



DEPARTMENT OF EMERGENCY
SERVICES
911 COMMUNICATIONS

**Communications Manual
Second Edition
September 1, 2009**

COMMUNICATIONS MANUAL CHANGE LOG

Change #	Date	Description
1	9/16/2009	Changed the order the talk groups are assigned for Fire/EMS (pg 2-4, 2-5)
2	11/17/2009	Deleted all references to an alert tone being transmitted prior to a fire/EMS dispatch (pg 2-7)
3	11/25/2009	Eliminated the reference to the Out of Service Announcement for Fire and EMS (pg 2-6)
4	2/15/2010	Changed the initial talk group assignment for Fire/EMS units (pg 2-4)
5	2/15/2010	Eliminated section 16.5 Radio Templates
6	2/15/2010	Added Hazmat as an authorized radio designation (pg 15-3)
7	2/15/2010	Added standard radio identifiers (pg 15-5)
8	2/15/2010	Added section 13 Violations of Policy and Procedures
9	2/15/2010	Added references to FD/PD3 talk group for interagency communications (pg 10-1)

Communications Manual

Contents

Section	Item	Page
1	Preface.....	i
2	Introduction.....	1-1
	2.1 General.....	1-1
	2.2 Purpose.....	1-1
	2.3 Governance.....	1-1
	2.4 FCC Requirements.....	1-2
	2.5 Interoperability.....	1-2
	2.6 National Incident Management System	1-2
3	Operating Instructions and Procedures.....	2-1
	3.1 General.....	2-1
	3.2 Dispatcher Responsibilities.....	2-1
	3.3 Fire, EMS and Police Responsibilities	2-2
	3.4 Police Responsibilities.....	2-4
	3.5 Communications.....	2-4
	Fire/EMS.....	2-4
	Fire Police.....	2-7
4	Talk Groups.....	3-1
	4.1 General.....	3-1
	4.2 Special Events Talk Groups.....	3-1

5	Police Talk Groups.....	4-1
	5.1 General.....	4-1
	5.2 City 1.....	4-1
	5.3 Metro 2.....	4-2
	5.4 North 3.....	4-3
	5.5 East 4.....	4-4
	5.6 West 5.....	4-5
	5.7 DA 6.....	4-6
	5.8 Sheriff 7.....	4-6
6	Fire/EMS Talk Groups.....	5-1
	6.1 General.....	5-1
	6.2 Dispatch Talk Group.....	5-1
	6.3 OPS Talk Groups.....	5-2
7	Med Patches.....	6-1
	7.1 General.....	6-1
	7.2 Procedure.....	6-1
8	Fire Police Talk Groups.....	7-1
	8.1 General.....	7-1
	8.2 Fire Police Talk Groups.....	7-1
9	HazMat/EMA.....	8-1
	9.1 General.....	8-1
	9.2 HazMat Talk Groups.....	8-1
10	Mobile Communications Unit.....	9-1
	10.1 General.....	9-1
	10.2 Resources.....	9-1

11	Intercounty Communications.....	10-1
	11.1 General.....	10-1
	11.2 Interagency Communications.....	10-1
12	Lost or Stolen Radios.....	11-1
	12.1 General.....	11-1
	12.2 Procedure.....	11-1
13	Violations of Operations and Procedures.....	12-1
	13.1 General.....	12-1
	13.2 Violations by public safety radio users other than YCDES Personnel.....	12-1
	13.2 Violations YCDES Personnel.....	12-2
14	Emergency Conditions.....	13-1
	14.1 General.....	13-1
	14.2 Procedure.....	13-1
15	Emergency Button Activation.....	14-1
	15.1 General.....	14-1
	15.2 Emergency Activation.....	14-1
	15.3 Accidental Activation.....	14-2
16	Terminology.....	15-1
	16.1 General.....	15-1
	16.2 Standard Verbiage.....	15-1
	16.3 Unit Definitions.....	15-3
	16.4 Radio Identification List.....	15-5

1- PREFACE

The Communications Manual is an operations publication that supports radio operations. Department of Emergency Services (DES) personnel and field responders will use this manual to operate all radio systems. The manual contains critical information that supports emergency communications. This manual is the only authorized source for this information. This manual supercedes any other publication. DES management and field supervisors should ensure that all personnel that routinely use the public safety radio systems have access to this publication in their work area.

The proponent of this publication is the Director, York County 911 Communications. Submit changes for improving this manual to the Director. Key each comment to the specific page and paragraph. Provide reasons for each comment to ensure understanding and complete evaluation.

This manual applies to DES personnel, Fire Departments, Police Departments, EMS Departments, EMA Coordinators and HazMat Personnel.

This manual is for official use only (FOUO).

Unless otherwise stated, masculine pronouns do not refer exclusively to men.

2- THE YORK COUNTY PUBLIC SAFETY RADIO NETWORK

2.1 GENERAL

“Knowing is not enough, we must apply. Willing is not enough, we must do.”

-Johann van Goethe

German author, 1749-1832

The digital trunked radio system is designed to be geographically diverse and robust enough to accommodate the needs of the County’s emergency services agencies. This radio system is first and foremost a public safety network that provides for an interoperable communications solution for those public safety agencies in and around the County of York that will allow for direct two-way radio communications to occur among the various public safety entities.

The York County Communications Committee is a committee composed of York County DES personnel and field responders. It is responsible for maintaining and updating this manual and the material contained therein.

2.2 PURPOSE

The Communications Manual provides the information that is essential to properly operate a radio on the system. This manual contains the standardized objectives for the radio operator to be successful.

2.3 GOVERNANCE

York County Department of Emergency Services 911 Communications is committed to excellence in public safety. We are committed to provide professional, efficient and reliable service 24 hours a day, 365 days a year between the public and York County’s Police, Fire and Emergency Medical Services.

York County 911 has established a Public Safety Policy Board that is comprised of representatives from police, fire, and EMS agencies throughout the county. The communications center is also represented. They work to identify existing communications policies and procedures to ensure they meet the current needs of the various public safety agencies.

2.4 FCC REQUIREMENTS

This radio network is licensed by the Federal Communications Commission (FCC) and is thereby required to follow all regulations, guidelines, policies and procedures set forth by the FCC. Users are further advised that all talk groups on this radio network, while not necessarily monitored by the dispatch center are recorded at all times. Further, these licensed frequencies are published by the FCC and thereby accessible to the general public, if they have the proper monitoring equipment necessary to listen to our radio traffic.

2.5 INTEROPERABILITY

This is a P-25 radio system, and as such, the County has a system requirement that we can seamlessly interoperate with neighboring agencies.

NOTE: This Policy and Procedural Document provides the basic operational guidelines for all public safety agencies in York County serviced by the D.E.S. for the new Public Safety Digital Trunked Radio System and while it does set forth specific operational guidelines, as with the new radio system being implemented, it should be considered to be a 'work in progress' and will be subject to continued revisions as may be required. The following sections are still being developed and as details are known, will be incorporated into this Policy and Procedural Manual by way of addendums:

1. Interoperability Communications with public safety entities outside the geographic boundaries of York County, PA.
2. Incorporation of a local municipal talk group for those local public safety entities providing services to local municipal governments.

2.6 NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)

The National Incident Management System (NIMS) provides a systematic, proactive approach to guide departments and agencies at all levels of government, nongovernmental organizations, and the private sector to work seamlessly to prevent, protect against, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life and property and harm to the environment. York County Department of Emergency Services operates under the guidance of NIMS.

