

**Appendix**

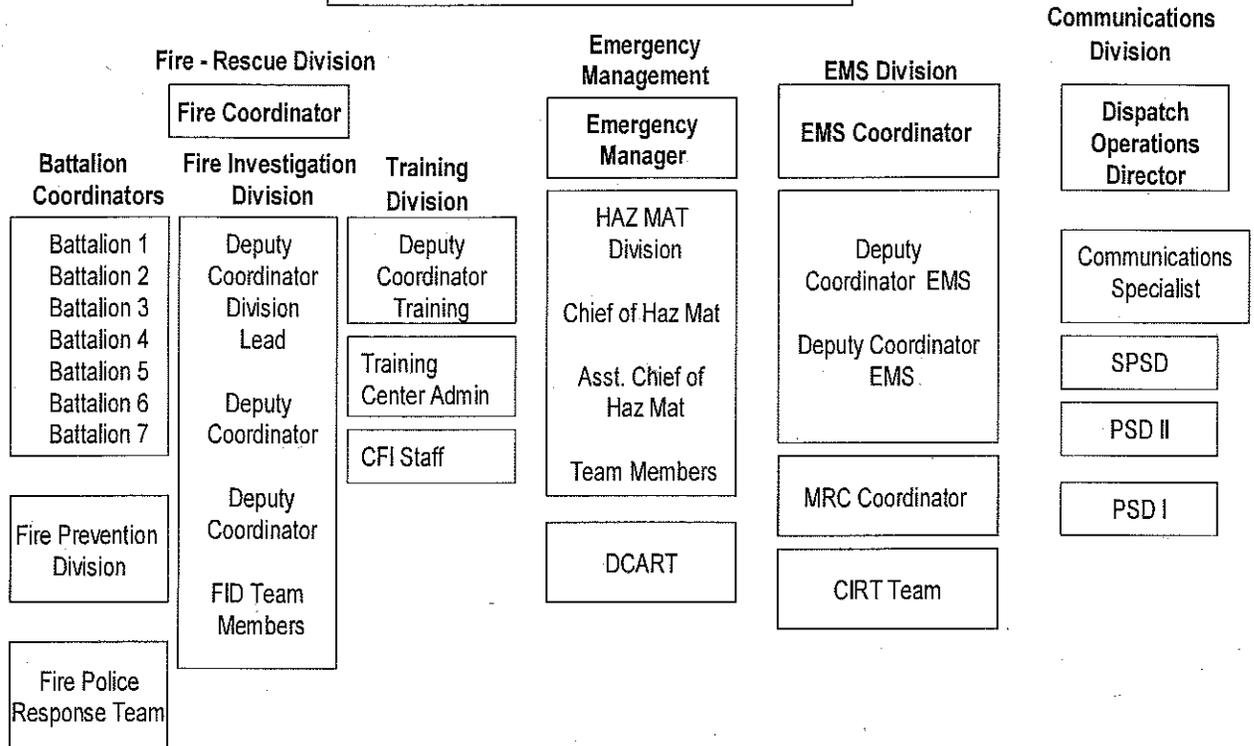
**Section**

Department of Emergency Response Organization Chart	A-1
Participating agencies	A-2
Standard Radio Procedures and Guidelines for Fire and EMS Operations	A-3
Multiple Casualty Incident Plan	A-4
Resolution document for participating agencies,	A-5
Dutchess County Charter	A-6
County Code	A-7
Dutchess County Arson Control Program	A-8
Mutual Aid Plan Revision Committee	A-9
References - Placeholder for future adds	A-10

