus
 - 2. SE Dane County
 - a. Edgerton
 - 3. NE Dane County
 - a. Columbus
 - 4. NW Dane County
 - a. Sauk City

13.7 Initial Alarm Assignment Communications – Non Dispatch Use of Operations or FireGround channels

- A. Departments, stations or units must check with Comm Center first (via phone or radio) before utilizing any Operations or FireGround channel for any purpose
- B. All transmissions initiated by field units or stations not currently assigned to a designated Operations or FireGround channel will utilize the designated Admin Channel ([Section 13.2](#))

13.8 Joint County-City Response Situations

- A. This section establishes guidelines to be used in situations involving joint responses by Dane County and City of Madison units as part of a non-MABAS initial or subsequent alarm response

- B. In situations in which City fire units are being sent to calls located outside of the City of Madison
 - i. Comm Center will also need to make notification to the following people to inform them of the response of City fire units into the County:
 - 1. MFD On-Duty Chief (Car 31)
 - 2. MFD Back-Up Duty Chief

 - ii. From 0700 to 1900
 - 1. These notifications will normally be made via the MFD-ADMIN talk group

 - iii. From 1900 to 0700
 - 1. These notifications will normally be made via the appropriate MFD Chief's Alert paging button the MCC 7500 console

13.9 Joint County-City Response Situations – Basic Operating Principles

- A. All units responding as part of the initial intervention group to a common incident must all be communicating with each other on:
 - i. A common channel or talk group

- B. Paramedic Intercepts
 - i. In all cases, County and City ALS (Dual Paramedic) units have VHF radios and can communicate directly with Dane County BLS ambulances on any common DaneCom, County or State radio channel ([Section 23](#))

- C. BLS & Single Paramedic Mutual Aid
 - i. In the event a County BLS or Single Paramedic ALS ambulance responds into the City of Madison as a mutual aid unit
 - 1. Comm Center shall assign City and County resources to an available DaneCom channel or talk group as indicated by the channel assignment matrix ([Appendix H](#))

- D. City/County Fire/EMS Responses
 - i. City unit(s) responding into the County on all incidents will respond and operate on the assigned DaneCom channel/talk group

 - ii. County unit(s) responding into the City on a non-IDLH incident will respond and operate on the assigned DaneCom channel/talk group

 - iii. County unit(s) responding into the City on an IDLH incident
 - 1. City of Madison resources will switch to the appropriate DaneCom channel
or
 - 2. Will provide City of Madison system radios to incoming mutual aid

13.10 MABAS Box Alarm/Mutual Aid Communications – Fire/EMS Incidents

- A. The initial First (still or working still) Alarm responding units will be assigned to an appropriate operation
- B. Basic Operating principle
 - i. The fire Operations channel belongs to the Incident Commander and the units already on the FireGround
 - ii. Every attempt must be made to eliminate interference with FireGround communications by units that are not on the scene
- C. When a MABAS Box Alarm/Mutual Aid is requested by the Incident Commander
 - i. MABAS Division 115 will remind them to have the Level II Staging Officer switch to the IFERN1 channel to coordinate incoming units

NOTE: Agency requesting the MABAS Box Alarm must give the applicable card number to the Communicator

- D. MABAS Alarm (Mutual Aid) units will be assigned by MABAS Division 115 on the Alert Message, and will conduct all communications on the IFERN1 channel (not on a Response channel) until they leave Level II staging (if used), or arrive On Scene if Level II staging is not used
 - i. This will include all of the following types of communications:
 - 1. Acknowledgment of the Alert Message
 - 2. Requests for clarification
 - a. Address
 - b. Directions
 - c. Types of apparatus needed
 - d. Number of people needed
 - 3. Units Responding to the scene
 - 4. Units Responding that need directions to the scene
- E. If clarifications are needed from Command, MABAS Division 115 will do the following:
 - i. Communicate with the Incident Commander on the Operations channel
 - ii. Relay the information to the MABAS/Mutual Aid department on the IFERN1 channel
- F. Units, stations or departments alerted on MABAS alarms should direct all communications while responding to the following:
 - i. MABAS Division 115
 - ii. Level II Staging Officer
- G. In order to prevent interference with FireGround activities, units should not switch to the Operations channel prior to arriving in Staging, unless specifically requested to do so
- H. MABAS Division 115 cannot communicate with the Incident Commander on any of the MABAS FireGround channels
 - i. Red, White, Blue, Black, Gold or Gray

- I. If any MABAS FireGround channel is in use as the Operations channel
 - i. Incident Commander will need two radios to coordinate communications
 - 1. Radio 1: Operations channel
 - 2. Radio 2: MABAS Division 115 on the IFERN1 channel

13.11 MABAS Box Alarm/Mutual Aid Communications – Fire/EMS Incidents – At the Point the Unit(s) Arrive in Level II Staging

- A. If no Staging Officer exists
 - i. The officer on the first unit to arrive in Staging is expected to:
 - 1. Assume the role of the Level II Staging Officer
 - a. Continue in that role unless relieved by another officer assigned by Command
 - 2. Switch to the assigned Operations channel
 - 3. Wait until they are not interfering with units on the FireGround
 - 4. Advise Command that they are “On Location, and establishing Level II Staging, with (unit designation) as Staging Officer”
- B. When a Staging Officer exists
 - i. The units will remain on the IFERN1 channel and communicate with the Level II Staging Officer
 - ii. The Level II Staging Officer must have two radios available
 - 1. Radio #1: On the assigned Operations channel for communications with Command
 - 2. Radio #2: On the IFERN1 channel to manage units in Staging
- C. Whether a Staging Officer exist or not
 - i. No specific radio message regarding establishment of Level II Staging needs to be transmitted to MABAS Division 115

13.12 Multiple/Subsequent Alarm Communications – Non-MABAS Fire/EMS Incidents

- A. The initial First (still or working still) Alarm responding unit(s) will be assigned to an appropriate Operations channel ([Section 13.3](#))
 - i. For a simple request for one (1) or two (2) additional resources to the same incident
 - 1. All resources should be assigned to the same Operations channel as the initially dispatched unit(s)
- B. Requests for additional (non-MABAS) alarms, or more than one (1) or two (2) additional resources to the same incident shall use the appropriate response channel for the incident
 - i. Example:
 - 1. J-JOHN
 - 2. FIRETAC2

13.13 Coordination of Support Activities/Unique Resources

- A. The primary objective of this section is to establish a protocol that addresses coordinating response(s) and on-scene activities of support, specialty or unique resources that may be requested to respond to an incident already in progress
- i. Large number of Tenders
 - ii. Air Ambulance (Med Flight)
 - iii. Hazardous Materials
 - iv. Collapse Rescue
 - v. Dive teams
 - vi. Swift Water Rescue
 - vii. DC-CV1
 - viii. SW-IMT (Southwest Incident Management Team)
 - ix. Drone Search
- B. Basic operating principle
- i. All units responding as unique or specialized resources, or functioning in a support role once the incident is already in progress, must be managed in such a way that it does not interfere with units functioning on the FireGround
 1. Units do not necessarily represent a MABAS alarm resource
- C. Support Activities
- i. At the direction or concurrence of Command, it is recommended that the following support activities be conducted on the MABAS FireGround BLUE channel
 1. Tender Shuttle/Water Supply
 - ii. If MABAS FireGround BLUE is being utilized
 1. It is recommended that the Group Officer responsible for the support activity have two radios
 - a. Radio #1: Keep on the assigned Operations channel for communications with Command
 - b. Radio #2: Keep on MABAS FireGround BLUE
- D. Air Ambulance (Helicopter) Responses
- i. Air ambulances will always be assigned to the MARC2 channel
 - ii. If MARC2 is not available
 1. The EMS-C channel may be used as a secondary channel

NOTE: Comm Center does not have the ability to monitor or patch to the EMS-C channel

E. Specialty Team Responses

- i. When responding to an incident outside the City of Madison, but within Dane County
 1. The Specialty Team will respond to the scene and communicate directly with Command on the assigned County or local Operations channel with their dual band radios
 2. Specialty Teams:
 - a. City of Madison Hazmat Team
 - b. City of Madison Lake Rescue Team
 - c. City of Madison HURT (Hheavy Urban Rescue Team)