3- OPERATING INSTRUCTIONS AND PROCEDURES

3.1 GENERAL

The York County Communications System will be used only for the transaction of official business by authorized persons in accordance with the procedures described in this manual. Nothing in these procedures will prohibit the use of wired or wireless telephone facilities where their use may be more practical and effective. All operators will comply with the regulations of the Federal Communications Commission.

3.2 DISPATCHER RESPONSIBILITIES

The dispatcher must maintain complete control over dispatching units and allow only those units to respond which have been assigned to a particular call. The dispatcher must do all they can to ensure the safety of the field responder. All dispatchers will receive and maintain certification in APCO P33 or equivalent course.

The dispatcher is responsible for clearing traffic as quickly as possible for maintaining discipline on the air, and for determining the order of priority on simultaneous transmissions. To insure a smooth and efficient operation, all orders of the dispatcher must be strictly obeyed. The priority of transmissions includes but is not limited to the following:

- A. Any transmission pertaining to a fire, crime in progress or medical emergency of a life-threatening status.
- B. The movement or disposition of units during or because of an emergency.
- C. Fire ground, police incident or medical scene operations.
- D. The location of personnel on official business.
- E. Messages needed for the normal operation of a department (investigations, inspections, training, etc).
- F. Test messages required by regulation or repair service.
- G. Routine broadcast of station identification and time.

- H. Routine tests with mobile units.
- I. Redirect the movements, as required, of chief officers, department units, and special units when out of station but available for duty.
- J. Special announcements as directed.
- K. Parades and other non-emergency reports will be made by telephone.

Signal 13 (Police) and Mayday (Fire/EMS) will take priority over all other radio traffic. All units will immediately cease radio traffic until the emergency is cleared. The dispatcher will then immediately clear the air on the talk group where the MAYDAY was called and concentrate all focus on this talk group. Move all other operations to another talk group. The only individuals that should be on this talk group are the person declaring the emergency, and the outside contact that is communicating with him or her. Do not abandon this talk group for any reason until the situation has been resolved. Also see the section on Emergency Button Activation in this manual.

All communications will be clear and concise. The use of slang is prohibited. Federal law prohibits the use of profane and indecent language. Pronounce words carefully, giving proper form to each sound in every word. Keep a natural conversational rhythm. Speak calmly, clearly and distinctly. Do not shout into the radio. The use of "Thanks", "Please" and other expressions of courtesy are unnecessary and will not be used. Pleasantries or personal greetings will not be exchanged.

Police dispatchers are not required to sign on the radio as the new system has an automatic identifier that is always on. The West Fire/EMS dispatcher will be responsible for signing all fire/EMS dispatchers on at the beginning of the shift. This will be done on Mutual Aid, 33.88 and Med 10. This dispatcher will also be responsible for the Out of Service announcement at 0800 and 1830 hours, and the monthly Civil Defense announcement.

3.3 FIRE, EMS AND FIRE POLICE RESPONSIBILITIES

All units due on an assignment should advise the dispatcher of their response. It is suggested that if all units due from a department respond together, the OIC or one unit advise the Communications Center that their station is responding. At that time the Communications Center would assume all apparatus due from a station is responding.

The following units may advise “Responding” on incidents:

- A. Municipal Chief of the municipality in which the incident is occurring.
- B. The Department Chief (once the highest ranking Chief of that department goes responding 911 does not want to hear from any other chiefs or officers).
- C. The Duty Officer – a predetermined duty officer for that time frame.
- D. Fire/EMS Captains and Lieutenants may not advise responding unless they are the predetermined duty officer for that time frame
- E. Fire unit, EMS unit
- F. Single Fire Police Unit representing the entire response from a station

Reporting on-the-scene/ Fire Ground Report

- A. The first arriving fire/EMS unit on the scene of an incident will provide Communications with a brief visual report of the incident. (This can be anyone or any unit with an approved York County radio designation)
- B. All first alarm apparatus or companies may advise Communications of their arrival to the scene. Second alarm or other mutual aid apparatus will not advise the status of “On the Scene.”
- C. All pertinent information received concerning fire ground conditions will be broadcast by Communications, preceded by an alert tone.

Fire Chiefs should advise “On the Scene” only if they are the first arriving unit at the incident, or if they are assuming incident command.

Signal 13 (Police) and Mayday (Fire/EMS) will take priority over all other radio traffic. All units will immediately cease radio traffic until the emergency is cleared. The dispatcher will then immediately clear the air on the talk group where the MAYDAY was called and concentrate all focus on this talk group. Move all other fire ground operations to another talk group. The only individuals that should be on this talk group are the person declaring the emergency, and the outside contact that is communicating with him or her. Do not abandon this talk group for any reason until the situation has been resolved. Also see the section on Emergency Button Activation in this manual.

All communications will be clear and concise. The use of slang is prohibited. Federal law prohibits the use of profane and indecent language. Pronounce words carefully, giving proper form to each sound in every word. Keep a natural conversational rhythm. Speak calmly, clearly and distinctly. Do not shout into the radio. The use of "Thanks", "Please" and other expressions of courtesy are unnecessary and will not be used. Pleasantries or personal greetings will not be exchanged.

3.4 POLICE RESPONSIBILITIES

All units due on an assignment should advise the dispatcher of their response. Units will advise their dispatcher of all status changes so the dispatcher can adequately track them.

Line ups should be faxed or telephoned into the Communications Center. The line up should include the officer's badge number, car assignment, radio number (if appropriate) and sector.

3.5 COMMUNICATIONS

Fire/EMS

Fire and EMS calls will be dispatched via alpha numeric page. This page will include the time and date of dispatch, the call for service and nature of the call, the location with cross streets, box number, equipment due, and talkgroup assigned. A single voice dispatch will be made on the Dispatch talkgroup.

Fire and EMS units will respond on the home talk group of the incident and then switch to the operations talk group if required. The operations talkgroup will be indicated in the dispatch. See Section 6 for Fire/EMS talkgroup assignments.

A response check will be made for fire units at the five minute mark, and at the seven minute mark for EMS units. If there is no response from a unit, the next due unit will automatically be dispatched.

The fire/EMS dispatcher will monitor the assigned talkgroup. If additional talkgroups are needed, the Incident Commander will advise communications and they will be assigned if available. The order will be:

OPS2 will use 6, 7
OPS3 will use 8, 9
OPS4 will use 10, 11
OPS5 will use 12, 13

OPS 14, 15, 16 will be assigned as needed.

These will not be monitored unless requested by the Incident Commander and staffing allows. If the dispatcher is unable to monitor a talk group, they will notify the 911 shift supervisor who will decide how to handle the situation.

Upon arrival at the scene the first unit or officer will contact the Communications Center and advise of their arrival. At the time of arrival the IC will name the command relative to the incident such as (1st St. Command / Main St. Command). After the IC has named the command location, all units and Communications Center personnel involved in that incident will use the same descriptor. It will be the responsibility of the Command to name the command site.

The Communications Center will log only the following fire call information via CAD unless there is a special need or request by the IC, or as time allows:

- Dispatch Time
- Responding Time
- Incident Command Arrival Time
- Incident Name
- Under Control or Extrication Complete Time
- Unit or Company Available Time

The Communications Center will log only the following EMS call information via CAD unless there is a special need or request, or as time allows:

- Dispatch Time
- Responding Time
- EMS Unit Arrival Time
- En Route to Hospital Time
- Arrival at Hospital Time
- Unit Available Time

Patient information will be provided to responders using the National Academies of Emergency Dispatch (NAED) Four Commandments: Chief Complaint, Age, Status of Consciousness, and Status of Breathing. Additional clarifying information may be added at the discretion of the dispatcher.