Appendix A-1

Dutchess County Emergency Response Participating Agency Support

Emergency Response Coordinator



**APPENDIX - A-2  
PARTICIPATING AGENCIES**

**PLAN PARTICIPATION AGENCIES - FIRE ~ RESCUE**

AMENIA	31	HYDE PARK	46	ROMBOUT	62
ARLINGTON	32	LAGRANGE	47	ROOSEVELT	63
BEACON	33	MILAN	48	STAATSBURG	64
BEEKMAN	34	MILLBROOK	49	STANFORD	65
CHELSEA	35	MILLERTON	51	TIVOLI	66
DOVER	36	NEW HACKENSACK	52	UNION VALE	67
DUTCHESS JUNCTION	37	NEW HAMBURG	53	WAPPINGERS	68
EAST CLINTON	38	PAWLING	54	WASSAIC	69
EAST FISHKILL	39	PINE PLAINS	55	WEST CLINTON	71
FAIRVIEW	41	PLEASANT VALLEY	56		
FISHKILL	42	POUGHKEEPSIE	57		
GLENHAM	43	RED HOOK	58		
HILLSIDE	44	RHINEBECK	59		
HUGHSONVILLE	45	RHINECLIFF	61		

**PLAN PARTICIPATION AGENCIES - Dutchess County**

DUTCHESS COUNTY AIRPORT 92

**PLAN PARTICIPATION AGENCIES - New York State**

GREEN HAVEN CORRECTIAL FACILITY 93

**PLAN PARTICIPATION AGENCIES - Federal Agency**

CASTLE POINT VA HOSPITAL 91

**PLAN PARTICIPATION AGENCIES - EMS**

BEACON VOLUNTEER AMBULANCE CORPS  
HUDSON VALLEY PARAMEDIC SERVICES  
MOBILE LIFE SUPPORT SERVICES  
NDP  
TRANSCARE

**PLAN PARTICIPATION MUNICIPALITIES PROVIDING EMS SERVICES**

CITY OF POUGHKEEPSIE  
TOWN OF DOVER  
TOWN OF FISHKILL  
VILLAGE OF FISHKILL  
VILLAGE OF MILLBROOK  
TOWN OF PAWLING  
TOWN OF PLEASANT VALLEY  
TOWN OF POUGHKEEPSIE  
TOWN OF WAPPINGER  
VILLAGE OF WAPPINGERS FALLS

# DUTCHESS COUNTY DEPARTMENT of EMERGENCY RESPONSE

## Standard Radio Procedures and Guidelines for Fire and EMS Operations



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Dutchess County Emergency Response Coordinator

# Dutchess County Communications Division

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## I. Fire and EMS Communications

Radio use has become an important part of firefighting and EMS operations. Radios allow the direct transmission of alarms to firefighters and rescue personnel, and alert them as to the type and location of the emergency. Radios also allow for, direct communication between Dutchess County 9-1-1 and apparatus, the rapid summoning of mutual aid, and the coordination of responding equipment.

Maintaining efficiency in our communication system requires that each and every user of the system have an understanding of the radio system, the rules, regulations, and procedures that have been developed for the system.

This radio plan is not concerned with who can use the communication system, but what the user does with it. For example, a Fire Police member may call in a structure fire, but a fire chief needs not call in a disabled vehicle along side the road.

The enforcement of this radio plan is a *team* effort including: the Chief's Council, DC Department of Emergency Response, and the individual Department Chiefs. Primarily, the Chief of the Department is responsible for the use of the radios in their department.

Some general rules for good radio operations are:

- Listen before transmitting, verify the channel is clear
- Keep your message short, clear, and precise
- Think about what you want to say prior to using the radio
- Don't shout, keep your voice calm
- Hang up the microphone when complete
- Turn off pagers and/or portable radios when transmitting on mobile radio. If you hear a loud squeal it usually indicates audio feedback.

## **COMPLAINE WITH THE DUTCHESS COUNTY RADIO PLAN**

**The Dutchess County Radio Plan was written to benefit all users, taking into account the operating requirements and radio communications needs of various Fire and EMS events. It is a requirement that all radios used on the County radios system be programmed, maintained and used within compliance of all rules provided herein.**

- All participating agencies will be subject to operating reviews to determine their compliance with the Plan.
- Failure to comply with the Plan will result in the Emergency Response Coordinator temporarily removing the agency from dispatching procedures. The Mutual Aid Plan Review Board will be informed of the issue and requested to meet and make a decision to be forwarded to the Dutchess County Emergency Response Coordinator for action.

