

**CAYUGA COUNTY, NEW YORK  
E-911 EMERGENCY COMMUNICATIONS  
POLICIES AND PROCEDURES**

TABLE OF CONTENTS

Introduction.....	1
Radio Identifiers and Authorizations.....	2 – 5
Radio Channels.....	6
Channel Definitions.....	7 – 10
Fire Incident Response.....	10 – 11
EMS Incident Response.....	12
Non-Emergency Incidents.....	13
Out of Service Units.....	13
Announcements.....	14
Dispatch Protocols.....	15 – 17
County Fire Dispatch Format.....	18 – 19
Auburn Fire Department Procedures.....	20 – 22
County Coordinator Activation.....	23 – 25
Director, Deputy Director, & Deputy Coordinators.....	23 – 24
Hazardous Materials Deputy Coordinator.....	24
Director & Deputy Director of Emergency Services.....	25
County Teams.....	25
Use of Alert Tones.....	25
Emergency Signal (MAYDAY).....	26 – 28
Non-County Agency / Private Agency Use.....	29 – 30
Fire Service Terms.....	31 – 33

**CAYUGA COUNTY, NEW YORK**  
**E-911 EMERGENCY COMMUNICATIONS**  
**POLICIES AND PROCEDURES**

The purpose of this manual is to establish operating guidelines and procedures for the New Emergency Communications System. This is also a means of regulating and controlling all radios, mobile units and portables, operating on frequencies licensed by and regulated by Cayuga County as authorized by the Federal Communications Commission.

Many of these policies and procedures have been in effect for several years; however, due to the implementation of a new UHF Emergency Communications System, there is a need for revisions. As of the date of this revision, the Cayuga County E-911 Center as well as all responding units will be expected to follow all dispatch and operating procedures within this manual. Cayuga County Fire / EMS dispatch will be known as Fire Control.

The Cayuga County Policy & Review Oversight Committee (PROC), comprised of representatives of Fire, EMS, Law Enforcement, and the 911 Center, have updated the county's radio policies and procedures. New policies and procedures have been incorporated into this manual for use by all Emergency Service Organizations and response personnel for reference and training of all users utilizing the New Emergency Communications System and county controlled frequencies.

The mission of the Cayuga County E-911 Emergency Communications Department is to provide timely and appropriate responses to requests for public safety assistance throughout Cayuga County; to provide efficient and cost effective communications support for public safety agencies and the citizens of Cayuga County; to facilitate the development of highly trained, proficient, dedicated, and self-motivated personnel; and to constantly strive to improve the performance of personnel and our quality of service to the community.

The center, using CAD resources, will monitor and keep track of individually insured fire and EMS apparatus once dispatched to an emergency. Only the first chief responding will be tracked by the 911 center.

**RADIO AUTHORIZATION AND IDENTIFIERS**

Cayuga County authorizes the following to operate radio transmitters on the frequencies licensed by the county for the performance of emergency duties:

- All apparatus and vehicles owned by a fire department or fire district.
- All apparatus and vehicles owned by volunteer ambulance squads.
- Chief Officers of fire departments, fire districts, and volunteer ambulance squads.
- Fire departments, fire districts, and volunteer ambulance squads may operate county owned base stations.
- Officials of the county emergency management office, designated emergency service dispatchers, and designated advanced EMTs.
- **Individual members of fire departments and ambulance squads are not authorized to operate radio transmitters (installed in their vehicles or portable) on the frequencies licensed by Cayuga County except as indicated below:**

**CAYUGA COUNTY, NEW YORK  
E-911 EMERGENCY COMMUNICATIONS  
POLICIES AND PROCEDURES**

**RADIO AUTHORIZATION AND IDENTIFIERS (cont.):**

The chief of a fire department or the director of an independent volunteer ambulance department may, upon approval of the PROC, authorize individual members to operate radio transmitters for a specific need of the department. Agencies wishing to add radio units need to do so in writing. All requests will be granted based on the recommendations of the PROC. The Interoperable Communications System Agreement, signed by all entities, will be referred to when reviewing any requests from user agencies.

Improper use of any county frequency by any person shall result in the removal of operating authorization.

(This policy is not meant to limit in any way the use of portable radios for communication between command and groups, divisions, companies or crews at an incident. See *Interoperable Communications System Agreement for additional information*).

The following system of identifying radios shall be used for all radios operated in this system:

Radio identifiers will consist of three parts.

- Part one ---- Department name
- Part two ---- Type of vehicle
- Part three -- Number of vehicle of that type
- Ex: “Auburn Engine One”

Part two identifiers shall be determined as follows and must be recognized in CAD for dispatch purposes:

All-Terrain Vehicle	Small Four Wheel Drive vehicle commonly used for access to remote locations; Commonly referred to as Gator, Argo
Ambulance	Any vehicle equipped to transport patients in accordance with current NYS DOH regulations
Car	Chief Officer’s of fire departments and volunteer ambulance squads
Engine	Engines with a pumping capacity of 750 GPM or greater
Fly car	Vehicle equipped with ALS medical equipment other than an ambulance designed for quick response to medical emergencies
Heavy Rescue	Apparatus equipped with rescue and support equipment, portable cascade systems, etc.
Medical personnel	(AEMT-I and higher) authorized as indicated previously shall be identified using the <u>department name, medic level of training</u> and their number
Mini	Apparatus with pumping capacity of less than 750 GPM.

**CAYUGA COUNTY, NEW YORK  
E-911 EMERGENCY COMMUNICATIONS  
POLICIES AND PROCEDURES**

**RADIO AUTHORIZATION AND IDENTIFIERS (cont.):**

Miscellaneous	Other utility vehicles not covered in any of the above Classifications
Quint	Apparatus equipped with an aerial device of 75 ft or greater; pumping capacity of 750 gpm or greater; equipped with ground ladders and booster tank of 300 gal or greater; carries attack and supply lines
Rescue	Apparatus equipped with EMS, rescue and support equipment not capable of patient transport.
Rescue Pumper	Pumping capacity of 750 GPM or greater; rescue equipment on apparatus
Squad	Vehicles primarily used to transport personnel and specialized Equipment
Tanker	Tankers – per Cay. Co. apparatus Std./NFPA Std. # (as appendix)
TP	Combination units with a pumping capacity of 750 GPM or greater and a tank of 1,000 gallons or greater
Truck	Aerial ladders and platforms – distinguishing between ladder, Quint, platform
Water rescue	Boats equipped for fire/rescue operations

The definitions are an attempt to be in kind with NFPA Standards but may not be identical; they are meant to accomplish Cayuga County needs.

The members listed below will be designated using alphabetic symbols, followed by a single digit number. They should direct all communication on the Emergency Communications System to on scene personnel only. The only time they should talk directly to Fire Control is in an emergency situation or under extenuating circumstances. They should not be calling enroute or on scene of an incident.

**Fire Police Units – FP**  
**Safety Officers – SO**  
**Fire Captains – FC**  
**EMS Captains – EC**  
**Medical Directors – MD**  
**Rescue Captains – RC**

**Duty Chief (DC)** is an individual having *temporary Chief responsibilities*. These should be short term assignments to be used when the Chief(s) of a department are unavailable. It is permissible for Duty Chief's to communicate with 911 as would any other department chief officers.

