



RUTLAND REGIONAL EMERGENCY COMMUNICATION CENTER

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INDEX

1. SCOPE	1
2. PURPOSE	1
3. DEFINITIONS	2
4. POLICY	2
5. PROCEDURE	2
6. GUIDANCE	27

1. SCOPE

- 1.1 This policy will cover policies and procedures that govern the voice and data communications for the Fire Service of Rutland Regional Emergency Communication Center.

2. PURPOSE

- 2.1 The purpose of this document is to provide a standardized policy and procedure manual so that appropriate resources can be deployed in a timely and predictable manner. Such standardized procedures will reduce time processing calls, dispatching units, reduce errors, and maximize efficiency of operations.
- 2.2 This document is to be considered the outline of the policies and standard operating procedures for a variety of situations. It is obviously not intended to cover every conceivable situation. For circumstances that are not addressed in this procedure, common sense and good judgment on the part of the Rutland Regional Emergency Communication Center (RRECC) will prevail.

- 2.3 Standardization is designed to save time, minimize confusion, reduce errors, and will assist all concerned in providing a timely and predictable response to emergency situations. This document is designed to adhere to NFPA, NIMS, and other applicable Federal standards.

3. DEFINITIONS

- 3.1 All definitions are defined in Attachment E.

4. POLICY

- 4.1 It shall be the policy of the Center to use standard operating procedures to conserve airtime and permit accurate, brief, and rapid transmission of essential information.

5. PROCEDURE

5.1 Communications Management

- 5.1.1 Standard operating procedures should be used for handling messages by radio, Mobile Data Terminal (MDT) or telephone. Use of standard operating procedures will conserve airtime and permit accurate, brief, and rapid transmission of essential information. Careless procedure and the lack of radio discipline cause delay, confusion, and unnecessary transmissions.
- 5.1.2 RRECC will be responsible for maintaining frequency discipline, for handling radio and telephone messages rapidly, for determining order of priority for which transmissions are to be made, and for directing and controlling the use of all radios.
- 5.1.3 Use of frequencies shall be limited to communications essential to the conduct of official fire and rescue activities. Under the rules of the Federal Communications Commission, it is unlawful to carry out any of the follow actions:
- 5.1.3.1 Transmit or send superfluous signals or messages of a personal nature.
 - 5.1.3.2 Use profane, indecent, or obscene language
 - 5.1.3.3 Willfully damage or permit radios to be damaged.
 - 5.1.3.4 Cause unlawful or malicious interference with other radio or dispatch operations.
 - 5.1.3.5 Intercept and use or publish the contents of any radio or dispatch messaging without the expressed written permission of the proper authority.
 - 5.1.3.6 Make or send unnecessary or unidentified transmissions.
 - 5.1.3.7 Transmit without first making sure that the transmissions will not cause harmful interference to other radio users.
 - 5.1.3.8 Make adjustments, repairs or alterations whatsoever to a communication transmitter. Only a communication technician, holding a general radio/telephone license or higher, may make adjustments and repairs.

- 5.1.3.9 Deny access to any radio equipment if a properly identified representative of the FCC asks to inspect it. The equipment must be available for inspection at any reasonable time.
- 5.1.3.10 Transmit a call signal, letter, or numerical which has not been assigned.
- 5.1.4 The IC can request that incident radio traffic be assigned to a Tac Channel. RRECC will assign the appropriate Tac Channel based on size/scope of incident and available Tac Channels at the time of request. The use of Direct fireground Tac Channels should be considered for incident operations when appropriate. RRECC will broadcast the change in the assigned radio Frequency
- 5.1.5 If radio traffic necessitates, RRECC will prompt the IC and determine a Tac Channel assignment.
- 5.1.6 When a Tac Channel is needed to land a helicopter, the telecommunicator will advise the IC of the Tac Channel to be used following ICS 217A (See Attachment D).
- 5.1.7 A **“PRIORITY TRAFFIC CONDITION”** will be utilized when there is a high volume of radio traffic or system use and conditions become congested.
 - 5.1.7.1 At times, the volume of traffic, both radio and telephone, reaches a point where it nearly overloads the communications network and available communications center personnel. (Example: during thunderstorms, natural disasters, major incidents, or multiple emergencies occurring simultaneously). There is a definite need at such times for the telecommunicator to maintain strict control over the situation to enable him or her to sort out priorities and ensure that vital information and calls are transmitted without delay or interruption.
 - 5.1.7.2 The “Priority Traffic Condition” will be instituted by RRECC with the following message: [CODE 1 Alert Tone] “Attention all units, operate under the Priority Traffic Condition.
 - 5.1.7.3 When a “Priority Traffic Condition” exists, all unit-to-unit transmissions will be discontinued except for emergency traffic and whenever possible, the OIC should advise of station or apparatus status changes rather than each individual unit doing so.
 - 5.1.7.4 The “Priority Traffic Condition” is not intended to cease transmissions by the OIC to RRECC relative to the conditions of the call or orders to be relayed to responding apparatus.
 - 5.1.7.5 When “Priority Traffic Condition” is in effect, the following procedures may be followed:
 - 5.1.7.5.1 Structural and EMS calls will continue to get a full response, depending on information received.
 - 5.1.7.5.2 All low priority and downgraded calls may be given to the OIC by MDT, telephone, or other alternative communication methods.
 - 5.1.7.5.3 RRECC will call the station with non-emergency calls (investigations, etc.) if there is no apparatus or officer on radio. If apparatus or an officer is on radio, calls will be given directly to the unit. MDT use is recommended if available.

