MONTGOMERY COUNTY
FIRE AND RESCUE SERVICE POLICY

COMMUNICATIONS MANUAL

Policy 22-03AM

MAY 2006

The Communications Manual is a policy for use by MCFRS operational and administrative personnel and Fire/Rescue Emergency Communications Center staff in applying operational procedures, including 800 MHz radio, Mobile Data Computer, and Computer-Aided Dispatch technologies.

Although this document is not considered classified, it is proprietary in nature and is intended for the sole use of MCFRS personnel. This document is *not* intended for public dissemination.

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FIRE AND RESCUE EMERGENCY COMMUNICATIONS CENTER

Organizational Structure

The functions of receiving calls, requesting emergency and non-emergency response assistance, and dispatching personnel to provide firefighting, rescue, and emergency medical assistance services, are delivered from the Emergency Communications Center (ECC) located in the Public Safety Communication Center (PSCC) facility in Montgomery County, Maryland. With the radio designation "***MONTGOMERY***," Montgomery County Fire and Rescue Service personnel staffing the ECC are responsible for managing all radio and data communications relating to the delivery of firefighting, rescue, and emergency medical services in Montgomery County.

Organizationally, ECC personnel are assigned to the Division of Operations of MCFRS, under the direction of the Division Chief of Operations. The MCFRS Communications Chief oversees, manages, and maintains control over the daily operations of the ECC.

Each shift at the ECC is supervised by a fire/rescue Captain and a fire/rescue Lieutenant, whose responsibilities include ensuring quality of service, requiring that the actions of uniformed ECC personnel comply with prescribed procedures. The shift supervisors report directly to the ECC Operations Supervisor, who reports directly to the Communications Chief.

The ECC Operations Supervisor ensures that service to the community and to public safety personnel is accomplished in a timely, efficient, and effective manner. The Operations Supervisor formulates internal policies and procedures, re-evaluates internal and external business processes as needed, and monitors available technologies to ensure the provision of optimum levels of service to the customer. In conjunction with the Quality Assurance and Training Officers of MCFRS, the ECC Operations Supervisor manages internal processes relating to training and quality assurance initiatives.

ECC's Mission

The mission of the Public Safety Communications Center is to identify the specific expressed needs, desires, requirements, and expectations of: both its external customers; the public and mutual aid jurisdictions; and its internal customers, MCFRS. ECC also initiates and recommends changes in its own procedures to enhance its service delivery. ECC fulfills these requirements through a process that provides rapid, effective, and superior customer service.

ECC coordinates the emergency and routine dispatch and responses of all firefighting, rescue, and EMS services in Montgomery County, and supports responses when mutual aid jurisdictions respond to and operate within the County.

Its primary responsibilities include receiving, processing, and evaluating each 911 call; identifying the closest and most appropriate fire/rescue resources to mitigate the incident; and ensuring that appropriate resources are dispatched and respond to each event in a timely manner.

RADIO EQUIPMENT LICENSING, OWNERSHIP, AND MAINTENANCE

Licensing and Ownership. Montgomery County is the licensee of all radio frequencies and radio equipment operated by MCFRS. As a licensee, the County is ultimately responsible for ensuring that all related equipment and operational procedures comply within the rules and regulations established by the Federal Communications Commission (FCC).

Authority to operate any non-County owned transmitter (portable or mobile) on frequencies assigned to Montgomery County requires the advance, written approval of the MCFRS Fire Chief. Those acquiring this approval must provide annual, written evidence that a licensed technician has verified that the approved equipment continues to meet or exceed the FCC's required transmitter measurements. Failure to comply with these requirements is cause for the immediate withdrawal of operating privileges.

Radio Equipment. The County's Department of Technology Services (DTS) is responsible for procuring, installing, and maintaining approved radio equipment purchased with County funds. The County will not authorize the operation of, nor will it assume any obligation for radio equipment that is owned or acquired in the name of a private individual. The County will also not assume responsibility for the installation or maintenance of radio equipment that has not been approved by an authorized MCFRS individual for support with County funds.

Once installed, all MCFRS personnel must protect and maintain the radio equipment assigned to their units and fire/rescue stations. The installation, maintenance and, if necessary, repairs of this equipment, must comply with DTS' written procedures.

Montgomery County assumes no responsibility for theft, loss, or damage due to negligence or unauthorized modifications of equipment, nor does the County provide insurance for any of this equipment. Furthermore, without advance approval, the County assumes no responsibility for any malfunction or damage resulting from the use of attachments not authorized by the manufacturer's specifications, or not approved by the County. Unauthorized modifications (e.g., installation of speakers, amplifiers, alarm devices, etc.) are considered to have been added without advance approval. If a connection or attachment is found to have caused an equipment malfunction or damage, the equipment will be permanently removed and appropriate discipline may be issued to the MCFRS individual, if the installation was in violation of this policy

Unless it is absolutely necessary to ensure that service delivery is not compromised, MCFRS apparatus will not be placed in service without a fully-functional mobile radio. MCFRS' 800 MHz radio infrastructure provides enhanced wide-area communications coverage. With the placement of more than one portable radio on most first-line apparatus, MCFRS maintains a high degree of safety and communications effectiveness with the use of redundant means for transmitting radio messages.

An MCFRS user who fails to comply with the policies and procedures in this policy, or with any rule or regulation of the FCC, the Fire and Rescue Commission, or the MCFRS Fire Chief, may be subject to withdrawal of authorization to operate communications equipment used on frequencies licensed to Montgomery County, in addition to other available disciplinary measures.

800 MHz RADIO SYSTEM

The ECC uses the designation ***MONTGOMERY*** for communicating with all fire/rescue apparatus and field personnel; similarly, field personnel use the designation MONTGOMERY when using mobile or portable radios to contact ECC.

Normally, it is not necessary for field units to call MONTGOMERY and wait for an acknowledgement ***before transmitting brief, routine*** messages. However, during periods of heavy radio traffic, or before issuing a lengthy message, personnel should initiate a preliminary call, e.g., "Medic 139 to MONTGOMERY," and await ECC's response or acknowledgment before proceeding.

When operating in a manual mode of dispatch, each responding unit must ensure that MONTGOMERY acknowledges that a specific unit is responding to an event. Responding units that are not acknowledged should attempt to advise MONTGOMERY a second time. The first unit to arrive on the scene of an event must advise MONTGOMERY of this fact; no other unit, with the exception of duty and command officers, should advise MONTGOMERY of its arrival on the scene.

Radio Unit Designations. All fire/rescue units must use their complete unit designator when transmitting radio messages; solely using numerals to identify a given unit is inappropriate.

Appropriate: "Engine 191 to MONTGOMERY"
"Ambulance 179 is responding."

Inappropriate: "331's ready."
"152's on the scene."

Portable Radio Unit Designations. Each fire suppression unit is equipped with at least three portable radios; each emergency medical services transport unit carries at least two portable radios. Tankers, brush units, and support vehicles generally carry one portable radio.

For radio transmissions, each position is identified by the unit's designator, e.g., "Engine Tanker 17," and an alpha designator, e.g., "A" for the apparatus driver, "B" for the unit officer, "C" for the third person (right bucket or equivalent), and "D" for the fourth person (left bucket or equivalent), etc. The alpha designator "T" is assigned to the tiller position of a truck company.

Examples: "Engine 101B" refers to the officer-in-charge of Engine 101.
"Ambulance 148A" refers to the driver of Ambulance 148.
"Truck 25T" refers to the tiller person on Truck 25.
"Quint 40D" refers to the fourth person (left bucket) on Quint 40.

Chief Officer Radio Designations. Per the *Integrated Emergency Command Structure (IECS)*, Regulation No 16-05AM, only certified chief officers are permitted to use the radio designation "Chief" for radio transmissions. This designation refers to a specific individual, regardless of what unit this individual is occupying. Other personnel, regardless of whether the individual is riding in a vehicle assigned to a chief, must use the vehicle's unit designation to make radio transmissions. A unit or an individual answering on behalf of a chief officer must make this transmission clear.

Example: "Truck 2 answering for Battalion Chief 2."

RADIO COMMUNICATIONS AND TERMINOLOGY

Basic Considerations when Transmitting on the Air. When transmitting a radio communication, it is imperative that a message be received and understood the first time. To better ensure that this occurs:

a. Listen before transmitting to ensure the talk group is clear and available.

b. Keep all transmissions brief and concise. Organize your thoughts first and then transmit. Avoid lengthy descriptions and unnecessary repetition. While speed of transmission is important, more critical is the accuracy and brevity of the message being delivered on the radio.

c. Speak clearly and pronounce words carefully. Speak in a conversational tone, with natural emphasis and rhythm, while providing the message in phrases, not one word at a time.

d. Before speaking, depress the microphone switch and wait for the "talk permit" tone. Hold the radio (or microphone) close to the mouth and speak directly into it, not across it.

e. Whenever possible, avoid transmitting when apparatus horns and sirens are operating, as radio messages often become unreadable.

f. Remain calm when transmitting messages. Avoid using uncivil, angry, abusive, derogatory, or sarcastic language, and avoid retaliating even if other individuals violate these principles of good communication.

g. Whenever possible, identify yourself and transmit a message in a single transmission.

Example:
Ambulance 339: "Ambulance 339 to MONTGOMERY, moving back to quarters."

MONTGOMERY: "Okay Ambulance 339." (time stamp)

h. Avoid the routine use of radio checks, and do not request strength and readability reports from ECC. In the rare instance that these tests are conducted, a concise statement of the test results must be issued to ECC.

Example: "loud and clear," "weak but readable," and "unreadable," are acceptable test result descriptions.

i. Do not advise the 7/9 Alpha talk group dispatchers when switching back from another talk group, and always ensure that the unit's personnel are operating on the appropriate talk group(s)

j. MONTGOMERY: simply announcing the time (time stamp) is ***never*** an appropriate acknowledgement of a unit's message. At a minimum, an acknowledgement must include the transmitting unit's number.

Example: "Okay, Engine 161, 2142" or "In service, Truck 10, 1513."

k. MONTGOMERY will always begin a service-wide message with "Attention all stations…" or "Attention all stations and units operating on the air..."

l. Under ***no*** circumstances will ECC or field personnel inquire or transmit, on ***any*** talk group, that injured or deceased victims are fire/rescue personnel. Under ***no*** circumstances will the name(s) of injured or deceased fire/rescue personnel be transmitted over the air. Communications of this nature must be transmitted ***only*** by telephone to ECC.

m. Transmissions that are redundant, or that repeat information that will be provided by another unit, are discouraged.

Example: "Battalion Chief 5 to Montgomery, A38 will be contacting EMRC shortly to initiate a patient consultation."

Standardized Words and Phrases for Radio Communications. MCFRS uses certain words or phrases to reduce the length of radio transmissions, and to ensure that the intent of the message is clearly understood. The statements below represent some of these words or phrases. Please note that, whenever available,

field personnel should use their MDCs to status a unit to reduce the overall demand on air time.

Word/Phrase	**Meaning**
Acknowledge	"Let me know that you have received and understood the message."
Address Check	A responding unit is requesting that an event address be repeated.
Address Confirmation	The calling party should be contacted by ECC again to confirm the dispatch location.
Advise	"Give this message to __ …."
Be Advised	Reflects the desire of a field unit to make another unit (or the ECC) aware of specific information.
Condition Red	Denotes a special condition under which the fire/rescue service and the ECC are operating. (See **Condition Red** under the **STANDARD OPERATING PROCEDURES** Section.)
Correction	"An error was made in the previous radio transmission. The corrected or amended version is __".
Direct	Used when one unit transmits directly to another unit, and re-broadcasting information from the ECC is unnecessary, or a third party acknowledges that message without the need for ECC to re-broadcast.
Emergency	Used to indicate that a message being transmitted is one where the life safety or welfare of fire/rescue personnel are at risk, or a critical situation exists that requires immediate assistance.
En route	Denotes that a field unit is responding (routine or emergency) to an event.
Event	A fire, rescue or EMS related incident

In Service	An identified field unit is available for dispatch.
Manual Operation	Denotes that MOSCAD station alerting and/or Mobile Data Computers (MDC) are out-of-service. If MDCs are out-of-service, field units must vocalize the unit's changes in status.
Mayday	An emergency distress signal indicating that one or more fire/rescue personnel need emergency assistance to escape an Immediate Danger to Life or Health (IDLH) atmosphere, or any other life threatening situation.
Move Back	An identified field unit is returning to its assigned fire/rescue station.
Moving Up	An identified field unit is relocating to a fire/rescue station other than that to which it is normally assigned, or relocating to a specific place. Whenever possible, field units should provide a brief explanation for the move. **Example**: "Engine 61 is moving up to Station 20 for supplies." "Engine 31 is moving up to Shady Grove Adventist Hospital to pick up personnel."
Okay	"Your message is received, understood, and will be complied with."
On the Air	An identified unit is operating on its portable or mobile radio, away from its assigned fire/rescue station, and is available for dispatch.
On the Scene	An identified unit is on the scene of an event.
Out of Service	An identified unit is unavailable for dispatch to an event.
Repeat	"Repeat your message; I did not understand it the first time."

Responding	An identified unit is proceeding to an emergency event with lights and siren.
Response Check is	Verbal inquiry initiated by MONTGOMERY to check if a unit is, in fact, responding (or en route) to a dispatched event.
Routine Response	An identified unit is responding without lights and siren to an event.
Signal 3	Denotes that a field unit needs an immediate law enforcement response to mitigate a situation where fire/rescue personnel are faced with an imminent or occurring danger to life or personnel welfare.
Stand By	"Listen, but do not transmit until directed to do so" by another unit or ECC.
Test Count	This language is used to test a specific radio or the radio system infrastructure. For a "test," a five count will be conducted twice: "1, 2, 3, 4, 5…..5, 4, 3, 2, 1."
That is Correct	"What has just been transmitted is accurate."
Verify	"Verify the accuracy of the entire message that was just transmitted and correct it if necessary."

International Phonetic Alphabet. To avoid confusion, alphabetical designations are sometimes used to clearly communicate locations (streets, apartment, or unit designations, etc.) with unusual spelling or pronunciations, or specific hazard information. These designations are substituted via the use of phonetic equivalents in the International Phonetic Alphabet (IPA) indicated below:

A – Alpha	B – Bravo	C – Charlie	D- Delta	E – Echo	F – Foxtrot
G – Golf	H – Hotel	I – India	J– Juliette	K – Kilo	L - Lima
M – Mike	N- November	O – Oscar	P – Papa	Q- Quebec	R- Romeo
S – Sierra	T – Tango	U- Uniform	V – Victor	W– Whiskey	X – X-Ray
Y – Yankee	Z - Zulu				

Talk Group Terminology. The MCFRS 800 MHz radio fleet map is organized into a system of Zones, which apply to a specific mutual aid jurisdiction or agency, and Talk Groups, which are individual radio sub-sets within a Zone. In the MCFRS radio template, Zones have a numeric designation from 1-18, and Talk Groups have alphabetical designations from A-P.

To ensure both clarity and conciseness in radio communications, MCFRS requires the use of a combination of both numeric Zone and alphabetic Talk Group designations to locate where in our radio system a fire/rescue unit(s) is conducting operations. To further clarify, phonetic equivalents are substituted for alphabetic designations by using the International Phonetic Alphabet (IPA) designations as shown below.

A – Alpha	B – Bravo	C-Charlie	D- Delta	E– Echo	F– Foxtrot
G – Golf	H – Hotel	I – India	J- Juliette	K – Kilo	L - Lima
M – Mike	N- November	O – Oscar	P – Papa		

Examples: "Medic 10, switch over to 7 Delta;"
"Engine 181, switch over to 7 Golf and go direct with Shorefield Road Command."

Fire/Rescue Apparatus Acronyms and Terminology. Throughout this Manual, in other MCFRS policies and procedures, and in MDC and CAD technologies, fire/rescue apparatus are identified by the use of various acronyms, abbreviations, and terminology provided below.