## **II. Description of UHF Fire and EMS Radio System**

The radio system has 16-channels, comprised of nine UHF frequencies, utilizing continuous tone coded squelch system (CTCSS) to eliminate outside interference and repeater base stations to enhance and extend portable and mobile communications. The 16-channels are divided into Dispatch, Response, Command, Fire Ground, and Field Operations. Additional UHF channels are assigned for the exclusive use of EMS, ALS, and various specialized team operations.

Dispatch, Response, Command and Field Operations channels have sites located at Clove Mountain., Illinois Mountain, Silver Mountain, Hosner Mountain, Depot Hill, Woody Row, and East Mountain.

The mobile and portable radio configuration under this plan is a minimum of 16-channels. It is recommended that radios have a minimum capacity of 32-channels. This will allow for additional frequencies to be installed, without changing the county's basic 16-channel frequency plan.

Departments that issue portable radios operating on Dutchess County owned frequencies, to their personnel must maintain a current identification list. The list must include the member's name, radio identifier assigned and the frequencies included in the radio. A copy of this list may be requested by the County's Communications Coordinator upon receipt of a radio operations complaint

EMS will continue to utilize the VHF frequencies in the 155 Mhz range in addition to the radio plans 16 UHF channels. See Section 12 for EMS procedures.

Fire Police units are assigned frequency 453.9125 Mhz for fire police operations. See frequency chart for details on Programming.

During any incident, units may be switched to a fire ground simplex (talkaround) channel upon request. Normal on-scene communications will be carried out on the talkaround fire ground and command channels, with the repeater used to extend the power and range of portables and mobiles WHEN NECESSARY.

### III. Radio Installations and Programming

#### Inclusive

**Dutchess County Department of Emergency Response (DCDER) recommends, (as a minimum for Dutchess County frequencies) a radio of 32-channels be installed on this system.** Additional consideration should be given to any other channel requirements. Any vendor, supplier or person that sells, delivers or uses radio equipment on fire department/EMS frequencies in Dutchess County will be held responsible for **appropriate** channel programming, adhering to the rules established by the Federal Communications Commission (FCC) and Dutchess County (as in this plan) as the licensee. Any and all radios used to transmit on frequencies licensed to Dutchess County shall be installed professionally, with procedures and guidelines comparable with industry standards. Users must also comply with the basic requirements listed below. These requirements will ensure that the **radio system** will work properly and efficiently for all users and will not create unnecessary noise or interference. It will also minimize the possibility of erroneous radio frequency transmissions that violate FCC rules and may interfere with an adjacent channel. Adhering to these requirements will ensure that problems associated with communications will be minimal and those that may occur can be analyzed, and a resolution determined (See radio communications trouble report form (*see Appendix A*)). All radio equipment using the County radio system is expected to meet the vendors factory published specifications at all times. Additionally the adherence to the provisions in this document will insure the installation is optimized for proper operation. Technical support should be requested from your Vendor if needed. Dutchess County, being the responsible licensee will govern the system for legal operation, and will take corrective action when necessary.

Upon learning of a problem with a radio/equipment, DCDER will fill out a field radio non-compliance report (*see Appendix B*). This report will go to the Chief/Administrator of the offending agency. The Chief/Administrator has 30 days to repair the problem and notify DCDER that the problem has been corrected. Failure to do so will result in notification to the governing board.

DCDER radio consoles have the ability to display the digital identification of the calling units. Consideration should be given to this item. Any Department electing to use radios on this system must be compatible with the Motorola MDC-1200 Scheme, which is one of several schemes that have been established for this purpose. The radios need not be Motorola to use this scheme. The data packet must be programmed and sent at the end of a transmission to avoid losing the beginning of the message. Users that elect to include this identification scheme on County channels will be responsible for keeping all radios updated and properly assigned to the identified apparatus and personnel. This liability is **in lieu of disabling data transmissions** on all incorrect radios. The transmission of knowingly incorrect unit information is harmful and will create confusion with undesirable consequences.

Radios that are presently in service should be reviewed for compliancy to meet the requirements in this section. This will help to minimize problems caused by the existence of non-conforming installations.

