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 be certified and must maintain certification as an Emergency Telecommunicator (ETC), Emergency Medical Dispatch (EMD), and possess a PEMA certification as a calltaker and/or combined calltaker and radio certification. They will also maintain certifications in CPR, CLEAN, HAZMAT Awareness, and take on line NIMS courses (IS100, IS200, IS700, IS800) and National Missing and Exploited Children course. Dispatch staff are required to successfully complete a minimum of 24 hours of con ed annually.

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.

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.

Officer in Distress (Signal 13) Police, Vehicle and Foot Pursuits (Police), Fire/EMS Emergency Declaration and Field Response Evacuation (Fire) will take priority over all other radio traffic.

3.2a (POLICE) OFFICER IN DISTRESS (SIGNAL 13)

Signal 13 is to be called by police officers in a situation where their life is threatened.

Local Police Department Signal 13:
An Officer in Distress will transmit Signal 13 or officer down. This message will be given the highest priority. If a radio or telephone report indicates that an officer may be in trouble this information will be handled as a Signal 13 until confirmed otherwise.

It is the responsibility of the police dispatcher to hold the air on the talk group (TG) the Signal 13 was transmitted and make the appropriate announcement on the GPI TG. All other radio traffic that utilizes the TG the Signal 13 was involved in will utilize the next available TAC TG based on the geographic area.
The TG the Signal 13 was transmitted on will be patched to the PSP 1 TG. Troopers responding to assist will switch to PSP 1 TG.

Do not tie up the air any longer than necessary.

If the incident has Fire and EMS units on the scene the announcement will be made on the appropriate Ops talk group (TG).

The police dispatcher will make the following notifications as soon as possible:
- Officer in Charge (OIC) of the Department, if not involved in the Signal 13
- Police Chief of the Department the Signal 13 was called
- Pennsylvania State Police
- 911 Shift Supervisor

When the Signal 13 has been declared all clear, the air on the appropriate TG can be released and normal radio transmissions resumed.

Emergency Button Activation:
Upon the receipt of an emergency button activation the dispatcher will request the unit to check their display. If there is no response, the dispatcher will treat this as an Officer Needs Assistance (Signal 13) until verified.

The officer will press and hold the emergency button on their radio for 2 ½ seconds. The radio will BEEP and display TX EMER and the unit will give their location, if possible. The radio will transmit for 10 seconds – hands free. The emergency condition will be displayed at the console position with audible as well as visual display. Other field unit radios will display RX EMER on their radios.

Pennsylvania State Police (PSP) Signal 13 transmitted on a York County TG:
If a trooper from PSP transmits a Signal 13 via a York County TG, it is the responsibility of the police dispatcher to hold the air on the talk group (TG) the Signal 13 was transmitted and make the appropriate announcement on the GPI TG. All other radio traffic that utilizes the TG the Signal 13 was involved in will utilize the next available TAC TG based on the geographic area.

If the incident has Fire and EMS units on the scene the announcement will be made on the appropriate Ops TG.

The TG the Signal 13 was transmitted on will be patched to the PSP 1 TG. Troopers responding to assist will switch to PSP 1 TG.
The police dispatcher will notify PSP by phone and the 911 Shift Supervisor.

When the Signal 13 has been declared all clear, the air on the appropriate TG can be released and normal radio transmissions resumed.

**PSP Signal 13 received by phone from PSP:**
Upon the receipt of a PSP Signal 13 via phone from PSP, it will be the responsibility of the dispatcher to make the appropriate announcement on the GPI TG. All local PD responding will notify their dispatcher on their primary TG then, switch to PSP 1 TG.

If PSP does not have the staffing available to transmit updates on the PSP 1 TG, the York County dispatcher will remain on the phone with PSP. All updates will be documented and transmitted on the PSP 1 TG.

If PSP has the staffing to transmit the updates on the PSP 1 TG, the York County dispatcher will disconnect after obtaining the initial pertinent information and making the appropriate announcement. The York County police dispatcher will monitor PSP 1 TG until the incident is complete.

When the Signal 13 has been declared all clear, the appropriate announcement will be made on the PSP 1 TG.

**Note 1:** PSP Signal 13 is known as a Signal 33. During an emergency situation they may communicate this without thinking. If this language is used by PSP treat it as Signal 13.

### 3.2b (POLICE) VEHICLE/FOOT PURSUITS

When an officer begins a vehicle pursuit or foot pursuit, the police dispatcher will hold the air, allowing a clear talk group (TG) to receive and transmit information, and switch units not involved to another (TG).

The police dispatcher will begin documenting the pursuit, including the time the pursuit began, the pursuing unit(s) and their location along with any other information.

If the dispatcher is not familiar with the roads involved, they will follow the vehicle pursuit using the auto vehicle locator (AVL) along with the CAD map, ADC map or google Earth.
The dispatcher will forward the information regarding a vehicle pursuit to adjoining agencies if it appears the pursuit is approaching their jurisdiction, as well as PSP and Sheriff’s Department regardless of location.

The dispatcher will advise the pursuing units of any special activities that may affect the pursuit, such as road work, road closings, etc.

When the pursuit is terminated, the dispatcher will announce and clear the (TG), documenting the termination.

3.2c FIRE/EMS EMERGENCY DECLARATION

There are two types of an Emergency Declaration that involve Fire/EMS personnel. They are “MAYDAY” and “Signal 13”. These emergencies can be transmitted by a field unit by voicing “MAYDAY”, “Signal 13”, or activating their emergency button from their radio.

Voice Activated - MAYDAY
“MAYDAY” involves fire personnel that need help immediately. This is a distress call to use in a situation where the life of a firefighter is threatened due to a condition relating to the fire call.

Upon the receipt of a “MAYDAY”, the dispatcher will hold the air on the TG the “MAYDAY” was called and immediately switch units to another TG. This will free the air for only the units involved in attempting to locate the down firefighter. Do not tie up the air any longer than necessary. In the event units on the scene did not hear the “MAYDAY”, the Officer in Charge (OIC) will be notified immediately. Also, notify the 911 Shift Supervisor.