**CAYUGA COUNTY, NEW YORK  
E-911 EMERGENCY COMMUNICATIONS  
POLICIES AND PROCEDURES**

**RADIO AUTHORIZATION AND IDENTIFIERS (cont.):**

**Car(s) 1-9** - those having Chief Officer responsibilities.

\*These are single digit units and will only be recognized as a Chief when they meet the appropriate criteria.

**Car(s) 30-49** - *advanced level EMS providers*

**Car(s) 30-39** - *Critical Care units.*

**Car(s) 40-49** - *Paramedic Level units.*

All Car designations approved by the PROC should communicate directly with Fire Control to call enroute and on scene of an incident.

All radio identifiers shall be issued by the appropriate County Coordinator (Fire/EMS) and PROC.

**CAYUGA COUNTY, NEW YORK**  
**E-911 EMERGENCY COMMUNICATIONS**  
**POLICIES AND PROCEDURES**

**RADIO CHANNELS**

**Purpose**

This policy is to maintain continuity of Cayuga County licensed and operated frequencies to ensure that all agencies utilizing these frequencies have the correct information provided.

**Scope**

This policy covers all Cayuga County Communication Frequencies (e.g., Fire, EMS, Law Enforcement, Highway etc.) granted permission of use to any agency within Cayuga County. This includes any form of transmittable device capable of transmitting onto any Cayuga County Communication Frequencies.

**Policy**

All communication devices Mobile/Portable/Base Stations connected to the Cayuga County 911 Communication System must be registered and approved by the Cayuga County Policy and Review Oversight Committee. These communication devices are subject to periodic audits. All Radios and Radio identifies must be registered with the PROC

**\*\*\* All Cayuga County licensed frequencies shall be programmed to the following specifications to allow interoperability throughout Cayuga County. No additional subscriber units or frequencies shall be programmed on the Cayuga County Radio System without prior written approval from the appropriate agency head and PROC.**

Any talk groups authorized by the PROC and programmed by a certified radio vendor for use on the Cayuga County New Emergency Communications System, shall only be used for their intended purposes.

**Enforcement**

Any Agency/person found to have violated this policy will be subject to disciplinary action, up to and including Fines, Legal Action and/or termination of use of the frequencies. The FCC will be contacted for further investigations.

**CAYUGA COUNTY, NEW YORK  
E-911 EMERGENCY COMMUNICATIONS  
POLICIES AND PROCEDURES**

**Channel Definitions**

**RADIO CHANNELS**

Radio channels and frequencies and the assigned use of each are listed below.

**STATUS CHECKS** may be done by the Emergency Services Dispatcher on any of the channels listed below. Status Checks will be conducted on any unit on an incident that is not heard from in approximately 30 minutes to ensure the safety of the responder. Status checks may be done more frequently based on the nature of the incident a unit is assigned to. Responders should provide their appropriate FDID as a response to a status check from dispatch.

**Auburn Fire UHF Channels**

**Designated Use**

1	Emergency	Emergency
2	Emergency	Emergency
3	AF-Dispatch	Dispatching of all City Fire/EMS calls
4	AF-Command	Dispatch to IC communications
5	AF-TAC 5	Primary Operational Channel
6	AF-TAC 6	Additional Operations Channel
7	AF-TAC 7	Additional Operations Channel
8	AFTAC 8	Additional Operations Channel
9	AF-Command	Dispatch to IC communications
10	AF-FGRD	Off network communications
11	AF/AP	AFD communications with APD
12	LZ	LZ Officer to communicate with helicopter
13	AUBAT	Auburn All Talk
14	CAYAT	Cayuga All Talk
15	Emergency	Emergency
16	Emergency	Emergency

- **DISPATCH** – This channel is for dispatching alarms ONLY. Fire Control will announce alarm, units dispatched and assigned TAC channel. It will be a receive ONLY channel for Auburn Fire units, under no circumstances shall field units transmit on this channel. Also, general announcements will be made by Fire Control over the dispatch channel. This will include street closures, confined space entries, alarm systems in/out of service, etc.
- **AF TAC 5** – This channel will be the primary operational channel for department transmissions. Multiple single unit calls may run on this channel simultaneously. Fire Control will assign this channel to all first alarms.
- **AF TAC 6** – This channel may be assigned at the discretion of the Officer in Charge (OIC). Also, this channel may be assigned to units responding to additional alarms in the event a second or greater alarm has been called; or multiple incidents
- **AF TAC 7** – This channel may be assigned at the discretion of the Officer in Charge (OIC). Also, this channel may be assigned to units responding to additional alarms in the event a second or greater alarm has been called; or multiple incidents

**CAYUGA COUNTY, NEW YORK  
E-911 EMERGENCY COMMUNICATIONS  
POLICIES AND PROCEDURES**

- **AF TAC 8** – This channel may be assigned at the discretion of the Officer in Charge (OIC). Also, this channel may be assigned to units responding to additional alarms in the event a second or greater alarm has been called; or multiple incidents
- **COMMAND** – This channel is designated as a direct line of communication between the Incident Commander and dispatch. Also may be used among Command Staff.
- **FGRND** - This channel is an off network channel designed for direct radio to radio communications.
- **AFD/APD** – This channel is designated as a direct line of communication among Auburn Fire and Auburn Police units.
- **LZ** – This channel is for direct communication between LZ field units and Helicopter personnel.
  - **\*\*Note:** This channel will be used as a countywide LZ channel for Police, Fire & EMS units.
- **AUB ALL TALK** – This is a common channel for all City of Auburn units designed for interagency use.
- **CAYUGA ALL TALK** - This is a common channel for all Cayuga County agencies for interagency use.
- **EMERGENCY** – This channel is available for any/all emergency traffic. It is to be used as a back up for urgent messages should the TAC channel be unavailable. If the emergency button on any radio is pressed, a “hot mic” will open on this channel, along with an audible alarm at dispatch. This channel occupies the first two and last two slots on all portable radios. This channel has first priority in all scan lists, therefore will be heard by ALL fire units.
  - **\*\*Note:** This channel will be used as a countywide emergency channel for Fire/EMS units.

**County Fire UHF Channels**

**Designated Use**

1	Emergency	Emergency
2	CA-Dispatch	Dispatching of all County Fire/EMS calls
3	CA-Command	Dispatch to IC communications
4	CA-TAC 4	Primary Operational Channel
5	CA-TAC 5	Additional Operations Channel
6	CA-TAC 6	Additional Operations Channel
7	CA-TAC 7	Additional Operations Channel
8	CA-TAC 8	Additional Operations Channel
9	CA-FTA 9	Off network channel
10	CA-FTA 10	Off network channel
11	CA-FTA 11	Off network channel
12	LZ	LZ Officer to communicate with helicopter
13	RE-FOPS	Regional communications between counties
14	CA LDISP	Cayuga Law Dispatch
15	CAYAT	Cayuga All Talk
16	Emergency	Emergency