## **Mobiles:**

1. Mobile antennas must be the unity-gain (1/4 wave) type to ensure the signal is radiated in a proper pattern for the County's radio system and fire ground operations. Signals from this type of antenna tend to be stronger when closer to the incident and will be more effective in reaching the *closest* tower site to be repeated. The antenna should be mounted as high as possible, on a metal surface at least eight inches from any other metal item. Avoidance of all electrically operated equipment that create electro-magnetic fields should be considered (strobes, motorized light bars, wig-wag lights, mechanical sirens)
2. Mobile radios will have a maximum of 100-watts and a minimum of 25-watts to be designated as a mobile radio. Although convenient, portable radios used in vehicle adapters without linear RF amplifiers, may not serve the needs that are required for mobile use. Thirty (30) second transmitter timeout timers are to be active on ALL frequencies. CTCSS must be active on both transmit and receive frequencies.
3. Direct current power should be supplied to the radio through a direct connection to the battery or other specific power buss for this purpose. The ground should be properly attached to a clean, solid metal surface. Very often, erratic operation occurs when this requirement is not followed. Erratic operation could include any of the following: transmitted whines, clicks, strobe discharges, or voice distortion. This results in inaccurate interpretations and/or the need for repeated messages. In addition, improperly installed power or antenna wiring may affect *received* messages.
4. Key Box connections must be made exactly according to the manufacturer instructions. In addition, the manufacturers' audio specification requirements must be met for reliable activation.
5. Upon completion of installing a radio, the installer should call Dutchess 9-1-1 and ask for a radio check. The vehicle should be running with all emergency lights operating, to simulate a response to an emergency call. During this type of test, the radio will be operated, simulating a normal operating environment and problems, if any, should become apparent.

## **Fixed Locations:**

1. All fixed (base or permanent) radio installations will be constructed adhering to all FCC rules and license requirements that are available through your vendor before placing equipment in service. Dutchess County (which is the responsible licensee) will consent to frequency usage as long as legal issues are met and maintained for the said transmitter(s), and no interference is created for other users. Notification that such an installation is pending or being established shall be made to Dutchess County Department of Emergency Response, c/o Communications Coordinator, 392 Creek Road, Poughkeepsie, New York 12601.
2. The antenna type should be selected based on the needs and location of the installation. **The maximum RF power output on any repeated Dutchess County licensed**

**frequency will be limited to 10 Watts.** This level of RF power will be more than enough to communicate on repeated channels and will minimize the chance of interference to other outside agencies that share our frequencies. This will also help eliminate the possibility of incorrect system operation and/or stepping-on of mobile and portable units. The 30-second time-out-transmitter control is of utmost importance on fixed stations.

3. Fixed stations must be equipped with a proper microphone (desk or noise-canceling type) for the environment in which it resides. This will ensure that the message is conveyed clearly. Locations that are subject to; echo effects, vehicle traffic, personnel gatherings, and other radio monitors will cause feed-back, distortion or other outside noise. A desk microphone would be unsuitable for these locations.

### **Portable Radios:**

1. Portable radios that are used with a remote microphone should be equipped with an antenna on top of the remote microphone, commonly called a public safety microphone. This is the recommended configuration for portable radios. This eliminates “body shielding” which greatly improves received and transmitted signals and aids adherence to OSHA recommendations when the radio is worn on the body.
2. RF power output should be a minimum of 4-watts for all portable radios used on County *repeated* channels. Lower power may be used for all other applications. Different types of antennas are available but the 6-inch frequency-specific is the best choice for maximum coverage.

## **IV. Radio Paging Receivers**

Dutchess 9-1-1 dispatches all alarms via the UHF radio system simultaneously to seven tower sites. Tone decoding pagers and pager/radios need to be compatible with Plectron tone sets and timing schemes on this system. It is imperative that paging equipment have the capability to decode at least two tone sets with the recommendation for capability of four or more. Dutchess 9-1-1 tone plan includes two tone sets assigned to specific purposes, such as special weather, “Medium Level” and/or “High Level” notifications.