During any incident, the Fire/EMS dispatchers will monitor the Talk Groups (TG).

After checking the SRN tab for special notes for dispatching additional resources for a “MAYDAY”, and if no special resources are listed dispatch the next greater alarm along with the next due BLS and ALS.

After the “MAYDAY” has been terminated, the air can be released by making an announcement on the TG it was held and the TG units were switched to.
**Voice Activated - Signal 13**

“Signal 13” is for Fire/EMS personnel to use in a situation where the life of Fire/EMS personnel is threatened outside the realm of a Fire or EMS incident. Fire/EMS responders in distress will transmit “Signal 13”. This message will be given the highest priority. Notify the 911 Shift Supervisor.

**Fire/EMS personnel on the fire ground:**

Upon the receipt of a voice activated “Signal 13 during a fire incident”, the OIC of the fire ground will be notified.

The appropriate police department will be dispatched on their TAC TG and not their main TG.

The next due ALS and BLS that are not on scene will be dispatched to stage in the area.

**Fire/EMS personnel not on the scene of an incident:**

Upon the receipt of a voice activated “Signal 13 from Fire/EMS not on a scene of an incident”, the unit’s location needs to be obtained. Page the Unit’s chain of command to contact 911 immediately. Do not make a voice announcement on the radio for this type of situation.

After the location has been ascertained, the appropriate police department will be dispatched on their TAC TG and not their main TG.

The next due ALS and BLS that are not on scene will be dispatched to stage in the area.

**EMS personnel on scene of a medical call:**

Upon the receipt of a voice activated “Signal 13 from EMS personnel on the scene of a medical call”, the appropriate police department will be dispatched on their TAC TG and not their main TG.

The next due ALS and BLS that are not on scene will be dispatched to stage in the area. Page the involved EMS chain of command to contact 911 immediately.
Emergency Button Activation

No Voice Activation from fire ground:
Upon the receipt of an emergency button activation with no voice, the unit will be called on the TG the emergency button activation was received and request them to check their display.

If no response is received, immediately hold the air on the TG the emergency was received and move all other traffic to another TG.

If the unit replies, “York the Signal 13 was accidental” this is the code that indicates the unit cannot speak freely and personnel are in a “Signal 13” – Life Threatening Situation. Do not make an announcement on the radio for this type of situation.

Notify the OIC on the fire ground and have the police dispatcher dispatch the appropriate police department. The police will be dispatched on their TA TG and not their main TG.

Notify the 911 Shift Supervisor.

If the air was held, after the emergency has been terminated, the air can be released making an announcement on the TG the emergency was received and the TG units were switched to.

No Voice Activation from FIRE/EMS not on the scene of an incident:
Upon the receipt of an emergency button activation with no voice, the unit will be called on the TG the emergency button was received and request them to check their display.

If the unit replies, “York the Signal 13 was accidental” this is the code that indicates the unit cannot speak freely and personnel are in a “Signal 13” – Life Threatening Situation. Do not make an announcement on the radio for this type of situation.

If no response is received, every attempt is to be made to ascertain their location and the type of emergency. Immediately, hold the air on the TG the emergency was called and move all other traffic to another TG.
Page the involved Unit’s chain of command to contact 911 immediately and notify the 911 Shift Supervisor.

After the location has been ascertained, the appropriate police department will be dispatched on their TAC TG and not their main TG.

The next due ALS and BLS that are not on scene will be dispatched to stage in the area.

If the air was held, after the emergency has been terminated, the air can be released making an announcement on the TG the emergency was received and the TG units were switched to.

No Voice Activation from EMS on the scene of a medical call:
Upon the receipt of an emergency button activation from EMS on the scene of a medical, request the unit to check their display.

If the unit replies, “York the Signal 13 was accidental” this is the code that indicates the unit cannot speak freely and personnel are in a “Signal 13” – Life Threatening Situation. Do not make an announcement on the radio for this type of situation.

If no response is received, immediately hold the air on the TG the emergency was called and move all other traffic to another TG.

The appropriate police department will be dispatched on their TAC TG and not their main TG.

Notify the 911 Shift Supervisor.

The next due ALS and BLS that are not on scene will be dispatched to stage in the area.

Page the involved EMS chain of command to contact 911 immediately.

If the air was held, after the emergency has been terminated, the air can be released making an announcement on the TG the emergency was received and the TG units were switched to.
Accidental Activation
Upon the receipt of an emergency button activation that has been confirmed accidental, no dispatch actions are required. The activation will be documented in the call narrative if the unit is on a call or documented in the unit log if not on a call.

Note #1: All transmissions containing the words ‘Signal 13” will cause the dispatch of the appropriate police department on their TAC TG and not their main TG. Notification to the 911 Shift Supervisor and the involved EMS chain of command.

Note #2: Do not voice the location on the main dispatch TG when dispatching next due ALS and BLS for a ‘Signal 13’.

3.2d (FIRE) FIELD RESPONSE EVACUATION

Any Officer or Firefighter can and must initiate an Emergency Evacuation when conditions at an emergency incident pose an imminent life threatening danger to operating personnel. The member who recognizes/identifies the danger will notify the Incident Commander by the most expeditious manner possible. The Communications Center will then be notified.

Given an order for an Emergency Evacuation at an emergency incident, the Fire/EMS dispatcher knows how to correctly conduct the Emergency Evacuation.

On the appropriate TG, press the warble tone and hold for (5) seconds, release for 5 seconds, repeat one more time. Announce “York with Emergency Traffic”, followed by “Attention all units on the scene of (Name of Municipality and street address of the incident), (name of command) has ordered an emergency evacuation”.

Example of a Voice Announcement: York with Emergency Traffic. Attention all units on the scene Springettsbury Twp 120 Davies Dr, 911 Command has ordered an emergency evacuation.
3.2e POLICE DISPATCH

Each police dispatcher is responsible for dispatching all calls as soon as possible (ASAP). During heavy call volumes, the dispatcher will prioritize the calls in CAD. Priority 1 is the highest priority and will be dispatched first. During CAD outages, calls will be prioritized by the severity or status (in progress/not in progress) of the call. Coordinate responders to incidents based on the nature of the incident, the priority of the incident, available resources, and Agency written directives.