**CAYUGA COUNTY, NEW YORK**  
**E-911 EMERGENCY COMMUNICATIONS**  
**POLICIES AND PROCEDURES**

**RADIO CHANNELS (cont.)**

- **DISPATCH** – This channel is for dispatching alarms ONLY. Dispatch will announce alarm, units dispatched and assigned TAC channel. It will be a receive ONLY channel for County fire units. Under no circumstances shall field units transmit on this channel. Also, general announcements will be made by dispatchers over the dispatch channel. This will include street closures, confined space entries, alarm systems in/out of service, etc.
- **CA TAC 4** – This channel will be the primary operational channel for response communications. Response communications for all incidents, prior to on scene arrival and returning to service upon incident completion, will occur on this channel. Multiple single unit calls may run on this channel simultaneously. Dispatch will assign this channel to all first alarm calls of a minor nature. A minor event is generally a request for service that a single department responds to. Some examples are: Various nature medical calls, wires down, road hazard, or any other where you wouldn't necessarily need a dedicated 'TAC' channel. All communications involving the incident, including calling enroute to the scene, will occur on this channel; Responders needing to communicate with dispatch regarding new incidents' should contact fire control on this channel. This channel is regionalized throughout the consortium; therefore, shall be used when responding mutual aid outside Cayuga County until scene arrival.
- **CA TAC 5** – This operational channel will be assigned at initial dispatch by fire control or at the discretion of the Incident Commander (IC). Also, this channel may be assigned to units responding to serious incidents (as defined on pg. 16 "L") or those that have the potential to be drawn out. All communications involving the incident will occur on this channel, once units have arrived.
- **CA TAC 6** – This operational channel will be assigned at initial dispatch by fire control or at the request of the Incident Commander (IC). Also, this channel may be assigned to units responding to serious incidents or those that have the potential to be drawn out; All communications involving the incident will occur on this channel, once units have arrived.
- **CA TAC 7** – This operational channel will be assigned at initial dispatch by fire control or at the request of the Incident Commander (IC). Also, this channel may be assigned to units responding to serious incidents or those that have the potential to be drawn out; All communications involving the incident will occur on this channel, once units have arrived.
- **CA TAC 8** – This operational channel will be assigned at initial dispatch by fire control or at the request of the Incident Commander (IC). Also, this channel may be assigned to units responding to serious incidents or those that have the potential to be drawn out; All communications involving the incident will occur on this channel, once units have arrived.
- **CA COMMAND** – This operational channel is designated as a direct line of communication between the Incident Commander and dispatch. Also may be used among Command Staff.
- **LZ** – This channel is for direct communication between LZ field units and Helicopter personnel.
  - **\*\*Note:** This channel will be used as a countywide LZ channel for Police, Fire & EMS units.

**CAYUGA COUNTY, NEW YORK  
E-911 EMERGENCY COMMUNICATIONS  
POLICIES AND PROCEDURES**

**RADIO CHANNELS (cont.)**

- **RE-FOPS** - This channel is designated for Cayuga, Onondaga, Oswego, and Madison to communicate on a common talk group.
- **CA LDISP** – This is the primary operational channel dedicated to Cayuga County Law Enforcement agencies to communicate with the 911 Center. Other agencies with direct access should use this channel for informational purposes only.
- **CAYUGA ALL TALK** - This is a common channel for all Cayuga County agencies for interagency use.
- **FTA 9-11** – This channel is an off network channel, designed for direct radio to radio communications (i.e. water operations). Effectiveness may be limited by distance (line of sight, terrain, etc).
- **EMERGENCY** – This channel is available for any/all emergency traffic. It is to be used as a back up for urgent messages should the TAC channel be unavailable. If the emergency button on any radio is pressed, a “hot mic” will open on this channel, along with an audible alarm at dispatch. This channel occupies the first and last slots on all portable radios. This channel has first priority in all scan lists, therefore will be heard by ALL fire units.
  - **\*\*Note:** This channel will be used as a countywide emergency channel for Fire/EMS units.

**FIRE INCIDENT RESPONSE**

The dispatch center has been instructed that if no response has been received in five (5) minutes following initial dispatch, the next closest department is to be dispatched. **It is therefore not necessary to request the dispatch center to have a neighboring department cover your calls. If you are unavailable, the dispatcher will send the closest available department.**

**Individual members shall not call out of service.**

(If a department such as one with multiple stations wishes to know what units are responding, they may establish a department policy where responding units simply announce that they are enroute. This should be done on the CA TAC 4.)

All units responding to an incident, minor or serious, shall announce response status (i.e. en route, arrived, etc.) on CA TAC 4. **All units shall then operate on the designated tactical channel upon scene arrival.** This will allow the officer in charge to communicate with on scene units on the designated tactical channel while mutual aid units are being dispatched on the dispatch channel.

The first chief officer or fire service vehicle on the scene shall establish incident command and provide the dispatch center a brief report on CA TAC 4 (i.e. nothing showing, working fire, minor fire, etc.). The dispatcher will repeat/echo the information jointly on the dispatch channel and TAC 4.

**CAYUGA COUNTY, NEW YORK  
E-911 EMERGENCY COMMUNICATIONS  
POLICIES AND PROCEDURES**

**FIRE INCIDENT RESPONSE (cont.)**

**\*\*It is not necessary for all Chiefs to report on scene. 1<sup>st</sup> due arriving officer is the only Chief to call on scene; *all others should communicate to their command post.***

In the event of a serious incident, a command post will be established and all communications with dispatch (i.e. requests for additional resources) shall be on the Command channel as much as possible. The designated tactical channel will be utilized for on scene operations.

The fire talkaround channels can be used for on scene operations to avoid unnecessary traffic on the command or tactical channels. Water operations and other on scene communications that don't involve dispatch or command should be done so on the fire talkaround channels, whenever possible. Its limitations should be known.

**\*\*Acknowledging the call** - departments often have the first person acknowledge the call; However, it must be understood that the person acknowledging the call is assuming responsibility on behalf of the department for the call; Dispatch will assume communications with this individual until said replacement occurs under the Incident Command System (ICS).

The ten minute timer protocol shall be started at any serious incident, *as defined on page 16. These incidents' have the potential for being serious or prolonged in nature.* The timer shall be started from the **time of call initiation**. On scene responders will be advised of the time of duration of incident at ten (10) minute intervals until the Incident Commander requests termination of the timer.

The Emergency Services Dispatcher will do a status check any unit on an incident that is not heard from in approximately 30 minutes to ensure the safety of the responder. In some instances more timely status checks will be required, depending on the incident type, and nature of the incident. Responders should provide their appropriate FDID as a response to a status check from dispatch.

- If the unit does not answer in a reasonable amount of time (approximately 20 seconds), repeat the announcement. If after repeating the announcement, the unit has not responded, proceed with an additional status check. Each attempt should be at 20 second intervals. Once you have completed a minimum of three attempts, dispatch the nearest law enforcement unit to the last known location, and continue the status check announcement once every 60 seconds until a response is received, or the responder has been located

**CAYUGA COUNTY, NEW YORK**  
**E-911 EMERGENCY COMMUNICATIONS**  
**POLICIES AND PROCEDURES**

**EMS INCIDENT RESPONSE**

The dispatch center has been instructed that if no response has been received in five (5) minutes following initial dispatch the next closest, appropriately in service ambulance is to be dispatched. **It is therefore not necessary to request the dispatch center to have a neighboring department cover your calls. If you are unavailable, the dispatcher will send the closest available ambulance.** If the incident requires an ALS response, the dispatch center will send the closest **in service** ALS unit. The fact that the incident may require an ALS response will not stop the dispatcher from dispatching the normal first due assignment.