13.14 Change of Quarters Communications

A. All Change of Quarters communications will be managed on the following channels:

| <u>City</u> | <u>County</u> | <u>All MABAS</u> |
|-------------|---------------|------------------|
| MFD-ADMIN | A-ADAM | IFERN1 |

B. This will include all of the following types of communications:

- i. Acknowledgment of the page
- ii. Requests for clarification
 1. Address
 2. Directions
 3. Types of apparatus requested
 4. Number of people needed
- iii. Units advising Comm Center or MABAS Division 115 that they are responding or are en route
- iv. Units en route that need directions
- v. Units advising Comm Center or MABAS Division 115 that they are at their Change of Quarters destination
- vi. Units returning to their own quarters

13.15 Channel use for Communications Between Unified Command/Field Incident Command Posts & Local/County EOCs

- A. All communications between the Incident Command Post and a local and/or County EOC will take place on a channel other than the incident Operations channel
- B. Comm Center will assign an appropriate channel for this purpose
- C. The 1st choice will be a DaneCom talk group that has been designated for this purpose, such as DAEOC
 - a. Additional options for coordination channels can be found in [Appendix F](#)

SECTION 14

Notifications & Cancelations

14.1 Required Notifications for Fire Incidents Later Found to be Located in Another Jurisdiction (After the Initial Dispatch)

- A. When Comm Center receives multiple calls for what is believed to be the same fire incident, but the exact agency having jurisdiction cannot be determined or confirmed
 - i. Comm Center should dispatch one jurisdiction based on their best judgement and available information

- B. If the initial alerted fire agency is responding to the incident and Comm Center subsequently becomes aware that the incident is actually located in another fire jurisdiction
 - i. Comm Center shall:
 - 1. Notify the responding fire agency of this information
 - 2. Notify (page) the correct jurisdictional fire agency for the appropriate response of personnel and equipment

 - ii. When the correct jurisdictional fire agency acknowledges the alert message
 - 1. They should be advised that the initial alerted fire agency is also responding

- C. If the initial alerted fire agency is already at the scene of the incident and Comm Center subsequently becomes aware that the incident is actually located in another fire jurisdiction
 - i. Comm Center shall:
 - 1. Advise the Incident Commander of the agency on scene
 - 2. Notify the Officer In Charge (OIC) of the correct agency having jurisdiction
 - a. City of Madison Fire Department
 - i. Such notifications will take place via telephone or radio

 - b. All other fire departments
 - i. Such notification will take place by paging the appropriate department and requesting their OIC to call Comm Center

- D. If the initial alerted fire agency has already left the scene of an incident and Comm Center subsequently becomes aware that the incident is actually located in another fire jurisdiction, Comm Center shall do the following:
 - i. Advise the original Incident Commander
 - ii. Advise the Officer In Charge (OIC) of the correct agency having jurisdiction via the same methods outlined above

14.2 Canceling Fire/EMS Responses

A. Canceling Fire/EMS Responses

- i. Any dispatched or responding Fire/EMS unit can only be canceled prior to their arrival by:
 1. Another Public Safety Responder that is already on scene of the incident

- ii. If Comm Center receives a request to cancel a response for an incident that has already been pre-alerted or dispatched (including alarm company request or 1st party refusal)
 1. The request will be passed on to the responding/alerted agencies
 - a. They will then determine if they will cancel or continue

 2. Comm Center shall not cancel responses or send out cancelation pages, except in the following instances:
 - a. The incident is determined to be significantly out of the area
 - b. The agency being canceled approves of the cancelation

SECTION 15

Command & On Scene Communications

15.1 On Scene Communications

- A. Once Command has been established
 - i. All routine communications between the incident scene and Comm Center will be directed through Command
 - ii. Applies to all units assigned to the incident, regardless of department

- B. There will be only one unit designated as Command for a given incident
 - i. The word “command” shall not be used in conjunction with any other Incident Command System (ICS) Group, Branch or Division
 - 1. Use of phrases like the following ones are not appropriate:
 - a. Water Command
 - b. EMS Command
 - ii. These functions shall be referred to by their proper ICS designations
 - 1. Water Supply Group Supervisor
 - 2. EMS Branch Director

- C. The radio designation “command” will be preceded by a geographic description of the incident location, and the designation will not change through the duration of the incident
 - i. Main Street Command
 - ii. Expo Center Command

NOTE: Use of the municipality of department name is not recommended

The terms Unified Command or Area Command may also be used as appropriate substitutes for Command

15.2 Command Messages

- A. Comm Center will acknowledge and record messages as directed from Command
 - i. Refer to Appendix D for a complete list of command messages

- B. Comm Center will end the acknowledgment of these key messages by doing the following:
 - i. Recording the time of the command message
 - ii. Recording the message content on the incident record
 - 1. Example:
 - Command: “Comm Center from Main Street Command”
 - Communicator: “Main Street Command”
 - Command: “You can show this fire under control”
 - Communicator: “Fire under Control at 00:32”

SECTION 16
Transporting to & Arrival at the Hospital
Rescue/Medic Units Only

16.1 Transporting to the Hospital (Rescue/Medic Units Only)

- A. Units that are equipped with a Mobile CAD Device are encouraged to do the following:
 - i. Update their status first via their Mobile CAD Device
 - ii. A subsequent radio transmission is highly recommended but not required

- B. Rescue/Medic units shall then switch to their appropriate Admin talk group
 - i. MFD-ADMIN
 - ii. A-ADAM

16.2 Arrival at the Hospital (Rescue/Medic Units Only)

- A. Rescue/Medic units shall advise the Comm Center of their arrival at the hospital on the appropriate Admin talk group
 - i. MFD-ADMIN
 - ii. A-ADAM

SECTION 17

Returning from the Hospital

Rescue/Medic Units Only

17.1 Returning from the Hospital (Rescue/Medic Units Only)

A. Rescue/Medic units returning from the hospital will have already switched back to their designated Admin Channel

| <u>City</u> | <u>County</u> |
|-------------|---------------|
| MFD-ADMIN | A-ADAM |

B. When returning to quarters from the hospital, Rescue/Medic units will do the following:

- i. Notify Comm Center on their designated Admin Channel that they are Returning
 1. Give their status
 - a. In Service
 - b. Out of Service

C. Units that are equipped with a Mobile CAD Device

- i. Are encouraged to update their status first via their Mobile CAD Device
 1. A subsequent radio transmission is highly recommended, but is not required
 - a. Ensures that communications maintain correct status and availability of field units
- ii. If an acknowledgement from Comm Center is not received in short order
 1. A 2nd attempt to contact Comm Center via radio shall be made
- iii. If an acknowledgement from Comm Center is still not received
 1. The field unit should also check their Mobile CAD Device to verify that their status updated was received
- iv. If a Mobile CAD Device is not used to change the status, and an acknowledgement from Comm Center is not received
 1. Field units need to be aware that their status change will not be recorded, despite announcing it on the air

CAUTION:

- D. Units using their Mobile CAD Device for status changes shall place themselves On Air immediately upon clearing from a hospital
- i. Do not place your unit back In Quarters while returning or before actually arriving at the station
 1. This may inappropriately recommend your unit to another call

SECTION 18

In Quarters

18.1 In Quarters

- A. Upon returning to quarters, each unit will do the following:
 - i. Notify Comm Center of their designated Admin Channel that they are In Quarters
- B. Units that are equipped with a Mobile CAD Device
 - i. Are encouraged to update their status first via their Mobile CAD Device
 - ii. A subsequent radio transmission is highly recommended, but is not required
 - 1. Ensures that communications maintain correct status and availability of field units
 - ii. If an acknowledgement from Comm Center is not received in short order
 - 1. A 2nd attempt to contact Comm Center via radio shall be made
 - iii. If an acknowledgement from Comm Center is still not received
 - 1. The field unit should also check their Mobile CAD Device to verify that their status updated was received
 - iv. If a Mobile CAD Device is not used to change the status, and an acknowledgement from Comm Center is not received
 - 1. Field units need to be aware that their status change will not be recorded, despite announcing it on the air