*Any in progress or active call* and any incident that compromises the safety of an officer require a two unit dispatch. Agencies who only have one (1) officer working will advise if they want back up from another agency. *Refer to Policy 50.5.*

**Regional Departments:** When dispatching calls to a Regional Department it is necessary to give the municipality.

The initial information will be identified, analyzed, and relayed to field units in a clear concise manner. Prior to dispatching the call, review the information to gather your thoughts and provide the information in a brief message. Be sure to *repeat any appropriate information.* If paraphrasing, be sure that you do not distort the message or lose any information. Additional information will be documented and relayed to responding field units ASAP.

**Additional Resources:** any requests for additional resources will be documented in the call narrative and handled in a timely manner. All relevant call information will be relayed to the additional resource(s) being requested. Information regarding the status of the additional request for resources will be relayed to the requesting field unit. If a request is made for Fire or EMS, the police dispatcher will be responsible for relaying the information to the Fire/EMS dispatcher. *Examples include but are not limited to:* requests for emergency responders for businesses, tow companies, Fire or EMS etc.

*All calls will be dispatched over the radio and not sent to their CAD without being dispatched with the exception of* Bomb-Explosive Related Incidents – *Policy 80.7;* Suspicious Object-Item - *Policy 80.5;* White Powder-Mail Related Incidents - *Policy 80.6;* burglar alarms (in or out of service), vacation checks (leaving or returning), or security sensitive information or when an officer requests to send them the call via CAD. This type of information will be dispatched via phone and not through a CAD message.
Callers request to remain anonymous – their names will not be broadcast however this information should be obtained and documented, if possible.

Monitoring the Radio: The police dispatcher will be responsible to monitor the radio at all times and acknowledge units in a timely manner. Units will be acknowledged with their full unit number. At the end of the radio exchange the current military time will be given. Example: 21-86 calls York – the correct response would be 21-86 and the wrong response would be 86.

When dispatching a unit or acknowledging units on the radio, the units will be acknowledged with their full unit number. Example: 21-86 calls York – the correct response would be 21-86 and the wrong response would be 86.

General Police Information (GPI)

After the initial dispatch of an active or in progress calls to the appropriate police department and the acknowledgement is received from the responding units, the information will be immediately re-broadcast on the same police TG.

For bank robberies, active shooter incident, officer needs assistance or “Signal 13”, missing person, abduction are the exceptions and will be re-broadcast on all the police TG and after the acknowledgement of the responding units. Unless otherwise specified by the officer, the expiration of a BOLO will be 30 days.

Update the announcement as additional information is provided. Do not announce information on any call that is not in progress or active and did not just occur within 15 minutes. If requested to disseminate this information, send it out via the MDCs. Unless otherwise specified by the officer, the expiration of a BOLO will be 30 days.

Prior to making a GPI announcement on another police board, ascertain from the police dispatcher if it is okay to take their air. GPIs should not be broadcast when other officers are on active or in progress calls including traffic stops without asking if they are okay for a GPI. The exception would be if there was a “Signal 13” called.

Officer Checks

Officers who are on active or in progress calls will be checked on within the first 3 minutes and within every 5 minutes after the initial check. If the officer provides scene safety descriptors relating to the call, this information will be documented into the narrative of the call. Examples include but are not limited to: traffic stops, the officer advises the vehicle is occupied x2 or they are out issuing; burglar alarms, the officer advises there is an open door.
Examples pertaining to active or in progress calls include but are limited to: domestics, traffic stops, burglar or bank alarms, hold up alarms, fights, etc.

If a unit advises that there is no need to check on them, document this in the call narrative and follow their instructions. After a reasonable amount of time has elapsed, based on the situation, and you have not heard from the unit check on the unit anyway.

After a request for “Status Check” (X2) and no contact is made, another unit will be dispatched to check on the officer. Until contact is made, continue attempting to make contact with the officer via radio, cell phone, and MDC, etc and document into the narrative of the call. Notify the Officer in Charge (OIC) or the Chief of the Department and the 911 Shift Supervisor.

Holding the Air
If an officer requests to hold the air for an emergency situation or an officer calls “Signal 13”, the air should be held ASAP on the main talk group (TG). All traffic not related to the emergency situation will be moved to an alternate TG. For non-emergency situations units requesting the air held will be assigned an alternate TG. After the termination of the emergency, the air can be released making an announcement on the TG the emergency was received and the TG units were switched to.

Examples of non-emergency situations include but are not limited to: clearing a building, open doors, and warrant service. Do not transmit on TG that the air is being held on unless directed by the units involved in the situation.

Notify the 911 Shift Supervisor.

Pending Calls
Anytime you have an officer on a call and you receive another call for that sector or district contact the sector or district car and tell them you have another call for their area. If that unit is on a call that would not allow him to be contacted, such as an active call or the air is being held, contact the Officer in Charge (OIC) to pend the call. When you pend a call, make sure you document who told you to pend it in the narrative of the call. Change the status to PENDING. The call will remain in the Pending Calls window. The exception will be for York City Police. All of their calls get pended by an OIC.

If an OIC or an Officer tells the dispatcher to hold non-emergency calls, this will be documented in the narrative of each call. If unclear as to whether or not a call is emergency or non-emergency, consult the 911 Shift Supervisor.

When an officer is available, the pended call will be dispatched ASAP.
Quick Response Team (QRT) Callouts
Upon a request for the QRT, obtain the requestor’s name, phone number, and a brief synopsis. Follow instructions in the QRT notebook to make contact with the appropriate team member and dispatch the Mobile Command Unit (MCU). Team members may call responding on their main TG. Notify the 911 Shift Supervisor.