Some EMS departments have provided radios for medical personnel who have advanced (medic) training (II and up). (These must comply with part two of this policy). If an individual is part of a duty crew and responding to the station, they should simply respond like everyone else and stay off the radio. If, due to the circumstances, they are responding directly to the scene, their members shall communicate directly with the ambulance or command on Department private channel or designated command channel. If they cannot they may ask the dispatch center to relay to the ambulance that they are responding. **Remember the 911 center does not dispatch or keep track of individual department members.**

All communications between first responder units and ambulances regarding an incident or a patient shall be on the designated tactical channel.

All EMS mutual aid will be requested through the incident commander having jurisdiction, either the fire department or volunteer ambulance department.

The Emergency Services Dispatcher will do a status check any unit on an incident that is not heard from in approximately 30 minutes to ensure the safety of the responder. In some instances more timely status checks will be required, depending on the incident type, and nature of the incident. Responders should provide their appropriate FDID as a response to a status check from dispatch.

- If the unit does not answer in a reasonable amount of time (approximately 30 seconds), repeat the announcement. If after repeating the announcement, the unit has not responded, proceed with an additional status check. Once you have completed a minimum of three attempts, dispatch the nearest law enforcement unit to the last known location, and continue the status check announcement once every 60 seconds until a response is received, or the responder has been located

**CAYUGA COUNTY, NEW YORK  
E-911 EMERGENCY COMMUNICATIONS  
POLICIES AND PROCEDURES**

**NON EMERGENCY INCIDENTS**

Out of service -- this term means you are unable to respond to a call. Departments shall not call units out of service unless one of the following conditions exists:

1. The unit being out of service will require automatic mutual aid from another department until the unit returns. If this is the case, the Chief is to notify fire control and an officer of the other department by phone of the automatic. **Do not ask for an announcement to be made for the other department.**
2. If the unit to be out of service is a specialized unit such as a portable cascade system, ladder truck, will make this special service unavailable.

Anytime a unit is OUT OF SERVICE dispatch should be notified that they are out of service. **(This should be done via phone.)**

- Repairs
- Parades
- Training outside of the district
  - Units are still considered in service if the training is within the district

If you are unsure whether to call a unit out of service ask the question "Will this unit being out of service change what the dispatch center has to do if my department has a call?" If the answer is "Yes", then call the unit out of service and give dispatch the temporary instructions if different than what CAD recommends. If the answer is "No", don't call the unit out.

**OUT OF SERVICE UNITS:**

- If a unit is out of service the backup unit(s) will be recommended in CAD
- If a company is already on a call, and they have another call in their jurisdiction, the Chief of the department should be advised, and the home company should be dispatched as per dispatch procedures; if they cannot provide manpower, the Chief will advise dispatch appropriately and both the coverage company and the home company should be activated.
- If a company that is already out of service gets another call in their first run area, and they have a coverage company, both the coverage company and the home company will be activated.

**CAYUGA COUNTY, NEW YORK  
E-911 EMERGENCY COMMUNICATIONS  
POLICIES AND PROCEDURES**

**ANNOUNCEMENTS**

Announcements made from the 911 center shall only be used when other methods of notifying members is not practical.

Announcements will be made at 0820 and 1820 hours each day.

All announcements must be directly related to the operation of a fire or volunteer ambulance department.

Announcements for events such as training or other details will be made the day of the event and the day before the event only. Announcements will not be made for several days in a row.

Requests for announcements shall be authorized by a Department Chief, and must be sent to the dispatch center in writing whenever possible.

Announcements will include out of service units.

Announcements will not be made by the fire dispatch center for the following:

Parades  
Social events  
Fund raising

Announcements for individual departments shall only be made in emergencies. (i.e. Road Closings, Out of Service units, work details not known in advance).

**CAYUGA COUNTY, NEW YORK**  
**E-911 EMERGENCY COMMUNICATIONS**  
**POLICIES AND PROCEDURES**

**DISPATCH PROTOCOLS**

**DISPATCH PRIORITIES:**

The purpose of prioritizing calls is to ensure immediate response to emergencies and handling of all other calls in order of their urgency, Factors which should be considered in determining the urgency of a call include:

1. Life threatening situation (Fire, EMS)
2. Injuries or potential injuries.
3. Whether or not a situation is in progress.
4. Immediacy of danger to persons or property.
5. Number of persons involved.
  - A. Emergency calls carry the highest priority
  - B. Fire departments and EMS will be dispatched according to appropriate jurisdiction, box alarms, and mutual aid agreements
  - C. Non-priority calls

*Priorities for dispatch in the Communications Center shall be as follows:*

**First Priority:**

The Emergency Services Dispatcher's first priority is to answer the emergency communication from a field unit. The Emergency Services Dispatcher will then prioritize emergency calls and dispatch those emergencies accordingly. When possible, have another Emergency Services Dispatcher handle the other call(s).

**FIRE DISPATCH**

When the Emergency Services Dispatcher receives notification of an impending dispatch, the following procedures will be initiated.

- A. Always state your identifier first, and then the identifier of the unit you are calling.  
*i.e.: "Fire Control to Owasco Engine #1"*
- B. Always echo (repeat) information and status reports in order to confirm, or clarify.  
*i.e.: "Throop Tanker #1 is on the scene"*  
*Reply: - "Throop Tanker #1 is on the scene"*
- C. Dispatch will always assign a TAC channel upon dispatch of a call; all units shall call enroute to the scene and arrival on scene on CA TAC 4; dispatch will communicate with responders using the MSEL feature to allow all communications to be heard on both the dispatch channel and TAC 4.
- D. Maintain brevity and keep all dispatch information short, and in logical sequence.
- E. All field units will communicate with dispatch on the designated tactical channel *after* arrival on scene; Incident Commander will use Command channel on serious incidents once command is established.
- F. Always pronounce "0" as zero, and "O" as Oh

**CAYUGA COUNTY, NEW YORK**  
**E-911 EMERGENCY COMMUNICATIONS**  
**POLICIES AND PROCEDURES**

**DISPATCH PROTOCOLS (cont.)**

- G. Dispatch will echo back essential incident information on the Dispatch channel and the assigned tactical channel, whenever possible, ensuring that all responders are notified of the responding units/personnel.
- H. Once all units have arrived on scene of the incident, the dispatcher may revert to responding to units on the assigned tactical channel only.
- I. When the dispatch is of generic nature: i.e.: flooded cellar, wires down, etc., the Emergency Service Dispatcher will utilize the terms "Fire." (i.e. Moravia Fire)
- a. Common places (places well known to districts) – to maintain continuity of dispatch, even well-known places should be dispatched in the same announcement manner
  - b. When re-toning departments, send pager tones only, no siren
  - c. Road closings - notify departments of a closed road or where the access is limited to emergency traffic only, at time the notification is made to the 911 Center as well as upon the dispatch of a call in the area of the closing. This should be done via pager tones.
  - d. Responders should refrain from calling dispatch on the telephone to advise their status to a call; all communications related to the response of an incident should be done via radio traffic.
  - e. Dispatchers / Responders should refrain from using any first names during radio transmissions.
- J. When dispatching a second alarm or reassigning a tactical channel the *entire call should be redispached* including the additional units being requested. Dispatch will re-dispatch the call on the Dispatch Channel.
- K. Fire Control dispatchers will assign tactical channels as defined on pages 6-9 (“Radio Channels”).
- L. The following incident types are considered “serious or potentially serious” and should be assigned to a TAC channel other than 4 in the case of the incident being prolonged: Alarm Co / Fire, Collapse, Drowning, Elevator Rescue, Explosion, Gas Leak (any type of fuel spill), Investigate-Fire, MVAPI, Outside Fire, Ruptured Pipe, Structure Fire, Vehicle Fire, Water Rescue.
- M. When dispatching Auburn Fire Department along with a county agency on any call requesting joint responses it should be done at the time of dispatch over the CA-DISP and AF-DISP channels simultaneously. The Auburn Fire Department tones should be used during the dispatch.
- N. Dispatch will always time stamp all transmissions related to an incident.
- O. The Emergency Services Dispatcher will do a status check any unit on an incident that is not heard from in approximately 30 minutes to ensure the safety of the responder. In some instances more timely status checks will be required, depending on the incident type, and nature of the incident. Responders should provide their appropriate FDID as a response to a status check from dispatch.