The following updates will be sent via digital pager and announced on the radio:

- Cancel the call
- Dangerous scene- stage away
- Holding the Box to the (equipment)
- MAYDAY

Confirmed Entrapment

Working Fire

York is now operating under Phase 1 of Emergency Operations

York is now operating under Phase 2 of Emergency Operations

These and other appropriate updates will be announced on the radio, preceded by an alert tone.

No responder will switch to, change or utilize any other talkgroup without requesting and being granted permission from the Communications Center to do so. The only exception will be in utilizing the Talk Around (T/A FE) channels. They are York County licensed frequencies and are P25 compliant. UTAC is for NIMS operation. The T/A FE channels may be utilized with the permission of the Incident Commander, Chief or Officer in charge of the incident or training. It is highly recommended that the Communications Center be advised of the use of these frequencies. It should also be noted that when utilizing these frequencies the emergency button on any radio does not alert the communications center. The dispatcher cannot monitor these frequencies.

When a call is cancelled the Communications Center will announce the cancellation. The communications center will perform a roll call of units that are responding who must acknowledge the Communications Center but may utilize either the main dispatch or fireground talkgroup to do so. The Communications Center will monitor the assigned fireground talkgroups for acknowledgements. The cancellation will also be sent out over the paging system for the benefit of any unit due on the call but not responding. This page will include the box number for the cancelled call.

When 2nd due units are dispatched and/or responding to a call and 1st due units sign on for the same call, the decision will be made by 1st due units as to who will be handling the incident.

Duty officer paging for non-emergency items such as road closings will not be conducted between the hours of 2200 and 0800.

Safety checks will be conducted for EMS units every 20 minutes once a unit arrives on the scene. This will be done for medical calls and other calls where there are no other public safety personnel present. If no response is received after the check, a police response will be initiated.

Fire Police

Fire police calls will be dispatched via alpha numeric page. This page will include the time and date of dispatch, the call for service and nature of the call, the location with cross streets, box number, equipment due, and talkgroup assigned. A single voice dispatch will be made on the Dispatch talkgroup.

Fire police units will respond on their home talk group and then switch to the operations talk group if required. The correct talkgroup will be indicated in the dispatch. See Section 6 for Fire/EMS talkgroup assignments.

Only one fire police unit will call responding and make status changes on behalf of the station. This will be done on the assigned talkgroup for the incident. Additional responses will be made on the appropriate Fire Police talkgroup and be coordinated internally. All Fire Police operations will occur on the Fire Police talkgroups. See Section 9 for Fire Police talkgroup assignments.

General

The correct format of a two-way message would be:

Dispatch: "York to (unit)"
Unit: "(unit) go ahead"
Dispatch: "(message)"
Unit: "(unit) ok"
Dispatch: "(unit) (time)"

The correct format of a fire, fire police or EMS voice dispatch would be:

Dispatch: "(municipality), (address or location), (cross streets), (incident type), (box area and units due), (talk group), (time)."

The correct format of a police dispatch would be:

Dispatch: "York to (unit)"
Unit: "(unit) go ahead"
Dispatch: "(incident type), (municipality if required), (pertinent details)"
Unit: "(unit) ok"
Dispatch: "(unit) (time)"

York County 911 uses alphanumeric paging to alert Fire and EMS units.

York County DES utilizes the NATO Phonetic Alphabet:

Alpha	Juliet	Sierra
Bravo	Kilo	Tango
Charlie	Lima	Uniform
Delta	Mike	Victor
Echo	November	Whiskey
Foxtrot	Oscar	X-Ray
Golf	Papa	Yankee
Hotel	Quebec	Zulu
India	Romeo	

York County DES utilizes the 24-hour time system.

York County DES utilizes clear speech and plain English. No 10-codes will be used.

4- TALK GROUPS

4.1 GENERAL

Not all talk groups are monitored by the Dispatch Center, however all are recorded. The talk groups are designated **Monitored by Dispatch, Monitored if assigned to an Incident by Dispatch and Not Routinely Monitored**. The general public can monitor the radio traffic if they have the proper monitoring equipment.

4.2 SPECIAL EVENTS TALK GROUPS

There are Four Special Event/Administrative Talk Groups:

- SE-ADMIN A
- SE-ADMIN B
- SE-ADMIN C
- SE-ADMIN D

These are used for special events (e.g. Fair, Carnivals or other Special Events), trainings or other administrative reasons and are not monitored by the Communications Center. Contact the 911 Shift Supervisor by phone for permission to use these talk groups. If an Agency wants these channels to be monitored they should provide a written request one week in advance of the event to the 911 Director or his/her designee. These talk groups could be used in conjunction with the Mobile Communications Unit (MCU).

5- POLICE TALK GROUPS

5.1 GENERAL

Police talk groups are broken down into the following:

- City 1
- Metro 2
- North 3
- East 4
- West 5
- DA 6
- Sheriff 7

Pre-planned events (i.e. warrant detail, DUI detail) will be assigned a separate talk group. In-progress officer safety incidents (i.e. pursuit, shots fired at officers) will remain on the main talk group. Other routine traffic will be assigned a separate talk group. In-progress incidents that have stabilized (i.e. subject now barricaded, waiting on QRT response) will be assigned a separate talk group as soon as possible so routine traffic can return to the main talk group.

5.2 CITY 1

- The only agency assigned to this talk group is York City Police
- Radio Profile (All Radios)
 - City 1 (Main Talk Group) – Monitored by Dispatch
 - TAC 1A – (City 2 Talk Group) - Monitored by Dispatch
 - TAC 1B – (Major Incident Talk Group) – Monitored if assigned to an incident by dispatch
 - TAC 1C – (Major Incident Talk Group) – Monitored if assigned to an incident by dispatch
 - CAR-CAR 1 – (Used for car to car communications) – not routinely monitored
- Radio Profile (Supervisor Radios) – in addition to above channels
 - SPRV 1 – Supervisor Unit to Unit Channel – Not routinely monitored
 - YCCHIEFS – Police Chiefs unit to unit channel
- Routine Traffic
 - will always use the City 1 talk group
- Major Incident Talk Group

- If an incident warrants a secondary talk group, the request will go to the dispatcher and they will announce the secondary talk group for their operations
- The first talk group that will be assigned for a major City Police incident would be TAC 1B
- A second incident will be assigned TAC 1C

5.3 METRO 2

- This includes the following police agencies:
 - Springettsbury Township PD
 - West Manchester Township PD
 - West York Borough PD
 - Spring Garden Township PD
- Radio Profile (All Radios)
 - Metro 2 (Main Talk Group) – Monitored by Dispatch
 - TAC 2A – (Major Incident Talk Group) – Monitored if assigned to an incident by dispatch
 - TAC 2B – (Major Incident Talk Group) – Monitored if assigned to an incident by dispatch
 - TAC 2C– (Major Incident Talk Group) – Monitored if assigned to an incident by dispatch
 - CAR-CAR 2 – (Used for Car to Car Communications) – Not routinely monitored
- Radio Profile (Supervisor Radios) – in addition to above channels
 - SPRV 2 – Supervisor Unit to Unit Channel – Not routinely monitored
 - YCCHIEFS – Police Chiefs unit to unit channel
- Routine Traffic
 - will always use the Metro 2 talk group
- Major Incident Talk Group
 - If an incident warrants a secondary talk group, the request will go to the dispatcher and they will announce the secondary talk group for their operations
 - The first talk group that will be assigned for a major Metro incident would be TAC 2B
 - A second incident will be assigned TAC 2C