Call Dispositions
When a unit clears a call, a call disposition will be entered into the call prior to clearing it. **If no disposition is provided, use no disposition given.**

*Examples include but are not limited to:* 21-67 is on a traffic stop. During his stop, he advises he is out issuing. He eventually calls available and gives no disposition. Do not mark citation issued – mark no disposition given.

46-32 is on a suspicious person call. She calls available and advises person is GOA. The disposition would be GOA and not call completed.

SEND (Secondary Emergency Notification of Dispatch) Information
When an officer requests EMS, you should try to obtain basic information. This should include Chief complaint, approximate age, level of consciousness, breathing status, presence of chest pain, severity of bleeding, and class response.

Helicopters
If a unit requests a helicopter, PSP is to be notified by calling the PSP helicopter number in the speed dial on the Consolidate Monitoring Limited (CML). If there is no answer call PSP at York Barracks (Loganville) to ascertain if they are available prior to contacting an out of state helicopter.

3.2f FIRE/EMS DISPATCH
Each Ops dispatcher is responsible for **dispatching calls as soon as possible (ASAP)** after being marked ready for dispatch; dispatching additional alarms, transfers, mutual aid assignments and other resources within their assigned area. Ops Relief is responsible for assisting any of the four Ops dispatchers with dispatching or making notifications in addition to relieving for breaks. Each dispatcher is expected to help the other in the performance of their duties.
More than one Fire related incidents:
When there is more than one call in a jurisdiction the duty officer for that area will be notified of the additional call. This will be done after the dispatch has been made.

More than one EMS related incidents:
When there is more than one call in a jurisdiction the call will be voiced as to what number call it is for that EMS Station and entered into the Nature of Call (NOC) window. Some EMS units depend upon volunteer crews to staff their 2nd or 3rd ambulances when the first unit is unavailable.

Re-Alerting Fire/EMS units:
At the request from a Fire or EMS station asking for their station to be re-alerted for a driver or Emergency Medical Technician (EMT), one re-alert will be honored.

Scene Safety Issues:
All scene safety information will be documented in the call and entered into the Nature of Call window (NOC) prior to dispatch. Announce scene safety information on the dispatch Talk Group (TG). When units call responding, all pertinent information regarding scene safety will be given to responding units. If a field unit advises they will be staging or the Police Department (PD) requests Fire/EMS stage an update page will be sent to the responding units ASAP.

Fire/EMS units are being cancelled prior to their arrival:
Make a voice announcement on the appropriate TG and update page will be sent out to the appropriate units.

Patient information relating to communicable disease:
Do not document, broadcast or relay communicable disease information to responders. If the information is provided by the caller, do not document this information. Advise the caller to advise the field responders immediately prior to patient intervention.

Security Information:
Key code or other security information will only be provided to responder via telephone. Do NOT send this information via page as pages are received by all responders not necessarily those responding to the current call and it is viewable on the Web CAD dispatch monitor.
**Working Fires:**
Upon the notification of a working fire, go into the Response Group tab and select the appropriate Response Group for Working Fire. If there is a working fire assignment, it will be dispatched ASAP prior to dispatching any additional requests such as additional alarms. Do not delay dispatching additional alarms waiting for units previously dispatched to respond. During CAD outages, dispatch 1 Rapid Intervention Team (RIT), 1 Air, 1 Basic Life Support (BLS) capable unit.

**Tanker Task Force (TTF):**
When a request is made for a TTF, go into the Response Group tab and select the appropriate Response Group for TTF. During CAD outages, dispatch 5 Tankers and 1 Engine.

**RIT:**
RIT units in CAD are designated by the prefix RIT with the unit name (example RITE25-2). The RIT units are cross staffed with the corresponding unit so CAD will not pull the unit again.

**Situational Time Check:**
Situational Time Checks will be done 20 minutes after fire equipment has been dispatched to a Structure High Risk or Residential Structure Fire that is reported to be a working fire and will be reoccurring until, otherwise, notified by the Officer in Charge (OIC). This will remind the OIC of the amount of time that has elapsed into the call since dispatch to allow evaluation of the structure involved. Radio message will be “York To ______________ Command, you are 20 minutes into the incident”.

**EMS time checks:**
EMS time checks will be done every 20 minutes of EMS units calling on the scene of a medical call. If no contact is made after 20 minutes the appropriate Police Department will be dispatched, 911 Supervisor, and the EMS chain of command notified after requesting a “Status Check” (X2).

**Peach Bottom Atomic Power Station (PBAPS):**
Voice dispatch as Box 57 (which would be the location). Do not announce that it is at (PBAPS). If units are unsure of the location, have them call in for the information. This is so the public does not get alarmed.

**House of Worship:**
Any fires, arson, bombings, or threats of the same at any house of worship, or property affiliated with a religious organization, notify the shift supervisor. The shift supervisor will notify PEMA and PEMA will make notifications to ATF, FBI, etc.
**Wildland Fires:**
Any non-structure fire that occurs in the wildland, utilize the most appropriate call for service type. For wildland fires on private and State Forest Lands notify the PA Department of Forestry (see notebook for phone number) and the Shift Supervisor.

**Fires Started by Trains:**
If a fire is started by a train, document in the CAD narrative started by train. Notify the shift supervisor and The PA Department of Forestry.

**Cross Staffing:**
Cross Staffing should not be uncrossed unless a DO from that station requests them to be uncrossed. If the cross staff unit is available and calls responding to a call, the unit will be removed from cross staff with the approval of the DO. Refer to Policy 60.11.

**Station Available:**
Unit status shall be changed to Available upon being released from an incident, unless otherwise specified. Units shall report their status as Station Available when they have returned to either their base station or home jurisdiction, or within reasonable proximity of those locations. It shall be the discretion of the Unit Officer to determine when it is appropriate to change status.

If a unit does not call Station Available within 1 hour of calling Available, the Ops dispatcher will attempt to contact the unit first via radio then the Duty Officer (DO) via radio. If no contact is made with the DO via radio then, the DO will be paged to contact communications.

If no contact is not made with an EMS unit via radio the EMS unit will be sent a page using UEMS # to contact communications.