CAUTION:

- C. Units using their Mobile CAD Device for status changes shall place their unit back In Quarters only after actually arriving at the station
 - v. Do not place your unit back In Quarters while returning or before actually arriving at the station
 - 1. This may inappropriately recommend your unit to another call
 - vi. Example #1:
 - Field Unit: "Comm Center from Waunakee Engine 1"
 - Communicator: "Waunakee Engine 1"
 - Field Unit: "Waunakee Engine 1 is in quarters"
 - Communicator: "Waunakee Engine 1 in quarters"
 - vii. Example #2:
 - Field Unit: "Comm Center from Marshall Rescue 76"
 - Communicator: "Marshall Rescue 76"
 - Field Unit: "Marshall Rescue 76 is in quarters"
 - Communicator: "Marshall Rescue 76 in quarters"

SECTION 19

Normal Operations

19.1 Normal Operations

- A. The basic day-to-day mode of operations for Comm Center
 - i. Emergency and non-emergency communications of an official nature are permitted on the appropriate/assigned radio channel(s)

- B. Normal Operations are suspended during the following periods:
 - i. Heavy Traffic ([Section 20](#))
 - ii. Mayday ([Section 21.2](#))

SECTION 20

Heavy Traffic

20.1 Criteria for Activation of Heavy Traffic Restrictions

- A. During periods of extremely heavy radio traffic, the volume of radio transmissions from multiple fire and EMS units responding at the same time makes it impossible for Comm Center to carry on all normal functions. Examples include, but are not limited to:
 - i. Civil unrest
 - ii. Increased brush fire activity/Red Flag Warnings
 - iii. Major Storm
 - iv. Radio system failure (Appendix TBD)
 - v. Reduced Comm Center staffing/evacuation

- B. It is necessary in such circumstances to restrict radio transmissions on Dane County radio channels to essential communications only

20.2 Initiating Heavy Traffic

- A. In anticipation of potentially high call volume (or examples in [Section 20.1](#)), the following guidelines shall be used by Comm Center to initiate the Heavy Traffic protocol, regardless of the current level of call volume:
 - i. Issuance of a Tornado Warning for any portion of Dane County

 - ii. At the discretion of the Comm Center Supervisor
 - 1. In conjunction with on-duty Communicators

 - iii. Issuance of a Severe Thunderstorm Warning for a storm that appears to have the potential to:
 - 1. Impact multiple agencies dispatched by the Comm Center
 - 2. Generate a large volume of calls based on certain factors that have already impacted other counties
 - a. High winds
 - b. Large scale damage

 - iv. Any other circumstances as determined by the Communicators and the Comm Center Supervisor that appear to have the potential to:
 - 1. Immediately impact a large portion of Dane County
 - 2. Generate a large call volume

20.3 Heavy Traffic Procedure

- A. The following protocol will be used when Heavy Traffic conditions exist
- i. The Comm Center Supervisor will make the determination when it becomes necessary to restrict Communicators and when Normal Operations can be resumed
 - ii. The Comm Center Communicator staffing the County Fire position shall do the following:
 1. Activate the Dane County Fire/EMS All-County Alert Tone and broadcast the following message:
 - a. "Attention all Dane County fire & EMS units – A Heavy Traffic condition exists due to [insert reason for Heavy Traffic]. All agencies switch routine and minor incident communications to Local channels."
 - b. The Communicator will repeat the message once
 2. Activate the City of Madison All Call Alert Tone and broadcast the following message on MFD-ADMIN and the All-Call Station Alerting talk group:
 - a. "Attention all Dane County fire and EMS units – A Heavy Traffic condition exists due to [insert reason for Heavy Traffic]. All agencies switch routine and minor incident communications to Local channels."
 - b. The Communicator will repeat the message once

NOTE: Even under Heavy Traffic conditions, the City of Madison Fire/EMS units will continue to operate using standard channel assignments

- iii. All Dane County fire departments will activate a Local (temporary) dispatch procedure using one of the following:
 1. A Local government or municipal radio channel
 2. A Local DaneCom or WISCOM Talk Group
- iv. All transmissions by mobile or portable units will be directed to the Local (temporary) dispatch center using the designated:
 1. Local government or municipal radio channel
 2. Local DaneCom or WISCOM Talk Group
- v. DaneCom fire Operations channels will be reserved for major or otherwise significant incidents, and should not be used as a Local channel by any department
 1. B-BAKER
 2. C-CHARLIE
 3. D-DAVID
- vi. All of the other Dane County Local FireGround channels and DANETAC channels will continue to be reserved for use at major or otherwise significant incidents
- vii. The DaneCom Admin Channel (A-ADAM) will be restricted to communications between the following:
 1. Local (temporary) dispatch centers and Comm Center
 2. Emergency Traffic from mobile or portable field units

- viii. No routine or response type transmissions from field mobile or portable units should occur on A-ADAM

- ix. It is strongly recommended that all Local (temporary) dispatch centers have the following capability of communicating on both of the following simultaneously:
 - 1. Local government or municipal radio channel or Local DaneCom or WISCOM Talk Group

 - 2. DaneCom Admin Channel
 - a. A-ADAM

- x. Subsequent EMS incidents will continue to be assigned to EMS Operations channels, and units will be advised to limit their radio communications due to the Heavy Traffic condition
 - 1. E-EDWARD
 - 2. F-FRANK
 - 3. G-GEORGE
 - 4. H-HENRY

- xi. Subsequent structure fire, hazardous materials, PI crash incidents or other major incidents will continue to be assigned to one of the available DaneCom Operations channels (based on the Communicator's discretion):
 - 1. Non-IDLH incidents
 - a. Any available DaneCom talk group (B-BAKER through H-HENRY)

 - 2. IDLH incidents
 - a. DANETAC 1 or 2
 - b. Any of the Local tactical channels

- xii. All other fire incidents will be assigned to the municipality's designated Local channel
 - 1. When giving the department their channel assignment on the Alert message, the Communicator will say the following:
 - a. "Take this call on a local channel – County channels are restricted due to Heavy Traffic."

- xiii. The Local (temporary) dispatch centers will use the DaneCom Admin Channel (A-ADAM) to communicate with Comm Center for the following:
 - 1. Acknowledging an Alert Message and advising which units will be assigned to the incident

 - 2. Asking Comm Center for additional resources
 - a. Mutual Aid

 - 3. Advising Comm Center when a specific incident is complete, and when units assigned to that incident are available

- xiv. Requests for an electric/gas company through Comm Center should be kept to imminently life-threatening or extremely hazardous situations
 - 1. Each Local (temporary) dispatch center should maintain its own list of downed wires, etc., and make contact directly with the appropriate facility
 - 2. It is strongly recommended that each Local (temporary) dispatch center coordinate closely with their local law enforcement agency if that agency has its own dispatch center
 - 3. Every effort should be made not to double or triple report the same situation
 - 4. Each municipality should have one central list and one central contact for their municipality

- xv. When the Comm Center Supervisor feels that conditions have improved to the point that fire and EMS communications can return to Normal Operations, the Communicator will take the following steps:
 - 1. Activate the Emergency Tone 2/W (warble)
 - a. Broadcast on the DaneCom Admin Channel (A-ADAM) to notify all Local (temporary) dispatch centers activated under the Heavy Traffic condition that they may stand down

 - 2. Announce, “Attention all Dane County fire and EMS units – The Comm Center is back under Normal Operations. All fire and EMS units can return to normal communications procedures at the completion of current incidents.”
 - a. The Communicator will repeat the message once

NOTE: No attempt should be made to move incidents currently in progress on local/municipal channels back to a DaneCom Operations channel just because traffic conditions have improved

The Dane County Fire/EMS All-County Alert Tone will not be activated to announce that Comm Center is back under Normal Operations