Aerial Tower (AT) – ladder trucks with a work platform (bucket).

Air (AR) – apparatus capable of providing cascade and SCBA support.

Air Boat (AB) – air-powered rescue boats sometimes used for positive-pressure ventilation (PPV) for large structures or other events.

All Terrain Vehicle (ATV) – vehicle designed specifically for off-road rescue operations, including patient or victim retrieval and transport.

Ambulance (A) – Basic Life Support unit.

Battalion Chief (BC) - first-level certified chief officer operating within MCFRS Incident Command System.

Boat (BT) – a boat designed and outfitted for rescue and transport purposes.

Boat Support (BS) – a vehicle designed to tow and support boat operations.

Brush (B) – apparatus used specifically to combat brush fires.

***Car (K)* -** generic designation for staff car.

***Chief (C)* –** a senior-ranking fire/rescue department or division head on the IECS list.

***Collapse Support Unit (CSU)* –** vehicle designed to support collapse rescue operations units.

***Command Post 1 (CP1)* –** specially designed and configured vehicle used for command operations that responds on large-scale events which warrant a lengthy and/or extensive level of command presence.

***Command Support 1 (CS1)* –** vehicle configured for command operations that responds on all full assignments to support incident command.

***Decontamination Unit (DECON)* –** vehicle carrying a large and wide-ranging assortment of decontamination/triage supplies and medical supplies/equipment.

***Engine (E)* –** apparatus carrying more than 500 gallons of water, with the ability to pump water.

***Engine Tanker (ET)* -** apparatus usually carrying more than 1,500 gallons of water, with the ability to pump water and deploy suppression attack fire hose lines.

***Hazardous Materials (HM)* –** hazardous materials response unit.

***Hazardous Materials Support Unit (HSU)* –** vehicle designed to support hazardous materials response units.

***HE* –** United States Park Police med-evac helicopter - “Eagle”

***HT* –** Maryland State Police med-evac helicopter - “Trooper”

***HMS* –** Washington Hospital Center med-evac helicopter - “Medstar”

***Medic (M)* –** Advanced Life Support unit

***Mobile (MO)* –** vehicle configured for command operations, but which responds without an *Integrated Emergency Command Structure (IECS*) command-certified officer on the unit.

***POD (POD)* –** acronym for “Platform on Demand” **–** large, rugged portable containers used to transport an array of specialized rescue equipment or special caches of supplies.

Quint (Q) - apparatus capable of functioning either as an engine company, or ladder truck.

Rescue Car (RK) - vehicle used as an administrative vehicle, or as an ALS "chase" vehicle, when designated by ECC.

Rescue Engine (RE) – an approved engine company apparatus carrying a limited assortment of vehicle extrication equipment.

Rescue Squad (RS) – apparatus designed for specialized heavy rescue services

Rescue Truck (RT) – an approved truck company apparatus carrying a limited assortment of vehicle extrication equipment.

Tanker (W) – apparatus carrying more than 3,000 gallons of water that may or may not have the ability to pump large volumes of water.

Transport (XPT) – vehicles designed to transport roll-off support units (e.g., Platform on Demand **–** POD- see above).

Truck (T) – ladder trucks that do not have a work platform.

Utility (UT) – apparatus that functions in a support mode, or ancillary work capacity.

RADIO PROCEDURES AND FUNCTIONS

Changing a Radio's Unit Assignment. Most MCFRS fire/rescue apparatus is equipped with a complement of portable radios, including one mobile radio. Radios are issued to one specific vehicle, and are cross-referenced to a specific unit's stock number. The "aliases" (unit identifiers) for these radios are also entered into the CAD.

Generally, portable radios remain with their assigned apparatus, enabling MONTGOMERY to identify with specificity a radio's assigned fire/rescue unit, including its riding position. This information is critical to both MONTGOMERY and the Incident Commander if a user should experience an emergency.

If a piece of fire/rescue apparatus is placed out of service, usually because of mechanical problems, an equivalent piece of apparatus may be temporarily transferred to replace it. Reserve apparatus moved to another fire/rescue station to temporarily replace another unit should be transferred ***without*** its assigned complement of portable radios. When the reserve unit arrives at its destination, station personnel should place the portable radios assigned to the out-of-service unit on the replacement unit.

Example: Engine 132 is sent to Fire Station 29 to temporarily replace Engine 291. Engine 132's portable radios should be secured at Fire Station 13. Engine 291's portable radios should be placed on Engine 132, ***running*** as Engine 291.

The station officer should contact MONTGOMERY via the direct line to request that the reserve unit's mobile radio identifier be properly changed in CAD and the radio system. The caller should be prepared to provide the reserve apparatus' mobile radio identification number and the appropriate radio designation to which the radio should be aliased. Mobile radios ***must not*** be altered or removed from fire/rescue apparatus; it is the responsibility of the County's Department of Technology Services to perform that service.

Help Desk Procedures (Radio System). MCFRS provides a dedicated IT assistance network to help users of the CAD, MDC, and radio technologies resolve their system problems. MCFRS personnel should first consult with other colleagues at the work site, and then if necessary, use the web site www.mcfrs.org/TechTraining to locate the fire/rescue Voice/Radio instructor by:

- clicking on the "Course Instructors" tab, then
- clicking on the "Trainer Matrix" tab; or contact the County Help Desk at (240) 777-2287.

MCFRS IT personnel staff the Help Desk during regular business hours. Leave a voice mail message providing:

- your name, work site, and phone number; and
- describe the specific nature of the problem or concern.

If an emergency occurs and you are unable to perform your duties as a result of inoperable technology with no viable alternatives, follow the directions on the voice mail announcement to page an on-call IT technician. Your call will be returned as soon as possible. If your inquiry is not an emergency, e-mail your question to fire.helpdesk@montgomerycountymd.gov.

If a *portable radio* is inoperable or defective, contact the MCFRS Battalion Chief office in your Battalion to request a replacement. See ***"Repair Procedures- Portable Radios***."

If a *mobile radio* is inoperable or defective, complete the appropriate repair order documentation. See ***"Repair Procedures- Mobile Radios***."

Patient Transport Information – Initiating Transport. When a patient transport is initiated, a crew member of the transporting unit must provide the appropriate transport information to the receiving hospital by radio, ***and*** enter a brief narrative description of transport information into the MDC. The crew member should also switch the mobile or portable radio over to the appropriate hospital talk group (e.g., Zone 10 Delta = Shady Grove Adventist Hospital). If the hospital fails to answer despite repeated attempts, consider paging the hospital by mobile or portable radio.*****

***** Additional information regarding the "Page" and other portable or mobile radio functionality can be viewed in the radio end-user guides or the Quick-Reference

Cards available at each fire/rescue station. More information is also available at the MCFRS Information Technology (IT) Training and Support website at www.mcfrs.org/TechTraining.

When the receiving hospital answers, the crew member should provide a brief description of the transport information.

Example: "Shady Grove, M89 is transporting a 50-year old female to your facility, chief complaint is leg pain."

DO NOT USE THE HOSPITAL ZONE (Zone 10) TO ENGAGE IN MEDICAL CONSULTATIONS!**

**** Medical Consultations must be established through EMRC and should not occur without first consulting with EMRC. If a hospital initiates a medical consultation directly with a unit, the personnel involved should tactfully advise the hospital that they must first consult EMRC (state medical radio, phone patch facilitated by EMRC, or 9 Charlie, 9 Delta, or 9 Echo on our radio system). One may consider whether he/she is engaging in a bona-fide medical consultation at the time specific medical direction (e.g., physician order) is provided by the hospital.

NOTE: See the patient transport recording procedures under the "**Mobile Data Computers (MDC)**" section of this document. If the transporting unit is equipped with a functioning MDC, enter a brief description of transport information into the MDC.

Repair Procedures (Mobile Radios). If a problem occurs with the function of a MCFRS 800 MHz mobile radio, immediately notify the on-duty station officer, who will complete a radio repair order request. Because of the enhanced coverage offered by the 800 MHz radio system infrastructure, and the number of portable radios on EMS and suppression apparatus, units may operate for a brief period without a mobile radio.

Once a replacement radio has been installed, the station officer must immediately contact MONTGOMERY by direct line to request that the replacement radio's identifier be changed in both the CAD and the radio system.

Repair Procedures (Portable Radios). If a problem occurs with the function of a MCFRS 800 MHz portable radio, immediately notify the station officer, who will complete a radio repair order request. The station officer should then contact the appropriate MCFRS Battalion Chief's Office to secure a replacement radio through the Battalion Chief's office.*** The station officer must then immediately contact MONTGOMERY by direct line to request that the replacement radio's identifier be changed in the CAD and the radio system.

*** The MCFRS Battalion Chief's Offices maintain a limited inventory of spare portable radio supplies, including batteries, antennas, etc. Requests for replacement parts, as a result of their having being stolen or lost, must be accompanied by the appropriate documentation.

Talk Group Assignments (Zones 7, 8, and 9). When operating in MCFRS Talk Group Zones - Zones 7, 8, 9 - personnel must follow MONTGOMERY's direction regarding which talk group to switch to for radio consultation.

When operating on 7/9 Alpha or 7/9 Bravo*:* communications must be made Unit to MONTGOMERY, and MONTGOMERY to Unit.

When operating in any incident Talk Group block*:* communications may be made Unit to MONTGOMERY, MONTGOMERY to Unit, Unit to Unit, Unit to IC, or IC to Unit.

If MONTGOMERY assigns an incident talk group block -- Inc10, Inc20, Inc30, etc.--, the Incident Commander takes "ownership" of the associated talk groups within this block. The IC's ownership of these talk groups lasts for the duration of the event, and any talk group assignments within this block are made at the IC's discretion.

An exception to these rules might occur if personnel must use **Fire Department Talk Around** (**FDTA**) to communicate a message. Once this message has been delivered, ***the user must switch back to the talk group to which he/she was previously assigned either by MONTGOMERY or the IC***.

NOTE: A user who has switched his/her radio to **FDTA** will lose certain functionality normally available to other talk groups. Because the **FDTA** is a non-repeated frequency, the channel has limited capabilities. Most importantly, when transmitting on **FDTA**, only radios within direct range will receive the signal. Because of this limitation, in most situations, ECC will be unable to hear that **FDTA** transmission. Also, the Emergency Button (**EB**) will transmit the **IDAT** alert only to radios within range, and no unit identifications will be transmitted to ECC CAD work stations. Finally, activation of the **EB** when operating on the **FDTA** will not cause any **Ruthless Pre-emption**, and the user will not have priority over any other radio operating within that talk group series.

The criteria below apply regarding talk group assignments in Zones, 7, 8, and 9:

- MONTGOMERY will dispatch fire/rescue apparatus on 7/9 Alpha, the dispatch talk group.

- *****At the time of dispatch, on the initial vocal, units will usually be asked to switch over to 7/9 Bravo, the Operations talk group.

- If an initial response requires the dispatch of multiple resources (e.g., a personal injury collision with numerous injuries, a box alarm assignment, etc.) a command officer is dispatched, or on a response for a known working event, MONTGOMERY may direct responding units to switch to an incident talk group block (e.g., Incident 10 **–** 7 Charlie, Incident 20 **–** 7/9 Golf, Incident 30 **–** 7/9 Kilo, etc.). The IC may request an incident talk group block or blocks at any time. Once MONTGOMERY has assigned a block, the IC "owns" each of the talk groups in the block for the duration of the event.

- ******When possible, MONTGOMERY will monitor the first talk group in each incident block being used. However, the IC or designee may request additional resources directly through this talk group operator. If an operator is unavailable, the IC must request additional resources directly through the 7/9 Alpha dispatcher.

- Zone 8 is available if additional talk group blocks are needed. MONTGOMERY may assign events to Zone 8 when necessary.

***** Whenever possible, MONTGOMERY will broadcast a second vocal on 7/9 Bravo, or the talk group to which responding units have been assigned.

** MONTGOMERY cannot always provide an operator for every event. To ensure quality and provide assurances that all requests for assistance will occur when possible, MONTGOMERY will ***monitor*** each of the first talk groups in each used incident block. If MONTGOMERY is unable to monitor these talk groups, it will advise the IC.

Except for matters relating to safety and welfare, e.g., **EB** activation, issuances of **IDRs**, and requests to activate the **IDAT,** MONTGOMERY will not routinely intervene or engage in radio communications in the incident talk group blocks.

Talk Group Assignments (Mutual Aid). When dispatched on Mutual Aid events, MCFRS fire/rescue apparatus should follow MONTGOMERY's direction regarding switching to Mutual Aid zones/talk groups. When another Mutual Aid jurisdiction requests MCFRS assistance, MONTGOMERY will attempt to identify the appropriate talk group or channel on which MCFRS units should respond. Regarding talk group assignments in Mutual Aid zones:

- MONTGOMERY will dispatch fire/rescue apparatus on the talk group assigned by the requesting jurisdiction.

- If a MCFRS responding unit experiences difficulties raising the requesting jurisdiction on the assigned Mutual Aid talk group, the unit should switch back to 7/9 Alpha for further direction from MONTGOMERY.

Units Being Polled Before Dispatch. With the use of Automatic Vehicle Locator (**AVL**), Automatic Vehicle Route Recommendation (**AVRR**), and Mobile Data Computers (**MDC**), MONTGOMERY can more effectively evaluate available fire/rescue resources, process evolving 911 calls, and then dispatch appropriate apparatus and other resources to mitigate events. For these reasons, personnel are discouraged from bidding on events unless they perceive an obvious dispatcher error.

Available fire/rescue resources -- personnel and apparatus -- will be dispatched according to the location of the event and the proximity of appropriate available of fire/rescue apparatus. Assuming a unit is equipped with functioning MDC and AVL

capabilities, MONTGOMERY will rarely have to poll units to determine their location before dispatching an event.

Scenario: Engine 231 is available and on the air (**AOR**) at East Jefferson and Montrose Road. Medic 239 is available in quarters (**AIQ**). MONTGOMERY receives a 911 call for "trouble breathing" at the Ring House **–** 1801 East Jefferson Street.

Sample Dispatch:

MONTGOMERY: (no polling, sends dispatch message to Medic 239 and Engine 231): "The Ring House, 1801 East Jefferson Street, Apartment #208, trouble breathing, Medic 239 and Engine 231 respond on 7 Bravo. Engine 231 okay?"

Engine 231: "Engine 231 is okay," and pushes the en route (**ENR**) button and acquires dispatch information via MDC.

Medic 239: Hears the MOSCAD alarm in the station, retrieves the station print out, enters the unit, and upon responding, pushes the en route (**ENR**) button….all dispatch information is also in the MDC.

If a unit firmly believes that it is closer to an event, it may request MONTGOMERY's permission to respond on the event.

Sample Bid:

"Engine 11 to MONTGOMERY, we are at Fenton Street and Georgia Avenue and request permission to respond on the box."

Using Zone 5 - Prince George's County Fire/Rescue. Public safety agencies in Prince George's County do not have system-wide access to 800 MHz radio system capabilities. Until Prince George's County migrates to an 800 MHz system, MCFRS units assigned to border companies (Stations 1, 2, 12, 15, 16, 19, and 24) should continue to use their Prince George's County portable radios.

To ensure that all MCFRS units can communicate with Prince George's County Fire and Rescue, MONTGOMERY may create a radio patch between Prince George's County Fire/Rescue frequencies and MCFRS' 800 MHz radio system. These arrangements are facilitated using the Alpha, Bravo, and Charlie talk groups in Zone 5. To act in response to this capability, MCFRS personnel should:

- listen for the talk group that MONTGOMERY assigns on the initial dispatch vocal;
- immediately upon responding, switch the unit's mobile radio over to the assigned talk group; and
- announce the unit's response status to the Prince George's County Fire and Rescue dispatcher on the talk group directed by MONTGOMERY.