**Hospital Status Information:**
York County 911 Fire/EMS Dispatchers will monitor the status of the local hospitals by using the Hospital Status Screen. The destination hospital of an ambulance call will be checked against the status screen. The responding EMS units will be advised if the hospital is listed as ED Divert or CT/Neuro Divert. This is the only status that will be provided to them. Dispatchers will not manually document the status. If a hospital calls to advise us of a status change, they will be advised to update the monitor. If they are having technical problems with the monitor, they will be advised to call Emergency Health Services Federation (EHSF).
3.3 FIRE, EMS AND FIRE POLICE RESPONSIBILITIES

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.

All units due on an assignment should advise the Fire/EMS dispatcher of their response. It is suggested that if all units due from a station respond together, the Duty Officer or one unit advise the Communications Center of what units are responding from their station. This will help to reduce radio traffic.

3.3a FIRE AND FIRE POLICE

The following Line Officers may advise “responding” on incidents:

Fire Department Duty Officers - In order to reduce unnecessary radio traffic only one Line Officer (from the Department of the first due box area) should sign on the radio. No other Officer should call responding.

Second Officer Responding – If a second Line Officer from the same Department calls on the radio or advises they are responding, the Communications Center will ascertain the unit’s message or acknowledge the units response and make them aware the previous Line Officer is responding or on the scene, whichever is appropriate. If an Ops talk group (TG) has been established the Ops TG will be provided.

Example of Communications Center response:

Chief 52-1, Chief 52 is “responding” or “On Scene” Ops 10, time.

Fire Police (FP) Captain or Duty Officer – The Communications Center will only acknowledge the first FP Line Officer (from the Department of the first due box area) that signs on the radio. No other Officer shall call responding.
**On-the-Scene Fire Ground Report:**

The first arriving unit or officer will provide the Communications Center with a visual report of the incident. All pertinent information received concerning a specific instruction for a particular unit such as water supply assignment or exposure protection; May Day or Emergency Evacuation will be rebroadcasted by the Communications Center. On-the-scene incident reports will be documented in the narrative of the call and not rebroadcast unless different than dispatch information.

All first alarm apparatus and the Duty Officer of the first due box area may advise the Communications Center of their arrival on the scene. Second or multiple alarms and other mutual aid apparatus will not advise the status of “on-the-scene.”

Units are encouraged to communicate directly and not to have the Communications Center relay information. There is no need for the Fire/EMS dispatcher to rebroadcast routine messages due to the capabilities of the P25 radio system.

Fire/EMS Emergency Declaration and Field Response Evacuation will take priority over all other radio traffic.

### 3.3b FIRE/EMS EMERGENCY DECLARATION

There are two types of an Emergency Declaration that involve Fire/EMS personnel. They are “MAYDAY” and “Signal 13”. These emergencies can be transmitted by a field unit by voicing “MAYDAY”, “Signal 13”, or activating their emergency button from their radio.

### 3.3c (FIRE) FIELD RESPONSE EVACUATION

Any Officer or Firefighter can and must initiate an Emergency Evacuation when conditions at an emergency incident pose an imminent life threatening danger to operating personnel. The member who recognizes/identifies the danger will notify the Incident Commander by the most expeditious manner possible. The Communications Center will then be notified.
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.

"Signal 13" is to be called by police officers in a situation where their life is threatened. These emergencies can be transmitted by an officer by voicing “Signal 13” or activating their emergency button from their radio. This message will be given the highest priority.

“Signal 13” is for Fire/EMS personnel to use in a situation where the life of Fire/EMS personnel is threatened outside the realm of a Fire or EMS incident. Fire/EMS responders in distress will transmit “Signal 13”. This message will be given the highest priority. The appropriate police department will be dispatched on their TAC TG and not their main TG.

3.5 COMMUNICATIONS

3.5a FIRE/EMS (Dispatch)

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, and equipment due. A single voice dispatch will be made on the Main Dispatch talkgroup (TG).

Peach Bottom Atomic Power Station (PBAPS) dispatches will not be announced that it is at PBAPS. An example of a voice dispatch is:

“Peach Bottom Township, Structure Fire, Box 57, Station 57, 56, 55, HCTK6, Ambulance 57 due, time.”
When Fire and EMS units call responding on their home talk group, they will be acknowledged and instructed to move to alternate TG. See Section 6 for Fire/EMS TGs assignments.

All scene safety information will be documented in the call and entered into the Nature of Call window (NOC) prior to dispatch. Announce scene safety information on the dispatch TG. When units call responding, all pertinent information regarding scene safety will be given to responding units. If a field unit advises they will be staging or the Police Department (PD) requests Fire/EMS stage an update page will be sent to the responding units ASAP.

A response check will be made for fire and EMS units at the five minute mark. If an EMS unit advises a confirmed crew en-route at the 5 minute mark, the unit will be given an additional 2 minutes totaling an allotted 7 minutes. If there is no response from a unit, the next due unit will automatically be dispatched. EMS units that fail a call will be marked out of service until a Duty Officer places them available or they handle another call.

When a unit calls responding or on the scene of an incident they were not dispatched to, the unit will be dispatched ASAP to the incident. The nature of call window will indicate if the unit is responding or on the scene.

For fire related incidents, when there is more than one call in a jurisdiction the duty officer for that area will be notified of the additional call. This will be done after the dispatch has been made.

For EMS related incidents, when there is more than one call in a jurisdiction the call will be voiced as to what number call it is for that EMS Station and entered into the NOC window. Some EMS units depend upon volunteer crews to staff their 2nd or 3rd ambulances when the first unit is unavailable.

When 2nd due EMS 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.

At the request of a Fire or EMS Station to re-alert for a driver or Emergency Medical Technician (EMT), one re-alert will be honored.
All communications from command are to be done on the assigned operational TGs. The Fire/EMS dispatcher will monitor the assigned TG. If additional TGs 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 TGs will not be monitored unless requested by the Incident Commander and staffing allows. If the dispatcher is unable to monitor a TG, they will notify the 911 shift supervisor who will decide how to handle the situation.