20.4 Emergency Broadcasts

- A. The Dane County Emergency Management (DCEM) Warning System Procedure Manual provides the following guidance to the Comm Center Supervisor regarding required notifications:
 - i. Assign a Communicator to make an announcement using the All-County Alert Tone for the following conditions:
 - 1. Flash Flood Warning
 - 2. Severe Thunderstorm Warning
 - 3. Tornado Warning
 - 4. Example #1:
 - a. “Informational page for All Dane County Fire and EMS agencies: The National Weather Service has issue a [insert type of warning] for all of Dane County, in effect until 15:00... time of information message, 10:48”
- B. As soon as possible after the initial warning is issued
 - i. It is the responsibility of each Fire and EMS agency to seek out appropriate information from other resources in order to track the progress of weather conditions
- C. It is generally understood that Comm Center will not send out additional informational pages during the same storm event

SECTION 21

Incident (On-Scene) Emergencies

21.1 Incident (On-Scene) Emergencies

- A. The term Mayday will be utilized by any unit encountering an immediate dangerous situation and that unit will receive the highest communications priority from Comm Center, Command and all other units
- B. The term Emergency Traffic will be utilized by any unit on the scene of an active fire or EMS incident encountering an immediately dangerous situation to signify that the information they need to convey should take precedent over other radio transmissions

21.2 Mayday

- A. Communications during a Mayday shall follow guidelines as established by the Dane County Fire Chiefs' Association (FCA) Mayday SOG workgroup
 - i. The first person to recognize a perilous situation shall declare a "Mayday"
 - 1. Once a firefighter, Incident Commander or crew recognizes that an emergency status exists, a Mayday shall be given
 - 2. The firefighter, Incident Commander or crew will transmit their message on the current Operations channel by repeating the word Mayday three times to ensure that the message is heard

NOTE: In the event that radio transmissions are not successful, the firefighter and/or crew will activate their PASS device(s)

NOTE: In all cases, the term IC shall mean a designated Incident Commander and/or an on-scene person temporarily filling such role

- ii. Reaction to the calling of a Mayday
 - 1. Upon the transmission of Mayday or any other distress signal, the following steps shall be taken:
 - a. All radio transmissions will cease except for the following:
 - i. The source making the Mayday call
 - ii. The Incident Commander
 - b. A radio channel shall absolutely belong exclusively to any unit declaring a Mayday
 - 2. Upon monitoring the declaration of a Mayday, the IC shall immediately do the following
 - a. Acknowledge the Mayday
 - b. Announce the following on the current Operations channel:
 - i. "All units on the FireGround clear the air. [Unit Name] with the Mayday, go ahead with a LUNAR Report."

3. In the absence of an IC, or it appears that on-scene personnel are not hearing the Mayday, but Comm Center does hear the Mayday, the Communicator shall do the following:
 - a. Attempt to acknowledge the Mayday
 - b. Raise the attention of the IC, on-scene personnel and/or other responding units if no other resources are on-scene
 - c. In the event of a single unit initiating a Mayday and there are no other resources responding, Comm Center shall ask the following of the unit requesting the Mayday:
 - i. LUNAR Report
 1. Location
 2. Unit designation
 3. Name
 4. Air (supply)/Assignment/Actions
 5. Reason for distress/Resources needed
 - ii. What additional resources are required to assist them
 - iii. If no direction is provided, Comm Center shall do the following:
 1. Dispatch or contact whatever additional resource(s) that are deemed appropriate based on the known information
 - a. Fire
 - b. Rescue
 - c. Law Enforcement
4. If a firefighter or crew is the origin of the Mayday call they shall:
 - a. Activate their PASS device(s)
5. The IC may call Comm Center (at their discretion), state that they have a Mayday and direct Comm Center to take subsequent actions:
 - a. Activate the Emergency Alert Tone 2/W (warble)
 - b. Re-broadcast that a Mayday condition exists
 - c. Place the Marker Tone on the Mayday channel
 - i. Unless instructed otherwise
6. The IC will activate a Rescue Group and a Rescue Group Supervisor to manage the Mayday Operations (if resources permit)
 - a. A Rescue Group may be referred to by multiple names based on local preferences
 - i. RAT
 - ii. RIT
 - iii. On-Deck
7. The IC will coordinate with Comm Center to obtain a different FireGround channel assignment for original Incident Operations (if deemed necessary)

8. The Rescue Group will remain on the original FireGround channel to mitigate the Mayday situation
9. The IC will do the following:
 - a. Evaluate the need for additional resources on scene
 - i. Example:
 1. Increase the response to the next alarm level
 - b. Conduct a Personal Accountability Report (PAR) check of all units on the scene on the newly assigned FireGround channel
 - c. Continue to command the overall emergency incident
10. During the Rescue Operations, Comm Center will transmit an intermittent alert tone or marker over the original FireGround channel to assist in locating the distressed crew
11. The Rescue Group will remain in effect until:
 - a. The firefighter or crew who initiated the Mayday has been removed to a place of safety outside the structure
 - b. The Mayday problem is corrected
 - c. The IC terminates the Rescue Operation
12. Once the firefighter or crew that called the Mayday is safe and out of danger, the IC shall do the following:
 - a. Conduct a PAR check of all units operating in the hazard zone
 - i. Confirms that all personnel are accounted for
 - b. Contact Comm Center
 - i. Announce that the Mayday condition is over
 - ii. Normal radio communications may resume
13. Comm Center will
 - a. Repeat the IC's announcement
 - b. Remove the channel marker
14. Continued FireGround Operations will remain on the secondary channel
 - a. Unless otherwise directed by the IC

15. Fire Example:

Field Unit: "Mayday-Mayday-Mayday – Verona Ladder 3 Firefighter."

Command: "All units clear the air for Mayday traffic – Verona Ladder 3 Firefighter go ahead with your LUNAR Report."

Field Unit: "Verona Ladder 3 Firefighter John Smith – I had a floor collapse on the second floor while performing search and rescue. I am now on the first floor, unable to find my way out. I have $\frac{3}{4}$ bottle of air, and will need assistance exiting the building."

Command: "Comm Center from Milky Way Command."

Communicator: "Milky Way Command, go ahead."

Command: "Comm Center, please activate the Emergency Alert Tones."

Communicator: "Copy Milky Way Command – activating the Emergency Alert Tones."

- i. Communicator will activate Emergency Alert Tone 2/W (warble) for 3 seconds, then re-broadcast that a Mayday condition exists
 1. "Attention all units – a Mayday condition exists on this channel."
- ii. Communicator places a marker on the FireGround channel
 1. Unless directed otherwise by Command
- iii. [If requested by Command] Coordinate with Command for a second FireGround channel assignment for regular incident traffic

Command: "Comm Center from Milky Way Command."

Communicator: "Milky Way Command, go ahead."

Command: "Comm Center please assign an alternate FireGround Operations channel."

Communicator: "All units not involved in rescue operations, switch to Fitch-Rona Public Safety."

- i. All units except Command and the firefighter or crew that called the Mayday will remain off the original Operations channel
 1. Unless they have communications related to the emergency condition
- ii. Once the firefighter has been accounted for, Command will:
 2. Notify Comm Center
 3. Clear the air for normal traffic

Command: "Comm Center from Milky Way Command."

Communicator: "Milky Way Command, go ahead."

Command: "Firefighter Smith has been removed from the building. You can clear the air for normal traffic."

Communicator: "Comm Center copies. Firefighter Smith has been removed from the building at 10:23. All units should now switch to Fitch-Rona FireGround – Fitch-Rona Public Safety is now clear."

- i. Communicator removes the channel marker from the Operations channel

16. EMS Example:

Field Unit: "Mayday-Mayday-Mayday – Comm Center from Belleville Rescue 48."

Command: "All units clear the air for Mayday traffic – Belleville Rescue 48, go ahead."

Field Unit: "Belleville Rescue 48 is on location and our crew has been met with gunfire from an active shooter located inside the residence. We have taken cover behind our ambulance and are requesting law enforcement."

Communicator activates the Emergency Alert Tone # (warble) for 3 seconds

Communicator: "Comm Center copies Belleville Rescue 48 on location and receiving gunfire from an active shooter located inside the residence – requesting law enforcement. Belleville Rescue 48, are you taking Command at the scene?"

Command: "Comm Center, please activate the Emergency Alert Tones."