If the responding MCFRS unit is unable to raise the Prince George's County dispatcher on the talk group previously directed by MONTGOMERY, the user should switch his/her mobile radio back to MONTGOMERY's 7/9 Alpha talk group and advise MONTGOMERY of his/her inability to speak with Prince George's County.

Using Zone 12 (Coordination) – Alpha, Bravo, Charlie, and Delta. A 911 talk group (12 Alpha) is programmed into all MCFRS and local government (i.e., Montgomery County) radios. The 911 talk group is located in Zone 12 of the MCFRS radio template, and is ***occasionally*** monitored by the Montgomery County Police Dispatcher Supervisor. The guidelines below apply to the use of this talk group:

- MCFRS personnel ***must not*** use this talk group unless MONTGOMERY directs them to do so!

- If MONTGOMERY directs personnel to switch to 12 Alpha, they should ensure that ***at least one*** of the other radios assigned to their unit remains tuned to the talk group ***previously*** assigned by MONTGOMERY.

Using Zone 18 - Police Department Monitoring. MCFRS provides its personnel/radios with the unique ability to monitor (but not transmit) radio communications among certain law enforcement entities operating in Montgomery County. Personnel who monitor Zone 18 must be aware that:

- When an attempt is made to transmit on Zone 18, the radio will be locked out of the talk group on which the transmission was attempted. To re-enable that radio's transmission and receiving capabilities of the radio, the user must switch out of the talk group, and then switch back to a talk group to which radio monitoring is desired.

- ***If the user decides to monitor law enforcement activity on Zone 18, he/she must ensure that at least one of the other radios assigned to the fire/rescue unit remains tuned to the talk group previously assigned by MONTGOMERY***.

- ***Unless otherwise directed in a face-to-face discussion with an authorized law enforcement officer, all MCFRS personnel should follow MONTGOMERY's explicit direction before proceeding into a potentially hostile environment***. If an MCFRS crew receives face-to-face clearance to enter an environment that has been deemed safe, the crew should advise MONTGOMERY that entry is now being made.

EMERGENCY RADIO PROCEDURES

Emergency Radio Communications – *Signal 3*. Emergency radio messages take precedence over all other types of transmissions. Issuing an emergency radio

communication is restricted to situations where life safety is at risk, or when immediate attention or assistance is critical.

During an emergency, field personnel may contact ECC by transmitting:

Example: "Engine 301 to MONTGOMERY, ***EMERGENCY***."

If fire/rescue personnel are faced with an imminent threat of, or occurring bodily injury, they may transmit a ***Signal 3*** radio transmission.

Example: "Ambulance 29 to MONTGOMERY, ***Signal 3***."

On the receipt of a ***Signal 3*** transmission, MONTGOMERY will acknowledge the message and immediately request the appropriate law enforcement agency to provide a ***Signal 3*** response to the last known location of the fire/rescue unit.

The use of this radio transmission is intended to ensure the rapid dispatch of law enforcement units to an incident where fire/rescue personnel are unable to provide a detailed description of the threat they face. It is NOT intended for any other purpose! If immediate law enforcement is required on the scene, but the welfare of fire/rescue personnel is not adversely impacted, requesting personnel must provide MONTGOMERY with the specific reason for requesting law enforcement, e.g., "the patient is becoming combative with bystanders".

Emergency Button Activation (Accompanied by a Verbal Explanation). All MCFRS radios are equipped with an ***Emergency Button*** **(EB)** function. When personnel activate this button, an audible alarm and a flashing visual icon appears on the fire/rescue communications dispatcher consoles. Whenever possible, field personnel must accompany the activation of the **EB** with a verbal explanation of the unit's emergency. MONTGOMERY will then dispatch the appropriate resources to mitigate the emergency, e.g., manpower, law enforcement, etc. Sometimes, however, this may not be possible. (See "***Emergency Button Activation – Silent Signal 3***.")

NOTES*:* More information regarding activation of the radio's ***Emergency Button*** (portable and mobile) is available in the End-User Guides at each fire/rescue station and is outlined in Fire and Rescue Service Policy 24-07, *SOP for Safe Structural Firefighting Operations*. Training aids are also available on the MCFRS Information Technology (IT) Training and Support website at www.mcfrs.org/TechTraining.

Emergency Button Activation - *Silent Signal 3*. As discussed above, activating the MCFRS radio ***Emergency Button*** will cause an audible alarm and a flashing visual icon to appear on the fire/rescue communications dispatcher consoles. Since personnel may activate the ***Emergency Button*** when they are unable to broadcast a verbal distress message, the procedure below will occur:

- If unit personnel do ***not*** provide a verbal explanation regarding the nature of the emergency, MONTGOMERY will transmit: "(Unit designation), what is your **EB** status?"

- When the unit receives MONTGOMERY's message, if the activation was unintentional, unit personnel will advise MONTGOMERY of the error and reset its radio. MONTGOMERY will also reset the dispatch console.

- If the dispatcher receives ***no response*** to his/her query, MONTGOMERY will contact the appropriate law enforcement agency and request a ***Signal 3*** (emergency lights and sirens) response to the location of the unit.

This procedure provides the affected unit an opportunity to clarify its disposition, avoids repetitive questioning, protects the safety of the affected personnel, and prevents an unnecessary law enforcement response.

NOTE*:* More information regarding activation of the radio's ***Emergency Button*** (portable and mobile) is available in the End-User Guides at each fire/rescue station. Training aids are also available on the MCFRS (IT) Training and Support website at www.mcfrs.org/TechTraining.

Failsoft Operations. Radio traffic across MCFRS talk groups is managed by a system controller. The MCFRS trunked system operates with one full-time controller -- a hard-wired back-up that immediately engages upon a failure of the primary -- and a tertiary backup that is available if a failure of the primary and secondary controllers occurs. For the tertiary controller to become functional, a switch must be activated to connect the radio system to the controller. If the radio infrastructure were to experience a system controller failure, and cannot connect with any of the three available controllers, it will operate in a mode referred to as ***Failsoft***.

Personnel will realize that the radio system is in ***Failsoft*** because each radio (portable and mobile) will emit a distinct chirp at ten second intervals, and will also display the message ***Failsoft***, alternating with the talk group (alpha-numeric designation and name) to which the radio is tuned.

When the radio system enters ***Failsoft***, the radio system is no longer trunking, and radios will operate in a conventional (non-800MHz) mode. Each radio channel is assigned to a specific function. Under this condition, certain zones will be assigned automatically to a specific channel on which to broadcast and receive. The assignments below will occur:

- 7 Alpha, 8 Alpha, and 9 Alpha DISP talk groups – one channel
- 7 Bravo and Papa, 8 Bravo and Papa, 9 Bravo and Papa – one channel
- 7 Charlie through 7 November, and 9 Golf through 9 November – one channel
- 8 Charlie through 8 November, and the entire Zone 11 – one channel

When operating in ***Failsoft***, radio traffic for these talk groups will occur over the above-referenced channels. Personnel operating on talk groups sharing the same channel will hear all radio transmissions occurring on that channel. For example, in

Failsoft, all users whose radios are tuned to 7 Charlie, 7 Delta, and 7 Echo will hear each other. For this reason, during ***Failsoft***, radio transmissions should be limited to communications critical to providing service delivery.

Immediate Danger Alert Tone - *IDAT*. If an Incident Commander or designee determines that a structure or other hazardous area must be evacuated immediately, the ECC will be directed to sound the alternating high-low radio evacuation tone known as the ***IDAT*– I**mmediate **D**anger **A**lert **T**one.

When personnel operating at or near the incident site hear this audible warning tone, they must immediately evacuate the affected area because an imminent danger to operating personnel has been identified. Apparatus drivers must assist with this evacuation by simultaneously sounding their apparatus air horns with a single, long (approximately one minute), continuous blast.

ECC must determine the affected area from the Incident Commander and repeat this information across the talk group:

SAMPLE: *"MONTGOMERY to all personnel operating at 101 Main Street, Command has identified the house and a 100 foot perimeter to be the area of imminent danger."*

Incident Duration Reminders - (IDRs) To ensure the safety and welfare of personnel operating on the scene of an incident, the ECC will issue Incident Duration Reminders, or ***IDRs***, consistent with the requirements established by the Fire Chief. These notifications are issued twenty minutes after the arrival of the first primary unit on events where three or more primary units have been dispatched. After the first unit has arrived, ECC will issue these reminders at fifteen minute intervals.

MOBILE DATA COMPUTER (MDC) PROCEDURES AND FUNCTIONS

MDCs are modular computers that are configured for mobile use. These devices consist of a touch-sensitive screen display, a keyboard, a central processing unit (**CPU**), and a power supply. MDCs provide fire/rescue personnel the ability to status their unit without verbalizing this information. MDCs also provide access to **CAD** dispatch information, route mapping with Automated Vehicle Locator (**AVL**) capability, future pre-plan access, messaging, hazard information, and future personnel accountability.

For an MDC to receive CAD-driven data, it must be continuously powered on and logged into the system. When units are in quarters, shoreline power must be connected to maintain power to the MDC, and to assure an adequate charge to the vehicle's batteries.

When a fire/rescue unit is dispatched on an incident, a CAD dispatch message will appear on the monitor display, accompanied by an audible alert. Personnel may:

- status a unit by touching the appropriate button on the monitor screen, or use the touch pad to move the cursor;

- view a computer-generated route recommendation on the map display, and view/follow the unit's progress on this map; and

- run various queries to access additional information (e.g., location hazard information).

In the future, personnel, regardless of station assignment or affiliation, will also be able to access pre-plan data while en route to an event anywhere in the County. In addition, unit officers will able to electronically update their unit rosters by scanning personnel accountability tags with a bar code reader.

Changing Unit Capabilities (e.g., existence of on-board medic equipment). Packet Cluster Rescue (**PCR**) provides a Roster Update (**1RST**) button, which enables the end-user to change roster information associated with a given fire/rescue unit. This function enables the user to update personnel riding assignments, radio information, and various unit (e.g., advanced life support first responder equipment, etc.) and personnel (e.g., Spanish-speaking) capabilities.

As of the effective date of this Manual, field personnel may update only the fire/rescue unit's response area. All other changes to a unit's capabilities must be initiated through MONTGOMERY. These requests should be made by direct line phone as early as possible, and changes should be ***avoided*** after a unit's dispatch and subsequent response. When the 1RST becomes fully functional, a Fire Chief's Order will be issued explaining its use.

Example to *AVOID*: Engine 231 has been dispatched as an Advanced Life Support First Responder Apparatus (***AFRA***) on a "chest pains" event. En route to the event, Engine 231 transmits the following radio message: "Engine 231 to MONTGOMERY, change us to a regular engine."

Changing Unit Designation – Reserve Unit Placed in Service. If a fire/rescue apparatus is placed out of service because of a mechanical problem, a temporary apparatus transfer may be made by the officer-in-charge. If this transfer is to last longer than twenty-four hours, or if a reserve unit is to be placed in service, operations personnel must take several actions to change the designations of the affected units.

Example: Engine 291 is placed out of service for mechanical reasons for an extended period of time (longer than twenty-four hours). Engine 132 is sent to Fire Station 29 and will run in the interim as Engine 291. The station officer at Fire Station 29 should:

- call MONTGOMERY on its direct line and request that Engine 291 be logged off CAD; and

- log Engine 132's MDC onto PCR by clicking the **Login** button. Enter the "real" Engine 291's logon information (e.g., User ID, Unit ID, Password, and District **–** D1, D2, D3, D4, D5, or CW) into the required fields, and ***enter Engine 132's Vehicle ID*** into the required field.

These actions will *exchange* the replacement unit's designation with that of the unit that it is replacing, and the ***replacement unit's assets*** (e.g., Hurst tool, thermal imaging camera, atmospheric monitor, etc.) will be ***automatically transferred in CAD***.*

* To change a unit's assets in CAD, the station officer should call MONTGOMERY directly by landline.

NOTE*:* In addition to other transferables -- maps, Knox box keys, etc.-- portable radios from the unit that has been replaced should be transferred to the replacement unit. In the above-cited example, the "real" Engine 291's portable radios must be placed on Engine 132 (operating as Engine 291).

Changing Unit Location - Moving Up. If a unit is moving to another fire/rescue station's first-due, and this move is ***not*** the result of MONTGOMERY's request to transfer to another fire/rescue station, the station officer should use the MDC to reflect the first-due area to which the unit is moving. This change is necessary whenever a unit is moving to a different area of the County for supplies, administrative functions, training, etc.

NOTES: Whenever possible, the unit officer should enter an explanation into the MDC regarding the nature of the move (e.g., fuel, medical supplies, maintenance, etc.).

Updating a unit's response area in CAD is critical whenever the unit goes off the air (**AIQ**) at the new location. If the response area is ***not*** updated, the station alerting at the new location will *not* activate when the unit is dispatched on an incident. Instead, station alerting will sound at the ***last*** station where the unit was shown in CAD.

Changing Unit Location – In-County Transfer Initiated by MONTGOMERY.
If a unit is transferring to another fire/rescue station as the direct result of having been dispatched by MONTGOMERY:

- MONTGOMERY will initiate the affected unit's movement in CAD;
- the unit officer should status the MDC **AOR** (available on radio); and
- on arrival at the fire/rescue station to which the unit was transferred, the unit officer should status the MDC **AIQ** (available in quarters).

NOTE*:* When ***AVRR*** comes on line, the system will continually track the movement of all fire/rescue apparatus. Under normal circumstances, before generating a recommended response assignment, CAD and ***AVRR*** will compare the unit's actual location with other units on the air, and the actual dispatch location. Thus, a unit

engaged in a transfer that has not yet reached its transfer destination will still be recommended for dispatch if it is considered to be closer.

Changing Unit Location – Out-of-County Transfer Initiated by MONTGOMERY. If a unit is transferring to an out-of-County fire/rescue station as the direct result of being dispatched by MONTGOMERY:

- MONTGOMERY will initiate the affected unit's movement in CAD;
- the unit officer should status the MDC **ENR** (En Route); and
- on the unit's arrival at the fire/rescue station to which it was transferred, the unit officer should status the MDC **ON** (On Scene) as the appropriate status for the duration of the transfer, regardless of whether it was dispatched while engaged in the transfer.
- When released from the transfer, the unit should status **AOR** (Available on Radio).

Changing Unit Location While on an Event- Dispatch Location is Different from Actual Event Location. CAD is the master database of event locations and must be kept accurate. If a unit arrives on the scene of an event whose location differs from that of the original dispatched location, the actual event location ***must*** be updated in CAD. It is also imperative that other responding apparatus know the corrected address.

Occasionally, a unit officer may need to change the location of the unit from that of the original dispatched location. This change does ***not*** institute a change in CAD regarding the original dispatched event location; it simply enacts a CAD and PCR record reflecting the affected unit's ***change in location.*** To engage this function, the unit must already be assigned to an event.

Example: Ambulance 88 is dispatched for a personal injury collision at Montgomery Village Avenue and Stedwick Road. Ambulance 88 arrives on the scene and finds a collision. However, the patient is inside the building located at 19100 Montgomery Village Avenue. The unit officer of Ambulance 88 should elect in PCR to:

- press or click on the **Change Loc** button, or press Ctrl-F3;
- enter the new location - 19100 Montgomery Village Avenue;
- enter any applicable text comments (optional); and
- enter the time (optional).

NOTE: Using the "Change Location" function outlined above *will not* change the event location in CAD! To change an event's location in CAD, the unit officer must contact MONTGOMERY by radio. While a ***Dispatcher message*** may also be used to transmit this information, the unit officer must consider the priority of the event location change. If a change in an event's location will affect initial fire

suppression efforts or water supply operations, it is ***critical*** that this change be made verbally on the radio.

NOTE*:* More information regarding the Change Location function is available in the MDC End-User Guide at each fire/rescue station.