- 5.1.7.5.4 Times will not be given by phone or radio during “Priority Traffic Condition” or under busy conditions.
- 5.1.7.6 The words “Operate Under Priority Traffic Condition” will be announced every half hour until the condition is lifted and a channel marker (Short Audible tone every 10sec) will be placed on all RRECC Frequencies, at which time a message will be transmitted advising that the condition has been lifted.
- 5.1.8 Under certain conditions, radio and telephone traffic may become heavy enough to prevent immediate answers to radio calls. When this occurs, RRECC may advise “all units stand-by”. This means that RRECC is temporarily unable to answer your message either because of heavy radio/telephone traffic or the need to dispatch another unit. Do not call again until answered unless you have a “priority emergency”. If you have an emergency, state your unit designation and “priority traffic”. Wait until acknowledged and then proceed with message. The use of “priority” will be restricted to the type of situation where life or personal injury is at stake or to a critical situation that requires immediate additional assistance. Once the heavy condition is alleviated, a message, “all units resume normal traffic” will be broadcast.
- 5.1.9 All fire/ems personnel should continuously be aware of the need to conserve the use of radio systems and should strive to eliminate unnecessary use of the radio by using person to person communications, Tac Channels and MDTs.
- 5.1.10 A “MAYDAY” will be utilized when there is immediate threat to life safety of any fire/ems personnel.
- 5.1.11 In the event a MAYDAY is enacted, the RRECC Dispatcher shall simulcast the Code 1 tone on all frequencies and activate the channel marker for the frequency with the emergency, and state the declaration of a MAYDAY in the following manner: “Fire Alarm to all units CODE1 for Rutland Fire - MAYDAY from 27C2”
- 5.1.12 All units on all frequencies shall withhold all non-emergency radio traffic not immediately pertaining to the emergency situation until cleared by Fire Alarm in the following manner: “Fire Alarm to all units. Cancel Code 1, resume normal radio operations.” Fire Alarm will only clear the Code 1 upon confirmation with the involved personnel (e.g. Fire Alarm to 27C, permission to clear the Code 1? 27C to Fire Alarm, you may clear the Code 1).
- 5.1.13 A code 1 shall be declared by dispatch in the following events:
- 5.1.13.1 Statement of “Mayday”
 - 5.1.13.2 Public safety vehicle involved in motor vehicle crash with or without injury to responder(s)
 - 5.1.13.3 Structure fire with occupants trapped in the building until rescued/located
 - 5.1.13.4 ANY responder requests that a MAYDAY be declared
 - 5.1.13.5 Incidents in which the life-safety of responders or the public is significantly at risk and/or is believed to be credibly threatened

5.2 Basic Rules for Radio Operation

- 5.2.1 The manner in which radio operations are handled is often a measure of the efficiency of an organization and the attitude of its individuals. Observing simple basic rules will expedite message handling and improve working relationships among all

- concerned. Application of general guidelines outlined here will lead to professional performance.
- 5.2.2 Prior to transmitting, organize your thoughts and listen to make certain the frequency is clear.
 - 5.2.3 Keep all transmissions brief and to the point. Avoid longwinded descriptions and unnecessary repetition. Accuracy, brevity, and speed are all important; however, they should be considered in that order.
 - 5.2.4 Speak distinctly and pronounce words carefully. Speak at a moderate speed using your conversational tone of voice with emphasis and rhythm. A message should be spoken by phrases, not one word at a time.
 - 5.2.5 When using a portable/mobile radio, hold the microphone about one inch from your lips, press the microphone button down firmly and then speak slowly and clearly across the mouthpiece in a normal voice. Do not hold the microphone directly in front of your mouth, but slightly to the side at an angle of about forty-five degrees so that you can talk across the face of the microphone instead of “blowing” into it.
 - 5.2.6 Avoid transmitting when audible emergency warning devices are operating
 - 5.2.7 Use official titles and authorized apparatus designations in all transmissions. Do not use nicknames or first names.
 - 5.2.8 During all radio operations, remain cordial and calm. Words or voice inflections which reflect an individual’s irritation, disgust or sarcasm are not to be used. Remember, your conduct on the radio reflects your entire agency.
 - 5.2.9 Units should maintain radio discipline at all times. Avoid monopolizing or overuse of radio communications.
 - 5.2.10 Use preliminary calls to establish contact. (5C to Fire Alarm, Wait for Acknowledgement)
 - 5.2.11 All individually responding and arriving apparatus, and officers will be acknowledged by RRECC.
 - 5.2.12 When you are finished using the microphone, secure it in a proper position to avoid an “open mic” which could be very damaging to essential and emergency radio traffic.
 - 5.2.13 A radio’s emergency identifier can be activated on any RRECC Frequency for any situation that poses an eminent threat to the life and/or safety of emergency personnel. Once the emergency identifier is activated, the radio will automatically transmit for ten (10) seconds, allowing the Emergency Communications Center to monitor the situation in the field.
 - 5.2.14 Activations on local direct channels (e.g. – Tac2, Tac3) will only alert on-scene units; providing situational awareness for incident command staff.

- 5.2.15 Activations on repeated channels (e.g. – Fire Simulcast, Tac1 RPT) will alert the RRECC, and prompt a status check on the activated channel.
- 5.2.16 All activations will be reported immediately to incident command.
- 5.2.17 An accidental activation of the emergency identifier should be immediately reported to the Emergency Communications Center.
- 5.2.18 To reset the emergency identifier, turn the radio off and back on.

5.3 Communications Order Model

- 5.3.1 Under normal conditions, it is necessary for mobile units *to call and wait for acknowledgment before transmitting short messages, such as, responding or on location.*
- 5.3.2 All Fire/EMS units must include their respective department's designation when hailing Fire Alarm (either station number, or town name) as we are operating in a regional environment.
- 5.3.3 Individual responders to incidents in personally owned vehicles shall utilize the IAmResponding.com system to indicate their response. No individual responders shall utilize the Warren Fire VHF frequency or Regional Fire frequency to indicate a response to a toned-out incident.
- 5.3.4 All individually responding and arriving apparatus, and officers will be acknowledged by the RRECC.
- 5.3.5 Command should monitor the Fire Simulcast Channel when all operations are on direct channels. The Fire Simulcast Channel is to be used by the IC or Command to request additional resources and relay specific orders to incoming units. RRECC will monitor the Fire Simulcast Channel at all times.
- 5.3.6 The "echo" technique should be used for acknowledging all messages, e.g., "Command to Fire Alarm." "Strike a second Alarm." "Fire Alarm has that Command", "Striking a Second Alarm."