Field Unit: "Belleville EMS 1 is establishing Highway 92 Command."

Communicator: "Belleville EMS 1 with Highway 92 Command."

- i. Communicator places the marker on the Operations channel
 1. There are no rescue operations, so a second channel is not needed
- ii. All units will remain off the air unless they have communications related to the emergency condition
- iii. Communicator will move all other EMS units that may be operating on E-EDWARD to another channel while the Emergency Traffic condition exists

Communicator: "Highway 92 Command from the Comm Center."

Command: "Highway 92 Command, go ahead."

Communicator: "Law enforcement confirms the scene is safe to enter."

Command: "Highway 92 Command copies. Belleville Rescue 48 from Command – you can proceed in to the scene."

Field Unit: "Belleville Rescue 48 copies – proceeding in to the scene."

Communicator: "Comm Center copies. Channel E-EDWARD is now clear for normal communications."

- iv. Communicator will remove the marker from the Operations channel
- v. Communicator will move all other EMS communications back to E-EDWARD

21.3 Emergency Traffic

A. Units may initiate Emergency Traffic by:

- i. Making a general broadcast announcement
- ii. Contacting the IC on the FireGround Operations channel
 1. Identifying their unit
 2. Declaring the words "Emergency Traffic"
 3. Describing the nature of the dangerous situation

B. The term does not carry the same weight as "Mayday"

- i. Comm Center will not clear the radio channel of all other communications

C. Fire Example:

Field Unit: "Command from Engine 10 – Officer with Emergency Traffic – the D-Division wall is about to collapse!"

Command: "Copy Engine 10 – Officer with imminent wall collapse on the D-Division."

Command: "Comm Center from Sherman Avenue Command."

Communicator: "Sherman Avenue Command, go ahead."

Command: "Comm Center, please activate the Emergency Alert Tones and advise all units on the FireGround to move away from the D-Division."

Communicator: "Copy Sherman Avenue Command."

D. EMS Example:

Field Unit: "DeForest Rescue 52 from DeForest Tender 8 with Emergency Traffic – a semi-tractor trailer has lost control of his rig on the glare ice and is sliding down the hill toward the rear of your ambulance. Your crew needs to move to safety immediately!"

Field Unit: "Rescue 52 copies! We are moving to the median now."

21.4 Emergency Evacuation Signals

A. In cases where the IC asks Comm Center to activate an Emergency Alert Tone and broadcast an announcement to assist the evacuation of a building or area due to safety issues or concerns, the Communicator will do the following:

- i. Use the Emergency Alert Tone 2/W (warble) tone for 5 seconds
- ii. Give the verbal announcement

B. This procedure may be used in conjunction with local evacuation protocols, but is not intended to replace those protocols

SECTION 22

Priority Traffic

22.1 Priority Traffic

- A. The term Priority Traffic may be utilized by any unit at any time to signify that the information they wish to provide should take precedent over other routine radio transmissions
 - i. Exceptions
 - 1. Mayday
 - 2. Emergency Traffic
- B. The term is intended to be used when calling another unit, and should be used only when:
 - i. Your information is potentially more important than messages from other units that are also currently using the radio channel

C. Fire Example:

Field Unit: "Comm Center from Fitchburg Fire 15 on A-ADAM with Priority Traffic."

Communicator: "Fitchburg Fire 15"

Field Unit: "We have a walk-in patient at Fitchburg Fire Station 1 with chest pains... please send us an ambulance."

Communicator: "Copy, we send an ambulance to Fitchburg Station 1 for a patient with chest pains."

D. EMS Example:

Field Unit: "Comm Center from Fitch-Rona Medic 45 on A-ADAM with Priority Traffic."

Communicator: "Fitch-Rona Medic 45."

Field Unit: "We just witnessed a motor vehicle crash at the intersection of McKee Road and Maple Grove Road. It appears that the driver in one of the vehicles is pinned – we will need two ambulances, fire and police to respond to this location."

Communicator: "Copy Fitch-Rona Medic 45 – PD, fire and EMS are being dispatched now."

SECTION 23

Multiple Patient/Mass Casualty Situations

23.1 Multiple Patient/Mass Casualty Situations

- A. Field units should notify Comm Center of a potential multi-patient/mass casualty incident ASAP to allow the following actions to be initiated early (See [Section 23.2](#))

- B. Comm Center and IC or the EMS Branch Director should also evaluate the need for a second channel to be used by the EMS Operations
 - i. Separate from:
 - 1. Rescue
 - 2. Extrication
 - 3. Fire Operations

C. If additional channels are agreed to / requested by IC

| | <u>City of Madison</u> | <u>County</u> |
|------------------------|------------------------|---------------|
| 1 st Choice | MEDTCGRN | E-EDWARD |
| 2 nd Choice | MEDTCYEL | G-GEORGE |
| 3 rd Choice | MEDTCORG | H-HENRY |

- D. If neither of those channels are available
 - i. Any alternative Operations channel may be used
 - 1. Except the Admin Channel

23.2 Base Hospital Operations

- A. When it has been established that a Mass Casualty Incident (MCI) has occurred:
 - i. Base Hospital will be activated by the Comm Center Supervisor when requested by one of the following that the Base Hospital Plan be activated: (See DCEMS Protocol)
 - 1. Incident Command
 - 2. EMS and/or Transportation Group Supervisor

- B. The Base Hospital will gather bed availability information from each hospital through the WITRAC system
 - i. The Base Hospital will advise the Transportation Group Supervisor the following about what each hospital is capable of receiving:
 - 1. Number of patients

 - 2. Triage level
 - a. Red
 - b. Yellow
 - c. Green

 - ii. Communications between the Transportation Group Supervisor and the Base Hospital will take place on either:
 - 1. DaneCom
 - 2. City of Madison 800Mhz Base Hospital Talk Groups

 - iii. Each ambulance transporting from the MCI scene will also make a very brief radio report directly to the receiving facility they are transporting to

SECTION 24

Request for Advanced Life Support Tiered Response

Air Ambulance or Paramedic Intercept

24.1 Request for a Tiered Advanced Life Support (ALS) Response

- A. When a request for a tiered ALS Response is received, the Communicator will do the following:
- i. Alert the requested ALS resource (per established guidelines)
 - ii. Notify, or cause to be notified, all other emergency services agencies responding to or already on-scene at the incident
 1. Example:
 - a. If ALS is requested by an initial law enforcement officer, Comm Center will do the following:
 - i. Notify the responding EMS Crew Chief
 - ii. [if fire is also responding] Notify the lead responding fire service unit
 - b. If an EMS unit requests an ALS unit, Comm Center will do the following:
 - i. Notify any law enforcement and/or fire units that are responding to the incident or are already on scene
 - iii. Adjust radio channel assignments per the following guidelines:
 1. Air Ambulance Response
 - a. The incident shall remain on the currently assigned radio channel
 2. Paramedic Intercept
 - a. The incident shall be moved to a dedicated Operations channel
 - i. F-FRANK
 - b. If F-FRANK is not available
 - i. G-GEORGE
 - ii. H-HENRY
 3. Ambulances without access to DaneCom will likely need to use interoperable channels
 - a. VCALL10
 - b. WISCOM (RCALL11 SW)

4. Automatic ALS Response
 - a. When an ALS ambulance is dispatched to a call with a BLS ambulance
 - i. Follow [Section 24.1-A-iii-2](#)
 - b. In general, County and City ALS (Dual Paramedic) units have each other's radios and can communicate directly on either County or City channels
 - i. The channel matrix ([Appendix H](#)) can provide additional information regarding the availability of City radio channels in County ALS units
 - c. When an ALS ambulance is responding as the only ambulance to an incident, with a non-transport first response or assist unit
 - i. ALS ambulance should be assigned to the appropriate radio channel or Talk Group for the jurisdiction the incident is in
 1. Examples:
 - a. Sun Prairie Medic 72 responding into the City of Madison shall be assigned to a City of Madison TRS Talk Group
 - i. MEDTCGRN
 - b. City of Madison Medic 6 responding into the City of Fitchburg shall be assigned to a DaneCom Operations channel
 - i. E-EDWARD