**CAYUGA COUNTY, NEW YORK  
E-911 EMERGENCY COMMUNICATIONS  
POLICIES AND PROCEDURES**

**DISPATCH PROTOCOLS (cont.)**

- a. If the unit does not answer in a reasonable amount of time (approximately 30 seconds), repeat the announcement. If after repeating the announcement, the unit has not responded, proceed with an additional status check. Once you have completed a minimum of three attempts, dispatch the nearest law enforcement unit to the last known location, and continue the status check announcement once every 60 seconds until a response is received, or the responder has been located

**CAYUGA COUNTY, NEW YORK  
E-911 EMERGENCY COMMUNICATIONS  
POLICIES AND PROCEDURES**

**COUNTY FIRE DISPATCH FORMAT**

**The Emergency Service Dispatcher will adhere to the following standard when dispatching County Fire/EMS personnel to an incident:**

<<SINGLE / DOUBLE TONE (Structure Fire Only) ACTIVATION>> (Alert Tone 1)

**PRE-ANNOUNCEMENT:**

Agency Name, Location, Nature  
“Aurelius Rescue, 1550 Clark Street Rd, MVAPI”

**ACTIVATE TONES:**

If there are multiple departments the PRIMARY department is first

**COMPLETE DISPATCH:**

Fire Control to Aurelius Rescue, Throop Ambulance  
1550, 1-5-5-0 Clark Street Rd. (Common name / Residence)  
Between Eagle Drive & Half Acre Rd.  
3 car MVA with injuries; airbag deployed

**OPERATIONS CHANNEL ASSIGNMENT:**

Utilize (Cayuga **TAC 5**)

**ACTIVATE SIREN(S)**

**CAYUGA COUNTY, NEW YORK  
E-911 EMERGENCY COMMUNICATIONS  
POLICIES AND PROCEDURES**

**COUNTY FIRE DISPATCH FORMAT (cont.)**

**The Emergency Service Dispatcher will adhere to the following standard when dispatching County Fire personnel to an incident:**

<<SINGLE / DOUBLE TONE (Structure Fire Only) ACTIVATION>> (Alert Tone 1)

**PRE-ANNOUNCEMENT:**

Agency Name, Location, Nature

“New Hope Fire, (etc.) 1222 Old Salt Rd., Structure Fire”

**ACTIVATE TONES:**

If there are multiple departments the PRIMARY department is first

**COMPLETE DISPATCH:**

Fire Control to New Hope, Sempronius, West Niles (etc.) Fire; *Specific unit assignments, including out of county units*

1222, 1-2-2-2 Old Salt Rd (Common name / Residence)

Between Burdock Rd / Globe Rd.

Reported house fire (be specific with building description: house, barn, etc.)

**OPERATIONS CHANNEL ASSIGNMENT:**

Utilize (Cayuga **TAC 5**)

**ACTIVATE SIREN(S)**

**CAYUGA COUNTY, NEW YORK  
E-911 EMERGENCY COMMUNICATIONS  
POLICIES AND PROCEDURES**

**AUBURN FIRE DEPARTMENT PROCEDURES**

The Emergency Service Dispatcher will adhere to the following standard when dispatching Auburn Fire Department (AFD) personnel to an incident.

**SINGLE UNIT ALARMS (i.e. EMS, Investigations, etc.):**

<<SINGLE / DOUBLE TONE (Structure Fire Only) ACTIVATION>> (Alert Tone 1)

**ANNOUNCEMENT:**

Auburn Engine XX  
149 Genesee Street, Boyle Center (Address/Commonplace), Difficulty Breathing

**TONES:**

Auburn Fire Alert Tone (Alert Tone 2), 2 seconds

**DISPATCH:**

(UNITS)	Auburn Engine 4
(ADDRESS)	149 1-4-9 Genesee Street, Boyle Center
(CROSS STREETS)	S. Green Street & Court Street
(NATURE)	24 y/o male seizures

**OPERATIONS CHANNEL ASSIGNMENT:**

Utilize (Auburn TAC 5)

**MULTIPLE UNIT ALARMS (i.e. MVA's, Fire Alarms, etc.):**

**ANNOUNCEMENT:**

Auburn Engine 4, Truck 2, Car 1, Fire Alarm  
149 Genesee Street, Boyle Center (Address/Commonplace)

**TONES:**

Auburn Fire Alert Tone (Alert Tone 2), 2 seconds

**DISPATCH:**

(UNITS)	Auburn Engine 4, Truck 2, Car 1
(ADDRESS)	149 1-4-9 Genesee Street, Boyle Center
(CROSS STREETS)	S. Green Street & Court Street
(NATURE)	General Fire Alarm Activation Showing Zone _____.

**OPERATIONS CHANNEL ASSIGNMENT:**

Utilize (Auburn TAC 5)

**CAYUGA COUNTY, NEW YORK  
E-911 EMERGENCY COMMUNICATIONS  
POLICIES AND PROCEDURES**

**AUBURN FIRE DEPARTMENT PROCEDURES (cont.)**

**FIRE CALLS:** (Any General Alarm)

<<SINGLE / DOUBLE TONE (Structure Fire Only) ACTIVATION>> (Alert Tone 1)

**ANNOUNCEMENT:**

AUBURN FIRE  
149 Genesee Street, Boyle Center (Address/Commonplace)

**TONES:**

Auburn Fire Alert Tone (Alert Tone 2), 2 seconds

**DISPATCH:**

(UNITS)	Auburn Fire, General Alarm
(ADDRESS)	149 1-4-9 Genesee Street, Boyle Center
(CROSS STREETS)	S. Green Street & Court Street
(NATURE)	Possible House Fire or report of smoke in the residence.

**OPERATIONS CHANNEL ASSIGNMENT:**

Utilize (Auburn TAC 5)

*\*Units should call en route on Cayuga TAC 4. At this time additional information should be provided. i.e. Hydrant locations, relevant caller info., etc.*

**MUTUAL AID ALARMS:** (i.e. Engine Co., Truck Co., RIT Teams, HAZMAT)

<<SINGLE / DOUBLE TONE (Structure Fire Only) ACTIVATION>> (Alert Tone 1)

**ANNOUNCEMENT:**

Auburn, 1 Engine, Mutual Aid to \_\_\_\_\_  
123 Main St. (ADDRESS/COMMONPLACE)

**TONES:**

Auburn Fire Alert Tone (Alert Tone 2), 2 seconds

**DISPATCH:**

(UNITS)	Auburn request for 1 Engine
(ADDRESS)	123 1-2-3 Main St.
(CROSS STREETS)	Central St. / West St.
(NATURE)	Garage Fire, unattached

**OPERATIONS CHANNEL ASSIGNMENT:**

Utilize (\_\_\_\_ TBD \_\_\_\_)

**CAYUGA COUNTY, NEW YORK  
E-911 EMERGENCY COMMUNICATIONS  
POLICIES AND PROCEDURES**

**AUBURN FIRE DEPARTMENT PROCEDURES (cont.)**

**\*\*NOTE:** The Duty Chief will assign which unit will respond. Be sure to give relevant information as to what the requesting department desires (i.e. RIT team, elevated master stream, etc.)