5.4 Telephone Procedures

- 5.4.1 Whenever calling the RRECC, whether on business or for an emergency, identify yourself, stating your name and the agency that you are with, or use your assigned designation.
- 5.4.2 All calls to the RRECC of a business nature will be done ONLY on the administrative line. The emergency number(s) are NOT to be used. The administrative lines numbers are as follows:

Main Line: 508-886-4033 Extension 0 (All Stations)

Communications Director – Extension 700

Dispatch Console #1 - Extension 721

Dispatch Console #2 – Extension 722

Dispatch Console #3 – Extension 723

Dispatch Console #4 – Extension 724

Dispatch Supervisor – Extension 725

- 5.4.3 9-1-1 is only to be used to report a true emergency. 9-1-1 is not to be used by fire/ems personnel for updates or call information. It may be used in some cases to assist with locating lost subjects for GPS Coordination.

5.5 Performance Standard

- 5.5.1 The telecommunicator must obtain information as quickly as possible. Time is critical. We cannot expect that a person will remain in a burning building to answer all of our questions. After obtaining critical information (location what is on fire, occupancy) the caller will be advised to leave the structure and go to a safe area. If additional information is needed, the caller can be advised to call back from a neighbor's phone or a cell phone
- 5.5.2 Ninety percent (90%) of all emergency calls shall be processed and ready for dispatch within sixty (60) seconds and ninety-five percent (95%) of all emergency calls shall be processed and ready for dispatch within ninety (90) seconds.

5.6 Dispatch Procedures

- 5.6.1 The order that the tones are activated and the order that the departments are announced in the dispatch will be made in the same order as the departments that are due to respond.
- 5.6.2 All Emergency Calls ready for dispatch shall include Department, Address, Age, Chief Complaint, or incident type. Each call will be repeated and then finished with a time stamp: (*This format will be followed*)

Example: [Departmental Alert Tone] “Fire Alarm Dispatching Rutland Fire to 125 Main Street for the structure fire, Fire Alarm clear 1900hrs”

[Departmental Alert Tone] “Fire Alarm Dispatching Rutland Fire to 125 Main Street for a 65 y/o female Difficulty Breathing, Fire Alarm Clear 1900hrs”

- 5.6.3 Additional Information will be provided after the first Fire/Ems unit signs on the air to include the following but not limited to:

- 5.6.3.1 Detailed medical history responses from EMD
 - 5.6.3.2 Cross Streets
 - 5.6.3.3 Hydrant Locations
 - 5.6.3.4 Hazards
 - 5.6.3.5 Numerous calls reporting incident
 - 5.6.3.6 Entrance to use
 - 5.6.3.7 Lock box information
 - 5.6.3.8 Safety issues
- 5.6.4 RRECC may deploy alternative notification methods such as third-party over-the-top applications and other means that take advantage of emerging technology. These alternative notification methods should not be considered a primary means of notification.
- 5.6.5 In rare cases when the telecommunicator receives information indicating that additional equipment will be needed on the initial alarm, they will notify the first apparatus or officer/firefighter that signs on the air of the request that is being made
- 5.6.6 If a department that is already on-scene of another incident and gets another call in their community, the OIC will be contacted by radio and advised of the second call. They shall then advise RRECC if their department will handle the call or if mutual aid should be dispatched. If the OIC does not answer, the RRECC will dispatch the emergency call per procedure.
- 5.6.7 An incident number is assigned to all calls that are recorded in CAD. This includes pump details, assist police, animal calls, etc. Only one incident number will be generated for an incident no matter how large or small. Only case that a second incident number will be assigned to a call is if a mutual aid agency responds to the same incident. Rekindles will be entered as a new complaint if all units have returned to the station from the previous call at the same location.
- 5.6.8 If a fire station or fire officer is requesting tones be activated for a special service, or if a company is self-dispatching to any type of call that would normally get an incident number, it is recommended a member of that department call the RRECC with reporting party information to make sure an accurate record is made.
- 5.6.9 If for any reason no verbal response or no one has signed on using IAmResponding.com within three minutes after the dispatch, the telecommunicator shall dispatch the closest geographically mutual aid department to the incident location.
- 5.6.9.1 Upon mutual aid request, the incident will be re-toned a 2nd time, re-announcing the incident and advising of the mutual aid response (e.g. Fire Alarm to Rutland EMS personnel. A full crew is still needed for the medical at 242 Main Street. Holden EMS has been requested to respond). Should appropriate personnel respond for the 2nd tone, RRECC personnel shall cancel the mutual aid resource and thank them for their response.
 - 5.6.9.2 Mutual aid response may be replaced by an appropriate upgrade in tone-out when applicable (e.g. No response from Barre Station 1 responders on the first tone is upgraded to an all-call on the second tone). If there is no response to the upgrade/all-call on the 2nd tone, then mutual aid shall be notified, followed by a 3rd tone announcing the mutual aid response. This only applies to those agencies that utilize

a restricted tone for the 1st tone (i.e. Rutland Company C, Barre EMS On-Duty, and Barre station tones).

5.6.10 Incidents or scheduled events requiring multiple apparatus, multi-jurisdictions, and/or extended on-scene operations shall be assigned the use of a tactical frequency at the time of dispatch for use at the direction of RRECC or requested by the Incident Commander. Tactical frequencies include local, state, Federal AND RRECC Tactical Frequencies. Incidents requiring the use of a tactical frequency are as follows:

- Confirmed/Reported Structure Fires
- Fire Alarms/Investigations with Multiple Apparatus Responding
- Hazardous Material Incidents
- Mass Casualty Incidents
- Motor Vehicle Crashes with Entrapment
- Search and Rescue Operations
- Major Public Event (i.e. Spartan Race, Sober in the Sun)

Example Dispatch:

[Departmental Alert Tone] “Fire Alarm dispatching Barre Fire to 90 Main Street for the reported structure fire”

[Repeating] “Fire Alarm dispatching Barre Fire to 90 Main Street for the reported structure fire, Fire Ground will be Tac1 Repeat, Fire Alarm Clear 1500hrs”

5.6.11 RRECC Tactical Frequencies shall be assigned in the following order according to when the incident is received and/or tac channel assignment is requested:

- 5.6.11.1 RRECC Tac 1 Repeater
- 5.6.11.2 RRECC Tac 2 Direct
- 5.6.11.3 RRECC Tac 3 Direct
- 5.6.11.4 Midstate Blue or White
- 5.6.11.5 UTAC 41 Direct, 42 Direct, or 43 Direct

5.6.12 RRECC will automatically dispatch working fire assignment when sufficient information is received (e.g. – multiple calls reporting similar conditions, on scene report from a public safety official).