5.4 NORTH 3

- This includes the following police agencies:
 - Northern Regional PD
 - Northeastern Regional PD
 - Carroll Township PD
 - Newberry Township PD
 - Fairview Township PD
 - Pinchot Park Rangers

- Radio Profile (All Radios)
 - North 3 (Main Talk Group) – Monitored by Dispatch
 - TAC 3A – (Major Incident Talk Group) – Monitored if assigned to an incident by dispatch
 - TAC 3B – (Major Incident Talk Group) – Monitored if assigned to an incident by dispatch
 - TAC 3C– (Major Incident Talk Group) – Monitored if assigned to an incident by dispatch
 - CAR-CAR 3 – (Used for Car to Car Communications) – Not routinely monitored

- Radio Profile (Supervisor Radios) – in addition to above channels
 - SPRV 3 – Supervisor Unit to Unit Channel – Not routinely monitored
 - YCCHIEFS – Police Chiefs unit to unit channel

- Routine Traffic
 - will always use the North 3 talk group

- Major Incident Talk Group
 - If an incident warrants a secondary talk group, the request will go to the dispatcher and they will announce the secondary talk group for their operations
 - The first talk group that will be assigned for a major North incident would be TAC 3B
 - A second incident will be assigned TAC 3C

5.5 EAST 4

- This includes the following municipalities and police agencies:
 - York Area Regional PD
 - Lower Windsor Township PD
 - Wrightsville Borough PD
 - Hellam Township PD
 - North Hopewell Township PD
 - Stewartstown Borough PD
 - Sam Lewis Park Rangers
 - York County Park Rangers

- Radio Profile (All Radios)
 - East 4 (Main Talk Group) – Monitored by Dispatch
 - TAC 4A – (Major Incident Talk Group) – Monitored if assigned to an incident by dispatch
 - TAC 4B – (Major Incident Talk Group) – Monitored if assigned to an incident by dispatch
 - TAC 4C– (Major Incident Talk Group) – Monitored if assigned to an incident by dispatch
 - CAR-CAR 4 – (Used for Car to Car Communications) – Not routinely monitored

- Radio Profile (Supervisor Radios) – in addition to above channels
 - SPRV 4 – Supervisor Unit to Unit Channel – Not routinely monitored
 - YCCHIEFS – Police Chiefs unit to unit channel

- Routine Traffic
 - will always use the East 4 talk group

- Major Incident Talk Group
 - If an incident warrants a secondary talk group, the request will go to the dispatcher and they will announce the secondary talk group for their operations
 - The first talk group that will be assigned for a major East incident would be TAC 4B
 - A second incident will be assigned TAC 4C

5.6 WEST 5

- This includes the following municipalities and police agencies:
 - Southwestern Regional PD
 - Southern Regional PD
 - Penn Township PD
 - Hanover Borough PD
 - Codorus Park Rangers
 - West Manheim Township PD
 - PA Fish and PA Game Commission
 - Coast Guard Auxiliary

- Radio Profile (All Radios)
 - West 5 (Main Talk Group) – Monitored by Dispatch
 - TAC 5A – (Major Incident Talk Group) – Monitored if assigned to an incident by dispatch
 - TAC 5B – (Major Incident Talk Group) – Monitored if assigned to an incident by dispatch
 - TAC 5C– (Major Incident Talk Group) – Monitored if assigned to an incident by dispatch
 - CAR-CAR 5 – (Used for Car to Car Communications) – Not routinely monitored

- Radio Profile (Supervisor Radios) – in addition to above channels
 - SPRV 5 – Supervisor Unit to Unit Channel – Not routinely monitored
 - YCCHIEFS – Police Chiefs unit to unit channel

- Routine Traffic
 - will always use the West 5 talk group

- Major Incident Talk Group
 - If an incident warrants a secondary talk group, the request will go to the dispatcher and they will announce the secondary talk group for their operations
 - The first talk group that will be assigned for a major West incident would be TAC 5B
 - A second incident will be assigned TAC 5C

5.7 DA 6

- Radio Profile (All Radios)
 - DA 6 (Main Talk Group) – Not monitored by Dispatch
 - TAC 6A – (Major Incident Talk Group) – Not Monitored if assigned to an incident by dispatch
 - TAC 6B – (Major Incident Talk Group) – Not Monitored if assigned to an incident by dispatch
 - TAC 6C – (Major Incident Talk Group) –Not Monitored if assigned to an incident by dispatch
 - CAR-CAR 6 – (Used for Car to Car Communications) – Not routinely monitored
- Radio Profile (Supervisor Radios) – in addition to above channels
 - SPRV 6 – (Supervisor Unit to Unit Channel) – Not routinely monitored
 - YCCHIEFS – Police Chiefs unit to unit channel

5.8 SHERIFF 7

- The only agency assigned to this talk group is the York County Sheriff's Office
- The Sheriff's Office is transitioning to a 24 hour crime division
- Radio Profile (All Radios)
 - Sheriff 7 (Main Talk Group) – Monitored by Dispatch
 - TAC 7A – (Major Incident Talk Group) – Monitored if assigned to an incident by dispatch
 - TAC 7B – (Major Incident Talk Group) – Monitored if assigned to an incident by dispatch
 - TAC 7C - (Major Incident Talk Group) – Monitored if assigned to an incident by dispatch
 - Courts 1 – (Used in court room facilities) Not routinely monitored
 - Courts 2 – (Used in court room facilities) – Not routinely monitored

6- FIRE/EMS TALK GROUPS

6.1 GENERAL

Fire/EMS talk groups are broken down into the following:

- Dispatch
- OPS 2
- OPS 3
- OPS 4
- OPS 5
- OPS 6
- OPS 7
- OPS 8
- OPS 9
- OPS 10
- OPS 11
- OPS 12
- OPS 13
- OPS 14
- OPS 15
- OPS 16

6.2 DISPATCH TALK GROUP

- The County has committed to continuing the practice of a voice announcement in conjunction with the digital paging notification.
- This announcement will be made on the Dispatch talk group for all fire, EMS, fire police, EMA and Hazmat dispatches.
- The Dispatcher will make a single voice announcement.
 - An example of a typical voice dispatch:

“Springettsbury Township, 120 Davies Drive, cross streets of Heindel Road and the dead end, at the York County Department of Emergency Services, Automatic Fire Alarm. Box 89-34. Engine 89-3, Engine 89-4, Engine 21-1 and Truck 89-1 are due, OPS 2, 1550 hours.

6.3 OPS TALK GROUPS

- Routine incidents will be worked on OPS 2 through OPS 5 and the talk group assigned to the incident is dependent on the municipality's geographic area assignment (e.g. metro, north, west or east). This talk group will be routinely monitored by the Communications Center.
- Significant incidents will be moved by the Communications Center to its own OPS talk group (OPS 6 - OPS 16) either upon dispatch or as units respond. The following types of calls will be assigned a separate talk group, either upon dispatch if evident or when the situation occurs:
 - Structure fires
 - Hot HazMat assignments
 - Mass Casualty Incidents
 - Special Rescues
 - Long-term Search Details

This talk group will be routinely monitored by the Communications Center.