**\*\*\*DO NOT CALL STATION 1 TO INFORM THEM OF CALL, DISPATCH PER POLICY. (USE THE MSEL PROCEDURE)**

**GREATER ALARMS:**

THIS POLICY WILL EXPLAIN THE USAGE OF ALTERNATE CHANNELS BY CALLBACK PERSONNEL DURING GREATER ALARMS.

**Explanation:**

When an Incident Commander calls for additional alarms, all units operating on this incident shall remain on the previously assigned TAC channel. It will be the responsibility of the Officer in Charge of Headquarters to contact Fire Control (911 Center) to request the **highest available TAC channel (usually TAC 8)** to be assigned to resources answering additional calls, while the greater alarm incident is operating on the primary TAC channel. All subsequent alarms **shall be dispatched** on and assigned to this designated TAC channel. This will alleviate interference with the greater alarm incident.

The OIC at Headquarters shall instruct all personnel to set their **portable** radios to this assigned TAC channel. It will be necessary for personnel to switch the vehicle radio, upon start up, to the proper TAC channel. If these units are to respond to the initial incident, they shall manually set their radios, both mobile and portable, to the assigned TAC channel of that incident.

Once the initial incident is terminated and the assigned TAC channel is available, all units should return to normal operating radio procedures.

**CAYUGA COUNTY, NEW YORK  
E-911 EMERGENCY COMMUNICATIONS  
POLICIES AND PROCEDURES**

**COUNTY COORDINATOR ACTIVATION**

Listed below are the County Coordinators, areas of responsibility, special project areas and radio identifiers.

Fire Coordinator	EM 601	
Deputy Coordinators:		
Battalion 2	EM 602	EM 902
Battalion 3	EM 603	EM 903
Battalion 4	EM 604	EM 904
Battalion 5	EM 605	EM 905
Battalion 6	EM 606	EM 906
HazMat	EM 610	

Deputy Fire Coordinators will be activated under the following incident conditions. Their activation is **not** optional under these conditions.

When an incident is created by the Cayuga County E-911 Center, and falls within the established scope and magnitude established below by the Cayuga County Office of Emergency Services that warrants the dispatching of the Cayuga County Office of Emergency Services, the Cayuga County E-911 Center shall dispatch the appropriate Cayuga County Office of Emergency Services units automatically per the guidelines below.

Units to be dispatched may include but is not limited to:

- The Director of Emergency Services
- The Deputy Director of Emergency Services
- The Deputy Director of Fire Services
- The Deputy Coordinators
- Any Special Operations Teams or Units

**CAYUGA COUNTY, NEW YORK**  
**E-911 EMERGENCY COMMUNICATIONS**  
**POLICIES AND PROCEDURES**

**COUNTY COORDINATOR ACTIVATION (cont.)**

**The Director, Deputy Directors and Deputy Coordinators** shall be immediately dispatched for the following:

- Any **reported** structural fire including those involving the use of Mutual Aid assets (either automatic or requested)
- Any **serious** incident in a contiguous county to which Cayuga County Assets are requested
- Any **serious** incident in Cayuga County to which assets from any contiguous county are requested
- **Any** incident that is suspected to be a Mass Casualty Incident
- **Any** incident that involves **multiple helicopter** response (2 or more medi-vacs)
- **Any** incident that a request is made by the Incident Commander for a Cayuga County Personnel Operations Team or Unit (Rehabilitation, Technical Rescue, Highland Search & Rescue, Critical Incident Stress Management)

**The Hazardous Materials Deputy Coordinator** (EM-610) shall be immediately dispatched and the Director & Deputy Directors shall be immediately advised of the following:

- Any Hazardous Materials incident outside the City of Auburn, to which City of Auburn and Cayuga County Hazardous Materials assets are requested
- Any Hazardous Materials incident within the City of Auburn when outside resources are requested (from within the County or from outside of the County)

Response discretion and/or additional personnel dispatch decisions shall be at the discretion of the Director or Deputy Directors

**The Director and Deputy Director of Emergency Services** (Directors Tones) may request the 911 Center to provide a situation report for any of the following incidents

- **Any** incident identified above to which there is **No Coordinator Response** within ten minutes or two activations for Deputy Coordinators
- **Any** incident in Cayuga County, outside of the City of Auburn, to which City assets are requested by box assignment or by an incident commander
- **Any** 3<sup>rd</sup> alarm incident within the City of Auburn
- **Any** Drowning or Potential Drowning in Cayuga County (including the City of Auburn)
- **Any** lost person / search incident in Cayuga County (including the City of Auburn)
- **Any** Swift Water / Flood Rescue incidents in Cayuga County (including the City of Auburn)
- **Any** request for the Critical Incident Stress Management Team (including the City of Auburn)
- **Any** incident that requires 3 or more ALS ambulances (including the City of Auburn)
- **Any** incident involving a fatality or extended extrication / significant entrapment in Cayuga County
- **Any** incident that involves a serious injury of a local responder in Cayuga County (including the City of Auburn)

**CAYUGA COUNTY, NEW YORK**  
**E-911 EMERGENCY COMMUNICATIONS**  
**POLICIES AND PROCEDURES**

**EMO ACTIVATION (cont.)**

- Any **serious** motor vehicle accident that involves a Fire Service or EMS Service response unit in Cayuga County. (including the City of Auburn)
- Any industrial accident involving **significant injury** in Cayuga County (including the City of Auburn)
- **Any** hostile situation that requires fire department or EMS stand by for Law Enforcement agencies (i.e. Hostage Situation) in Cayuga County (including the City of Auburn)
- **Any** incident that results in No Response from the Local Jurisdiction Fire Department after two activations (Incident solely relying on Mutual Aid Departments to handle)

Response discretion and/or additional personnel dispatch decisions shall be at the discretion of the Director or Deputy Director of Emergency Services.

**COUNTY TEAMS**

The County of Cayuga is fortunate to have several response teams available by tone alert paging. These teams include: Cause and Origin, High Angle Rescue, Technical Rescue, Hazmat Team, CISM, and Highland Search and Rescue.

Special Teams will be activated **only** upon request of the Incident Commander (IC) of a single agency response or by a member of the unified commander for multi agency response.

Fire or EMS Coordinator(s), as appropriate, will be notified when special teams are activated.

Any time Hazmat team is activated EM 610 and EM 600 are to be notified appropriately.

**USE OF THE ALERT TONES**

Each tone should have its own significance when heard. Emergency Service Dispatcher should avoid overuse of the alert tone, as it can be self-defeating.