## DC EMERGENCY RESPONSE RADIO FREQUENCY LIST

<u>CH</u>	<u>XMIT</u>	<u>CTCSS</u>	<u>RECEIVE</u>	<u>CTCSS</u>		<u>DESCRIPTION</u>
1	Blank		453.900	114.8		DISPATCH 1
2	458.925	114.8	453.925	114.8		RESPONSE 2
3	458.800	114.8	453.800	114.8		COMMAND 3
4	453.800	114.8	453.800	114.8		T/A 4
5	458.050	114.8	453.050	114.8		FIREGROUND 5
6	453.050	114.8	453.050	114.8		T/A 6
7	458.450	82.5	453.450	82.5		FIREGROUND 7
8	453.450	82.5	453.450	82.5		T/A 8
9	458.625	82.5	453.625	82.5	Depot Hill/Hosner	FIREGROUND 9 (2 Sites)
10	453.625	82.5	453.625	82.5		T/A 10
11	458.950	114.8*	453.950	114.8	Depot Hill/Ea Mt	FIREGROUND 11 (3 Sites)
11a	458.950	82.5*	453.950	114.8	Woody Row	FIREGROUND 11
12	453.950	114.8	453.950	114.8		T/A 12
13	458.850	114.8	453.850	114.8		FIREGROUND 13
14	453.850	114.8	453.850	114.8		T/A 14
15	465.450	114.8	460.450	114.8		FIELD OPERATIONS 15
16	460.450	114.8	460.450	114.8		FIELD OPERATIONS 16

Fire Police channel: 453.9125 Transmit and receive. CTCSS is 136.5. **This is licensed for 2-Watt operation only.**

Transmitter time out timers are to be set to 30 seconds. CTCSS should be on both transmit and receive channels.

\* Geographically determined as to which CTCSS is used.

## **VI. Channel Description**

### **Channel 1 - Dispatch**

- A) This seven-site simulcast channel will be used for dispatching all alarms. Low Band 46.36 Mhz will remain on Clove Mountain tower site until further notice and will transmit in parallel with the UHF system.
- B) This channel will not be used for two-way communications.
- C) If an unsafe scene exists, it will be broadcasted on dispatch, as well as when the scene is secure.
- D) Talk-around is not permitted on this channel.

### **Channel 2 - Response**

- A) Normal operational communication includes: responding to alarms, calling on scene and back in service, etc.
- B) This channel will also be used to establish initial contact between mobile and portable units. Once contact is established, communication should be moved to an alternate channel.
- C) Talk-around is not permitted on this channel.

### **Channel 3 - Command 3 (Repeater)**

- A) Used to contact Dutchess 9-1-1 to request additional assistance and give progress reports. This channel will be monitored at all times by Dutchess 9-1-1.
- B) The repeat function on this channel can be disabled for private communications from an Incident Commander (IC) and Dutchess 9-1-1.

### **Channel 4 -Command 4 (Talk-around)**

- A) Normal command functions such as command post operations are carried out on this channel.
- B) This channel should be used as a clear channel from sector commands or fire ground officers who need to communicate with the command post or the incident commander. *Normal fire fighting operations are carried out on one of the fire ground channels.*

## **Repeater Fire Ground Channels 5, 7, 9, 11, 13**

### **5-Illinois, 7-Clove, 9-Hosner, Depot Hill and Woody Row, 11-Woody Row, East Mt, and Depot Hill, 13- Silver Mt (Repeaters)**

- A) Used for initial fire ground communications where distance between units may prevent direct contact via the talk-around channel.
- B) Normally, Dutchess 9-1-1 will not monitor fire ground channels. When operating on assigned Fire Ground channels, you will need to switch to Command Channel-3 to contact Dutchess 9-1-1.

### **Simplex (Direct) Fireground Channels 6, 8, 10, 12, 14 (Talk-around)**

- A) Normal fire ground operations are carried out on one of these channels.
- B) All units will switch to the talkaround channel once the fire scene is established.
- C) Transmissions that are relayed through an associated fire ground repeater can still be heard on the assigned talk-around channel.

### **Field Operations 15 (Repeater)**

- A) Used as a countywide channel for EMS personnel and firefighter communications relating to alarms.
- B) This channel may be used as an alternate command channel as deemed necessary by Dutchess 9-1-1.
- C) The repeater will be disabled under normal conditions, but Dutchess 9-1-1 will monitor for any transmissions.
- D) All requests for Key Box activation (tone encoder) will be made on this frequency.