Upon arrival at the scene the first unit or Duty Officer will contact the Communications Center and advise of their arrival. At the time of arrival they will establish Command naming the Command relative to the incident such as (1st St. Command / Main St. Command). After the Incident Commander has named the command location, all units and the Communications Center personnel involved in that incident will use the same descriptor. It will be the responsibility of the Incident Commander 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 nature of call (NOC) window: Age, Sex, Status of Consciousness (Class 1), and Hospital Destination. Additional clarifying information may be added at the discretion of the dispatcher. Additional information will be provided if there is a scene safety issue or the unit requests it.

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

A single alert tone will be given before making announcements. The following announcements as well as any other pertinent information will be broadcast on the appropriate TG: Vital Information, Assignment changes where a normal dispatch is not requested, Progress Reports (only if different form the dispatch information), and canceling equipment.

No responder will switch to, change or utilize any other TG 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 channels. They are York County licensed frequencies and are P25 compliant. UTAC is for NIMS operation. The T/A 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.

Fire and EMS units being cancelled prior to arriving on the scene will be sent an update page followed by a voice announcement on the appropriate TG.

The Communications Center will not perform a roll call of units. The cancellation page is for the benefit of any unit due on the call or has not arrived on the scene.

If EMS request a medical assist from the Fire Department and the first due Fire Department fails the call, the next due Fire Department will be dispatched.
Duty officer paging for non-emergency items such as road closings or hydrants out of service will not be conducted between the hours of 2200 and 0800.

When fire units are dispatched to a working structure fire a Situational Time Check will be done after 20 minutes of units being dispatched. The Incident Commander will be advised that their 20 minute clock has expired. The Incident Commander will advise if they want additional checks.

EMS time checks will be done every 20 minutes of EMS units calling on the scene of a medical call. After requesting a “Status Check” (X2), if no contact is made after 20 minutes the appropriate Police Department will be dispatched, 911 Supervisor, and the EMS chain of command notified.

3.5b FIRE POLICE

Fire Police (Dispatch)
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. A single voice dispatch will be made on the Dispatch talkgroup.

Fire Police (FP) are utilized for various types of situations to control traffic and crowds. Examples include but are not limited to: vehicle accidents, structure fires, HAZMAT incidents, police incidents, road hazards, or public events. FP are not automatically dispatched with their fire department. If fire police were not dispatched to a call and they are being requested, they will have to be dispatched separately from the fire department.

If FP are being requested by the fire department, FP from all the departments dispatched on the initial assignment will be dispatched.

Special requests for FP will be honored if the request is from the police department, a line officer with the fire department, a FP line officer, or EMS. Requests from other people will not be honored. If the request is from the public or fire personnel (not an officer) calling in as a civilian, the police department or fire department Duty Officer (DO) will be notified upon their response.

FP will utilize the FP talk groups (TG) provided in the P25 radio system.
FP that are dispatched to a “Fire Police Only Call” may have more than one High Ranking Officer sign on the radio with the Communication’s Center on the main Talk Group (TG). This will prevent additional dispatches for FP.

In the event of an incident requiring countywide fire police response, an All-Call page will be sent.

See Section 8 for Fire Police talkgroup assignments.

3.5c EMS (AIR AMBULANCE)

York County 9-1-1 dispatchers will use a standard for placing air ambulance assistance on standby or for activation to fly. The following criteria should be met:

1. Standby

Based on caller information an air ambulance will be placed on standby for the following conditions:

- Unconsciousness (trauma related)
- Entrapment
- Ejection
- Motorcycle (operator separation from the motorcycle)
- Excessive or uncontrollable bleeding
- Amputations (higher than an ankle or wrist)
- Multiple Patients (3 or greater)

2. Activation Process/Direct Fly

Confirmation of the following from Police, Fire, or EMS will activate an air ambulance response:

- Unconsciousness (no obvious signs of death)
- Entrapment vs. Confinement (extrication greater than 20 minutes)
- Excessive or Uncontrolled Bleeding
- Amputation (higher than an ankle or wrist)

Upon receipt of a call meeting the air ambulance criteria, or a direct request for an air ambulance to fly, the 911 Dispatcher will place a call to ONE CALL, located in Pittsburgh. ONE CALL is the regional dispatching center for air ambulance response into York County. These requests will always be made through the York County 911 Dispatcher. Special air ambulance requests will not be honored.
The dispatcher will provide ONE CALL with the type of incident, landing zone (LZ) ground contact, aircraft talk group (TG) assigned, landing zone location (map location and latitude/longitude) and the first due EMS name. For a stand-by request, the ONE CALL dispatcher will call back with availability and an ETA. If needed to fly, the 911 dispatcher will place a follow up request to ONE CALL. The ONE CALL dispatcher will assign an air ambulance and provide the 911 dispatcher with the unit dispatched and an updated ETA. All updates will be transmitted to the Incident Commander.

Once ONE CALL confirms that an air ambulance has accepted the mission, York County 911 will direct any follow-up calls or changes directly to their responding air ambulance agency, any further requests from the field responder to provide additional information to the aircraft will be made directly to that air ambulance’s agency.

Example: York County 911 contacts ONE CALL to fly an air ambulance and ONE CALL confirms that Life Lion is responding; any additional needs for Life Lion will be made directly to Life Lion and not ONE CALL.

3. Cancellation of Services

Continuation or cancellation of an air ambulance response will be determined by the primary EMS unit on scene based on the following:

- Performance of a complete patient assessment.
- Based on the assessment findings, the EMS provider can cancel or continue air ambulance flight within the established State and Regional Protocols.
- Once in flight the provider canceling the air ambulance MUST provide a certification number. (EMT# or Paramedic #).