**ALERT TONES:**

Single Tone	Law enforcement/Simulcast
High/Low Tone	AFD incoming alarm, <b>MAYDAY</b>
Short Beeps	General announcement

**CAYUGA COUNTY, NEW YORK**  
**E-911 EMERGENCY COMMUNICATIONS**  
**POLICIES AND PROCEDURES**

**EMERGENCY (MAYDAY) SIGNAL**

**FIREFIGHTER LOST / TRAPPED / MISSING**

This procedure is to assist in the rescue of a Firefighter who is lost, trapped, or missing during a departmental operation. The procedure applies to all Cayuga County Fire Departments and any mutual aid companies during all operations.

1. The signal for a missing / lost / trapped firefighter is a verbal ‘mayday’ transmission.
2. Any department personnel aware of a missing individual or crew member should declare a ‘MAYDAY.’
3. Individuals who transmit a ‘MAYDAY’ should, if possible, provide the approximate location by floor, or last known location of the individual.
4. There are two ways to declare a MAYDAY. The individual in distress can either key the mic stating “MAYDAY, MAYDAY, MAYDAY,” or the EMERGENCY button can be activated.
  - a. If the MAYDAY is requested via the emergency button, the dispatcher will acknowledge the activation:
    - i. The dispatcher will listen for information broadcasted by responder during the ten second open mic period.
    - ii. The dispatcher will gather pertinent information from the individual requesting the MAYDAY, by requesting a status check.
    - iii. The dispatcher will immediately contact the Incident Commander by activating the ‘MAYDAY’ alert tones (Alert Tone 7) on the assigned incident tactical channel.
    - iv. All operations involved in the incident will continue on the assigned TAC channel and the MAYDAY / EMERGENCY incident will stay on the Emergency channel.
  - b. If the MAYDAY is declared on the TAC channel, the dipatcher will acknowledge the activation:
    - i. The dispatcher will gather pertinent information from the individual requesting the MAYDAY.
    - ii. The dispatcher will immediately contact the Incident Commander by activating the ‘MAYDAY’ alert tones (Alert Tone 7) on the assigned incident tactical channel.
    - iii. Dispatch will advise all operations involving the incident, and any other incident on that channel, to move to a higher TAC channel to clear the channel in which the MAYDAY was called on.
5. Upon receipt of the ‘Mayday’ the incident commander shall immediately consult with the Rescue / Fast (FAST/RIT) leader and assign the rescue activities to the Rescue Team.

**CAYUGA COUNTY, NEW YORK  
E-911 EMERGENCY COMMUNICATIONS  
POLICIES AND PROCEDURES**

**EMERGENCY (MAYDAY) SIGNAL (cont.)**

6. All company officers shall prepare to provide a Personnel Accountability Report (PAR) to the Incident Safety Officer or Command.
7. Upon termination or clearance of a MAYDAY, or emergency activation, the responder will only clear it upon approval from the Incident Commander and Dispatcher.

**EMERGENCY SIGNAL BY EMS/ AMBULANCE**

This procedure is to assist in aiding EMS/Rescue Squads who have encountered a hazardous situation, patient with emotional issues and hostile behaviors, and or domestic violence setting. The procedure applies to all Cayuga County Fire Departments and any mutual aid companies during all operations.

1. There are two ways an emergency signal requesting assistance may be given by EMS/Rescue Squads.
2. It is recognized that simple and plain language is the best way to insure that the correct and adequate information is transmitted. The incident commander/ first responder should assess the situation and determine if a radio communication will cause the situation to escalate.
3. If the incident commander/first responder assesses that a radio transmission would escalate the situation, pressing the orange emergency button will alert the Dispatch Center to a potential problem.
4. The activation will open the microphone on the activated radio, any radio tuned to that channel for a period of 10 seconds. The EMS/Rescue Squad member activating the orange emergency button can then covertly make comments to apprise the dispatch center of the type of situation. ***“Sir, everything is going to be okay, just calm down. We are here to help.”***
5. Upon receiving information of a possible hazard to an EMS/Rescue Squad, the Dispatch Center will dispatch the nearest and most appropriate law enforcement unit.

**EMERGENCY SIGNAL possible accidental activation**

Upon receipt of an orange emergency button signal, in which the Dispatch Center cannot determine if a hazardous situation is being encountered by an EMS/Rescue Squad, the dispatcher shall request a status check. **At no time will the dispatcher signify that an emergency button activation has taken place.**

1. If the activation of the emergency button was accidental or the situation de-escalates, the EMS/Rescue Squad incident commander or member will give an appropriate response, and authenticate the message with the fire department State Identification Number. ***Dispatch: “Fire Control to Owasco Ambulance 1, status check.” Owasco Ambulance 1: “Owasco Ambulance 1 possible patient sign off, 6017”***

**CAYUGA COUNTY, NEW YORK  
E-911 EMERGENCY COMMUNICATIONS  
POLICIES AND PROCEDURES**

**EMERGENCY (MAYDAY) SIGNAL (cont.)**

2. If the activation was not accidental and the situation is posing a danger to the crew, upon the receipt of an emergency button activation, the dispatcher will request a status check. If the EMS/Rescue Squad member has covertly sent a distress signal, he/she will respond in a less than appropriate way without the authentication signal to illustrate to the Dispatch Center that hazardous condition exist. ***Dispatch: "Fire Control to Owasco Ambulance 1, status check." Owasco Ambulance 1: Owasco , everything is fine, over."***
3. If the Dispatch Center does not receive an appropriate response, or no authentication signal, or if the dispatcher feels that a potential situation is occurring, the nearest and most appropriate law enforcement unit should be sent.
4. If the unit/person is not on a known activation or call and there is an emergency button activation, Dispatch will make an attempt call the unit to determine his/her units status with a **"status check."**
  - a. If the radio is assigned to a fire/ E.M.S. unit, and no contact is made with the unit, Dispatch will notify the chief by opening the chief's pager and requesting the chief/director to contact dispatch by phone. Dispatch will notify the chief/director that there was an activation of "Emergency Button" and the unit is not on a known call and contact was not made with the unit. It then becomes the chiefs'/directors' responsibility to clear the unit.
  - b. If the radio is assigned to a department head, and no contact is made with the unit, dispatch will attempt to call the individual by phone. If contact is still not made, dispatch will open the Chief's tones and department tones asking an officer to contact the Dispatch Center by phone. It then becomes that officer's responsibility to clear the unit.

**EMERGENCY SIGNAL – accidental activation; no incident in progress**

1. Upon receipt of an emergency activation dispatch will attempt to contact the individual via radio to establish the problem. If dispatch is advised that the activation is accidental:
  - a. Advise the user to clear the emergency signal from their portable. (This should NOT be done until dispatch advises.)
  - b. Dispatch will then clear the emergency from the dispatch console.