5.6.13 When RRECC receives an initial report, it will be rebroadcast for all responding units on both the Fire Simulcast Channel and assigned Fire Ground operations channel if able. For example: “[Audible alert] all units responding to _____, from 27C2, light smoke showing.”

5.6.14 On all working building fires, rescues, hazardous material incidents, or any other incident at the request of the IC, the IC will be given a “Twenty Minute Mark” check by RRECC based on the time of the first arriving unit/officer. This will continue every twenty minutes until the fire is placed under control, rescue is complete, or the IC advises to discontinue the checks.

5.7 Inquiries and Tape Requests

- 5.7.1 The fire chief may make an inquiry to the RRECC staff after an incident occurs. This should be done by calling the Shift Supervisor. All inquiries shall be documented for staff review and corrective action where necessary. Inquiries are never to be made to telecommunicators.
- 5.7.2 Continuous recordings are made of all primary radio frequencies and telephone lines at the RRECC.
- 5.7.3 All requests for records must be completed in accordance:
 - 5.7.3.1 All requests must be completed on the RRECC Business Line/Radio/911/video Surveillance form.
 - 5.7.3.2 All requests must be in writing
 - 5.7.3.3 The request must be signed by the requestor and proper contact must be included
 - 5.7.3.4 The request must include specific incident, time, date, location and nature of call

5.8 Miscellaneous Information

- 5.8.1 During normal operations, member fire departments of RRECC, community groups and other interested persons are encouraged to visit the RRECC to observe the operations. These tours should be setup with the Communications Director (508) 886-4033 extension 700 at least five days before they are to take place. Groups of fifteen people or more may need to be split to facilitate a beneficial experience. All visitors to the RRECC are to use the main entrance and must sign the security log, which is located at the dispatch lobby window. The shift supervisor shall have full authority to prohibit visitors, or to curtail a tour that is in progress at any time to maintain the efficient operation of the RRECC. All visitors shall be warned of the need to curtail conversations when transmitters are broadcasting or telephone calls are being received. No visitors will be allowed to have weapons of any kind. All cell phones must be powered off when you enter the Emergency Communications Center.
- 5.8.2 A list of company officers, name, rank, and telephone numbers, shall be provided to RRECC annually and when personnel changes occur. This list can be emailed to fireroster@rrecc.us.

5.9 Attachments

- Attachment A - Fire Agencies
- Attachment B - Fire Frequencies
- Attachment C – Frequency Description
- Attachment D – ICS 217A
- Attachment E – Fire Terminology

Attachment A

Department	Address	Phone Number	Station Number	Chief
Barre Fire Department	61 School Street, Barre MA 01005	978-355-5030	5	Robert Rogowski
Hubbardston Fire Department	48 Gardner Road, Hubbardston MA 01452	978-928-4423	15	Robert Hayes
Oakham Fire Department	178 Barre Road, Oakham MA 01068	508-882-5218	21	Timothy Howe
Rutland Fire Department	240 Main Street, Rutland MA 01543	508-886-4033	27	Seth Knipe
Warren Fire Department	1012 Main Street, Warren MA 01083	413-436-5444	16	Adam Lavoie

Attachment B

Frequency	RX	PL	TX	PL
PD Simulcast	453.8750	110.9	458.8750	110.9
FD Simulcast	460.2375	91.5	465.2375	91.5
Tac 1 Simulcast	453.6500	192.8	458.6500	192.8
Tac 2 Direct	453.1000	192.8	453.1000	192.8
Tac 3 Direct	458.1000	192.8	458.1000	192.8
Warren Police	153.7625	91.5	155.70750	210.7
Warren Fire	154.1300	94.8	155.88750	94.8
UTAC 41D	453.46250	156.7	453.46250	156.7
UTAC 42D	453.71250	156.7	453.71250	156.7
UTAC 43D	453.86250	156.7	453.86250	156.7
Midstate Blue	453.98750	131.8	453.98750	131.8
Midstate White	458.96250	131.8	458.96250	131.8

Attachment C

Frequency	Description
Regional Police Simulcast	The Regional Police Simulcast frequency, the primary operating frequency for our participating law enforcement agencies, is for official use by RRECC Communications and law enforcement personnel only. Others (Fire, EMS, Public Works) may utilize the Regional Police Simulcast frequency for emergency traffic only.
Regional Fire Simulcast	The Regional Fire Simulcast frequency, the primary dispatch/tone-out and operating frequency for our participating fire and EMS agencies, is for official use by RRECC communications and fire/EMS personnel only. Other services may utilize the Regional Fire Simulcast frequency for the purpose of on-scene interoperability only or for pertinent emergency traffic.
Warren Police VHF	The Warren Police VHF frequency, the primary operating frequency for the Warren Police Department, is for official use by RRECC Communications and law enforcement personnel only. Others (Fire, EMS, Public Works) may utilize the Warren Police VHF frequency for emergency situations or as approved by the Warren Police Chief.
Warren Fire VHF	The Warren Fire VHF frequency, the primary dispatch/tone-out and operating frequency for Warren Fire and EMS, is for official use by RRECC communications and fire/EMS personnel only. Other services may utilize the Warren Fire VHF frequency for the purpose of on-scene interoperability only or for pertinent emergency traffic.
Tac 1 Repeat	Simulcasted Tactical radio system for use by RRECC agencies during any incident requiring such frequency. This system will be monitored 24/7, recorded, and available for use by the Communication Center’s radio console system.
Tac 1 Direct	Simplex radio frequency. Users will receive communication from the Tac 1 Simulcast System, however, the Communication Center will not be able to monitor those subscriber units utilizing this frequency. This frequency will NOT be assigned to incidents requiring the use of a Tactical channel resource unless ALL other tactical options have been exhausted and/or the Tac 1 Simulcast System is out of service.