Event Response- Federal Agencies on-base- *NO* MCFRS Response.
When the federal Mutual Aid stations respond on-base for events that ***do not*** require MCFRS assistance, these units are usually unavailable for further dispatches, either on-base, or for Mutual Aid to MCFRS, until the original event is mitigated and cleared. To ensure that affected units are reflected as unavailable in CAD, federal agencies that respond to on-base events should:

- press or click on the **OUT** button, or press Ctrl-T;
- enter the **Type** of work environment;
- enter the **Location** (optional, but recommended); and
- complete other applicable fields (including optional comments).

NOTE: The ECC will generate events in the **CAD** when federal agencies request the response of MCFRS units to assist with mitigating an event. These requests should come ***at the time of the response***, preferably ***by direct line***, and ***before*** apparatus response. Respective records management reports (currently Firehouse) will be generated.

Event Response- Federal Agencies on-base, *WITH* MCFRS response).
When the federal Mutual Aid stations respond on-base for events that ***do*** require MCFRS assistance, MONTGOMERY prefers the agency to request help by direct line. Based on pertinent call-taker information, MONTGOMERY will dispatch the appropriate MCFRS fire/rescue apparatus. Once responding, MCFRS unit officers should use the MDC function to status their unit accordingly.

NOTE: The same comment as immediately above for event response for federal agencies with ***NO*** MCFRS response applies, i.e., ECC will generate events in the CAD when federal agencies ***do*** request the response of MCFRS units to assist with mitigating an event. These requests should come ***at the time of the response***, preferably ***by direct line***, and ***before*** apparatus response. Respective records management reports (currently Firehouse) will be generated.

Help Desk Procedures for MDCs. MCFRS provides a dedicated IT assistance network to help users of the CAD, MDC, or radio technologies resolve system problems. Personnel should first consult with other colleagues at the work site, and then if necessary, use the web site (www.mcfrs.org/TechTraining to locate fire/rescue MDC assistance by

- clicking on the "**Course Instructors**" tab; and
- clicking on the "**Trainer Matrix**" tab.

If necessary, contact the County Help Desk at 240-777-2287. MCFRS IT personnel staff the Help Desk during regular business hours. Leave a voice mail message by providing:

- your name, work site, and phone number;
- information regarding which MDC has a potential problem (e.g., the MDC on Medic 309); and
- the specific nature of the problem or concern.

If an emergency occurs and you are unable to perform your duties as a result of inoperable technology with no viable alternatives, please follow the directions on the voice mail announcement to page an on-call IT technician. Your call will be returned as soon as possible. If your inquiry is *not* an emergency, email your question to fire.helpdesk@montgomerycountymd.gov

Logging Off CAD. Unless specifically directed by MONTGOMERY, ***do not*** log the MDC off CAD, because this will remove the unit from consideration when events are dispatched.

If a piece of apparatus will be unavailable for service for an extended time (e.g., out-of-service mechanical), notify MONTGOMERY, which will then log the affected unit off CAD, and the unit will no longer be recommended for dispatch.

Patient Transport Information – Initiating Transport. When a patient is transported, enter a brief narrative description of transport information into the MDC and provide applicable transport information to the receiving hospital by radio. To create a transport record in the MDC:

- select the **XPTB** (Transport Begin) button in PCR;
- select **Emergency** or **Routine** to reflect the mode of transport;
- manually type the **Starting Location** if it was not previously auto-filled (**Scene** is adequate);
- select a **Destination** from the provided pick-list;
- manually enter the **Starting Mileage** (optional); and
- manually type a brief text description of the applicable transport information (e.g., “50 y/o male chest pain”).

NOTES*:* More information regarding the above-referenced entry of transport information into the MDC is available in the MDC End-User Guide in each fire/rescue station.

If a unit transports a patient to a hospital which is ***not*** reflected in the “Destination” pick-list, provide MONTGOMERY with applicable transport information on 7/9 Bravo. MONTGOMERY will enter this information directly into CAD.

If a transport unit is not equipped with a functioning MDC, provide this information to MONTGOMERY on 7/9 Bravo; MONTGOMERY will enter this information directly into CAD.

See the ***Radio Transport*** notification procedures provided under the **Radio Procedures and Function** section of this document. Personnel are responsible for providing radio notifications to receiving hospitals.

Using *Announce* Function. MCFRS' MDCs can simultaneously send an electronic message to a select group of field personnel. Through the use of customized distribution groups, messages may be sent to a pre-defined list of MDCs that have a common association or purpose (e.g., Training, Battalion, service type, etc.). Be aware that:

- personnel ***must*** comply with all applicable regulations and procedures (Montgomery County, Fire and Rescue Commission, Montgomery County Fire and Rescue Service, federal, State and any other applicable policies) regarding the transmission and exchange of electronic messages and the use of computer technologies;

- all e-mail messages are recorded on the County server and can be reviewed by authorized system administrators; and

- "Announce" messages are for MCFRS ***business use only***, and all personnel must limit messages to ***business use only***. These messages impact on the business processes of many different users, and may impact the performance of the Mobile Data Gateway (**MDG**).

NOTE*:* More information regarding "Announce" function is available in the MDC End-User Guide at each fire/rescue station.

Using *Mail* Function. MCFRS' MDC technology enables personnel to engage in *non*-world-wide-web (www) e-mail functions. MCFRS MDCs can generate e-mails to other MDCs that are logged onto PCR.

- Personnel must comply with all applicable regulations and policies (Montgomery County, Fire and Rescue Commission, Montgomery County Fire and Rescue Service, federal, State and any other applicable policies) regarding the transmission and exchange of electronic messages and the use of computer technologies;

- all e-mail messages are recorded on the County server and can be reviewed by authorized system administrators;

- all e-mail messages ***automatically*** default to "private" when sent, i.e. the e-mail message will be seen and read ***only*** by the initiator and the receiver(s);

- if the initiator clicks on the **Public** box, the e-mail will be sent automatically to ***all users*** within the County's MDC infrastructure, ***including law enforcement personnel****; and*

- a **Public** e-mail will activate the **Info** (Information) button on all MDCs within the County's MDC infrastructure. If over-used, this could be distracting to other public safety users operating in the field.

NOTE: More information regarding ***Mail*** function is available in the MDC End-User Guide at each fire/rescue station.

Using Packet Cluster Rescue (PCR) Function to Status a Unit. Field personnel must use the MDCs on fire/rescue units equipped with these devices to reflect that unit's appropriate status. Only if a unit does not have a functioning MDC should the crew routinely transmit the unit status verbally. The MDC button abbreviations below indicate the unit's status.

- **ENR –** indicates a fire/rescue unit is en route to an event
- **ON –** indicates a fire/rescue unit is on the scene of an event
- **XPTB –** indicates that patient transport has begun
- **XPTA –** indicates the transport unit has arrived at the receiving medical facility
- **AOR –** indicates a fire/rescue unit isavailable on the air for dispatch
- **AIQ –** indicates a fire/rescue unit is available, in quarters, for dispatch. If the unit is not placed "AIQ," the station alerting tones will not sound in the station.
- ***1RST – *ONLY*** enables the end-user to update the response area in which the unit has moved (e.g., Medic 10 moves up to Station 23's first-due area for supplies)
- ****OV-4 –** indicates that one or members of the crew has stepped out of the vehicle (e.g., in a grocery store) This cues the ECC the crew is operating on a portable radio
- **IV-5 –** indicates that the crew has re-entered the vehicle. The field end-user will receive the following CAD message: "Mobile Unit XX is unlocked."
- **OUT –** indicates the unit is out-of-service on an event (e.g., inspection, public education demonstration, radio repair, etc.)

***** This button eventually will enable personnel to update the unit's roster with personnel names and capabilities, e.g., special equipment, or personnel skills.

****** When a crew is on the scene of an event, they need not status **OV-4**. It is ***usually*** implied that once a unit's status is changed to **ON**, its crew has exited the vehicle and is mitigating an event. When this button is pressed, the crew will receive the CAD message "Mobile Unit XX is Locked."

NOTE*:* More information regarding the above-referenced buttons is available in the MDC End-User Guide at each fire/rescue station.

Using the *Talk* Function. MCFRS MDCs enable personnel to electronically converse with other units logged into PCR. The ***Talk*** function enables two personnel who are logged into PCR to exchange real-time messages, paralleling the "instant message" or chat function offered by most Internet Service Providers (ISPs). When using this function, be aware that:

- all personnel must comply with all applicable ethics policies (Montgomery County, Fire and Rescue Commission, Montgomery County Fire and Rescue Service, federal, State and any other applicable policies), regarding the transmission and exchange of electronic messages and the use of computer technologies; and

- all e-mail messages are recorded on the County server and can be reviewed by authorized system administrators.

NOTE*:* More information regarding ***Talk*** function is available in the MDC End-User Guide at each fire/rescue station.

Re-booting the MDC. At ***each shift change,*** and while conducting an apparatus check out, personnel must re-boot the MDC to assist in maintaining an optimal level of MDC performance, while refreshing any memory deficits that may evolve over an extended period of system operation. To reboot the MDC:

- log off of **PCR** by selecting **Logoff** from the **File** menu;
- close **PCR** by selecting **Exit** from the **File** menu;
- close ***AltarisView*** and any other applications that are currently running;
- click the **Start** button on the *Microsoft* Windows Taskbar;
- select **Shut Down;**
- select **Restart;**
- click the **OK** button; and
- log back onto **PCR** by clicking the **Logn** button.

At the end of the re-booting process, personnel may need to recalibrate the stylus/finger/mouse function. To recalibrate:

- click the **Start** button on the Windows Taskbar;
- select **Programs** and note the pop-up menu;
- select **TouchWare** from the list on the pop-up menu ;
- click to select the **Tools** tab at the top of the new window;
- click the **Linearize** button at the bottom of the window;
- select **Finger Only** to calibrate the system with your finger; and
- **press** and **hold** each picture of a target (as directed on the screen). When prompted, click **Continue** to proceed to the second calibration/linearization screen.

NOTE: Notice the appearance of an “error” below each target on the second screen and disregard this message. The system uses the error calculations in the calibration process.

Sending a *Dispatcher* Message. MCFRS’ MDCs can send a ***Dispatcher*** Message. These messages may be read by ***any*** personnel engaged in ECC dispatcher responsibilities. When MONTGOMERY is operating under taxing circumstances, e.g., ***Condition Red***, storms, etc., the dispatcher may not have time to immediately check these messages.

- This function enables personnel to send electronic messages, e.g., telephone pole numbers, to dispatchers working at ECC.

- *Sending a ***Dispatcher*** Message should be limited strictly to routine business needs, and should ***not*** be used to send urgent/emergency messages.

- Personnel must comply with all applicable regulations and policies (Montgomery County, Fire and Rescue Commission, Montgomery County Fire and Rescue Service, federal, State and any other applicable policies) regarding the transmission and exchange of electronic messages and the use of computer technologies.

- All e-mail messages are recorded on the County server and can be reviewed by authorized system administrators.

**** Critical communications cannot be replaced by electronic messaging!*** If the message impacts life safety, a radio transmission remains the most appropriate manner and timely means to transmit any urgent/emergency message.

Ethical Note: MDC Communications are archived by the Communications Chief for three years. These archived records can be used to assist in investigations, clarifications, and fact-finding endeavors. This is a reminder to all personnel that the content and tone of ***all*** mail announcements, messages, or other MDC-created electronic transmissions must be ethical, and relevant to MCFRS' business process.

NOTE*:* More information regarding ***Dispatcher*** message is available in the MDC End-User Guide at each fire/rescue station.

Sending an *Urgent* Message. MCFRS' MDCs can send ***Urgent*** text messages. With system progression, development, and enhancement, MCFRS capabilities will increase, and the use of the MDC system and its components will be expanded to meet the growing needs of daily communications in the fire service.

- This function enables users to send electronic messages to other fire/rescue units or workstations - MONTGOMERY, station CAD terminals, etc.

- ***Urgent*** messages are business messages that require immediate attention.

- ***Urgent*** messages also require that personnel must comply with all applicable regulations and policies (Montgomery County, Fire and Rescue Commission, Montgomery County Fire and Rescue Service, federal, State and any other applicable policies) regarding the transmission and exchange of electronic messages and the use of computer technologies.

- Like all other e-mail messages, ***urgent*** messages are recorded on the County server and can be reviewed by authorized system administrators.

- **Critical communications *cannot* be replaced by electronic messaging!** If the message impacts life safety, a radio transmission is the most appropriate manner and timely means to transmit any urgent message.

NOTE*:* More information regarding electronic ***Urgent*** messaging is available in the MDC End-User Guide at each fire/rescue station.

EMERGENCY MOBILE DATA COMPUTER PROCEDURES

F-11 Emergency Key* Activation.** The MDC is equipped with an emergency key function. When the ***F-11 key is pressed two or more times within three seconds, an emergency message is sent to MONTGOMERY. Whenever possible, the user must accompany the activation of the ***F-11 key*** with a verbal explanation of the unit's emergency. MONTGOMERY will then dispatch the appropriate resources to mitigate the emergency, e.g., a manpower unit, law enforcement, etc.

Occasionally, verbalizing the emergency may not be possible due to fear of harm to personnel, i.e., an assault. Because activating the ***F-11 Emergency Key*** requires taking specific, purposeful action, MONTGOMERY will assume that the activation is deliberate unless otherwise acknowledged.

F-11 Emergency Key Activation - Silent Signal 3*.** The **MDC**'s ***F-11 emergency key function can also be used when unit personnel cannot simultaneously verbalize a distress message. When this occurs, the procedure below is implemented.

- If personnel activate the ***F-11 Emergency Key*** and ***do not*** provide a verbal explanation regarding the nature of the emergency, MONTGOMERY will transmit this message: "(Unit designation), what is your **EB** status?"

- If the activation was unintentional, the unit's personnel should advise MONTGOMERY of the error. MONTGOMERY will then initiate a reset at the dispatch console.

If the unit's personnel ***do not respond*** to the ECC dispatcher's query, MONTGOMERY will contact the appropriate law enforcement agency and request a ***Priority*** response (emergency lights and sirens).

This procedure provides the affected unit an opportunity to clarify its disposition, avoids repetitive questioning, prevents an unnecessary law enforcement response, and protects the safety of the affected personnel.

STANDARD OPERATING PROCEDURES

Transmission of Messages. All fire/rescue personnel must manage radio and telephone exchanges in a manner that conserves air time, and facilitates the accurate, brief, and rapid transmission of mission-critical communications. Using non-standard procedures, needless or duplicative communications, or a lack of circuit discipline, causes delays, confusion, and/or unnecessary transmissions.

Circuit Discipline. MONTGOMERY is responsible for: maintaining radio circuit discipline; rapidly and efficiently managing radio, telephone, and MDC communications traffic; determining the order of priority in which radio transmissions are made; and directing and controlling the use of all radio talk groups.

Talk Group Usage. Using primary talk groups --7/9 Alpha and 7/9 Bravo -- is limited to communications essential to conduct official fire, rescue, and EMS operations. ECC personnel are responsible for controlling all talk groups applicable to the MCFRS radio fleet maps.

All radio transmissions must be restricted to the shortest practical transmission time. Except for 7/8/9 Oscar, MONTGOMERY assigns all talk groups to conduct fire/rescue services business.

FCC Operating Rules for Public Safety Agencies. Under the operating rules of the Federal Communications Commission, it is unlawful to:

- transmit false calls or false or fraudulent distress signals;
- transmit unnecessary or unidentified communications;
- transmit messages of a personal nature by radio;
- use profane, indecent, or obscene language;
- intercept, use, or publish the content of any radio message without the expressed permission of the proper authority;
- cause unlawful or malicious interference to any other radio communications;
- transmit without first ensuring that the intended transmission will not cause harmful interference;
- transmit unassigned call signals;
- willfully damage or permit radio equipment to be damaged; or
- deny access to any radio equipment if a properly identified representative of the FCC asks to inspect it.