4. Aircraft Communications

The Communications Center, Fire and EMS units can communicate with air ambulances from Stat Medevac and Life Lion en route to and at a LZ on the two Aircraft TGs. Currently, all air ambulance communications with the LZ officer will require that the YCAir 1 or YCAir 2 TG be patched to an Ops TG to communicate with the scene. Both aircraft TG volumes will be turned up and continuously monitored.
**Talk Around (T/A) 8 and T/A 7 UHF simplex (direct)** P25 conventional (2 channels) allows communications directly between the aircraft and the LZ Officer without dependence on our radio infrastructure. The Communications Center cannot monitor or record these channels. Assign these channels for the following situations:

- **Primary Aircraft TGs (YCAir 1/YCAir 2) are unavailable due to multiple incidents or a situation requiring both TGs to be utilized.**

- **At the request of the LZ Officer or Incident Command due to known problems affecting on-scene communications via the trunked system.**

**Note 1:** When an air ambulance is on standby and a first responder confirms there is no need for their services, there is no need to get an EMT or paramedic # to cancel.

**Note 2:** The following municipalities will be exempt from this procedure because of the inability to land an air ambulance within their response area. However, mass casualty responses still apply:

- Springettsbury Township
- Spring Garden Township
- West York Borough
- York City

**Note 3:** The dispatcher should also relay to the appropriate responders that the air ambulance service has been placed on standby and what the ETA will be if known when giving additional information. This includes Police, Fire, and EMS personnel.

**Note 4:** There is a backup helipad for York Hospital and is capable of holding two aircraft. It is located at the intersection of Richland Avenue and Indian Rock Dam Road in Spring Garden Twp. It is an approved helipad with aircraft-activated lighting. There is no need to dispatch the fire department to establish the landing zone. However, in the event the air ambulance lands at this location with a patient there will be a need to dispatch a BLS.
3.5d EMS (MASS CASUALITY INCIDENT)

A Mass Casualty Incident (MCI) can be defined as an incident that has produced more casualties than a customary response assignment can handle. Examples include but are not limited to: multiple vehicle collision, building collapse, mass transit incidents, Hazardous Materials (HAZMAT) Incidents, carbon monoxide (CO) emergencies, weapons of mass destruction (WMD), multiple-shooting victims, and any natural disasters.

When a call is received indicating there will be 4 or more patients needing medical treatment, the dispatcher should upgrade to a Mass Casualty Incident (MCI). During an MCI there are four areas of care: triage, treatment, transport, and staging who report to the EMS Branch Officer during an incident. It is the responsibility of the Fire/EMS dispatcher to fulfill all of the resource requests for the appropriate MCI Level.

**Dispatch Criteria Level V (4 to 9 Patients)**
- Dispatch one Basic Life Support (BLS) per patient
- Dispatch two Advance Life Support (ALS)
- Place the next two BLS units on standby (in their station)
- Place one helicopter on standby immediately, refer to Policy 60.15

**Dispatch Criteria Level IV (10 to 25 Patients)**
- Dispatch one BLS per patient up to maximum of 15
- Dispatch 4 ALS
- Transfer the next two BLS and ALS units – see note below

**Note** - The units will be transferred to the first due EMS Station in the box area of the incident. For example, if there is a MCI in box area 19-02 the units will be transferred to Station 19.

- Place the next two BLS units on standby (in their station)
- Place the next two ALS standby (in their station)
- Place two helicopters on standby (in their station)
- Place York County Mobile Command Unit (MCU) on standby (in their station)
- Notify Office of Emergency Management (OEM) to place York County Emergency Medical Services (EMS) Task Force on standby (in their station)
**Dispatch Criteria III (26 to 50 Patients)**

- Dispatch 26 BLS units and 7 ALS units
- Transfer next 5 BLS and 5 ALS units – see note below

*The units will be transferred to the first due EMS Station in the box area of the incident.* For example, if there is a MCI in box area 19-02 the units will be transferred to Station 19.

- Place the next 5 BLS units on standby (in their station)
- Place the next 5 ALS units on standby (in their station)
- Dispatch York County MCU
- Request Lancaster County MCU be placed on standby (in their station)
- Dispatch two helicopters to fly and place one helicopter on standby (in their station)
- Notify OEM to request to dispatch York County EMS Task Force, place Lancaster EMS Task Force and Cumberland EMS Taskforce on standby (in their station)
- Once all units are responding, send InfoRad to all York County EMS stations to advise of MCI

**Dispatch Criteria I/II (51 or Greater Patients)**

- Dispatch 30 BLS units and 12 ALS units
- Dispatch York County MCU
- Request Lancaster County MCU dispatched to incident
- Dispatch two helicopters to fly and place one on standby (in their station)
- Notify OEM to request to Dispatch York County EMS Task Force
- Notify OEM to request Lancaster EMS Task Force and Cumberland EMS Taskforce
- Send InfoRad to all York County EMS stations to advise of MCI

ALS is defined as an ALS capable unit. ALS could be a Mobile Intensive Care Unit (MICU) or a medic (chase truck). Either unit carries the required ALS equipment and a certified paramedic.

All helicopter requests will be done using One Call (Statcom) for the closest helicopter.

The 911 Shift Supervisor is authorized at any time to make changes and redirect units if unforeseen problems arise during dispatch and implementation of a Mass Casualty Box.
**EMS Strike Team/Task Force Definitions:**

**Ambulance Strike Team**
Is a group of five ambulances of the same type with common communications and a leader. The Strike Team may be all ALS or all BLS.

**Ambulance Task Force**
Is any combination of ambulances, within span of control, with common communications and a leader.

**Emergency Medical Task Force**
Is any combination of resources assembled for a medical mission, with common communications and a leader.

York County’s EMS Task Force consists of EMS Stations 1 (West York) and 250 (White Rose).

**Hospital Alerting for Mass Casualty Incidents**

To alert hospital personnel when there is potential for a large number of patients to arrive at their facility within a short period of time. This will be done to give the hospitals notice. With the information the hospital obtains from us they will then make a determination in accordance with their own in house guidelines as to whether or not they will need to alert additional personnel to their facility.

Upon receipt of a call that has potential for a large number of patients (11 or greater), and after alerting emergency crews to respond, the Fire/EMS dispatcher will make notification to the local hospitals.
3.5e HAZARDOUS MATERIALS DISPATCH

Hazardous materials are defined as being any substance that will pose an unreasonable risk to the health and safety of personnel, the public and/or the environment if it is not properly contained during handling, storage, manufacturing, processing, packaging, use, disposal, or transport.