- Units/Incidents may not move outside their assigned OPS talk groups unless authorized by the Dispatcher.
- Dispatch, Chief Officers or Command may request that an incident be moved to another OPS talk group should an incident become more significant and/or involved than initially determined.
- Obviously with the number of operational talk groups not all field operations can have its own OPS talk group and successfully be monitored from the Communications Center.
- Incidents where Dispatcher intervention is necessary and this is not evident on Dispatch, Command will notify the Communications Center of that request.
- If a Dispatcher is unable to monitor an operational talk group the Chief Officer or Command will be notified which OPS talk group to communicate back to Dispatch.
- Units are to respond on their home talk group.
- York City Fire will be contacted on City Fire Admin talk group for routine messages.

OPS 2 Talk Group

- This is the primary responding talk group for fire and EMS departments located in the Metro Area and includes:

- Station 1
- Station 2
- Station 5
- Station 24
- Station 25
- Station 89
- Station 99
- Ambulance 1
- Ambulance 24
- Ambulance 89
- Ambulance 250
- Medic 97-1
- Medic 97-4
- Medic 102-1
- Medic 102-2

OPS 3 Talk Group

- This is the primary responding talk group for fire and EMS departments located in the North Area and includes:

- Station 6
- Station 9
- Station 22
- Station 23
- Station 26
- Station 27
- Station 28
- Station 29
- Station 31
- Station 64
- Station 65
- Station 66
- Station 67
- Station 68
- Station 69
- Ambulance 6
- Ambulance 23
- Ambulance 28
- Ambulance 31
- Ambulance 64
- Ambulance 68
- Medic 68
- MICU 69
- Medic 98

OPS 4 Talk Group

- This is the primary responding talk group for fire and EMS departments located in the West Area and includes:

- Station 3
- Station 4
- Station 7
- Station 8
- Station 11
- Station 12
- Station 18
- Station 33
- Station 46
- Station 47
- Station 49
- Station 52
- Station 53
- Station 58
- Station 59
- Station 61
- Station 62
- Station 63
- Station 112
- Ambulance 3
- Ambulance 4
- Ambulance 18
- Ambulance 49
- Ambulance 52
- Ambulance 58
- Ambulance 59
- Ambulance 62
- Ambulance 112
- MICU 7-9
- MICU 49
- Medic 46
- Medic 97-2

OPS 5 Talk Group

- This is the primary responding talk group for fire and EMS departments located in the East Area and includes:

- Station 19
- Station 21
- Station 34
- Station 35
- Station 36
- Station 37
- Station 38
- Station 39
- Station 41
- Station 42
- Station 43
- Station 44
- Station 45
- Station 54
- Station 55
- Station 56
- Station 57
- Ambulance 19
- Ambulance 37
- Ambulance 39
- Ambulance 41
- Ambulance 42
- Ambulance 54
- MICU 36
- MICU 56
- MICU 57
- Medic 97-3

7- MED PATCHES

7.1 GENERAL

Notification: Defined as any communication between a pre-hospital provider and the receiving hospital that does not require receiving specific patient care instructions/authorizations from a Command Physician. A BLS patch and an ALS Notification are essentially one and the same.

Medical Command: Defined as any communication between a pre-hospital provider and the receiving hospital where a Medical Command Physician may give specific instructions/authorizations for patient treatment.

7.2 PROCEDURE

- EMS units will request a talkgroup for a patch
- A talkgroup will be assigned and the unit will contact the hospital on that talkgroup using ICall
- The ICALL is an operation on the Scanning portables and mobile radios that allows a field unit to complete a private call with the hospital.
- Field units will switch to an ICALL hospital talk group and have an uninterrupted consult.
- No other responders or dispatch will be able to monitor this consult
- The unit will return to the previous talkgroup and advise the communications center that the patch has been completed

8- FIRE POLICE TALK GROUPS

8.1 GENERAL

Fire Police talk groups are broken down as follows:

- FP 2
- FP 3
- FP 4
- FP 5
- FP 6
- FP 7
- FP 8
- FP 9
- FP 10
- FP 11
- FP 12
- FP 13
- FP 14
- FP 15
- FP 16

8.2 FP TALK GROUPS

- As with fire and EMS each municipality has been assigned to a specific geographical area in the County (e.g. metro, north, west or east).
- Fifteen fire police operational talk groups have been allocated:
 - FP 2 through FP 16
- Fire police operations should follow the fire and EMS talk group that has been assigned to an incident (e.g. if fire is on OPS 2 then fire police for that incident will operate on the FP 2 talk group, if a fire incident is on OPS 6 the fire police will operate on the FP 6 talk group. This practice will allow Command to locate the fire police units easily.
- Fire Police Captain or Duty Officer will respond on the primary talk group and then move to the Fire Police Talk Group.
- Fire police talk groups are not typically monitored by Dispatch.

9- HAZMAT AND EMA TALK GROUPS

9.1 GENERAL

HazMat and EMA talk groups are broken down as follows:

- Hazmat 1
- Hazmat suit
- Hazmat Ops
- EMA 1
- EMA 2

9.2 HAZMAT TALK GROUPS

- Hazmat and EMA will respond on HazMat 1 talk group.
- Hazmat and EMA hot calls will operate on the incident's assigned operational talk group.
- Hazmat and EMA non-emergency or cold calls will operate on their own individual talk groups.

10- MOBILE COMMUNICATIONS UNIT (MCU)

10.1 GENERAL

York County 911 operates a Mobile Communications Unit (MCU) and an Incident Dispatch Team (IDT). The IDT consists of an IDT Director, three IDT Leaders and certified/qualified dispatchers who have received specialized training to perform communications, resource status, and documentation support at an incident scene. The IDT and MCU is available and equipped to respond to incidents within the County of York and the South Central Task Force at the request of an Incident Commander (IC).

10.2 RESOURCES

The MCU is a 33 foot mobile-home type vehicle. It is equipped with 3 dispatch work stations to the front and a command post in the rear. The unit has all the capabilities of the communications center. It also contains a cache of 6 portable radios. The vehicle has satellite internet and telephones, Direct TV, portable weather monitoring station, and a 25 foot mast-mounted camera. The vehicle has the capability to operate with other communications units and agencies by using integrated technology.

The communications are completely interoperable and consist of low band, VHF, UHF, Open Sky, 800 MHz radio, 512 MHz radio, aviation and marine radios.

The command post features a conference area, Smart Board, white boards, plotter, and projector. There are 5 monitors to view the computers, television and camera. An outside work area can be established under an awning. It includes tables, chairs, easels and white board. Wi-Fi access is available. There is a small galley with a microwave, refrigerator, coffee maker and toilet.

The vehicle has an on-board generator and a shore line for electric power. It can also be connected to local telephone lines.

11- INTERCOUNTY COMMUNICATIONS

11.1 GENERAL

York County 911 will monitor the Mutual Aid radio to receive calls from other counties.

Units responding out of York County will advise York County Communications on their primary talk group that they are responding on the assignment. They will then be instructed to switch to an appropriate talk group and be patched to the appropriate county. They will then receive instructions from that county. These talk groups are not routinely monitored by the dispatcher.

Units responding into York County will be patched to the correct talk group by the dispatcher using the mutual aid county modules on the console.

11.2 INTERAGENCY COMMUNICATIONS

If one agency, such as Police, wants to talk to another agency, such as the Fire Department, they will use the FD/PD3 talk group.

Each municipality will have a municipal talk group for communications between agencies within that municipality.

12- LOST OR STOLEN RADIOS

If a radio is lost or stolen contact the dispatch supervisor immediately. The radio system manager will disable and remove that radio from the system database.