MCFRS must make its radio equipment available for inspection by an authorized FCC representative at any reasonable hour of the day. Violations of FCC rules and regulations may subject violators to fines up to $10,000, or a prison term of up to two years, or both.

Assignment of Alternate Talk Group(s). When a high volume of radio traffic or other conditions impede the dispatch process, MONTGOMERY may request units, e.g., Box Alarms, to switch to an alternate talk group(s). Similarly, when an alternate talk group, e.g., 7/9 Charlie, or an incident talk group block (e.g., Inc20:

7/9 Golf – 7/9 Juliette), is required for command, control, and coordination of event operations, the IC may request the use of those resources. MONTGOMERY will monitor an alternate talk group when staffing permits. However, MONTGOMERY maintains ultimate control of the use of alternate talk groups.

No unit or individual should switch to an alternate talk group unless MONTGOMERY directs or approves it to do so. When switching back to 7/9 Alpha or Bravo, it is not necessary to advise the ECC dispatcher.

Assignment of Alternate Talk Group(s) – Full Assignments. On any full assignment incident, an alternate talk group (e.g., Inc20 – 7/9 Golf) will be assigned. It is implied that an incident talk group block (e.g., Inc20 – 7/9 Golf – 7/9 Juliette) has been assigned, as opposed to a single talk group. The talk group assignment will be announced on both the pre-alert and the initial vocal announcement. The IC takes ownership of the associated talk groups within this block, and "owns" these talk groups for the duration of the event. Any talk group assignments within this block will occur at the IC's discretion.

On full assignments, all command officers and primary units that are not equipped with a functioning MDC must vocalize their response on the assigned talk group. When MDCs are out of service, all units must vocalize their response on the assigned talk group. When units return to service, units without a functioning MDC must vocalize their "ready" status ***before*** switching back to 7/9 Alpha. When switching back to 7/9 Alpha, it is not necessary to advise the 7/9 Alpha dispatcher.

Control of Communications for Task Force or Greater Alarm. ECC will assign all apparatus dispatched on Task Force or greater alarms to a talk group separate from the incident's primary tactical talk group. Units responding on Task Force or greater alarms should status MDC appropriately, and switch to this talk group until assigned to the incident by the Incident Commander. If a unit has a message for ECC, this message should be transmitted on Bravo. ECC Radio Operators will not usually be assigned to these additional talk groups. The Staging Manager should monitor both the primary tactical talk group and the staging talk group so resources can be managed appropriately. Only the Staging Manager should use the tactical talk group for communications with the Incident Commander.

Heavy Radio Traffic Conditions. Radio, MDC, and telephone traffic frequently becomes so heavy that an ECC dispatcher cannot immediately respond to a requesting unit. When this occurs, MONTGOMERY may broadcast the direction, "All units stand by.", or it may transmit a prolonged single alert tone. These actions all indicate the same situation: "The ECC is busy and is unable to answer; please stand by until polled."

MONTGOMERY may occasionally request units operating on a given talk group to maintain radio silence until otherwise directed. For example, MONTGOMERY may broadcast the following direction: "Attention all stations and units on the air. Maintain radio silence until further notice unless you have an emergency." When operational conditions return to normal, MONTGOMERY will broadcast a message lifting this direction

Condition Red. ***Condition Red*** is an operational condition declared by the ECC, usually when available fire/rescue resources (e.g., fire/rescue apparatus) are inadequate to respond to the number of events that are occurring. It may also occur when the number of incoming 911 calls begins to overtax the capabilities of available ECC staffing. Situations that may precipitate a ***Condition Red*** include severe weather conditions, simultaneously occurring events of a complex nature, or natural or man-made disasters.

When ECC declares ***Condition Red***, field personnel will realize reduced response assignments and must curtail the use of routine radio transmissions, e.g., patient transport information. Direct line and telephone use to the ECC should be curtailed unless an emergency occurs. Field requests to transmit routine messages will be declined, and station personnel should refrain from contacting the ECC to conduct routine business. Occasionally, at the ECC on-duty supervisor's discretion, and with the approval of the on-duty Shift Chief, fire/rescue apparatus not already engaged on dispatched events (or pre-approved details) may be directed to return to quarters.

Condition Red will remain in effect until the ECC transmits an announcement lifting the modified condition.

Bidding on an Event. MONTGOMERY continuously evaluates events which have yet to be dispatched, prioritizing them based on level of severity or need, and assessing the availability of appropriate fire/rescue resources. Often more than one event will occur in the same geographical area.

Occasionally, after an event is dispatched, a unit may perceive that it is closer to the dispatched location, even though it was not dispatched. If a unit officer wants to respond on the event, he/she should declare his/her unit's location on 7/9 Alpha and bid on the event. The bidding unit may proceed in routine mode in the direction of the event until the ECC dispatcher has determined whether it should respond, but the unit should not move beyond the station response area where that unit is currently located.*

The 7/9 Alpha Dispatcher is responsible for tracking all available fire/rescue apparatus, while simultaneously monitoring and handling all other events pending dispatch. Although the bidding unit was not dispatched on an active event, it may be in the process of being considered for another higher priority event, pending dispatch.

STATION ALERTING AND VEHICLE STATUS

MOSCAD Station Alerting System. All MCFRS stations are equipped with the Motorola System Control Alerting Device (**MOSCAD**) function. This system activates standardized alert tones to notify station personnel that one or more of that station's units have been dispatched on an event. The MOSCAD station alerting is integrated into the CAD system and is fully-automated. The MOSCAD

system can also monitor critical infrastructure systems in each fire/rescue station, including the status of commercial power, generators, fire detection systems, and sprinkler systems. The status of these systems can also be monitored by terminals located in both the ECC and the AECC.

If a CAD failure occurs, the system sounds a distinct alert in each fire/rescue station to notify station personnel. ECC will direct all stations to maintain a station watch for the duration of the system failure. During this time, dispatch messages will not be sent to the MDCs, printouts will not occur at the station level, and station personnel must be attentive to MONTGOMERY's verbal messages to determine which of the station's units are due to respond, and the nature and location of the dispatch. If time and staffing permit, the ECC will activate station alerting for each event to which a station's apparatus is due, and station alerting may be manually activated at the ECC.

Tracking Unit Statuses. Most MCFRS apparatus is equipped with MDCs. Among other functions, this device enables personnel to status their vehicle without verbalizing this fact over the air. Whenever possible, personnel should use their MDC to status their vehicle appropriately.

Address Validation. Montgomery County is divided into specific geographical areas or reporting districts, also known as box areas, determined by the distance between each fire/rescue station to specific areas of the County. The closest fire/rescue station to a given location determines the reporting district. The ECC is responsible for tracking and establishing these reporting districts.

The CAD system validates the reported location of an event as keyed by the call taker against the geographical database (geo-base) files. The geo-base files automatically add the reporting district (box area) code to the event entry. Once this occurs, the event is then forwarded to the pending queue for dispatch.

The section below refers to AVRR procedures. At the time this Manual is implemented, the use of this system was still being debated. If AVRR becomes operational, a Directive will be issued from the Division of Operations to MCFRS personnel.

Automatic Vehicle Location and Automatic Vehicle Route Recommendation.
Automatic Vehicle Location (**AVL**) is a software-based program that identifies the location of a vehicle based on Global Positioning System (**GPS**) data transmitted from orbiting satellites. The location data is then fed into the CAD system.

Automatic Vehicle Route Recommendation **(AVRR)** is a software application which uses this location data and formulates dispatch recommendations based on the dispatch location, reported facts associated with the County's road infrastructure (e.g., a closed bridge, speed limits, on/off exit ramps, etc.), and the relative proximity of fire/rescue apparatus most appropriate for mitigating the event.

Once a unit is assigned to an event, the mapping software generates a recommended route of travel to the scene. This information appears on the unit's

MDC screen. A unit's personnel can then track the unit's progress toward the scene by viewing its image on the mapped route. Although the ECC can track all responding units, the units assigned to an event can track only their own individual progress on these maps.

NOTE*:* These systems do not require a unit's MDC to be logged into CAD to function. However, turning off the MDC ***does*** disable the system from identifying a unit's location or speed.

Controlled vs. Uncontrolled Unit Status. MCFRS' CAD system can reflect a unit's status either as ***controlled*** or ***uncontrolled***. ***Controlled*** means a unit is actively staffed and/or cross-manned, and is available in the CAD for dispatch. When the ECC controls a unit in the CAD, it enables field personnel and their respective unit(s) to be quickly assigned to an event without waiting for their MDC to complete a normal log-on process. This eliminates potential delays in a unit's receiving a dispatch message.

If desired, a unit officer or station officer may contact the ECC to place a previously uncontrolled unit into a controlled status in the CAD. Whenever possible, these changes should be made as soon as staffing is available, rather than waiting until an event is dispatched.

If the officer of a unit in uncontrolled status wants to add the unit to an event, he/she must first place the unit (or request ECC to place it) in **AIQ** or **AOR** status, then request ECC to add the unit to the event. ECC will then add the unit to the event, and a dispatch message will be sent to the unit's MDC, if so equipped and functioning.

At the conclusion of the event, or when the unit's services are no longer needed on the event, the unit or station officer must request ECC to return the unit to uncontrolled status in the CAD.

PRE-ALERTS, INITIAL, AND SECOND VOCAL ANNOUNCEMENTS – ACTIVE EVENT

Pre-Alert. Before ECC dispatches all full-structure fire assignments, MONTGOMERY will issue a pre-alert to limit dispatch delays associated with a prolonged tone pager string. A pre-alert consists of:

a. notice to all units that are on the air and due on the assignment to copy the call; i.e., "Attention E161, E191, AT19…Units to respond on 7…"
b. activation of the pre-alert tone (multiple, sequential beeps);
c. announcement of the talk group to which responding units are to switch …;
d. the box area to which fire/rescue apparatus will be responding ;
e. announcement of the address of the event
f. a description of the nature of the event;

g. announcement of the fire/rescue apparatus due on the event, including the applicable MCFRS Battalion Chiefs, activation of station alerting, and tone pager alerting; and ends with a
h. time stamp.

Example: (Activation of pre-alert tone): "Attention (announce units in AOR status and due on the event). Units to respond on (select appropriate Talk Group, i.e. 7 Kilo)… Box 23-1 ("Box Twenty-Three-One")…The address: 121 Rollins Avenue… reported fire on the roof… Engine Companies 23, 3, 21, 26, and 5, Tower 23, Truck 3, Rescue Squad 3, Ambulance 238, Battalion Chiefs from Battalions 3 and 5…Units respond on 7 Kilo(or selected Talk Group) …(activation of station alerting and tone pager alerting)…1746"

NOTE*:* After the pre-alert, there will be a period of silence on 7/9 Alpha while the pager tones are sounded on VHF Channel 2. The dispatcher must wait for the pager tone sequence to finish before making the initial vocal announcement. Please refrain from attempting to contact the dispatcher during this period of silence as the dispatcher cannot respond until the paging sequence is complete.

Initial Vocal Announcement – Single/Multiple Unit Responses (Non-Full Assignments). On all dispatches, MONTGOMERY will issue an initial vocal announcement consisting of:

a. activation of an alert tone (single beep);
b. announcement of the address of the event;
c. a description of the nature of the event;
d. announcement of the fire/rescue apparatus due on the event;
e. announcement of the talk group to which responding units are to switch; and
f. (on Alpha) time stamp.

NOTE: ECC usually provides a box area for units responding outside their first due area.

Example: (Single Beep)….."The Executive Office Building…101 Monroe Street… the Lobby of the 12th Floor, an unconscious person. Medic 39, Engine 31 respond…units respond on 7 Bravo...1321."

Initial Vocal Announcement – Full Assignments. At the end of the station and tone pager alerting processes, MONTGOMERY issues an initial vocal announcement similar to that rendered with other non-full assignments, except for a few subtle differences. An initial vocal announcement for these types of events consists of:

a. activation of an alert tone (single beep);
b. announcement of the address of the event;
c. a description of the nature of the event;
d. the box area to which fire/rescue apparatus will be responding;

e. announcement of the apparatus due on the event, including the two applicable LFRD duty officers, and the appropriate career duty officers;
f. an announcement of the talk group to which responding units are to switch; and
g. time stamp

Example: (Single Beep..“ 121 Rollins Avenue, reported fire on the roof on Box 23-1, Engine Companies 23, 3, 21, and 26, Tower 23, Truck 3, Rescue Squad 3, Ambulance 238, the Rockville and Kensington duty officers, Battalion Chief 3 and Battalion Chief 5 as the Incident Scene Safety Officer respond. Units respond on 7 Golf. 1722.”

Initial Vocal Announcement – Service Call. Occasionally, the ECC will dispatch events that require a fire/rescue response, but do not require fire suppression or emergency medical services. These events are referred to as ***service calls***, and whether they require an emergency or routine response is determined by the ECC. All service calls are routine responses unless otherwise advised by ECC.

Emergency service calls may include fuel spills, a child locked in an automobile, or an occupied stuck elevator with complications. Service calls are dispatched in the following manner:

a. (No alert tone) - Address of the event;
b. nature of the event;
c. fire/rescue apparatus due on the event;
d. talk group to which en route/responding units are to switch; and
e. time stamp

Example: “The Doubletree Hotel, 1750 Rockville Pike, 2nd Floor, an emergency service call for an occupied stuck elevator. Tower 23 respond on 7 Bravo. 0915.”

Second Vocal Announcement – All Dispatched Events. Whenever possible, and within the constraints of time and staffing, MONTGOMERY will issue a second vocal announcement for all dispatched events. The verbal content of these announcements parallels those provided in the initial vocal announcement. On multiple unit responses, second vocals are issued when the first unit from each dispatched station responds. They are issued ***only*** on the talk group on which units are responding. Unlike that of the initial vocal, ***no*** alert tone (single beep) precedes the second vocal.

Example: “Engine Companies 23, 3, 21, and 26, Tower 23, Truck 3, Rescue Squad 3, Ambulance 238, Chief 3, Chief 5-1, Battalion Chief 3, and Battalion Chief 5 as the Incident Scene Safety Officer are responding…121 Rollins Avenue, for reported fire on the roof on Box 23-1. 1725”

Example: "Medic 39, Engine 31 responding, an unconscious person…The Executive Office Building: 101 Monroe Street, in the 12th Floor Lobby. 1323 "

Units en route to an event should not request a second vocal announcement. However, they may request an address check.

ON-SCENE REPORTING AND COMMUNICATIONS

Reporting on the Scene. As fire/rescue units arrive on the scene of an event, they should use the MDC button (**ON**) to status. When possible, MONTGOMERY will acknowledge the arrival of the first unit on the scene. Except for command officers, no other arriving units are acknowledged when arriving on the scene.

When operating in the manual mode because CAD is down, or MDCs are non-functional, the first arriving unit and all command officers must vocally advise MONTGOMERY of their arrival on the scene. No other unit is permitted to vocally advise its arrival on the scene unless it is operating, or is preparing to engage in a tactical position other than the one originally assigned at dispatch.

Initial Incident Status Reports (IISRs). On all multiple-unit full assignment events, the officer in charge of the first-arriving unit must provide an Initial Incident Status Report (**IISR**) immediately on arrival on the scene. This report must comply with the MCFRS *Incident Command System (ICS)*. In addition, Command must be identified in accordance with the requirements of MCFRS' *Standard Operating Procedures for Safe Structural Firefighting Operations*. When available, an alternate talk group operator will repeat the IISR on all full assignment events.

Responsibility of the Incident Commander. The IC is responsible for the initial and continuing control of the radio communications process once he/she arrives on the scene. Periodic updates should be provided to the ECC when appropriate, or at fifteen minute intervals, until the event is declared under control.