Hazardous Materials come in three states of matter, **solid**, **liquid**, and **gases**. Upon receipt of a call indicating hazardous materials involvement, try to obtain the name of the material involved and the state of matter that it is in. EX: Drum of powered Chlorine, **(SOLID)**, Drum of Sulfuric Acid, **(LIQUID)**, Cylinder of Ammonia, **(GAS)**.

If there is a traffic accident involving a truck, try to find out what type of truck and does it have any diamond markings. EX: Tank truck with a red diamond marking, **(Possible Flammable Liquid)**, Box truck with yellow diamond marking, **(Possible oxidizer on board)**, Flat bed truck with cylinders on board with three diamond markings, **(Possible all three types of gas cylinders)**.

Upon the receipt of an incident that meets the criteria of a HAZMAT Incident, the HAZMAT Team will be dispatched. Examples include but are not limited to:

- Chemical release
- Vapor Cloud
- Explosion involving chemicals or compressed gases
- Fuming
- Spills, leaks, or puddling
- Any large fuel spill or leak that directly enters the soil or a waterway and diking or diverting the fuel spill or leak is beyond the capability of the first responders on the scene.

The HAZMAT Team will be put on stand-by for any large petroleum product spill or leak that directly enters the soil or a waterway.

If there is a request for a HAZMAT DO, HAZMAT DO will be dispatched using the DO 91 and the OEM Duty Officer using the method of notification as listed on the call calendar in the Ops Pod. The Ops dispatcher will notify the shift supervisor of any HAZMAT Incident.

Sewage releases outside of a business or home that involves contamination to waterways or ground surfaces requires a notification to the HAZMAT DO. If inside of a structure (any type of structure) notify the police department ONLY. Use call for service type (CFS) Police Misc. No further notifications are necessary unless requested.
The first arriving HAZMAT Officer on the scene will assume control of the HAZMAT Branch until the Officer who was designated as the OIC arrives on scene.

The South Central Task Force (SCTF) has purchased 2 MSA SAFESITE®. SAFESITE System is an area monitoring system that monitors toxic gases.

SAFESITE equipment is housed with the Dauphin and York Counties Hazmat Teams. They are available for dispatch to assist any Hazmat Team in the SCTF.

Confirmed SARA Facility Calls

- OEM DO will be notified of the situation, the HAZMAT Team will be dispatched to stand-by in quarters.
- HAZMAT Team will be placed on standby for any emergency at a SARA Facility that involves fire.

Standby Criteria

- Any fire at a SARA Facility.
- Any vehicle accident involving a placard vehicle.
- Any compressed gas incident that involves a leaking cylinder (Do Not put HAZMAT Team on stand-by for 20 lb gas grill cylinders). The Fire Dept DO can advise if needed.
- Any large petroleum product spill or leak that directly enters the soil or a waterway the HAZMAT Team will be put on standby. The FD and OEM DO will be notified the HAZMAT Team is on stand-by.

Dispatch Criteria

- Any chemical releases, spills, leaks, clouds, explosions, fuming, and puddling.
- Any report of a chemical detection alarm

Request for Information

- If safe to do so have the Officer in Charge (OIC) obtain trucking company and tractor registration tag number. The dispatcher will notify the 911 Shift Supervisor. The 911 Shift Supervisor will report the information to PEMA.
Contracted Haz Mat Service
The York County Haz Mat Team is identified as HAZMAT 91 and operates under the direction of the OEM Director. At this time the equipment is housed at the Emergency Services Center. The team is a PA Act 165 Certified HAZMAT Team. According to PA ACT 165, only certified teams can respond to HAZMAT incidents within Pennsylvania. Cumberland, Dauphin, Lancaster, Lebanon and York Counties have their own contracts for certified teams. Adams, Franklin and Perry Counties contract for HAZMAT services. Harford, Baltimore, and Carroll Counties in Maryland have teams, but they are not certified to run into Pennsylvania. In mutual aid agreements, a Pennsylvania contracted team must request a Maryland team for them to be dispatched.

- The HAZMAT Team by law has 2 hours to respond anywhere in York County. If HAZMAT 91 is unable to respond the OEM DO or HAZMAT DO will be notified and they will determine if a replacement is needed.

- Remind the HAZMAT Team of the type of response. It is up to the HAZMAT Duty Officer or the OEM DO to determine either EMERGENCY or NON-EMERGENCY response.

- York County HAZMAT units are designated as HAZMAT 91A, HAZMAT 91B, and HAZMAT 91D. The HAZMAT Chief will be designated “Chief –91”; Deputy Chief will be Deputy 91, and Assistant Chief is designated Assistant 91.

- Dispatch the Mobile Command Unit (MCU) automatically for all HAZMAT Team emergency responses.

3.5f RED CROSS NOTIFICATION
The Red Cross operates two chapters, York and Hanover.

Upon notification of a “working fire” by the Incident Commander, the dispatcher whenever possible will ask command if the Red Cross is needed. If command advises they are needed, find out if it is for Canteen or Family Services. This only applies when the “working fire” is a structure fire.
If an area **Evacuation** is required for any reason, such as gas leak, police incident, or fire, notify the appropriate Red Cross Chapter with the approximate number being evacuated and to what location they are being sent. If a location has not been determined, work with the Red Cross on a location. They have an agreement to use various facilities throughout the County. With any evacuation, the County OEM Duty Officer should be notified.

Both Red Cross Chapters provide assistance for Canteen Services, Mental Health, First Aid Assistance, Evacuation, or Family Assistance for families displaced from their homes due to fire etc.

**Hanover Chapter** of the Red Cross Covers Hanover Boro, Penn Twp, Heidelberg Twp, West Manheim Twp, and Manheim Twp. The **York Chapter** covers the rest of the municipalities in York County.

### 3.5g GENERAL RADIO TRANSMISSIONS

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), (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 North Atlantic Treaty Organization (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.