<p>Tac 2 Direct</p>	<p>Simplex radio frequency available for assignment to any incident. This frequency is NOT monitored by the Communication Center.</p>
<p>Tac 3 Direct</p>	<p>Simplex radio frequency available for assignment to any incident. This frequency is NOT monitored by the Communication Center.</p>
<p>Mid-State (District 8)</p>	<p>The Mid-state frequency is the primary frequency for Fire District 8 to request mutual aid for the towns of Barre, Hubbardston, Oakham, and Rutland</p> <ul style="list-style-type: none"> • Midstate Blue • Midstate White
<p>South County (District 7)</p>	<p>The County frequency is the primary frequency for Fire District 7 to request mutual aid for the town of Warren.</p>
<p>LPS 7 (800Mhz)</p>	<p>The LPS7 frequency is the primary frequency for all Central mass law enforcement agencies to request mutual aid. The LPS7 radio has a few other frequencies for interoperability purposes.</p> <ul style="list-style-type: none"> • LPS7 • LPS8 • 8TAC92 • C Patrol 1 (Monitor Only) • C Patrol 3 (Monitor Only) • NB PD 1 (Monitor Only)
<p>UHF Mutual Aid</p>	<p>The UHF Mutual Aid Radio has multiple local agencies programmed. This radio can be used for monitoring or patching capabilities for interoperability.</p> <ul style="list-style-type: none"> • District 8 UHF • Tac 2 • Tac 3 • UTAC42D • UTAC41D • Gardner Fire • Holden PD • Holden FD • Princeton PD • Templeton • Westminster PD • Westminster FD • Dispatch Internal

Oakham DPW	The Oakham DPW frequency is a low band frequency utilized for DPW operations in the Town of Oakham.
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Attachment D

COMMUNICATIONS RESOURCE AVAILABILITY WORKSHEET											Frequency Band		Description	
ICS 217A											VHF/UHF/700/800		MA Aviation Interoperability	
Channel Configuration	Channel Name/Trunked System Talkgroup	Eligible Users	Mobile RX Freq	N or W	RX Tone / NAC	Mobile TX Freq	N or W	TX Tone / NAC	Mode A, D, or M	Notes				
Simplex	123.025	Rotary Wing	123.0250	AM	N/A	123.0250	AM	N/A	A	Air-to-Air				
Simplex	123.750	Fixed Wing	123.7500	AM	N/A	123.7500	AM	N/A	A	Air-to-Air				
Simplex	123.075	Unicom	123.0750	AM	N/A	123.0750	AM	N/A	A	Air-to-Ground				
Simplex	Marine CH 17	Maritime	156.8500	W	N/A	156.8500	W	N/A	A	Air-to-Maritime				
Simplex	Marine CH 22A	Maritime	157.1000	W	N/A	157.1000	W	N/A	A	Air-to-Maritime				
Simplex	DCR FIRE 13	Fire	151.2350	N	71.9	151.2350	N	71.9	A	Air-to-Ground (Water Drop Coord)				
Simplex	DCR FIRE 14	Fire	151.3100	N	71.9	151.3100	N	71.9	A	Air-to-Ground (Water Drop Coord)				
Simplex	VTAC11	All	151.1375	N	156.7	151.1375	N	156.7	A	Air-to-Ground				
Simplex	VTAC12	All	154.4525	N	156.7	154.4525	N	156.7	A	Air-to-Ground				
Simplex	VTAC13	All	158.7375	N	156.7	158.7375	N	156.7	A	Air-to-Ground				
Simplex	VTAC14	All	159.4725	N	156.7	159.4725	N	156.7	A	Air-to-Ground				
Simplex	UTAC41D	All	453.4625	N	156.7	453.4625	N	156.7	A	Air-to-Ground				
Simplex	UTAC42D	All	453.7125	N	156.7	453.7125	N	156.7	A	Air-to-Ground				
Simplex	UTAC43D	All	453.8625	N	156.7	453.8625	N	156.7	A	Air-to-Ground				
Simplex	7AG58D	All	769.13125		\$F7E	769.13125		\$293	D	Air-to-Ground				
Simplex	7AG60D	All	769.63125	N	\$F7E	769.63125		\$293	D	Air-to-Ground				
Simplex	7AG67D	All	770.13125	N	\$F7E	770.13125		\$293	D	Air-to-Ground				
Simplex	7AG68D	All	770.63125	N	\$F7E	770.63125		\$293	D	Air-to-Ground				
Simplex	7AG78D	All	773.11875	N	\$F7E	773.11875		\$293	D	Air-to-Ground				
Simplex	7AG80D	All	773.61875	N	\$F7E	773.61875		\$293	D	Air-to-Ground				
Simplex	7AG85D	All	774.11875	N	\$F7E	774.11875		\$293	D	Air-to-Ground				
Simplex	7AG88D	All	774.61875	N	\$F7E	774.61875		\$293	D	Air-to-Ground (Landing Zone Use)				
Simplex	8TAC91D	All	851.5125	W	156.7	851.5125	W	156.7	A	Air-to-Ground				
Simplex	8TAC92D	All	852.0125	W	156.7	852.0125	W	156.7	A	Air-to-Ground				
Simplex	8TAC93D	All	852.5125	W	156.7	852.5125	W	156.7	A	Air-to-Ground				
Simplex	8TAC94D	All	853.0125	W	156.7	853.0125	W	156.7	A	Air-to-Ground				

Attachment E

Fire Terminology

Acid or Ammonia Suits - Special protective clothing that prevents toxic or corrosive substances or vapors from coming in contact with the body.

Automated External Defibrillator (AED) - An electronic device capable of analyzing and detecting heart rhythms, which can then be corrected, if necessary, through the delivery of an electrical shock to the heart. The electric shock delivered by an AED is designed to stop the chaotic electrical activity and give the heart a chance to recover a normal rhythm.

Air Mask (also known as Face-piece) - A self-contained mask providing an air supply.

Booster Line - A hose that is usually one inch in diameter, rubber jacketed and stored on reels. Booster lines are used on small fires using the water carried in an apparatus' booster tank.

CO Detector - A battery operated device that can measure gasses in the air. Often used to determine the presence of carbon monoxide in structures after fires have been determined "under control."

Cutters - Cutters are used to cut or shear through materials, such as sheet metal and plastic, like a pair of scissors.