COMMUNICATIONS ON MAJOR EVENTS

Alternate Talk Group Assignments. On all full assignments and other major events, ECC will direct fire/rescue units assigned to the event to switch to an alternate talk group for operations. This direction may come on the Pre-Alert, Initial Vocal Announcement, or later, if the event escalates (e.g., if additional resources are requested, prolonged radio communications are anticipated, etc.).

A fire/rescue unit must not switch to an alternate talk group while mitigating an event unless MONTGOMERY directs it to do so. An exception would be if an IC assigns specific units to a talk group within an incident talk group block, i.e., 7 Golf – 7 Juliette. The IC is ultimately responsible for monitoring and managing personnel whom he/she has directed to operate on other talk groups.

On full assignments, an alternate talk group block will be assigned automatically on the Pre-Alert and the Initial Vocal Announcement. The use of a single, long alert tone (beep) ***will not*** be used. For all other events, before directing units to switch to an alternate talk group, MONTGOMERY ***will*** sound one long alert tone (beep). This direction will be announced twice.

Example: (long beeeeeep)…….”Attention all units responding to or operating on the scene of the personal injury collision at Warfield Road and Goshen Road, switch to 7 Kilo for operations. All units responding to or operating on the scene of the personal injury collision at Warfield Road and Goshen Road, switch to 7 Kilo for operations. 0013 hours.”

When an alternate talk group (or incident talk group block) is assigned for command and control of operations, the IC maintains overall responsibility for managing radio communications on the talk group(s). MONTGOMERY will ***not*** always be able to monitor operations on an alternate talk group. If it can, it will monitor only the first talk group in each incident talk group block -- 7 Golf, 7 Kilo, etc. If MONTGOMERY cannot monitor the talk groups, it will advise the IC, who, in turn, must request additional resources or assistance through the 7/9 Alpha Dispatcher.

Use of Telephones. Occasionally, if a direct line telephone to ECC is unavailable, personnel may find it more practical to contact the ECC by telephone to request or provide information. Callers must dial 911 and identify themselves by name and rank. The ECC will process any provided information and if appropriate, disseminate it over the air to field units.

Confidential information pertaining to an event should be related only by telephone. MCFRS personnel must be aware that their cell phone calls may be scanned and overheard by others. For this reason, whenever possible, confidential or sensitive information should be related ***only*** by landline telephone to the ECC.

COMMUNICATIONS RELATING TO EMERGENCY MEDICAL SERVICES SPECIAL POLICIES OR PROCEDURES

Hospital Status. The ECC usually receives hospital status information from the Maryland State **E**mergency **M**edical **R**esource **C**enter **(EMRC).** This information is then updated in the CAD, and transfers to the MDC via an interface. However, time constraints often prevent the ECC from initiating these updates immediately. Occasionally, CAD and/or the MDC infrastructure are down, preventing this information from being disseminated effectively to field personnel.

To limit confusion, the ECC will not issue announcements regarding a hospital’s status over the air. Rarely, at the ECC supervisor’s discretion, mission-critical information about a hospital’s status may be issued, e.g., when a local hospital advises that its CAT scan unit will be down indefinitely. ECC may then issue an over the air announcement, and/or send a CAD printer message notifying all fire/rescue stations.

Inquiring field personnel will be directed to contact the EMRC by State radio, MCFRS 800 MHz system (9 Charlie), or landline telephone to obtain the most current information about a hospital's status.

Emergency Inter-Hospital Transports. An emergency transport is the transfer of an acutely ill or injured person from one medical facility to another. These transports may be made either by a BLS or an ALS unit, depending on the nature of the patient's medical condition and required levels of care (provider certifications). The ECC must be notified of these transports to maintain accountability for County-wide resources, and to make necessary apparatus transfers.

In accordance with guidelines established in the MCFRS *EMS Operations Manual* and the *Inter-Facility Transport Guidelines,* FRC Policy No. 21-03, the appropriate authorities must approve all emergency transports, and the ECC must contact them to request their coordination.

Routine Transports. A routine transport is the transfer of a patient, in routine mode, from one medical facility to another. As in the case with emergency inter-hospital transports, appropriate medical authorities must approve the transfer in advance. The ECC must be notified of these transports to maintain accountability for County-wide resources, and to make apparatus transfers as necessary. For more information, refer to the MCFRS *EMS Operations Manual* and the FRC's *Inter-facility Transport Guidelines* policy**.**

Emergency Medical Dispatch. *COMAR – Title 30* of the Code of Maryland Regulations requires that **P**ublic **S**afety **A**nswering **P**oints **(PSAP**) that receive and process requests for medical service implement an **E**mergency **M**edical **D**ispatch **(EMD)** program. This legislation also mandates requirements for recertification, continuing education, and quality assurance. The MCFRS medical director provides medical oversight for this program.

To maintain compliance with the State's mandate, MCFRS uses a software program that enables ECC personnel to process and dispatch emergency medical calls. All MCFRS personnel who answer 911 calls at the ECC have successfully completed formal training in using EMD, its software, and its associated back-up card system if a system failure occurs. MCFRS personnel are also certified as EMD dispatchers by the National Academy of Emergency Medical Dispatch (NAEMD), and are licensed by the State of Maryland as Emergency Medical Dispatchers.

MEDICAL EVACUATION (MED-EVAC) PROCEDURES

Response Criteria. Decisions to use helicopters to transport patients to a trauma center or specialized medical facilities are governed by State of Maryland medical protocols and SYSCOM. The use of helicopters -- for any reason, and from any resource -- public or private -- must be coordinated through SYSCOM. Transport time between the scene and the receiving facility is also a considered variable. ECC may request a helicopter response:

- when ECC personnel believe traumatic injuries occurred, based on information provided by the reporting party;

- when ECC personnel are informed the injury is an amputation and/or crushing injury to the extremities;

- if requested by the IC or any on-scene unit; or

- if requested by a monitoring physician after consultation with on-scene personnel.

Checking the Availability of a Med-Evac Helicopter. During the initial dispatch phases, or when adequate information leads EMS or ECC personnel to believe that a helicopter transport may be necessary, ECC will check with SYSCOM regarding the availability and ETA of med-evac helicopters. Most often, if one is available, a med-evac is dispatched either from the Maryland State Police, or the United States Park Police. The IC, or requesting field medical provider, will be updated about the status of the helicopter request and it's ETA, if SYSCOM provides one.

Current Medical Evacuation Helicopter Resources

Maryland State Police. Three Maryland State Police helicopters provide med-evac support to Montgomery County. The responding helicopter dispatched is determined by its availability and its geographic proximity to the event. Although their primary function is law enforcement support, all Maryland State Police helicopters are staffed with at least one paramedic.

Trooper 8, stationed at the Maryland-National Capital Park and Planning Police facility in Norwood, is the primary response helicopter for Montgomery County.

Trooper 3, stationed at the Frederick County Municipal Airport in Frederick County, Maryland, is Montgomery County's secondary State Police med-evac responder.

Trooper 2, stationed at Andrews Air Force Base in Prince George's County, is Montgomery County's tertiary State Police med-evac responder.

United States Park Police. Two helicopters assist the United States Park Police in achieving its missions. Its primary helicopter, designated ***Eagle 1***, staffed by at least one paramedic, usually assists MCFRS when the Maryland State Police helicopter is unavailable. Because it has federal jurisdictional authority and specialized evacuation capabilities, it is the primary helicopter responder to events occurring on the Potomac River. Dispatch of this resource for river-related rescue assistance is coordinated directly through the U.S. Park Police Aviation Division, reached by phone at (202) 690-0808.

Other Resources. The **Washington Hospital Center** uses several helicopters to provide inter-facility transports, and to evacuate patients from the scene of events.

MCFRS uses them only when the Maryland State Police or United States Park Police helicopters are unavailable. Their radio designations are ***Medstar 1***, ***Medstar 2***, etc.

Fairfax County Police operates a helicopter in the same manner as the Maryland State Police, and it is used as a back-up resource only when all other med-evac resources previously referenced are unavailable.

Fairfax Hospital operates a fleet of helicopters to provide inter-facility transports, and as is the case with ***Medstar***, they also evacuate patients from the scene of events. Known as ***AirCare 1***, this service is rarely called upon, but may be used when local med-evac resources are taxed.

Helicopter Standbys. Each time a helicopter is called upon to provide a medical evacuation, a landing site must be established to provide scene safety, and to protect bystanders, as required in *SOP for Helicopter Landings,* FRC Policy #24-08. If a helipad is not available, the IC must ensure that a unit with adequate staffing is on the scene to handle this function. If not, the IC must request ECC to dispatch a unit to safeguard the landing site.

The ECC will dispatch a fire/rescue unit staffed with at least three personnel to handle functions associated with a helicopter standby. If the landing site is an established helipad, and the patient is being transported between medical facilities (e.g., Holy Cross Hospital to Washington Hospital Center), the ECC may dispatch an EMS unit to assist with transporting the patient from the discharging medical facility to the helipad.

OTHER POLICIES AND PROCEDURES

Energized (Hot) Wires. On all reports of hot wires down, transformers on fire, poles on fire, and trees with energized wires that are on fire, the ECC dispatches a fire suppression unit and advises the County Police, and the appropriate power company. Usually, power companies do not provide ETAs for repair crews because they are so busy during storms. Except in the direst of situations, field personnel should refrain from asking ECC the ETA of the power company.

The purpose for a fire/rescue response is to determine if a hazardous condition exists and, if so, to secure the area from the public. If wires are not reported down, tree limbs are not on wires, or wires are not arcing, the appropriate power company is notified, but fire/rescue apparatus is not dispatched.

During periods of extraordinary heavy event activity, e.g., thunderstorms, higher priority calls will always be dispatched first, potentially resulting in considerable delays in the processing of wires events. If local fire/resources are committed on other events, various types of other fire/rescue apparatus (e.g., ladder trucks, rescue squads, etc.) may be dispatched to mitigate lower priority “wires” events.

Once a unit is on the scene of a wires event and the unit officer determines that there is no immediate danger to life or property, he/she should place the unit in service as soon as possible. Before leaving the scene, the unit officer should assess the need for a law enforcement response and advise the ECC accordingly.

Trees Down. Calls to ECC reporting trees down on roadways are referred to a law enforcement telecommunicator. However, if power lines are also reported down, fire/rescue apparatus is dispatched, consistent with the "hot wires" guidelines immediately above.

Bomb Threats or Reported Devices. When the ECC receives a call reporting a bomb threat, the call is immediately forwarded to a law enforcement telecommunicator. When the ECC is informed of a reported bomb threat, the station officer(s) from the first-due fire/rescue station(s) is notified, but a fire/rescue response is not warranted until requested by law enforcement, or the Fire and Explosive Investigations Division.

When ECC receives a ***credible threat*** or a ***report of the existence*** of an explosive device, the Fire and Explosive Investigations Division handles first-responder responsibilities. This Division is also responsible for investigating, and if necessary, rendering safe, any identified devices. The Division's personnel also investigate any explosions that occur within the County, and recover any known illegal explosives, including military ordnance.

Except for explosions involving transformers, the ECC will immediately dispatch an on-duty fire investigator and the fire investigations duty officer to all reported explosions.

When personnel from the Fire and Explosive Investigations Section arrive on the scene and establishe Level II Command, the ECC begins notifying the appropriate command officers – the first-due LFRD duty officer, the Shift Chief, the first-due career Battalion Chief -- as well as local law enforcement, and the MCFRS Public Information Officer (***PIO***). Fire/rescue apparatus will not be dispatched unless an explosion has actually occurred, or if requested by the IC.

Personnel Paging. Nearly all fire/rescue service personnel have alpha-numeric pagers. With the prevalence of paging software, CAD paging, and cell phones, the need for the ECC to page personnel has dramatically decreased, and personnel should use all other available means for the purpose of paging before requesting the assistance of the ECC.

Only station officers may request the ECC to page personnel regarding fire/rescue matters. Paging personnel over the air is considered a low priority task and will be done only at the discretion of an ECC supervisor. ECC will rarely page an individual when it is operating under Condition Red.

Field personnel using alpha-numeric paging must recognize that pages may take longer than fifteen minutes to reach the intended recipient. To encourage a timely

response, they should indicate a level of priority (e.g., Urgent, As Soon As Possible – ASAP, Emergency, etc.) when paging.

Response Areas and Box Area Changes. The LFRD Chief having jurisdiction, or the MCFRS Shift Chief, may request the Fire Chief to make ***temporary*** changes in response assignments***,*** except for the standard responses previously established by the Fire and Rescue Commission. Chief officers who have a question or concern about a given response assignment, or the assignment of a box area, must submit their inquiry to the MCFRS Communications Chief for formal review and action. Standardized responses established by the FRC are not subject to review by the Communications Chief. These matters must be addressed to the Fire Chief for consideration and recommendation to the Fire and Rescue Commission for approval.

The LFRD Chief having jurisdiction, or the DFRS Shift Chief, may verbally request the amendment of certain response assignments. These requests, which may occur as the result of severe weather conditions, adverse road conditions, widespread or localized impacts on available fire/rescue apparatus, e.g., vehicles out-of-service, or other special circumstances, should be addressed to an ECC supervisor by telephone.

Special Radio Announcements.

Severe Weather Warnings. MCFRS participates in the National Weather Service's (NWS) ***Sky Warn*** program. The ECC receives advance notifications about forecasted severe thunderstorms, lightning strikes, tornadoes, hurricanes, high winds and hail, and snow or ice storms. When ECC receives this information, and time permitting, MONTGOMERY issues an over the air announcement to the MCFRS community. When the watch/warning is lifted, MONTGOMERY issues an announcement reflecting this change.

A ***weather watch*** indicates that conditions are favorable for the development of severe weather conditions; a ***weather warning*** indicates that a specific weather phenomenon has occurred and/or is in progress.

A ***Red Flag Warning*** indicates that fuel and moisture conditions are at a hazardous level and could lead to dramatic increases in wildfire activity.

Snow Emergencies. When the State or local authorities notify ECC that a snow emergency is in effect, ECC provides this information to the MCFRS community in an over the air announcement. When the emergency is lifted, MONTGOMERY announces this change.

Administrative Announcements. Announcements regarding MCFRS administrative procedures, daily safety tips, or changes in terrorist threat levels are broadcast over the air. These messages must have the prior approval of either the Communications Chief, or the ECC Operations Supervisor.

Operational Announcements. Announcements directly affecting fire/rescue operations (e.g., major street closures, widespread impacts on local water supply infrastructure/broken water mains, heat indices, fire detection systems in or out of service, etc.) are made over the air, or by CAD messages sent to affected fire/rescue stations, at the discretion of the ECC Supervisor.

Other Announcements. Announcements originating outside the MCFRS must have the prior approval of the Communications Chief or the ECC Operations Supervisor.

Audio Recordings. ECC maintains continuous digital audio recordings of all radio and telephone communications originating or terminating within the ECC. Currently, these recordings are maintained on the audio recording server for approximately one year. If a recording must be held for a longer period, a written request, including an explanation with the anticipated length the recording is to be held, must be submitted to the ECC Operations Supervisor. Chief Officers of the MCFRS (i.e., the Division of Fire and Rescue Operations and the LFRDs) may request a copy of a recording by submitting a written request to the ECC Operations Supervisor on an *Audio Recording Request Form* (Appendix C). Only one copy of this medium will be released.

Audio recordings may also be played for MCFRS chief officers by appointment. These sessions are coordinated by the ECC Operations Supervisor.

Exceptions to the policies above may be granted only by the Communications Chief or the ECC Operations Supervisor.

Complaints, Questions, or Concerns Relating to the ECC. Whenever possible, complaints, questions, or concerns about the manner in which the ECC handled a specific event should be addressed immediately to an on-duty ECC supervisor. If this is not possible, or if the issue has not been resolved, written concerns may be directed to the ECC Operations Supervisor.