SECTION 25

Echo Level Response for EMS Incidents

25.1 Echo Level Response for EMS Incidents within Dane County – Including the City of Madison

- A. Any available emergency response unit that is trained and equipped may respond to a medical call if:
 - i. It is coded by the Priority Dispatch protocol as an Echo acuity level
 - ii. It is apparent that the unit is likely to arrive in advance of the local jurisdictional EMS agency that has been dispatched to the call

- B. In order to coordinate such responses, the agency/unit must notify Comm Center on their normal operating or Admin Channel of the following:
 - i. That they will be responding
 - ii. The location they will be coming from

- C. Comm Center shall Alert the following:
 - i. Local jurisdictional EMS response
 - ii. Any available emergency response units that may respond

- D. Comm Center will make a general broadcast across the listed radio channels by doing the following:
 - i. Select the following radio channels:

| | |
|--------------|--|
| 1. A-ADAM | DaneCom Fire Administration Talk Group |
| 2. E-EDWARD | DaneCom EMS Operations Talk Group |
| 3. MFD-ADMIN | City of Madison Fire Administration Talk Group |
| 4. MEDTCGRN | City of Madison Fire Medical Operations Talk Group |

 - ii. Activate the Emergency Tone 3/P (short consecutive tones)

 - iii. Broadcast the following:
 - 1. “Attention all available units in the vicinity of [Incident Location]... [Name of the Responding EMS Unit(s)] has been dispatched to an Echo level response for a [Type of Incident]. If you are trained, equipped and can respond, please advise.”

Appendix A-1

Plain Language Guide

Status Reporting

Compare to Status Updates Section

Available

- Ready to respond to a call

Available at Residence

- Indicate a unit is available and ready to respond from their home

Available at Scene

- No longer committed to a particular incident and the unit is available to respond to other calls

Downgrade

- Direct a unit to change from an emergency response mode to a non-emergency mode, while continuing to the incident scene

En route

- Unit is en route to a call

In Quarters

- Unit is at their designated station.

Level I Staging

- The first arriving engine or truck company will respond directly to the scene and will position their apparatus to operate at the best tactical advantage
 - Generally near the front of the building
- The first arriving medic/rescue unit will go directly to the scene and place their apparatus in a location that will provide maximum access for medical/rescue support and not impede the movement of other units

Level II Staging

- During large or complex-type incidents that require an on-scene reserve of companies, Command will establish a separate Staging Area that is located away from the Command Post and away from the emergency scene in order to provide adequate space for assembly, as well as safe and effective apparatus movement
- When Command announces the location of a formal Level II Staging Area, all responding companies will report to and remain in the Level II Staging Area until assigned

Off Duty

- Sign off when going off duty and the unit is unavailable for calls

On Location

- When a unit arrives at the scene or at a staging location

On Pager

- Unit or person is available, but not on the radio
 - To reach the unit/person, Comm Center needs to activate the appropriate Alert page

Out Of Service

- Indicates unit is not available due to mechanical problems, the need to re-supply, or other reasons

Respond/Responding

- Unit is proceeding to an incident, followed by “emergency” or “non-emergency” to indicate the mode of response

Return to/Returning to

- Direct units that are available to a station or other location

Appendix A-2

Plain Language Guide

Informational

Emergency Traffic

- Convey high priority information or alert other listeners on a radio frequency of an urgent situation in order to prevent further harm to on-scene personnel.

ETA (to location)

- Estimated time of arrival

False Alarm

- Self-explanatory (See [Appendix D](#))

Mayday

- Gain control of the radio frequency in order to report and mitigate a perilous condition or other situation where emergency responder(s) have encountered a life-threatening circumstance.

Resume Normal Traffic

- Self-explanatory (See [Section 19](#))

Appendix B

Apparatus Identifiers

A = ATV

- **All-Terrain Vehicle**
 - All types of motorized off-road vehicles
 - Gators
 - Mules
 - Snowmobiles

B = Brush

- A vehicle designed for brush, grass or wildland firefighting

BK = Bicycle

- Any single person mobile EMS response unit deployed as part of a special event

C = Car

- An IC, staff or support vehicle

CV = Command Vehicle

- Vehicle designated as a Mobile Radio Command Post for use during large scale incidents under the “Unified Command System”
- Pronounced on the radio by use of the abbreviation “C.V.” (see-vee)

D = Decon

- All trailers or motorized vehicles used to carry hazardous materials decontamination supplies
- Trailer or vehicles that are used for multiple purposes are to use a designation of “U” for Utility

E = Engine

- A triple combination pumper

EM = EMS

- Radio designation for EMS officers and support staff

F = Fire

- Radio designation for fire department officers and support staff

FM = Foam

- Airport crash/rescue type vehicles (non-structural firefighting)
 - Foam Tenders

H = HIT *or* HAZMAT

- All hazardous materials units
 - Except Decon units

I = Inspector/Investigator

- Radio designation for fire department inspectors and/or investigators

L = Ladder

- An aerial, ladder, platform, tele-squirt, tower or snorkel device
- Synonymous with MABAS designator of “TK = Truck”

LR = Lake Rescue

- CAD designation for a group of resources that comprise a water/ice-related dive rescue team

M = Medic

- An Emergency Medical unit appropriately certified to transport a patient to a medical care facility
- Staffed at the ALS level with a minimum of one paramedic

MC = Mass Casualty

- All trailers or other vehicles used solely to carry or transport mass casualty resources
 - Trailer or vehicles that are used for multiple purposes are to use a designation of “U” for Utility

MD = Medical Director

- Any EMS physician Medical Director

MF = Med Flight

- All air ambulance units operated by UW-Hospitals & Clinics

P = Portable

- Radio designation for an individual Fire/EMS organization member

PC = Paramedic Car

- Paramedic staffed (1 Paramedic minimum) vehicle that does NOT have transport capability

PRV = Physician Response Vehicle

- TBD

R = Rescue

- An Emergency Medical unit appropriately certified to transport a patient to a medical care facility
- staffed at any level with less than one paramedic
- Commonly referred to as:
 - Advanced EMT
 - BLS
 - Intermediate Technician
 - Intermediate

RH = Rehab

- A specialized vehicle equipped for rehabilitation of on-scene personnel

RIT = Rapid Intervention Team

- An engine or squad company present at an active structure fire incident
- Specifically designated to provide for the safety, search and rescue of trapped or lost firefighters

S = Squad

- A rescue squad or heavy rescue unit not appropriately certified for patient transport

T = Tender

- A water tender

TAC = Tactical firefighting vehicle, minimally staffed

TEAM = Team

- Any multiple person mobile EMS response unit deployed as a part of a special event

U = Utility

- A specialty vehicle or trailer equipped for air refilling, lighting or other purposes not classified elsewhere

W = Water

- Watercraft that do not have diving capabilities

Exceptions to Unit Designators

- FIRE61
- CAR80
- Reserve MFD Engines (adds "R" at the end)

Appendix C

Size-Up Reports

To assist responders in communicating the Arrival Report, the following suggestions are provided as a guideline:

- A. Describing the Scene
 - i. Building Size
 - 1. Small
 - 2. Medium
 - 3. Large
 - 4. Actual dimensions
 - ii. Building Height
 - 1. Number of floors
 - 2. Number of stories
 - iii. Occupancy
 - 1. Single family residential
 - 2. Multi-family residential
 - 3. Commercial
 - 4. Industrial
 - 5. Health Care facility
 - iv. Building Type
 - 1. Class I – Fire Resistive
 - 2. Class II – Non-Combustible
 - 3. Class III – Ordinary
 - 4. Class IV – Heavy Timber
 - 5. Class V – Wood Frame
 - v. Area Involved
 - 1. Percentage of structure involved
 - 2. Number of acres involved (brush fires)

B. Describing the Conditions

- i. Nothing showing from the front of the building
- ii. Smoke showing
 1. Describe the amount
 2. Describe the location
- iii. Fire showing
 1. Describe the amount
 2. Describe the location
- iv. Fully involved
- v. Number of vehicles
- vi. Number of patients

NOTE: The first arriving unit may indicate that they will provide the rest of the Arrival Report after completing an additional investigations or a 360° size up