### **Channel 16 - Field Operations 16 (Talk-around)**

- A) Used for short-range unit-to-unit contact for fire department, EMS personnel, and firefighter communications.
- B) May be used for non-emergency fire ground communications by firefighters and EMS personnel.
- C) This frequency is to be used for all Helicopter/Medivac operations.

***Low Band 46.36 Mhz - This channel transmits from Clove Mountain in parallel with the***

*UHF System.*

## **VII. Fire Operations**

Due to the volume of radio traffic on frequencies used by Dutchess County Fire and Emergency Medical Services, certain procedures relating to emergency scene communications have been developed. These procedures are designed to ensure that dispatches can be made in a timely manner and that radio traffic is manageable.

### **1. Dispatching of Alarms:**

All alarms will be dispatched simultaneously on Dispatch-1 Simulcast System (UHF). All dispatches will be made in accordance with Dutchess 9-1-1 Standard Operating Guidelines.

### **2. Operations:**

After a department has been dispatched, they may be moved to a fire ground channel, based on the dispatcher's request to a responding officer or the incident commander. The decision to move to another channel may be due to:

Due to the potential of a life-threatening situation in another department, Dutchess 9-1-1 may request that an established operation change to another fire ground channel.

The Incident Commander (I.C.) may request that the department be put on another channel. Generally it will be up to the dispatcher to determine which channel(s) a department may operate on. This is necessary due to the possibility of a requested, or preferred, channel being used by another department.

### **3. Fire Ground Operations:**

#### **Command Channel**

*Command-3* is the command channel and will not be assigned to a department for fire ground operations. Command-3 is reserved for communication with Dutchess 9-1-1 and should be used for progress reports, mutual aid requests, etc. Dutchess 9-1-1 does monitor this channel.

*Command-4* is the on-scene command post channel and should be used for communications with sector commands.

Normally, Dutchess 9-1-1 will not monitor fire ground channels, although they have the capability to communicate with units on each of the five fire ground channels.

#### **Channel Assignments**

Fire Ground channels may be assigned by the dispatcher, or at the request of the Incident Commander. In the case where FG-9 or FG-11 is required, the Incident Commander should request which site is to be used for the incident in progress. The normal active site for FG-9 is

Hosner Mt. and for FG-11 is East Mountain. Depot Hill is capable of FG-9 or FG-11. Woody Row is capable of FG-11 or FG-9.

If communications cannot be carried out due to distance or terrain, units trying to establish contact should switch to an associated repeater channel. For example: if you were assigned Fire Ground-6 for operations the repeater channel would be Channel-5 or Fire Ground-5. Units operating on talkaround are able to hear units operating on the associated repeater channel.

Attack teams should be assigned a talkaround channel that will not be interfered with by any other fire ground operations. A talkaround channel not associated with a repeater in your area is a good choice. This channel may be assigned at the discretion of the Incident Commander. Other operations such as water can be carried out on the assigned fire ground channel for the incident or moved to another channel. If additional repeated channels are needed, they must be requested through Dutchess 9-1-1.

### **Department Frequencies**

Departments are encouraged to use their own local frequency when mutual aid is not anticipated. If an incident ends up requiring mutual aid, the I.C. will request a County frequency for fire ground operations. Individual departments are not permitted to identify their private frequency as Channels-1 through 16.

### **Command Post Communications**

All Incident Commanders should have a dedicated radio for Command-3. All communications with Dutchess 9-1-1 will be conducted on Command-3.

## **4. Responding:**

All apparatus must call out on Response-2 and if assigned, switch to an assigned fire ground channel, after being acknowledged by Dutchess 9-1-1.

Whenever possible, one apparatus should call out for all apparatus responding from the same station. Verify that the apparatus is responding prior to calling. When calling out to respond, units should include the address of the incident in which they are responding to. This is a method of verifying the location and letting the dispatchers know that you are en route to the proper location.