Deck Gun or Deluge Nozzle - A large water nozzle attached to an engine. Deck guns deliver larger amounts of water than hand held hose.

Extrication Tools - Piston and rod driven tools used primarily to pry open vehicles to free trapped victims and to prevent further injury by allowing easier access to victims for medical care.

FDC (Fire Department Connection – also known as Standpipe) - A pipe to which the fire department can connect a hose line.

Foam - Compounds introduced into a stream of water by special nozzles or proportioning devices to develop a stream of tenacious foam capable of smothering fires, especially those involving flammable liquids.

Halligan Tool (also known as "Pro Tool") - An all-purpose steel prying bar used as a forcible entry tool.

Personal Protective Equipment (PPE – also known as Bunker Gear or Turnout Gear) - The protective clothing a firefighter wears. PPE generally consists of boots, trousers, coat, gloves, hood and helmet.

Rams - Basically sophisticated jacks such as those used to raise disabled vehicles. They are used to push apart sections of a vehicle or structure.

SCBA (Self Contained Breathing Apparatus) - The breathing apparatus firefighters wear. A SCBA provides firefighters with air for breathing while in a fire or hazardous environment.

Spreaders - Pincer-like, aluminum alloy arms with tips made of heat-treated steel to provide maximum strength for tearing into a vehicle or building.

Thermal Imaging Camera - Thermal imaging cameras use infrared signatures to detect heat sources.

Backdraft - An explosion or rapid burning of heated gases resulting from the introduction of oxygen when air is admitted to a building heavily charged by smoke from a fire which has depleted the oxygen content of a building.

Body Recovery - An operation involving the retrieval of remains of a deceased victim; never a living person.

Cave-In - The separation of a large amount of soil or rock material from the side of an excavation or trench, or the sudden movement of material into the excavation, either by falling or sliding, in sufficient quantity to entrap, bury, injure and/or immobilize a person.

Change of Quarters (also known as Relocate) - Apparatus assigned and physically moved to stand by in the station of a stricken community.

Charged Line - A line of hose filled with water, ready for use.

CHEMTREC - An agency sponsored by the chemical manufacturers to provide emergency responders with information and support in the event of a hazardous material incident.

Cold Zone - The outside perimeter that encompasses an actual hazardous material spill area. Cold zone areas are considered out of danger.

Combustion Explosion - Sudden fracture of a container or structure accompanied by a shock wave (sound) due to over pressure created by the attempt of a gas within the container or structure to expand because of absorption of heat produced by combustion of a flammable mixture within the structure.

Command Post (also known as Incident Command Post – ICP) - The location of on scene command. The Command Post is usually located upwind or in the front of the building/incident.

Confinement - Firefighting operations required to prevent fire from extending to uninvolved areas or other structures, including exposures.

Confined Space - A space that is large enough that a person can enter but has limited or restricted means for entry or exit and is not designed for continuous human occupancy (i.e., tanks, silos, storage bins, hoppers, vaults, pits, underground tunnels, sewers, manholes, etc.).

Controlled Burn - Burning conducted or permitted for the purpose of abating hazards or removing undesirable growth. Also a “backfire” set to remove fuel from the path of an uncontrolled fire.

Corrosive - Substance with high acid or alkaline property that can cause severe reaction if spilled or vapor leaks.

Cribbing - The use of various dimensions of lumber arranged in systematic stacks (pyramid, box, step, etc.) to support an unstable load.

Decontamination - A system for removing contaminants from hazardous material emergency responders and/or citizens, who are exposed to or are working a hazardous materials leak or spill.

Deflagration - To burn or cause to burn with great heat or light.

Drafting - Drawing water to fight a fire from sources, such as lakes, rivers and swimming pools, when hydrants are lacking in the area.

Engulfment - The surrounding and effective capture of a person by a substance that can be aspirated to cause death by filling or plugging the respiratory system or that can exert enough force on the body to cause death by strangulation, constriction or crushing.

Entry Team - The hazardous material response personnel who are working in the immediate area of a chemical leak or spill.

Explosive - A material capable of burning or combusting suddenly and violently.

Exposure - Property that may be endangered by a fire in another structure or by an outside fire. Flying embers may present an exposure hazard for extensive distances.

Extension - Spread of fire to areas not previously involved, as extension of fire through open partitions into the attic or through unprotected openings into another room or building.

Fast Attack - A process where the first arriving engine company attacks the fire using water carried in the booster tank, relying on the second company to secure a water supply.

Fireground - The operation area at a fire where the ranking fire officer is in charge and where firefighting is underway and apparatus is standing-by. The fireground area may not be clearly defined, although at large fires it might be designated by police lines.

Fire Showing - A report from first arriving units at the scene of an alarm to immediately inform the telecommunicator and other responding units that an actual fire is in progress.

Flammable Material - A substance that is capable of being easily ignited and of burning rapidly.

Flashover - The sudden ignition of all flammable material in a room or structure.

Fully Involved - The entire area of a building is involved with flame/fire that immediate access to the interior is not possible until some measure of control has been obtained with hose streams. This term is also used to describe a vehicle that is fully engulfed in flames.

Hazard Class - A group of materials, as designated by the Department of Transportation (DOT) that shares a common major hazard property (i.e., radioactivity, flammability, etc.). The DOT hazard classes are defined in Module 8.

Hazardous Atmosphere - Any atmosphere that can expose personnel to the risk of death, incapacitation, injury, acute illness or render them unable to rescue themselves.

Hazardous Material (HAZMAT) - A substance or material in a quantity or form that may pose an unreasonable risk to health and safety or property when transported in commerce.

Hot Zone - The designated perimeter that encompasses an actual hazardous material spill area. This area is considered highly contaminated.

Infectious Substance - A substance which is capable of harm to human life by causing disease or severe illness. Often associated with medical waste.

Keyholder - An individual affiliated with a building or facility that can respond to the location and provide access and information to response units.

Knock Down - To reduce flame and heat so as to prevent danger of further extension of fire.

Laying Lines - Laying a hose from point A to point B (i.e., from an engine to a hydrant, etc.).