Visitors to the ECC. During normal operations, ECC staff welcomes visitors to observe the various technologies used in the Center. On-duty personnel may contact the on-duty ECC supervisor to arrange a visit. However, occasionally it may be necessary for these visits to be curtailed or cancelled at the discretion of the on-duty ECC supervisor to preserve operational integrity. Tours of the ECC are also available, and must be coordinated with the ECC Operations Supervisor at least two weeks in advance. All visitors to ECC must comply with the terms identified in the “PSCC Building Policy and Procedure Manual” (2006).

Visitors and staff must follow the approved building policy. All visitors to the ECC must provide a County-issued identification card or driver’s license to the PSCC security staff. If the County is operating under a Terrorist Threat Level of Orange or higher, only ECC and PSCC staff may enter the building.

NOTIFICATIONS

The ECC notifies certain chiefs, command officers, numerous MCFRS internal divisions, bureaus, or sections (e.g., Code Enforcement, Fire and Explosives Investigations Section, etc.), and various entities within and outside MCFRS regarding certain types of events. Individuals may be notified by tone or alpha-numeric pagers, over the air, or by telephone.

Fire Chief. The Fire Chief is notified of any special or unusual situations affecting MCFRS, including, but not limited to collisions involving MCFRS vehicles, injuries or deaths affecting MCFRS personnel, etc. The Fire Chief is also notified of all emergencies that might require the implementation of the County's Disaster Plan and/or the activation of the Emergency Management Group and Emergency Operations Center, as necessary**.**

Senior Career and LFRD Chiefs. MCFRS senior staff is notified of any unusual situation affecting their respective Divisions or personnel. As with the Fire Chief, senior staff is notified of all major or unusual events, including those that may require the implementation of the County's Disaster Plan and/or the activation of the Emergency Management Group and Emergency Operations Center, as necessary.

Chief, Division of Operations. The Chief of the Division of Operations is notified of any unusual events that impact the safety and welfare of MCFRS personnel. The Division Chief of Operations is also notified of large-scale events that occur in the County, including mass casualty incidents, second or greater alarms, and other events.

Duty Operations Chief(s). The Duty Operations Chief is notified of any unusual events that impact the safety and welfare of MCFRS personnel, including, but not limited to large or multiple casualty and hazardous materials events, box alarms, safety dispatches, fire task forces, and second or greater alarms.

Fire and Explosives Investigations Section. The on-duty fire investigator is notified when a fire involves loss of life, or whether civilians or firefighters have incurred a serious injury. The on-duty investigator is also notified of:

- any fire of an incendiary or suspicious nature requiring an immediate investigation;
- any event involving explosive devices;
- any event involving a fire or explosion resulting from illegal or improper use of hazardous materials;
- all multiple alarm fires; and
- at the IC's request.

Code Enforcement Section. The Code Enforcement Section is notified of violations of the Life Safety Code and local and State fire safety codes, any building code or structural issues and changes occurring in the status of local building/residential fire protection systems, and all activations of residential and commercial sprinkler systems and all working fires.

Emergency Medical Services (EMS) Section. The EMS duty officer(s) (radio designation ***EMS-1/EMS-2***) are alerted for/notified of:

- major aircraft and transportation collisions;
- METRO events;
- hazardous materials events;
- multiple fire alarms;
- vehicle and rescue events with reports of a person(s) trapped;
- collapse rescue events;
- water rescue events;
- prolonged events involving multiple casualties;
- events that pose life safety hazards to civilians or firefighter/rescuers;
- any event involving injuries to fire and rescue personnel;
- any unusual event deemed appropriate by the ECC supervisor for dispatch; and
- one+one units.

Public Information Officer (PIO). The MCFRS PIO is notified of any event that may generate the interest of the local or national media organizations.

LFRD Duty Officer and Respective Career Battalion Chief. If a County or LFRD-owned vehicle is involved in a collision, the appropriate LFRD Duty Officer and career Battalion Chief are notified. These notifications are made when any MCFRS personnel are injured or killed in the line of duty, and when the Critical Incident Stress Management (CISM) Team is activated for their station(s).

Fire/Rescue Stations. Fire/rescue stations are notified for: local road closures; water main ruptures; burning permit issuances; bomb threats; severe weather conditions, i.e., high humiture levels; severe wind chill factors; the status of fire protection systems, etc.

Law Enforcement. Although several law enforcement agencies operate within Montgomery County, most law enforcement responsibilities are handled primarily by the County Police. Other law enforcement agencies operating in the County include the Maryland State Police (MSP), United States Park Police, Maryland-National Capital Park Police, METRO Transit Police, City of Rockville Police Department, City of Takoma Park Police Department, City of Gaithersburg Police Department, and Chevy Chase Village Police Department.

Law enforcement agencies respond in one of two modes: **Routine –** Non-Emergency Response, or **Priority –** Emergency Response, using all warning devices. As with the fire/rescue communications center, law enforcement communications center personnel prioritize each call for assistance. Usually, calls are assigned to the officers responsible for the “beat” in which the event occurs. However, in higher priority situations, officers from bordering beats may also respond. At other times, calls are held in queue until an officer is assigned to the event. For these reasons, field personnel should avoid requesting the ETA of the police. If police assistance is urgently needed*****, please make this clear to

MONTGOMERY so that law enforcement communications can be appropriately advised. ECC will ensure that in the circumstances below, the appropriate law enforcement agency is notified of:

- Infant/Pediatric Codes
- Advanced Life Support events involving young children (non-medical)
- Structure Fires
- Vehicle Fires
- Wires Down
- Arson in Progress
- Personal Injury Collisions
- Attempted Suicides
- All Dead on Arrivals (DOA)
- Crimes of Violence
- Violent Patients
- Calls of a Suspicious Nature
- All requests initiated by the charge medical provider or IC*****

*For a **Priority** response, the requesting MCFRS personnel must provide a nature for requesting law enforcement assistance.

TELEPHONE INFRASTRUCTURE

Emergency Services - Access to Public Safety Resources. In Montgomery County, 911 is the published telephone number for reporting events that require an emergency response from law enforcement or the fire/rescue service. Referred to as an "Enhanced 911 System," Montgomery County's ECC can simultaneously process numerous 911 calls. Controlled by an Automatic Call Distributor (**ACD**), 911 calls are routed to the next available call taker for processing.

When a 911 call is received, the call taker can identify the telephone number of the calling party by an Automatic Number Identification (**ANI**) screen. The specific location of the calling party is usually identifiable through an Automatic Location Indicator (**ALI**) screen, and this and other event-pertinent information is then used to generate an appropriate public safety dispatch in the CAD system.

Emergency Telephone Equipment and Facilities. Montgomery County maintains all telephone facilities and associated equipment relating to the delivery of emergency communications services. For 911 services, the County maintains a telephone communications infrastructure to meet service demands. MCFRS is responsible for establishing and maintaining adequate staffing levels to ensure that critical service deliverables are consistently carried out.

While the staffing complement of the ECC is established by MCFRS, the expansion and/or relocation of our communications facilities occur with the approval of the Department of Technology Services (DTS). The County provides facilities and funds telephone services used by MCFRS for administrative purposes, intra-

departmental personnel alerting systems, inter-station telephone lines, and station alerting systems ***only*** as they have been approved and procured by DTS.

Telephone Maintenance and Repair. Each LFRD must make the necessary arrangements for maintaining and repairing those elements of their telephone service infrastructure that are either leased or billed to their respective corporation. Each LFRD is also responsible for arranging for the maintenance and repair of ECC direct lines that have been incorporated into a station's business telephone system.

The MCFRS Communications Chief is responsible for arranging for the maintenance and repair of all equipment and facilities associated with the 911 system, and the direct lines between the ECC and any other location.

Station Direct Lines. One direct line is provided between the ECC and each County fire/rescue station. These dedicated lines are used for official communications relating to fire, rescue, and emergency medical services operations. As requested by the LFRD, the County will provide one telephone in each station's watch office, and one in its bunkroom.

Direct lines to ECC must reside on a separate, dedicated telephone set. As long as a stand-alone ECC direct line is present, other extensions of this same line may be placed on the station's business telephone system if the additional extensions do not interfere with the single direct line network.

The acquisition or relocation of telephone equipment, or the addition of any attachments such as sirens, bells, speakers, amplifiers, or any other changes associated with the direct line, must have the advance approval of the telephone company. Requests for these changes must be submitted in writing, through the MCFRS Communications Chief, who will coordinate these arrangements/changes. The telephone company may disconnect any equipment or arrangement that does not meet its engineering standards or that is not installed in accordance with these procedures, and the County may seek reimbursement for any billing resulting from non-compliance.

Any disruption or malfunction of direct lines must be reported to the ECC Shift Supervisor, who will prepare a trouble report and contact the telephone company for service. This information, any subsequent action(s), and the time service is first required, must be entered into the ECC Logbook.

Direct lines may also be provided between the ECC and the emergency rooms of hospitals located in the County, to various agencies of the federal government, or other entities for which sufficient operational necessity exists. Written applications must be submitted to the MCFRS Communications Chief, who will forward them to the Fire Chief for consideration.

Station Direct Lines – Etiquette and Use. The use of fire station direct lines is limited to exchanges of information relating to official fire/rescue business. Personal calls to the ECC should be made on its administrative business line (240-683-6520). The ECC has no capability for conferencing or interconnecting two or

more fire/rescue stations. This type of communications must also be limited to the station's business line(s).

Answering Telephone Lines. Field personnel must answer station direct lines with the station's assigned numeric designation, and the rank and last name of the answering party (e.g., "Rescue Company 2, Lieutenant Smith"). Personnel at the ECC must answer all station and hospital direct lines with the employee's rank and last name, and state that the line is recorded. Outside telephone lines (exception-the 911 line) must be answered similarly, although an operator's number instead of a last name is acceptable.

To ensure that all functions of the ECC are handled effectively and by priority, ECC personnel are trained to handle the most critical functions first. Higher priority functions (e.g., answering 911 calls, dispatching events, etc.) take priority over answering station direct lines. ECC personnel will attempt to answer direct lines as quickly as possible, since the potential always exists that a citizen may be calling for assistance.

Reporting a Request for Service Received through other than a 911 Call. When a fire/rescue station receives a request for service that arrives by other than a 911 call, station personnel must obtain accurate information regarding the emergency, including: the address of the emergency, or the need for service; the call back number of the calling party; the nature of the emergency or the need for service, and the name of the calling party.

If the fire/rescue station that tendered the call is also due to the reported location, the station or unit officer must notify the ECC by its direct line before any units leave the station. If ECC's direct line is not answered within a reasonable period of time, the station or unit officer may call 911 to report the emergency. As a last resort, a unit officer may notify the 7/9 Alpha Dispatcher of their response.

Request for Police Assistance Calls. To request ***NON-EMERGENCY police assistance***, calls should be placed through the fire/rescue station's business telephone line(s). ***The NON-EMERGENCY telephone number for Montgomery County Police is (301) 279-8000***.

Appendix A - Abbreviations and Acronyms

ACD – Automatic Call Distributor
AECC – Alternate Emergency Communications Center
AFRA – Advanced Life Support Fire Responder Apparatus
ALI – Automatic Location Indicator
ALS - Advanced Life Support
ANI – Automatic Number Indicator
AVRR- Automatic Vehicle Route Recommendation
CAD – Computer Aided Dispatch
COMAR – Code of Maryland Regulations
CPU – Central Processing Unit
DOA – Dead on Arrival
DTS – Department of Technology Services
ECC – Emergency Communications Center
EMG – Emergency Management Group (co-located in the PSCC)
EMRC – Emergency Medical Resources Center
ETA – Estimated Time of Arrival
FCC – Federal Communications Commission
FDTA – Fire Department Talk Around
IC – Incident Commander
ICS – Incident Command System
ID – Identification
IDAT – Immediate Danger Alert Tone
IDLH – Immediate Danger to Life or Health
IDR – Incident Duration Reminder
IECS – Integrated Emergency Command System
IISR - Initial Incident Status Report
IPA – International Phonetic Alphabet
ISP – Internet Service Provider
IT – Information Technology
LFRD – Local Fire and Rescue Department
MCI – Mass Casualty Incident
MCFRS – Montgomery County Fire and Rescue Service
MDC – Mobile Data Computer
MDG - Mobile Data Gateway
MHz – Megahertz
MOSCAD – Motorola System Control Alerting Device
MSP – Maryland State Police
NWS – National Weather Service
OMB – Office of Management and Budget
PCR – Packet Cluster Rescue
PIO – Public Information Officer

PPV – Positive Pressure Ventilation
PSAP – Public Safety Answering Point
PSCC – Public Safety Communications Center (The facility comprised of ECC, Police 911, TMC, EMG, DHS and EOC)
PSTA – Public Safety Training Academy
PS2000 – Public Safety 2000
SCBA – Self-Contained Breathing Apparatus
SMT – Smart System Terminal
SYSCOM – Acronym for Maryland's coordinator of medical evacuation helicopters
WWW – World-Wide Web

Response Plan	Event Type	Unit Type
AA	BLS	A
AB	BLS	A + E
AC	BLS	A + MP
AD	BLS PIC	A + EX + MP
AE	BLS PIC	2 BLS + EX + MP
AT	ALS PIC	A +M + E + T + RS + EX
FC	FIRE BLS	E + A
FJ	BOX	5E + 2T + 1RS + 1A + 2BC + 2D
FM	BOX ALS	5E + 2T + 1RS + 1M + 2BC + 2D
FTF	TASK FORCE	2E + T + BC + D + CT + FM + RC
HA	HAZMAT PIC	A + EX + E + E71 + HM7 + HSU7 + 2HM + 1D + HIRT
HB	HAZMAT 1	2E + SS + M + E71 + HM7+ HSU7 + HM + BC + D + HIRT
HE	HAZMAT BOX	5E + 2T + RS + 1M + E71 + HM7 + HSU7 + 2HM + 2BC + 1FD + 1D + 1HIRT
MA	ALS	M
MB	ALS	M + MP
MC	ALS	M + AFRA + MP
ME	ALS	M + AFRA + MP + RD
MF	ALS	M + AFRA + EX + E
MG	ALS PIC	M + EX + E + RD
MH	ALS PIC	M + AFRA+ EX or RS + E+ RD
MI	ALS PIC	M + A + AFRA+ EX or RS + E+ RD
MJ	ALS	M + AFRA + MP
MM	ALS	M + AFRA + E + SS + RD
MO	ALS	M + MP
MZ	ALS	M + A + E + SS + RD
RW	MASSCAS	3M + 5A + 4E + 2T + 2RS + E71 + HM7 + HSU7 + 2HM + EMSPOD + BC + 2D + HIRT
RQ	COLLAPSE	M + RS + E + T + XPT31 + CAVPOD + RECON1 + RD + USRT + USRT29 + BC

Appendix B

Appendix B – Response Assignment Matrix

Response Plans are predetermined response assignments programmed into CAD. Each Response Plan is assigned a code (AA through ZZ) and is attached to an event type. Although some response plans are similar, special circumstances, geographical differences or occupancy types may require that certain assignments be given special response plans. As such, the list of response plans in this appendix is dynamic and represents the assignments as defined by the Fire Chief at the time of this writing. Response plans are always under review and can be altered with the approval of the Fire Chief at any time.

Examples of the Event Types that are associated to each response plan follows. These Event Types represent samples but are not intended to be an all inclusive listing, as Event Types are also dynamic and are updated and changed as needs determine. In addition to response plans listed in this appendix, other response plans used for administrative purposes or having no event type associated have been intentionally deleted from this table, but do exist in CAD.