13- VIOLATIONS OF OPERATIONS AND PROCEDURES

13.1 General

The Complaint Procedure provides all emergency service providers a means of voicing complaints and reporting wrong doings. It is the Department's policy that all providers have the right to voice legitimate complaints, and to have their complaint considered and resolved.

13.2 Violations by public safety radio users other than YCDES Personnel

If during the course of a complaint investigation, it is found that the complaint involves a public service entity other than a YCDES employee, the following procedure will be followed to address the situation:

- A formal Complaint Form will be completed and submitted to the 911 Director.
- The Investigation of the complaint will follow the same steps as is outlined in the above listed Policy. If at the completion of the investigation, the allegation does indicate a possible violation of the policies, the investigator will promptly report the results of the investigation to the 911 Director in writing. The report will include all appropriate statements and other supporting documentation.
- The 911 Director shall notify the Chairperson of appropriate Public Safety Workgroup of the complaint and provide supporting information. The Chair for the appropriate type of agency involved will initiate the following process to address the complaint/violation:

The Chairperson will arrange a meeting with the highest ranking officer of the involved agency. This meeting will be held to discuss the complaint/violation that has occurred. In addition, the Chair will provide recommendations to the involved agency on how to correct the situation. The involved agency will be given 60 days to correct the violation. The Chair will provide a brief written report of the interaction back to the 911 Director that will include the date and time of the meeting, as well as recommendations made to correct the violation. The 911 Director will notify the Chairperson of the Public Safety Policy Board of the situation for further monitoring.

At the end of 60 days the 911 Director and the Workgroup Chairperson will review the compliance of the involved agency. If

compliance has occurred, the Formal Complaint will be closed. If the involved agency has not come into compliance, the Public Safety Policy Board will be notified and a formal letter will be sent to the involved agency, the affect municipal government, and any governing body for that agency i.e. York County Fire Chiefs Association, Emergency Health Services Federation, York County EMA Office etc. The involved agency will be given a written list of requirements for compliance and will have 30 days to institute the needed changes.

At the end of the 30 day period the 911 Director and the Public Safety Policy Board Chairperson, along with the Workgroup Chairperson, will review the compliance of the involved agency. If compliance has occurred, the Formal Complaint will be closed. If the involved agency has not come into compliance, the Public Safety Policy Board will be notified and a formal letter will be sent to the agency involved, the Municipal Government in which they are stationed and the appropriate governing body for the agency. This letter will notify the municipality of the Formal Complaint and those steps taken to bring the involved agency into compliance. They will also be informed of possible removal of the agency from the York County Radio System. Once notified, the involved agency and their municipality will have 30 days to comply with the recommendations provided. If the agency involved is removed from the York County Radio System, the impacted agency and their municipality will be required to appear before the Public Safety Policy Board for reinstatement on to the radio system.

- The violating agency does reserve the right to appeal the formal complaint to the Public Safety Policy Board. If a request is made the Chairperson will be notified and arrangements will be made to for the agency to attend the next scheduled meeting of the Public Safety Policy Board. The involved agency will be given a brief period of time to voice their complaint/concern along with any requests they may have regarding the formal complaint. The Board will then evaluate the requests and provide the agency a response within 10 business days.

13.3 Violations by YCDES Personnel

As an emergency service provider you must know that you can enter the system, and that a proper responsive consideration will result. The Department will accept complaints against personnel through written correspondence. Only written complaints on the approved complaint form shall be accepted for consideration, unless extenuating circumstances exist. Only the Executive Director of Emergency Services, the 911 Director, or the Deputy Directors shall be authorized to receive complaints

regarding public safety dispatch personnel, administrative staff, technical staff, or supervisory staff.

Upon receipt of a formal complaint, the above listed personnel shall:

- Time Stamp all pages with a stamp that indicates the date of receipt if not received via email.
- If not already done so, notify the 911 Director of receipt of the complaint. The 911 Director will assign the proper supervisor or manager to investigate the complaint.
- The investigating manager or supervisor will generate a letter or email to the complainant indicating receipt and review of the complaint by the 911 Center.
- The complaint will be placed in a pending file, located in the 911 Director's Office.
- The investigator will review the contents to determine whether or not the allegation constitutes a possible violation of the York County 911 Policies and Procedures; a violation of the York County Employee Guidelines; or a violation of any state or federal rules and guidelines.

If the allegation does not indicate a violation of the policies, the 911 Director shall generate a letter or email to the complainant thanking them for their concern and advising them that the complaint falls within the bounds of current policies explaining the current policy in force.

If the allegation does indicate a possible violation of the policies, the investigator shall perform the following steps:

- The investigator shall promptly inform the person being investigated of the complaint and of the matter being investigated and request their response to the matter by conducting a ¹Loudermill Hearing.
- At the conclusion of the investigation the investigator will promptly report the results of the investigation to the 911 Director, in writing, in the following format:
 - **Matter Investigated**
 - **Investigating Officer**
 - **Persons Contacted**
 - **Findings**
 - **Conclusion**

¹ The "**Loudermill**" hearing is part of the "due process" requirement that must be provided prior to removing or impacting the employment property right (e.g. imposing severe discipline). The purpose of a "Loudermill hearing" is to provide an employee an opportunity to present his side of the story before the employer makes a decision on discipline.

- **A response will then be generated to the complainant by the 911 Director that complaint has been validated and handled appropriately. It will also include any plans for improvement that have been put into practice.**

Appropriate statements and other supporting documentation must be attached. **All formal complaints that are founded and disciplinary action taken shall be placed in the employee's personnel file.**

The 911 Director shall administer discipline in cases of founded complaints ranging from verbal counseling, documented oral counseling, written reprimand, suspension and/or dismissal depending upon the nature of the offense.

Attached to this policy is a hard copy of the official complaint form. Additional pages may be added as needed to state your complaint. The form is also available in electronic format.

14- EMERGENCY CONDITIONS

14.1 GENERAL

Emergency Conditions may be implemented during any extended period of overwhelming call volume, to include but not limited to: large scale incidents, mass casualties, or severe weather. Emergency Conditions may be declared by the 911 Shift Supervisor on duty when deemed necessary. The phases of Emergency Conditions listed below may be implemented in any order and the phase of operations can be changed as the situation warrants. All communication center personnel and field units should understand that during periods of Emergency Conditions, emergency services of York County are excessively taxed and the current needs outweigh the available resources.

14.2 PROCEDURE

Phase I: During periods of Phase I Emergency Conditions the following operating procedures will be followed. In addition the following announcement should be made on all dispatch talk groups:

(5 second warble tone) "York to all units, York is now operating under Phase I of Emergency Conditions, Time."

A mobile cad message and countywide all-call of digital pagers will be sent with the above message along with a brief description of the phase.

1. Radio Traffic will be kept to an absolute minimum.
2. Non-emergency communications will not be taken via phone or radio, i.e. request for times, report numbers, road closings, status changes with Public Service calls.
3. Duty Officer notifications will not be made for fire drills, or other non-emergencies during this phase.
4. York County 911 will NOT make any notifications to utility companies unless directly related to a life safety issue. All field units will be issued a contact list and proper documentation to notify utility companies from their stations or the scene. All contact information will be available and updated on the ycdes.org website. After departments are issued their contact list it will be their responsibility to keep them updated.