**CAYUGA COUNTY, NEW YORK**  
**E-911 EMERGENCY COMMUNICATIONS**  
**POLICIES AND PROCEDURES**

**RADIO USE & DISCIPLINE FOR PRIVATE / NON-COUNTY SUBSCRIBERS**

- Purpose:** To establish a policy for radio etiquette and use of the Cayuga County Public Safety Radio System by Private Agencies / Non-County system subscribers.
- Scope:** This Policy shall apply to any and all non-municipal / private companies, agencies, or entities that are now and in the future, authorized to use the Cayuga County Radio System, including all Cayuga County and City of Auburn Talk Groups.
- Background:** As it is necessary in several cases, to authorize the use of the Cayuga County Public Safety Radio System to private entities, agencies, organizations that are an integral part of the Public Safety System, such as TLC EMS (City of Auburn Ambulance), Rural Metro Medical Services, and Auburn Community Hospital, so too is it necessary to establish guidelines for use and governance of use for those agencies.
- Policy:** It shall be policy of the E-911 Emergency Communications Center and Cayuga County that;
- All County and City Talk Groups are utilized for necessary / essential communications only. Emergency and Public Safety Traffic is of paramount priority and as such, any other unnecessary / nonessential traffic should be kept to a minimum.
  - All entities / agencies utilizing any talk group must listen intently prior to transmission to ensure essential public safety and public service transmissions are uninterrupted.
  - Any agency / entity that has been authorized and granted permission to utilize certain talk groups must agree and abide to the concept that the primary agencies working on those talk groups have priority use of airtime.
  - Any transmission that is deemed necessary / essential must be short, concise and directed to the party to which you are communicating.
  - It shall be understood that the 911 Center does not track private ambulance agencies and other private entities, therefore those agencies should route their communications through their own communications systems for the purpose of tracking and response status.
  - Private Ambulance companies shall limit the communications to the assigned talk group only, and essentially monitor the event to which they were summoned. Private Ambulance companies shall await contact from the on scene units.
  - It shall not be permissible to “hail” on scene units for routine information, as that may interfere with on scene operations. If and when an on scene unit needs to have communications with them, such as an ETA or to give a situation report, the Incident Commander shall initiate contact.
  - It shall be permissible at all times to utilize the “Emergency” talk group by any user that finds their self in an immediate danger to life and health situation.
  - It shall be permissible at all times to utilize the assigned talk group and/or the Cayuga All Talk (CA-CAYAT) talk group, when priority traffic is necessary such as;
    - involved in or witness to an emergency incident
    - lost or inadvertently misdirected and in need of essential support

**CAYUGA COUNTY, NEW YORK  
E-911 EMERGENCY COMMUNICATIONS  
POLICIES AND PROCEDURES**

**RADIO USE & DISCIPLINE FOR PRIVATE / NON-COUNTY SUBSCRIBERS (cont.)**

- It shall be the responsibility of all private agencies and entities to familiarize themselves with the applicable policies for “mayday” and “emergent traffic” use.
- It shall be the responsibility of all private agencies and entities to complete and abide by the Cayuga County issued User’s Agreement contract.
- It shall be the responsibility of all private agencies and entities to familiarize themselves and abide by all applicable Cayuga County Radio System Policy and Procedures.

Additionally, any private agency or entity whose conduct is called into question or who is found non-compliant with this and any future directives involving the Cayuga County Radio Policies & Procedures, will be required to appear as requested to the Cayuga County 911 Administrator and / or the Cayuga County Policy Review and Oversight Committee.

**CAYUGA COUNTY, NEW YORK**  
**E-911 EMERGENCY COMMUNICATIONS**  
**POLICIES AND PROCEDURES**

**FIRE SERVICE TERMS**

There are a number of terms used in the fire service. The following listing is by no means all encompassing, but it does include a majority of those terms which the Emergency Service Dispatcher at the Communications Center shall encounter routinely.

If there is any question as to the meaning of an unfamiliar term, the dispatcher should consult with the Supervising Emergency Service Dispatcher for guidance.

Accountability System - A system whereby each individual fire fighter is assigned a means of identification. To maintain accountability is to know where all personnel are located.

Air Bags - Refers to a high or low pressure rescue system used to lift and/or pry objects apart. Often used to free victims who are pinned under an object.

Backdraft - An explosion that may result from the sudden introduction of oxygen into a space-restricted fire

Command - Fire ground radio designation for the Incident Commander. Refers to the person, the functions and the location of command.

Company Officer - Officer in charge of a piece of apparatus.

Defensive Attack - An exterior attack, with related support, designed to stop the forward progress of the fire and then provide fire control.

Dry Hydrant - A large diameter pipe installed in a pond, creek or river which allows for easy access for drafting purposes.

Elevated Master Streams - Defensive fire streams provided by ladder pipes, platforms, buckets, and elevated streams.

Entrapment - Victim(s) are pinned in the wreckage. May require heavy extrication to effect removal.

Entry Personnel - Firefighters who are certified to wear SCBA and perform interior structural firefighting tasks.

Exposure(s) - An exposure can be anything of value separate from the object burning which is in close proximity to the object. I.e. two houses next to each other, an automobile fire next to a garage, etc.

Extrication Tool - Hydraulic tools used to remove victims of a motor vehicle accident. Sometimes referred to as the Jaws of Life which is a trademark of the Hurst Corporation.

Fast Team - Safety crew of interior firefighters to assist if fire personnel become trapped or injured; often referred to as a RIT Team.

**CAYUGA COUNTY, NEW YORK**  
**E-911 EMERGENCY COMMUNICATIONS**  
**POLICIES AND PROCEDURES**

**FIRE SERVICE TERMS (cont.)**

Fill Site - This is a location established by the Incident Commander to fill supply apparatus. I.e. tankers.

Fire Extension or Communication - The fire has burned into another Communication area. I.e. another room.

First alarm assignment / Automatic Mutual Aid - Mutual aid that is sent when certain predetermined conditions exist. First alarm assignments may be temporary (coverage for a water shortage) or permanent. First alarm assignment mutual aid will be started upon receipt of an alarm for the designated structure/s or time period indicated, as per CAD.

Flashover - Gases trapped against the ceiling ignite, quickly involving the entire interior space.

General Alarm (Auburn Fire Department) - Department will respond with all available in-service units.

Making-up - Picking up at the scene and preparing to return to quarters.

Offensive Attack - An interior attack, with related support, designed to quickly bring the fire under control.

Overhaul - Tearing apart the partially burned material to ensure that the fire is not burning in concealed areas. I.e. a partition.

Personnel Accountability Report (PAR) - a brief, immediate roll call to ensure all personnel are accounted for and safe.

Pre-fire Plan - Written analysis of the fire problems of a particular building in terms of size, hazards, and built-in protection. May also apply to a manpower shortage or geographic situation where resources are unsuitable.

Primary Search - A rapid search of all involved and exposed areas affected by the fire. Its purpose is to verify the removal and/or safety of all occupants.

Rehabilitation Sector - An area outside the fire ground perimeter where crews can go for rest, nourishment, comfort, and medical evaluation.

RIT Team – see fast team.

Safety Officer - An officer who is familiar with the organization's safety program. This officer's sole role and responsibility is for fire ground safety.

S.C.B.A. - Self contained breathing apparatus. Worn by fire fighters working in oxygen deficient conditions.

**CAYUGA COUNTY, NEW YORK  
E-911 EMERGENCY COMMUNICATIONS  
POLICIES AND PROCEDURES**

Second alarm assignment - mutual aid that is sent after the responding department sizes up the incident. The mutual aid units are predetermined per CAD system; Special request – Incident Commander

**FIRE SERVICE TERMS (cont.)**

Short Crew - Three or less fire fighters aboard the apparatus.

Stand-by - a condition where apparatus and or stations are manned and ready to respond.

Staging - The management of committed and uncommitted apparatus to provide orderly deployment. Usually occurs approximately 1 block from the incident.

Supply Line - Large diameter hose used to supply water to the fire ground.

Turnout Gear - The special clothing worn by fire fighters which allows them to perform their tasks in extremely adverse conditions.

Ventilation - Opening the structure in a horizontal, vertical, mechanical or hydraulic manner to remove heat, smoke and the products of combustion.