AA Response Plan
10-A-1, 11-A-1, 2-A-1, 12-A-1E, 12-B-0, 12-B-0E, 12-B-1, 12-B-1E, 13-A-1, 16-A-1, 16-A-2, 16-A-3, 16-B-0, 16-B-1, 17-A-1, 17-A-1J, 17-A-2, 17-A-2J, 17-B-0, 17-B-0J, 17-B-1, 17-B-1J, 17-B-2, 17-B-2J, 17-B-3, 17-B-3J, 17-O-0, 17-O-0J, 17-O-1, 17-O-1J, 18-A-1, 18-B-0, 18-B-1, 18-C-3, 18-C-4, 18-C-5, 18-C-6, 18-C-7, 19-A-1, 19-A-2, 19-A-3, 19-B-1, 1-A-1, 1-C-3, 1-C-4, 20-A-1C, 20-A-1H, 20-B-0C, 20-B-0H ,20-B-1C, 20-B-1H, 21-A-1, 21-A-2, 21-B-0, 21-B-1, ,21-B-2, 21-B-3, 21-C-1

AB Response Plan
32-B-2, 7-B-0, 7-B-1

AC Response Plan
13-A-1C, 14-A-1, 14-B-0, 14-B-1, 14-B-2, 20-B-2C, 20-B-2H, 22-A-1B, 22-A-1M, 22-B-1, 22-B-1A, 22-B-, B, 22-B-1M, 23-C-1A, 23-C-1I, 23-C-1P, 23-C-8A, 23-C-8I, 23-C-9A, 25-A-1B, 25-A-1V, 25-A-1W, 25-A-2, 25-A-2B, 25-A-2V, 25-A-2W, 25-B-0, 25-B-0B, 25-B-0V, 25-B-0W, 25-B-1, 25-B-1B, 25-B-1V, 25-B-1W, 25-B-2, 25-B-2B, 25-B-2V, 25-B-2W, 25-B-3, 25-B-3B, 25-B-3V, 25-B-3W, 25-B-4, 25-B-4B, 25-B-4V, 25-, -4W, 25-B-5, 25-B-5B, 25-B-5V, 25-B-5W, 25-B-6, 25-B-6B, 25-B-6V, 25-B-6W, 27-B-2G, 27-B-2P, 27-B-, S, 27-B-3G, 27-B-3P, 27-B-3S, 27-B-4G, 27-B-4P, 27-B-4S, 27-B-5, 27-B-5G, 27-B-5P, 27-B-5S, 28-B-0G, 28-B-0L, 28-B-0U, 28-B-1, 28-B-1G, 28-B-1L, 28-B-1U, 30-B-0, 30-B-1, 30-B-2, 3-B-3, 4-A-1A, 4-A-1S, 4-, -2A, 4-A-2S, 4-B-0, 4-B-0A, 4-B-0S, 4-B-1A, 4-B-1S, 4-B-2A, 4-B-2S, 4-B-3A, 4-B-3S, 8-A-1, 8-B-0, 8-B-1, SUICIDE

AD Response Plan
29-A-1, 29-B-0, 29-B-1, 29-B-2, 29-B-4, 29-B-5, 29-B-6

AE Response Plan
29-B-3

AT Response Plan
9-B-1, 9-O-0, 9-O-0A, 9-O-0B, 9-O-0C, 9-O-0D, 9-O-0E, 9-O-0F, 9-O-0G, 9-O-0H, 9-O-0I, 9-O-0X, 9-O-0Y, 9-O-0Z, 9-O-1, 9-O-1A, 9-O-1B, 9-O-1C, 9-O-1D, 9-O-1E, 9-O-1F, 9-O-1G, 9-O-1H, 9-O-1I, 9-O-1X, 9-O-Y, 9-O-1Z

FA Response Plan
AHFA, BBQ, BOGS, BRUSH, DUMPSTER, EQUIP, FIRE/OTH, FIREOUT, FUEL/LK, FUEL/SPL, ILLEGAL, INVEST, METRO-WS, OIL/SPL, POLE, PROPANE, SEWER, SMOKE, TRASH, TXFORMER, UN/FIRE, WIRES

FB Response Plan
ACT/CO

FC Response Plan
AUTO, PICK-UP, STANDBY, VEH/OTH

Appendix B

FD Response Plan
ACT/SD, AFA, BELLS, LO/FOOD, W/F

FE Response Plan
ADAPTIVE, FO/SMOKE, FOOD, FURNACE, GAS/LEAK, ODOR, OVEN, SHORT

FF Response Plan
ELEVATOR, LOCK/IN, LOCK/OUT, RESET, SC/FIRE, SC/TREE

FG Response Plan
BUS, RV, TRUCK

FG Response Plan
GARAGE, SHED

FI Response Plan
HOUSE TRAILOR

FJ Response Plan
BARN, BOX, HOUSE, 2^{ND}, 3^{RD}, 4^{TH}, 5^{TH}

FM Response Plan
7-C-1

FP Response Plan
SYSTEM

FTF Response Plan
TASKFORCE

HA Response Plan
29-D-3

HB Response Plan
8-D-3
CHEM/HM
VEH/HM

HC Response Plan
RADIO HAZMAT

HD Response Plan
FUEL, GAS, OTHER HAZMAT, PET

HE Response Plan
7-D-4, BARN/HM, BOX/HM, FREIGHT, HOUSE/HM, STOR/HM, TANKER

HH Response Plan
PIPE

HI Response Plan
BIOHAZARD

HP Response Plan
POWDER

MA Response Plan
10-D-0, 10-D-1, 10-D-2, 10-D-3, 11-D-0, 11-D-1, 11-D-2, 12-D-0, 12-D-0E, 12-D-1, 12-D-1E, 12-D-2, 12-D-2E, 12-D-3, 12-D-3E, 12-D-4, 12-D-4E, 13-C-0, 13-C-1, 13-C-2, 13-C-2C, 13-C-3, 16-D-0, 16-D-1, 19-D-0, 19-D-1, 19-D-2, 19-D-3, 1-D-0, 1-D-1, 20-D-0C, 20-D-0H, 20-D-1C, 20-D-1H, 21-C-0, 21-D-0, 21-D-1, 21-D-2, 21-D-3, 23-C-2, 23-C-2A, 23-C-2I, 23-C-2P, 23-D-2A, 23-D-2I, 23-D-2P, 24-D-0, 24-D-1, 24-D-4, 24-D-5, 26-D-0, 26-D-1, 28-C-0, 28-C-0G, 28-C-0L, 28-C-0U, 28-C-1, 28-C-1G, 28-C-1L, 28-C-1U, 2-D-0, 2-D-1, 2-, -2, 2-D-3, 2-D-5, 31-D-0, 31-D-131-D-2, 31-D-3, 31-E-0, 31-E-1, 32-D-0, 32-D-1, 33-C-1P, 33-C-1T, 5-

D-0, 5-D-1, 6-D-0, 6-D-0A, 6-D-1, 6-D-1A, 6-D-2, 6-D-2A, 6-D-3, 6-D-3A, 9-B-1Y, 9-D-0X, 9-D-0Y, 9-D-0Z, 9-D-0X, 9-E-0Y, 9-E-0Z, 9-E-1X, 9-E-1Y, 9-E-1Z, 9-E-2X, 9-E-2Y, 9-E-2Z, 9-E-3X, 9-E-3Y, 9-E-3Z, 9-E-4X, 9-E-4Y, 9-E-4Z, 9-E-5X, 9-E-5Y, 9-E-5Z, 9-E-6X, 9-E-6Y, M9-E-6Z, FRS-ALS, POL-ALS,

MB Response Plan
7-C-0, 7-C-2, 7-C-3, 7-D-2, 7-D-3

MC Response Plan
11-E-0, 11-E-1, 13-C-0C, 13-C-1C, 13-C-3C, 13-D-0, 13-D-0C, 13-D-1, 13-D-1C, 20-D-2C, 20-D-2H, 23-C-1P, 23-D-0, 23-D-1A, 23-D-1I, 23-D-1P, 25-D-0, 25-D-0B, 25-D-0V, 25-D-0W, 25-D-1, 25-D-1B, 25-D-1V, 25-D-1W, 25-D-2, 25-D-2B, 25-D-2V, 25-D-2W, 29-D-2C, 2-D-4, 2-E-0, 2-E-1, 33-D-0P, 33-D-0T, 33-D-1P, 33-D-1T, 3-D-0, 3-D-1, 3-D-2, 3-D-3, 3-D-4, 3-D-5, 3-D-6, 4-D-0, 4-D-0A, 4-D-0S, 4-D-1A, 4-D-1S, 6-E-0, 6-E-0A, 6-E-1, 6-E-1A, 7-D-0, 7-D-1, 8-D-0, 8-D-1, 9-D-0, 9-D-0A, 9-D-0B, 9-D-0C, 9-D-0D, 9-D-0E, 9-D-0F, 9-D-0G, 9-D-0H, 9-D-0I, 9-D-1, 9-D-1A, 9-D-1B, 9-D-1C, 9-D-1D, 9-D-1E, 9-D-1F, 9-D-1G, 9-D-1H, 9-D-1I, 9-D-1X, 9-D-1Y, 9-D-1Z, 9-E-0, 9-E-0A, 9-E-0B, 9-E-0C, 9-E-0D, 9-E-0E, 9-E-0F, 9-E-0G, 9-E-0H, 9-E-0I, 9-E-1, 9-E-1A, 9-E-1B, 9-E-1C, 9-E-1D, 9-E-1E, 9-E-1F, 9-E-1G, 9-E-1H, 9-E-1I, 9-E-2, 9-E-2A, 9-E-2B, 9-E-2C, 9-E-2D, 9-E-2E, 9-E-2F, 9-E-2G, 9-E-2H, 9-E-2I, 9-E-3, 9-E-3A, 9-E-3B, 9-E-3C, 9-E-3D, 9-E-3E, 9-E-3F, 9-E-3G, 9-E-3H, 9-E-3I, 9-E-4, 9-E-4A, 9-E-4B, 9-E-4C, 9-E-4D, 9-E-4E, 9-E-4F, 9-E-4G, 9-E-4H, 9-E-4I, 9-E-5, 9-E-5A, 9-E-5B, 9-E-5C, 9-E-5D, 9-E-5E, 9-E-5F, 9-E-5G, 9-E-5H, 9-E-5I

ME Response Plan

14-C-0, 14-C-1, 14-D-0, 14-D-1, 14-D-2, 14-D-3, 14-D-4, 15-C-1E, 15-C-1L, 15-D-1E, 15-D-1L, 15-D-2E, 15-D-2L, 15-D-3E, 15-D-3L, 15-D-4E, 15-D-4L, 15-D-5E, 15-D-5L, 15-D-6E, 15-D-6L, 15-D-7E, 15-D-7L, 15-E-1E, 15-E-1L, 17-D-0, 17-D-0J, 17-D-1, 17-D-1J, 17-D-2, 17-D-2J, 17-D-3, 17-D-3J, 17-D-4, 17-D-4J, 22-D-0, 22-D-0A, 22-D-0B, 22-D-0M, 22-D-1, 22-D-1A, 22-D-1B, 22-D-1M, 27-D-0, 27-D-1G, 27-D-1P, 27-D-1S, 27-D-2G, 27-D-2P, 27-D-2S, 27-D-3G, 27-D-3P, 27-D-3S, 27-D-4G, 27-D-4P, 27-D-4S, 27-D-5G, 27-D-5P, 27-D-5S, 30-D-0, 30-D-1, 30-D-2, 30-D-3, 4-D-2A, 4-D-2S, 4-D-3A, 4-D-3S, 4-D-4A, 4-D-4S, 4-D-5A, 4-D-5S, 8-D-2, 9-E-6, 9-E-6A, 9-E-6B, 9-E-6C, 9-E-6D, 9-E-6E, 9-E-6F, 9-E-6G, 9-E-6H

MF Response Plan
29-D-2A, 29-D-2B

MG Response Plan
29-D-0, 29-D-2D, 29-D-2E, 29-D-2F, 29-D-2G, 29-D-5

MH Response Plan
22-D-2, 22-D-2A, 22-D-2B, 22-D-2M, 29-D-4

MI Response Plan
22-D-3, 22-D-3A, 22-D-3B, 22-D-3M, 22-D-5B, 22-D-5M, 9-E-6I

MJ Response Plan
22-D-5, 22-D-5A

MM Response Plan
7-A-2

M0 Response Plan
10-C-0, 10-C-1, 10-C-2, 10-C-3, 10-C-4, 12-C-0, 12-C-0E, 12-C-1, 12-C-1E, 12-C-2, 12-C-2E, 12-C-3, 12-C-3E, 18-C-0, 18-C-1, 18-C-2, 19-C-0, 19-C-1, 19-C-2, 19-C-3, 19-C-4, 19-C-5, 19-C-6, 1-C-0, 1-C-1, 1-C-2, 20-C-0C, 20-C-0H, 20-C-1C, 20-C-1H, 23-C-3A, 23-C-3I, 23-C-3P, 23-C-4A, 23-C-4I, 23-C-4P, 23-C-5A, 23-C-5I, 23-C-5P, 23-C-6A, 23-C-6I, 23-C-6P, 23-C-7A, 23-C-7I, 23-C-7P, 28-C-2, 28-C-2G, 28-C-2L, 28-C-2U, 2-C-0, 2-C-1, 2-C-2, 31-C-0, 31-C-1, 31-C-2, 31-C-3, 31-C-4, 31-C-5, 33-C-0P, 33-C-0T, 33-C-2P, 33-C-2T, 33-C-3P, 33-C-3T, 33-C-4P, 33-C-4T, 33-C-5P, 33-C-5T, 33-C-6P, 33-C-6T, 5-C-0, 5-C-1, 6-C-1, 6-C-1A, 6-C-2, 6-C-2A, 8-C-0, 8-C-1

MZ Response Plan
7-D-5, 8-D-4, 8-D-5, 8-D-6, OTHPLANE

Appendix B

RQ Response Plan
22-D-6, 22-D-6A, 22-D-6B, 22-D-6M, CAVEIN2, CAVEIN3, TRENCH2, TRENCH3

RW Response Plan
MET/ALS

Appendix C – Audio Recording Request Form

Division of Fire & Rescue Services

Emergency Communications Center (ECC)

1300 Quince Orchard Boulevard
Gaithersburg, Maryland 20878
240.773.7131

AUDIO RECORDING REQUEST FORM

To: Communications Officer **Date of Request:** _____

Via: _____

From: _____

Phone: _____ **Fax:** _____

REQUIRED INFORMATION

Incident Number:_____ **Incident Type**:_____

Date of Incident: __/__/____ **Time of Incident**:_____ **Location of incident**:_____

Reason for request:_____
_____

Time range to be copied:_____

Media to be Copied: (Check all that apply) 911 Conversation___ Radio Traffic___ Radio Channels_____

NOTICE:
CD must be picked up within 14 days of notification by the PSCC that the copy is ready.

ECC USE ONLY

Date Recording Made: __/__/____ **Recorded By**: _____

Date Requesting Party Notified: __/__/____ **Notified By:** _____

This is a certified copy of actual voice print recordings taken directly from the audio media server on _____ by _____. This recording is being issued as part of an official request and can be used only for the intended purpose indicated. This recording remains the property of MCFRS and may not be sold, copied, distributed or otherwise altered.

☐ **INSURANCE CLAIM** ☐ **LEGAL MATTER** ☐ **INTERNAL INVESTIGATION** ☐ **OTHER** _____

Received by: _____

REMINDER: These audio CDs will only work using Media Player, QuickTime or comparable PC Software

Appendix D – Failsoft Template
Appendix E – MCFRS Radio Template

Appendices available on the County Web Page using the following links:

FAILSOFT TEMPLATE:
http://www.ps2k.com/Resource/vr_failsoft_fleetmap.pdf

FAILSOFT REVIEW PPT:
http://www.ps2k.com/resource/radio_failsoft_presentation.pdf

MCFRS RADIO TEMPLATE (REVISED 06/05):
http://www.ps2k.com/Resource/vr_radio_templates.pdf

PORTABLE RADIO BASICS:
http://www.ps2k.com/resource/radio_portable_pps.ppt

MOBILE RADIO BASICS:
http://www.ps2k.com/resource/radio_mobile_pps.ppt

`final clean 5-15-06