5. All FIRE responses will be first due station only, unless a working fire or accident with entrapment has been reported. Duty Officers may request to upgrade any call to a full response at any time. No other officers will be acknowledged unless it is a priority message.
6. All EMS units due on fire calls will not be dispatched unless a need for medical assistance is identified, i.e. vehicle accidents.
7. All CELL PHONE hang up calls will be documented on paper. All calls will then be returned when call volume allows. All possible attempts should be made to filter through hang up calls to get to live callers with emergencies.
8. Med patches will not be made by the Communications Center except for medical command or ALS unstable patients.

Phase II: During periods of Phase II Emergency Conditions, the following operation procedures will be followed in addition to all procedures of Phase I.

1. York County 911 will activate the countywide “all call” and announce for personnel to report to their respective stations:

(5 second warble tone) “York to all units, York is now operating under Phase II Emergency Conditions, All personnel should report to your stations.”

A mobile cad message and countywide all-call of digital pagers will be sent with the above message along with a brief description of the phase.

2. Once individual stations are staffed, one person should contact the communications center and identify themselves as the duty officer with their rank.
3. Police, Fire, and EMS stations are encouraged to have at least one person in station as a primary contact.
4. All non-emergency calls will be “stacked” for the first due station. Items such as trees down and other low priority calls will be phoned in groups to the duty officer or main contact for each department. Each department may handle the low priority calls when time permits. This will eliminate these calls from the radio and allow for proper dispatch of emergency incidents.

5. York County 911 will consider staffing the Emergency Operations Center as deemed necessary.
6. Primary Dispatch positions should avoid answering phones if at all possible and if staffing permits. Supervisors should grant permission prior to logging out.
7. The Department of Emergency Services Public Information Officer (PIO) will be made aware of the current situation and continually updated or briefed as the situation warrants.

Any changes, upgrades, downgrades, or cancellation of Emergency Conditions should be updated via radio, digital pagers, and mobile CAD.

15- EMERGENCY BUTTON ACTIVATION

15.1 GENERAL

Responder safety is a top priority of York County DES. Each portable radio is equipped with an emergency button to alert all users on the network of an emergency. All radios with the trunked radio system transmit a unique radio identifier (ID) on each push to talk (PTT). The ID appears on each radio that is set to the same talk group as well as the Dispatcher's console. The emergency button is to be used as a last resort. Mayday or Signal 13 procedures should be used first if possible.

15.2 EMERGENCY ACTIVATION

- Press and hold for 2 ½ seconds
- Radio will BEEP and will display TX EMER
- **GIVE YOUR LOCATION!**
- Radio transmits for 10 seconds – hands free
- Emergency condition will be displayed at the console position with audible as well as visual display.
- Other field unit radios will display RX EMER

Dispatcher will treat all activations as an emergency until verified by transmitting the following message:

- Unit # Check your Display
- If no response - it will be handled as an emergency
- Back up units will be dispatched

For Police emergencies, all available police units and PSP will be advised of the call. EMS will be sent if it is obvious there are injuries. The chief of the affected department will be notified as soon as possible.

For EMS emergencies, 2 police units will be dispatched. A BLS unit will be dispatched to stage. ALS will be dispatched if an ALS unit is declaring the emergency. The EMS OIC will be notified as soon as possible.

For Fire emergencies, the Mayday policy will be followed. If it is a non-fire related emergency (shooting, etc), 2 police units will be dispatched. EMS will be sent if there are injuries. The Fire Chief will be notified as soon as possible.

15.3 ACCIDENTAL ACTIVATION

- Radio will BEEP
- Display will show TX EMER
- Radio will be locked
- **DO NOT TURN THE RADIO OFF**
- Call the dispatcher and advise them that it was an accidental activation and wait for the dispatcher to clear the radio.
- Field units CAN NOT clear the radio. The Dispatcher must clear the radio.

16- TERMINOLOGY

16.1 GENERAL

It is important that responders and incident managers use common terminology. There simply is little or no room for misunderstanding in an emergency situation. The use of plain language in emergency response is matter of public safety, especially the safety of first responders and those affected by the incident. It is critical that all local responders, as well as those coming into the impacted area from other jurisdictions and other states as well as the federal government, know and utilize commonly established operational structures, terminology, policies and procedures. This is what NIMS and the Incident Command System (ICS) are all about—achieving interoperability across agencies, jurisdictions and disciplines.

The use of common terminology is about the ability of area commanders, State and local EOC personnel, federal operational coordinators, and emergency responders to communicate clearly with each other and effectively coordinate response activities, no matter what the size, scope or complexity of the incident. The ability of responders from different jurisdictions and different disciplines to work together depends greatly on their ability to communicate with each other.

York County DES does not recognize the use of 10-codes or other coded language.

16.2 STANDARD VERBIAGE

Acknowledged	Lets me know that you have received and understand the message.
Advise	Give this message to, or provide me with the necessary information.
Available	Message to be given for apparatus ready to respond to a call. Station 6 equipment is available would be transmitted at the end of a call, if they are ready to go on another call and are finished with the present one.
BOLO	Be On the Look Out

Location	Either a question or a statement concerning the whereabouts of a unit. Engine 36-1, your location? Or York, the correct location is...
On the Scene	Correct manner in which to notify York that a unit is at the location of the alarm. Rescue 24 is on the scene.
Out Of Service	This refers to the mechanical status of the equipment. To be done on the telephone unless equipment breaks down en route to a call.
Priority	A message of paramount importance involving an emergency where life or personal injury is at stake or critical situations requiring immediate assistance
Repeat	To say again. Repeat your last message.
Responding	The correct manner in which to notify York that a unit is now en route to the scene of an alarm or incident. The first unit responding should also give the location. Engine 19-3 is responding and give location.
Return	When it is desired that some or all of the units responding are to cancel on the call. It is assumed that equipment is available if not advised. York from Chief 41, return all equipment, no fire involved.
Stand by	Listen, but do not transmit until further notice.
Unavailable	Any unit leaving the scene of an incident which is not yet able to respond on another call. Tanker 28 is returning, unavailable.
Under Control	This term would be used when bringing control to any incident including but not limited to fires, extrication, etc.

16.3 UNIT DEFINITIONS

Air cascade - a vehicle equipped with at least five (5) 300 cu ft air bottles; the bottles should carry at least 2400 psi. The basic function of the vehicle is to fill self-contained breathing apparatus.

Attack - the unit can be either a mini-type pumper (250 gpm) or a class "A" pumper (1000 gpm) designed with preconnected hose lines and other related equipment for a fast hitting, quick attack unit. Sometimes operates as a Brush unit (see Brush below).

Ambulance (Basic Life Support) BLS provides EMS procedures to sustain viability of the brain and heart in the absence of pulse or breathing. It also encompasses splinting, dressing and other initial care covered in basic first aid training.

Brush – an off road type vehicle designed for fighting grass, brush, or woodland fires, equipped with either a booster or power take-off pump. The vehicle should have at least a 100-gallon water tank; carry rakes, shovels, and back pack units.

Car- a vehicle that is used to conduct department business, such as code enforcement, transportation for a daytime duty officer, training sessions, etc.

Chemical - should have at least 500 pounds of dry chemical. Should carry at least 60 gallons of foam or a combination of both.

Chief - self-explanatory, see Car

Crash - a unit designed for protection of aircraft, on or off the runway. Usually uses foam.

Engine - The pump shall be at least 500 gpm. The booster tank should carry at least 300 gallons of water and the hose bed designed to carry 1500 ft of hose.

Hazmat - Vehicle equipped with specialized equipment to support hazardous materials incidents.

MCU – Mobile Communications Unit. Mobile resource available to any county agency upon request. Provides interoperable radio communications and command capabilities.