C. Action being taken

- i. Establishing Command
- ii. Passing Command, per department's protocol

NOTE: The radio designation of Command should be preceded by a geographic description of the incident location

Examples:

Main Street Command
Expo Center Command

D. Description of initial action being taken by first arriving unit

- i. Out investigating
- ii. Catching a hydrant, and...
- iii. Going straight in to the front of the building
- iv. Taking a pre-connected line and attacking the fire
- v. Report on patient assessments
- vi. Need for ALS or an air ambulance
- vii. Need for extrication

E. Actions to be taken by other responding units

- i. Hold at Level I Staging
- ii. Return to quarters
- iii. Downgrade to non-emergency and continue in
- iv. Take some specified action upon arrival on the scene

Appendix D

Command Messages

All Clear

- A message which indicates that activities which are required to protect and/or removed individuals who are trapped, injured or otherwise threatened have been accomplished
 - In some cases, it is possible that Command will notify Comm Center that, due to conditions, it will not be possible to declare and All Clear until a later point in time
 - A building that is totally engulfed in fire upon arrival
 - An uncontrolled HAZMAT incident where a search cannot be completed

Command Transferred/Terminated

- Messages which will be transmitted by a unit that has assumed Command at the scene of an active incident, or by the last unit in Command when Command is terminated
 - Transfer of Command may occur multiple times over the duration of the incident

(Description of the Area) Evacuated

- A message which indicates a threatened area has been searched and evacuated to prevent or stop further potential injury to life
 - Once all areas or buildings threatened by the emergency situation have been evacuated, then it is usually appropriate to declare an All Clear

False Alarm

- A message which indicates upon investigation, that no emergency situation exists

Knockdown

- Main body of the fire has been suppressed but not fully extinguished

Loss Stopped

- The destructive force has been stopped or reduced so no additional loss to property will occur

Examples:

Fire

Loss of control of a HAZMAT

Primary Search Completed

- A message which indicates units have completed a quick initial search of the involved structure, vehicle or area, and have a reasonable belief that no life safety concerns exist
- An All Clear should not be declared until a secondary search is also completed

Secondary Search Completed

- A message which indicates units have completed a thorough search of the involved structure, vehicle or area, and have confirmed no life safety concerns exist
- Completion of the secondary search is usually then followed by the All Clear message

Striking the Box

- A message that is used during a MABAS Box Alarm incident when the IC feels that the fire or other emergency is at the point where another Box Alarm level will not be required
- The striking out of the Box Alarm is done only once and not for each level of Box Alarm that had previously been called
- This also means that any companies due to respond on additional alarms will be advised by the striking out of the Box Alarm that they will not be needed

Under Control

- Indicates that the fire or emergency situation has been controlled and the incident has been stabilized

NOTE: Does not mean the fire is out – it means the progress of the fire or hazard has been slowed or contained so the demobilization of resources can begin to be considered

Victim/Victim # Extricated

- A message used in an entrapment situation to indicate that a victim has been completely removed from the entrapping mechanism
 - Vehicle crashes with a pin
 - Industrial extrication
- Once the last victim has been extricated, it is usually appropriate to declare an All Clear
 - In a multiple entrapment situation

Progress Reports

- Messages provided by Command during active emergency operations when significant events have been undertaken, circumstances change, or when unusual situations are encountered
 - The first progress report should be given after initial action has been implemented and should include the following:
 - Correct address
 - An improved description of the incident
 - The first report could include the following:
 - Declaration of a working fire
 - An indication of the time units will be held at the scene
 - Update on a multi-vehicle crash
 - Indication of the total number of patients
 - Indication of the total number trapped
 - Other pertinent information
 - Comm Center will acknowledge and repeat the significant facts from progress reports

Appendix E

Communications Techniques

Short and Specific

- Before transmitting, know what you are going to say
 - Don't make it up as you go along
 - Choose precise terms to communicate the desired message as clearly and briefly as possible without wasting air time

Pause Slightly Before Speaking

- Once you "key" the transmitter (push the transmit button on the microphone)
 - Pause for 1 second, or wait for the grant tone to be heard before speaking
 - Ensures that you do not begin speaking before the radio is ready to electronically transmit your message and receiving units are ready to hear your message
 - If you hear a "bonk" tone on a DaneCom talk group
 - Continue to hold the PTT until you receive a grant tone

Task Oriented

- Orders received by companies should indicate a specific task which is assigned to the company
 - It should be of a magnitude reasonably performed by a single company alone or in concert with other companies

Indicate Objective

- Assignments should indicate an objective to the action, in addition to being task and company oriented
 - The company should know the following:
 - Exactly where to go
 - Whom to report to
 - What the task is
 - The objective of the task
 - Orders should tell what to do – not how to do it

Clear Tone – Self Control – Effective Rate

- Speak clearly at a practiced rate – not too fast or too slow
- Control your emotions and excitement deliberately
 - If you do not consciously control your voice, it will become garbled under stress

Well Timed/Spaced

- Prioritize your messages
 - Do not use up valuable air time with unimportant messages and significant details
 - Let critical messages go first
 - Maintain an awareness of the overall situation and how you fit into it
- Do not interrupt conversations unless you have Emergency Traffic
 - Listen before transmitting
 - Wait until a message transaction has been completed
- Pause between consecutive messages
 - This will make it clear when one has been completed and another message started
 - It will give other units a chance to get on the air with important messages

Common Misuse of Radio Communications

- There are a variety of common misuses of radio communications
- A priority is to keep the radio channel open for actual firefighting teams on the FireGround
- Miscellaneous communications by support units (like tenders) should be kept to an absolute minimum
 - “Middleton Tender 4 is going for water.”
 - “Middleton Tender 4 is returning with a full load of water.”
 - These transmissions have not provided any useful information to Command
 - It is reasonable to expect that when a tender has emptied its water, it will proceed to the fill site, and when full, it will return to the scene
 - If the Water Supply Officer is concerned that they may be running short of water
 - They can originate a message asking a tender’s ETA back to the scene
- Another common example of radio misuse is a unit arriving on location, and then asking for an assignment
 - If they have broadcast that they are “On Location”, Command will know they are there and will assign them as appropriate
 - Often times, Command may still be determining how to best utilize the incoming resources
 - Broadcasting a message that makes Command have to stop and tell a unit, “Yes, I know you are here, stand by for your assignment.” Has made the Commander have to take time to worry about that unit instead of working on their plan
- Another common radio problem (not misuse) is the need to coordinate other elements of FireGround operations on the same radio channel
 - Coordinating tenders when there are multiple dump sites
 - Engines needing to coordinate relay pumping
 - Coordination of incoming mutual aid
 - These are vital communications, but usually interfere with Command attempting to talk with firefighting units involved in search and rescue, suppression or containment
 - This is especially true at the beginning of an incident
 - This document allows for these support activities to be managed on a separate radio channel, thus keeping the FireGround channel clear for those units actually operating on the FireGround