Limited Service - A unit can still be available to handle a call, but their availability to respond depends on their current status (may have a minimum amount of water, no hose, etc.).

Litter - A transport device designed to support and protect a victim during movement.

Lock Box (also known as Key Box or Knox Box) - A secured system of keeping master building keys available to emergency crews so they can access a building without forcible entry. A lock box can be a small safe-like box mounted on the exterior of a building near the entrance. Another lock box, secured in an apparatus or the fire station, contains a master key that can be released via a radio signal.

Move Up - Movement of fire apparatus to the scene from staging or change of quarters.

National Fire Protection Association (NFPA) - An association that develops, publishes, and distributes codes and standards intended to minimize the possibility and effects of fire.

Nothing Showing - Part of the on-the-scene “size-up” report of the first arriving company to inform the telecommunicator and other responding companies of the status of the situation.

Out of Service - A response unit reports out of service when due to an accident, mechanical failure, or any other cause, it is not available to answer its assigned calls.

Overhaul - The process of searching for evidence of further fire hidden from view and the removal of materials that may re-combust.

Placards - 10x3/4 in. (273.0 mm) square diamond markers required on hazardous materials transporting vehicles such as a truck or tank car, or a freight container 640 cu. ft. (18.1 m) or larger.

Portable Tank - A container used to temporarily hold water during tanker operations.

Rekindle - An instance where a fire department is called back to a location where fire has been extinguished because of reigniting due to latent heat sparks or embers, or due to the presence of smoke or steam.

Returning Equipment - Equipment that is returned to quarters or to a previous assignment when the first-in unit determines that no further assistance is needed.

Salvage - The process of protecting and/or removing non-damaged belongings to prevent further damage.

Sectoring - A system requiring an officer in charge of a particular area. At a large incident there may be many sectors (equipment, rescue, interior, exterior, ventilation/roof, staging, water supply, hazard, safety, rehab, etc.).

Shoring - A metal hydraulic, pneumatic/mechanical or timber system that supports the sides of an excavation and is designed to prevent cave-ins.

Silent Alarm - An alarm that has no audible signal on the premises from which it originated.

Size-Up - An assessment of the fire or disaster scene provided by the first company. Size-up is a continuing process.

Staging Area - A location near the incident where additional equipment is being directed to assemble for further instructions and organization.

Still Water - A body of water that is essentially stationary such as lakes, ponds, pools, etc.

Swift Water - Water moving at a rate greater than one knot (1.15 mph).

Technical Rescue - The application of special knowledge, skills and equipment to safely resolve unique and/or complex rescue situations.

Tele Therm Alarm - An alarm that activates as a result of a heat detector detecting a rapid rise in the temperature of the area that is protected by the alarm.

Toxic Materials - Substances that can be poisonous if inhaled, swallowed or absorbed into the body through cuts or breaks in the skin.

Under Control - Generally indicates the fire is no longer spreading, however, there may still be some fire to deal with.

Ventilation - A technique for opening a burning building to remove heated smoke and gases to prevent explosive concentrations and to permit advancement of hose lines into effective positions for fire extinguishments.

Alert Tones - Electronic tones preceding a radio message, broadcast or dispatch to advise personnel of the type of information being dispatched.

ALI (Automatic Location Identification) - Automatic display at the communications center of the caller's telephone number, the address or location of the telephone and supplementary emergency services information.

ANI (Automatic Number Identification) - Automatic display at the communications center of the caller's telephone number.

Antenna - A system of wires or electrical conductors employed for reception or transmission of radio waves.

Base Station - A radio used by telecommunicators to transmit and receive messages. The radio may be located at the communications center or a remote location.

Basic 9-1-1 - A system that provides dedicated lines for carrying 9-1-1 calls to the correct public safety answering point. Basic 9-1-1 may or may not support ANI and/or ALI.

Call Routing - The operational methods used to route call information through and between agencies. The four basic operational methods of call routing are direct dispatch, call transfer, call relay and call referral.

Channel - The electronic signal path radio frequency flows through. Often used synonymously with "frequency."

Clipping - Term associated with the use of two-way radios used to describe instances when either the first part of a message or the last part of a message is cut off.

Communications Center - Facility either wholly or partially dedicated to being able to receive emergency and, in some instances, non-emergency reports from citizens. Other terms used for the communications center are fire alarm headquarters, dispatch or public safety answering point (PSAP).

Computer Aided Dispatch (CAD) - Electronic database that provides the telecommunicator with call information, response unit availability and other resources.

Control Equipment - Devices used to operate remote radio equipment from a central or convenient location, such as a telecommunicator's console.

Conventional Radio System - A radio system where a group of radios is assigned a frequency or channel and one radio may be transmitting at any time on the frequency to which those radios are assigned.

Deployment Plan - Predetermined response plan of apparatus and personnel for specific types of incidents and specific locations.

E9-1-1 (Enhanced 9-1-1) - A system that enhances basic 9-1-1 by automatically providing the caller's phone number (ANI) and physical address (ALI).

Emergency Call Box - System of telephones connected by private line telephone, radio frequency or cellular technology used to report emergency situations.

Emergency Medical Dispatch - System designed for use by telecommunicators to assist them in evaluating patient symptoms in order to provide pre-arrival instructions using predetermined criteria and responses.

Encoder - Device that converts an entered code into paging codes that activate a variety of paging devices.

ESN (Emergency Service Number) - A three to five digit number representing a unique combination of emergency service agencies (law enforcement, fire and emergency medical service) designated to serve a specific range of addresses within a particular geographical area or Emergency Service Zone (ESZ). The ESN facilitates selective routing and selective transfer, if required, to the appropriate communications center and the dispatching of the proper service agencies.

Federal Communications Commission - An independent US government agency, directly responsible to Congress, which regulates interstate and international communications by radio, television, wire, satellite and cable.

Fire Station Alerting System - System used to transmit emergency response information to fire station personnel via voice and/or digital transmissions.

Frequency - Literally means the time taken by a signal to complete one cycle. Frequency usually refers to the assigned channel. Frequencies are assigned to a department and the department's radio equipment is tuned to broadcast and receive on these frequencies.

Home Alerting Devices - Emergency alerting devices primarily used by volunteer department personnel to receive reports of emergency incidents.