Medic units - advanced life support (ALS) unit provides intervention that utilizes cardiac monitoring, advanced airways and pharmacology for treatment of life-threatening emergencies.

MICU - A MICU is a Mobile Intensive Care Unit. It is an ambulance with paramedics aboard that can transport patients.

QRS - Quick Response Unit. Defined by regulation as “an entity recognized by the Pennsylvania Department of Health to respond to an emergency and to provide EMS to patients pending the arrival of the prehospital personnel of an ambulance service”.

QRT – Quick Response Team. The QRT is a county wide team of officers from various police agencies around York County that provide specialized services to police departments when they encounter dangerous situations such as barricaded persons, hostage rescue situations, high risk warrants and many others.

Rescue - shall carry a rescue tool such as spreaders, rams, cutters, or combination tools. Usually also carries small multipurpose tools including, but not limited to, saws, drills, chisels, pry bars, shoring systems, and similar tools. May also carry airbags.

Rescue boat - a unit designed to operate on the water for rescue or fire purposes.

Salvage – carries tarps and other covers, and tools for overhaul at a fire scene.

Scuba - a diving team that does not have a rescue boat.

Service - a unit that carries any other type of equipment, i.e. pumps, generators, turn-outs, masks, air bottles, foam, rope, etc. A unit that cannot meet any other basic guideline.

Tanker - The purpose is to transport additional water to fires in areas not covered by hydrants. A 1500-gallon tank capacity is recommended, with a 2-1/2 inch gated connection for filling. Tankers not equipped with a pump providing a 500-gpm discharge should have a four (4) inch dump valve. On tankers of the 2000-gallon capacity, two (2) such dump valves should be supplied.

Truck - a vehicle designed to carry a full compliment of ground ladders and equipped with an aerial ladder that is at least 50 feet in length. May be a ladder, platform or water pipe.

Utility - a vehicle that is used for department operations. Examples are, but not limited to, personnel carriers, command post unit, specialized equipment such as lighting or confined space units, fire police equipment, etc. A unit that cannot meet any other basic guideline.

The Public Safety Policy Board will approve all radio designations and ensure they meet the requirements listed above. Units requesting a radio designation will submit an Application for Radio Designation Number.

16.4 RADIO IDENTIFICATION LIST

Fire

Chief Officers will use the established company identification number prefixed by "Chief." Example: "Chief 65."

Deputy Chief Officers will use the established company identification number prefixed by "Deputy". Example: "Deputy 65."

Battalion Chief will use the established company identification number prefixed by "Battalion". Example: "Battalion 89".

Assistant Chief Officers will use the established company identification number prefixed by "Chief" and number of rank. Example: "Chief 65-1, 65-2, 65-3, etc." Volunteer departments may have 2 Assistant Chiefs with radio titles. Career departments are authorized an Assistant Chief per shift.

Captain will use the established company identification number prefixed by "Captain". Example: "Captain 89, Captain 89-A." Career departments are authorized a Captain per shift (A, B, C, etc).

Lieutenant will use the established company identification number prefixed by "Lieutenant" and number of rank. Example: "Lt 65-1, 65-2." Volunteer departments may have 2 Lieutenants with radio titles. Career departments are authorized a Lieutenant per shift.

Duty Officer will use the established company identification number prefixed by "Duty Officer." Example: "Duty Officer 65." Assigned to a fire company officer who acts as ranking officer in charge when no other chief officer is available for response coverage. This is not assigned to any single individual or officer position on a permanent basis. The *Duty Chief* will only be authorized radio privileges in the absence or unavailability of a fire company officer. These radio privileges are limited to communications between responding units and/or the Communications Center until Command has been assigned or established.

EMS

EMS will use the established company identification number prefixed by "EMS" Example: "EMS 36." This is the chief Officer of the EMS agency. Subordinate officers will use a letter after the established company identification number. Example: "EMS 36-A, EMS 36-B, EMS 36-C, EMS 36-D". Each agency is authorized 4 subordinate officer radio designations.

QRS will use the established company identification number prefixed by "QRS" Example: "QRS 54." Subordinate officers will use a letter after the established company identification number. Example: "QRS 54-A, QRS 54-B."

Police

Police units will use their established department identification number followed by their badge number. Example: "38-17."

Radio LID Numbers

<u>Fire</u>	<u>EMS</u>	<u>EMA</u>
300 Station	400 Station	500 Base Station
301 Chief Mobile	401 EMS Officer Mobile	510 Municipal Mobile
302 Chief Portable	402 EMS Officer Portable	511 Municipal Portable
303 Officer Mobile	410 Ambulance Mobile	520 EMA/OEM Mobile
304 Officer Portable	411 Ambulance Portable	521 EMA/OEM Portable
305 Duty Officer Portable	420 MICU Mobile	560 HazMat Veh Mobile
308 Fire Police Mobile	421 MICU Portable	561 HazMat Veh Portable
309 Fire Police Portable	430 Medic Mobile	570 HazMat Officer Mobile
310 Engine Mobile	431 Medic Portable	571 HazMat Officer Portable
311 Engine Portable	440 MASH Mobile	580 Red Cross Hanover
312 E112-1 Portable	441 MASH Portable	581 Red Cross York
313 E112-2 Portable	450 QRS Mobile	
320 Truck Mobile	451 QRS Portable	
321 Truck Portable	452 Medic 102-2 Mobile	
330 Tanker Mobile	453 Medic 102-2 Portable	
331 Tanker Portable	460 Car Mobile	
340 Brush Mobile	461 Car Portable	
341 Brush Portable	470 Coroner Mobile	
350 Rescue Mobile	471 Coroner Portable	
351 Rescue Portable	480 EMS Duty Portable	
360 Cascade Mobile	481 EMS Duty Mobile	
361 Cascade Portable	483 Ski Roundtop Patrol	
370 Car/Boat Mobile		
371 Car/Boat Portable		
374 SCUBA Mobile		
375 SCUBA Portable		

- 380 Attack Mobile
- 381 Attack Portable
- 390 Utility Mobile
- 391 Utility Portable
- 392 Salvage Mobile
- 393 Salvage Portable
- 396 Service Mobile
- 397 Service Portable

Police

- 600 Precinct/Station
- 612 Sheriff
- 613 Juvenile Probation
- 614 County Detective
- 615 Adult Probation
- 617 County Parks
- 621 York Area Regional Police
- 622 Southwest Regional Police
- 624 Hanover Borough Police
- 626 Hellam Township Police
- 628 Wrightsville Borough Police
- 629 Lower Windsor Police
- 632 Newberry Township police
- 634 Northern York County Regional Police
- 635 North Hopewell Township Police
- 636 Northeastern Regional Police
- 638 Penn Township Police
- 642 Southern Regional Police
- 643 Springettsbury Township Police
- 644 Spring Garden Township Police
- 645 Stewartstown Borough Police
- 646 West Manchester Township Police
- 647 West Manheim Township Police
- 648 West York Borough
- 652 Fairview Township Police
- 653 Carroll Township Police
- 656 York City Police
- 672 Pinchot State Park Rangers
- 673 Codorus State Park Rangers
- 695 Police Mobile

YCDES

- 901 Executive Director Mobile
- 902 Executive Director Portable
- 903 Director Mobile
- 910 911 Center Mobile
- 911 911 Center Portable
- 920 Information Services Mobile
- 921 Information Services Portable
- 930 Telephone Department Mobile
- 931 Telephone Department Portable
- 950 Radio Department Mobile
- 951 Radio Department Portable
- 952 Base Station