Appendix F

Radio Channels & Talk Groups

Radio Channels & Talk Groups Accessible to Comm Center (but not always monitored)

| CHANNEL NAME | CHANNEL USE DESCRIPTION | SU TX | TONE | SU RX | TONE |
|--------------------|---|------------|------------|------------|------------|
| A-ADAM | Administrative Channel EMS & Fire Agencies | DaneComTRS | DaneComTRS | DaneComTRS | DaneComTRS |
| B-BAKER | Non-IDLH Fire Operations (Alpha, Bravo fire calls) | DaneComTRS | DaneComTRS | DaneComTRS | DaneComTRS |
| C-CHARLIE | NON-IDLH Fire Operations (Charlie, Delta fire calls) | DaneComTRS | DaneComTRS | DaneComTRS | DaneComTRS |
| D-DAVID | NON-IDLH Fire Operations (Charlie, Delta fire calls) | DaneComTRS | DaneComTRS | DaneComTRS | DaneComTRS |
| E-EDWARD | Primary EMS response | DaneComTRS | DaneComTRS | DaneComTRS | DaneComTRS |
| F-FRANK | Primary ALS intercepts | DaneComTRS | DaneComTRS | DaneComTRS | DaneComTRS |
| G-GEORGE | Secondary EMS operations/ ALS intercepts overflow | DaneComTRS | DaneComTRS | DaneComTRS | DaneComTRS |
| H-HENRY | Unit to Unit (simulated talkaround) | DaneComTRS | DaneComTRS | DaneComTRS | DaneComTRS |
| I-IDA | MABAS 115/Fire & EMS Association Chiefs | DaneComTRS | DaneComTRS | DaneComTRS | DaneComTRS |
| J-JOHN | Joint Fire/EMS /multi response | DaneComTRS | DaneComTRS | DaneComTRS | DaneComTRS |
| Base Hosp | VHF Base Hospital Radio | DaneComTRS | DaneComTRS | DaneComTRS | DaneComTRS |
| Dane Tactical 1 | County-wide analog tactical repeater channel | 166.0250 | 100.0 | 172.1000 | 100.0 |
| DANETAC1 TK | DANETAC1 talkaround | 172.1000 | 100.0 | 172.1000 | 100.0 |
| Dane Tactical 2 | County-wide analog tactical repeater channel | 166.2375 | 123.0 | 172.5875 | 123.0 |
| DANETAC2 TK | DANETAC2 talkaround | 172.5875 | 123.0 | 172.5875 | 123.0 |
| FR_FG | Fitch-Rona FireGround | 158.9250 | D343 | 154.1750 | D343 |
| FR_PUBSAF | Fitch-Rona Public Safety (Alternate FireGround) | 159.0150 | D364 | 154.4000 | D364 |
| MC FG | McFarland FireGround | 158.9775 | D244 | 154.8975 | D244 |
| MO FG | Monona FireGround | 153.9650 | 167.9 | 155.8275 | 167.9 |
| SN FG | Sun Prairie FireGround | 158.8950 | 156.7 | 156.2250 | 156.7 |
| ST FG | Stoughton FireGround | 159.4050 | 94.8 | 155.7300 | 94.8 |
| VTAC 12 | Nation-wide tactical channel | 154.4525 | 156.7 | 154.4525 | 156.7 |
| VCALL 10 | Nation-wide calling channel | 155.7525 | 156.7 | 155.7525 | 156.7 |
| MARC 1 | Mutual Aid Resource Channel (repeater in each county) | 153.8450 | 136.5 | 151.2800 | 136.5 |
| MARC 2 | Landing Zone Coordination | 151.2800 | 136.5 | 151.2800 | 136.5 |
| EMS-B | Ambulance to Hospital Communications (in Dane County) | 155.3400 | 167.9 | 155.3400 | 167.9 |
| IFERN 1 | Dispatch to Dispatch / Dispatch to Field Unit Communications | 154.2650 | 210.7 | 154.2650 | 210.7 |

City of Madison TRS

| CHANNEL NAME | CHANNEL USE DESCRIPTION | SU TX | STONE | SU RX | STONE |
|--------------|--|-------------|-------------|-------------|-------------|
| MFD-ADMIN | Madison Fire Admin Channel | Madison TRS | Madison TRS | Madison TRS | Madison TRS |
| FIRETAC2 | Single Engine & Ladder Responses | Madison TRS | Madison TRS | Madison TRS | Madison TRS |
| FIRETAC3 | Primary FireGround/C31 Response | 813.73750 | 151.4 | 858.73750 | 151.4 |
| FIRETAC4 | Secondary FireGround/C31 Response | 809.11250 | 173.8 | 854.1125 | 173.8 |
| MEDTCGRN | Primary EMS Response | Madison TRS | Madison TRS | Madison TRS | Madison TRS |
| MEDTCYEL | Secondary EMS Response | Madison TRS | Madison TRS | Madison TRS | Madison TRS |
| MEDTCORG | MCI Response Channel/ 7 th & 8 th MFD ambulances in use | Madison TRS | Madison TRS | Madison TRS | Madison TRS |
| BaseHospital | 800 MHz Base Hospital Radio | Madison TRS | Madison TRS | Madison TRS | Madison TRS |
| Coord 1 | MFD Coordination | Madison TRS | Madison TRS | Madison TRS | Madison TRS |
| Coord 2 | MFD Coordination | Madison TRS | Madison TRS | Madison TRS | Madison TRS |
| Coord 3 | MFD Coordination | Madison TRS | Madison TRS | Madison TRS | Madison TRS |
| MFD SE 1 | MFD Special Events | Madison TRS | Madison TRS | Madison TRS | Madison TRS |
| MFD SE 2 | MFD Special Events | Madison TRS | Madison TRS | Madison TRS | Madison TRS |
| CMD Post 1 | MFD Command Post | Madison TRS | Madison TRS | Madison TRS | Madison TRS |
| CMD Post 2 | MFD Command Post | Madison TRS | Madison TRS | Madison TRS | Madison TRS |

- [State of Wisconsin Field Operations Guide \(WIFOG\)](#)
- [National Interoperability Field Operations Guide \(NIFOG\)](#)
- [Additional Radio Resources](#)

Appendix G

Channel Use Guide

- The following pages are provided as a guideline which explains the type of radio communications that are intended for various channels
 - How particular types of incidents should be assigned to various radio channels
 - The sequencing of channel assignments when multiple incidents are in progress simultaneously
 - How to adjust when a Heavy Traffic Condition is declared by Comm Center

Appendix I

Comm Center Contact Information

| <u>PERSON/POSITION</u> | <u>CONTACT INFORMATION</u> | <u>REASON TO CALL</u> |
|-------------------------------|---|---|
| Fire/EMS Communicator | (608) 266-4135 (Private) (24/7) <i>NOT</i> for public use May not be answered promptly Do <i>not</i> call to report any type of call for service | Incident Times & information Report units in service Report units out of service Request a channel assignment for training |
| On-Duty Supervisor | (608) 267-3913 (24/7) | Report problems with pager tests Report problems with radios Questions/Concerns Requests for recording |
| Non-Emergency Line | (608) 255-2345 (24/7) OK to give out to the public | Requests for non-emergency LE/FD/EMS response |
| Emergency Line | 9-1-1 (24/7) | Incidents requiring an emergency LE/FD/EMS response |
| 10-digit Emergency Line | (608) 266-4920 (Private) (24/7) <i>NOT</i> for public use | Alarm Companies reporting alarms |
| Administrative Line | (608) 267-3911 | Dane County PSC Director Dane County PSC Management |
| DaneCom | (608) 283-1444 (24/7) | Report problems with DaneCom |
| Technical Services | (608) 288-2599 (24/7) | Report problems with Mobile CAD Device |
| Public Records | (608) 283-2903 | Records requests |

Appendix J

Active Threat / Critical Incident Radio Template

| | Public Safety Coordination Zone* | | Critical Incident Zone (LE)** |
|----|----------------------------------|----|-------------------------------|
| 1 | EVENT 7 | 1 | DA LAW 1 |
| 2 | EVENT 8 | 2 | DA LAW 3 |
| 3 | EVENT 9 | 3 | MPD 1 |
| 4 | EVENT 10 | 4 | MPD 3 |
| 5 | EVENT V | 5 | LTAC 13 |
| 6 | EVENT W | 6 | LTAC 14 |
| 7 | EVENT X | 7 | CAPPD |
| 8 | EVENT Z | 8 | FITCHBURG PD |
| 9 | RTAC 12 SW | 9 | MIDDLETON PD |
| 10 | RTAC 13 SW | 10 | MONONA PD |
| 11 | RTAC 14 SW | 11 | STOUGHTON PD |
| 12 | MARC 1 (VHF)/ANALOG TAC A (800) | 12 | SUN PRAIRIE PD |
| 13 | VLAW 31 (VHF)/8TAC 91 D (800) | 13 | UWPD |
| 14 | VCALL 10 (VHF)/8CALL 90 D (800) | 14 | RTAC 12SW |
| 15 | VTAC 12 (VHF)/8TAC 92 D (800) | 15 | RTAC 14 |
| 16 | VTAC 36 (VHF)/ANALOG TAC B (800) | 16 | VCALL10 |