Interoperability - 1) The ability of systems, units or forces to provide services to and accept services from other systems, units or forces and to use the services so exchanged to enable them to operate effectively together. 2) The condition achieved among communications-electronics systems or items of communications-electronics equipment when information or services can be exchanged directly and satisfactorily between them and/or their users. The degree of interoperability should be defined when referring to specific cases.

Keying - Activating the radio transmitter. When the push-to-talk button is pressed, the transmitter is keyed.

Logging Recorder - A device that records radio and telephone conversations and if integrated into CAD, field events.

Mobile Data Computer - Communications device that has information processing capabilities.

Mobile Data Terminal - Communications device that, in most cases, has no information processing capabilities.

Mobile Radio - A transmitter and receiver mounted in a vehicle. Requires power from the vehicle and an antenna mounted on the vehicle.

Monitor - A term used to describe listening to radio messages without transmitting.

MSAG (Master Street Address Guide) - Essentially a "routing table" that identifies all street names, a range of theoretically possible house numbers for each street and which unique set of law enforcement, fire and emergency medical services providers are responsible for that address.

Multiple Alarm(s) - A term describing the number of alarms activated for a specific incident. Typical levels are: first alarm, 2-alarm, 3-alarm, 4-alarm, 5-alarm and special alarm. Each alarm level is designed around a specific progressive structure that includes pre-arranged types and quantities of apparatus that will be needed for a specific incident type.

Multiple Alarm Incident - An alarm involving the response of additional personnel.

Mutual Aid - A process of supplying supplemental personnel, equipment or other resources to an incident to assist departments that may be in danger of becoming overwhelmed in their response. These procedures are normally predetermined and are spelled out in mutual aid agreements between response agencies.

Mutual Response (also known as Automatic Aid) - A type of mutual aid response where an assisting department automatically responds with the requesting department on the initial alarm.

P-ANI (Pseudo ANI) - A number used by wireless telephone carriers to route the call and identify the cell site (and sector, if it's a sectored site) from which a wireless call originates.

Portable Radio - A transmitter and receiver capable of completely independent operation using an internal battery and integral antenna.

PSAP (Public Safety Answering Point) - Another term for a communications center. A primary PSAP is the first communications center to answer a 9-1-1 call; it may also be the point from which calls are dispatched. A secondary PSAP receives transferred 9-1-1 calls for dispatch or further processing, after screening for a required service by a primary PSAP.

Radio Network - A number of radio stations, fixed and mobile, in a given geographical area that are jointly administered or that communicate with each other by sharing the same radio channel or channels.

Radio Pager - A device containing a receiver and a decoder that may be individually activated indicating the user's attention is required; usually battery-operated and carried by the user.

Receiver - A device capable of receiving radio signals and converting them into a form usable by human or machine.

Repeater - A device used to extend the effective range of communication by receiving and re-transmitting radio signals automatically and simultaneously.

Ringdown Circuits - A telephone connection between two points. Going "off hook" on one end of the circuit causes the telephone on the other end of the circuit to ring without having to dial a number.

Run Card System - System of cards, paper or electronic, or other form of documentation, which provides specific information on what apparatus and personnel respond to specific areas of a jurisdiction.

Selective Routing - Routing of a 9-1-1 call to the proper communications center based on the location of the caller. Selective routing is controlled by the ESN which is derived from the caller's location.

Spectrum - Term used to describe the complete range of radio frequencies used for communication.

Station Identifier - The radio call sign assigned by the Federal Communications Commission (FCC).

Transmitter - Device capable of emitting radio signals containing voice or data.

Trunked Radio System - A radio system that allows for a shared dynamic allocation of available communications resources. In a trunked radio system, many talk groups share the available frequencies with the central controller sorting out the transmissions instantaneously.

Type A Reporting System - System in which an alarm from a fire alarm box is received and retransmitted to fire stations either manually or automatically.

Type B Reporting System - System in which an alarm from a fire alarm box is automatically transmitted to fire stations and, if used, to outside alerting devices.

Voice over Internet Protocol (VoIP) - A technology that allows telephone calls to be made using the internet.

Wireless E9-1-1 Phase I - The delivery of the wireless 9-1-1 call to the appropriate communications center along with the call back number and the cell site (and sector, if the site is sectored) from which the call originates.

Attachment E**INTERNATIONAL PHONETIC ALPHABET**

The proper procedure when broadcasting names that may have more than one spelling is to state the name first, followed by its phonetic spelling and then repeat the name. If the telecommunicator is unsure how to pronounce a name, it is acceptable to not attempt the pronunciation and go straight to spelling the name using the phonetic alphabet.

A - Alpha

B - Bravo

C - Charlie

D - Delta

E - Echo

F - Foxtrot

G - Golf

H - Hotel

I - India

J - Juliet

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

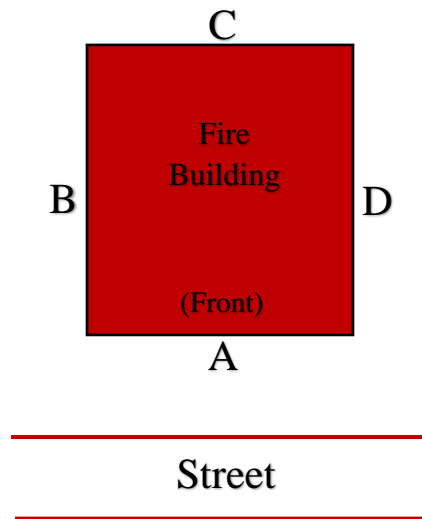
Y - Yankee

Z - Zulu

Attachment F

Side of building Designation

A letter designation will be assigned to each exterior side of the incident building (or location). The front (street address side) of the building will be designated as the “A” side. Once the “A” side has been established, the side to the left will be designated as the “B” side, and the side to the right will be designated as the “D” side, as shown on the diagram below:



6. GUIDANCE

REVISION HISTORY		
Title:	Fire Communications	
Policy Number:	2.500.1.2021	
Revision Date	Modified by	Notes (Optional)
Authorizing e-Signature:	<i>Michael C. Moriarty</i>	
Employee Acknowledgment e-Signature:		