*Example:*

Dutchess 9-1-1 XX-11 responding to the XYZ company at 123 Main Street

- or -

Dutchess 9-1-1 XX-11, XX-12, XX-45 responding to the XYZ company at 123 Main Street.

## 5. On the Scene:

The first apparatus arriving on the scene should notify Dutchess 9-1-1 of their arrival and include an initial size up report. If the I.C. arrives on the scene before the apparatus, the I.C. will give the progress report. All other apparatus arriving on the scene *should not* call Dutchess 9-1-1 to report on the scene. Only the time for the first arriving apparatus is recorded.

## 6. Back in Service:

When a piece of apparatus is back in service and able to respond to another alarm, the dispatch center should be notified. If you have already placed a vehicle in service it is NOT NECESSARY to call back in service, returning to quarters.

*Example:* Dutchess 9-1-1 XX-11 is back in service

When the last piece of fire apparatus and/or ambulance calls back in service, Dutchess 9-1-1 will give the alarm time and the time back in service.

The following transmission is not necessary and should not be called into Dutchess 9-1-1.

*Example:* Dutchess 9-1-1 XX-11 in service out of quarters

Dutchess 9-1-1 should only be notified when an apparatus is out of service, and unable to handle an alarm.

## 7. In Quarters: - *No longer required or recommended, see #6*

## 8. Ambulances Transporting from a Fire Scene:

When an ambulance is transporting from a fire scene, Dutchess 9-1-1 must be notified. The ambulance should contact Dutchess 9-1-1 upon leaving the scene. Included in the transmission should be the hospital in which they are enroute to.

## 9. Terminating the Alarm:

The Incident Commander may, in accordance with department policy, terminate an alarm when all equipment is back in service. When an alarm is terminated, no other transmission should be made, including equipment calling back in service.

## 10. Chief Officers:

Responding: It is preferred that chief officers do not call out responding. If a department chief officer calls out responding, they will not be acknowledged. No other officers are to call out responding, including: Rescue Captains, Fire Department Captains, etc.

On the Scene: It is not necessary for each arriving officer to call on the scene of an incident. If a chief officer arrives to the scene prior to any apparatus, they may call on the scene with a progress report. It is not necessary for a chief to call on the scene, if apparatus arrives before them.

## **11. Progress Reports:**

Progress reports are necessary to keep dispatchers and responding units informed as to the status of incidents. Initial reports should indicate what is actually occurring at the scene. These reports should be accurate but brief.

*Example:* Car XX-1 on the scene of a two-story wood frame building with fire showing on the 2<sup>nd</sup> floor. Terms such as worker or fully involved should be avoided because they do not indicate what is actually occurring.

## **VII. FMS Operations**

### **1. Emergency Medical Service:**

All ambulances and EMS First Response Vehicles (Fly-Cars) operating on the county fire frequencies are subject to the same rules and regulations as other system users.

### **2. Required EMS Channels**

All Dutchess County ambulances shall have 155.745, 155.760, 155.340 & 155.400 installed in their EMS Radios. Each channel will be used as follows:

- **155.745** - Ambulance to 9-1-1 center when en route to hospitals other than Poughkeepsie.
- **155.760** - Ambulance to 9-1-1 center when en route to Poughkeepsie Hospitals
- **155.340** - Ambulance to Hospital (typically used for hospitals NORTH of the MH Bridge.)
- **155.400** - Ambulance to Hospital (typically used for hospitals SOUTH of the MH Bridge.)
- **462.950** - MED-9 Clove, Illinois and Silver Mountain sites.

155.340 is also the Statewide EMS Mutual Aid frequency

### **3. Radio Operation Guidelines**

A) When the ambulance crew is ready to communicate with Sharon Hospital or medical control, they should radio to Litchfield County Dispatch (LCD) on MED 2 when in the Sharon area and MED 4 when in the New Milford area and request a patch. Specify which hospital and the priority. *(If you cannot reach LCD after two attempts, contact LCD on MED 9).*

B) Once you have made contract with LCD, you will be asked for the pickup location (street address and town) and priority 1, 2, or 3:

1. Emergency/Urgent
2. Emergency/Stable
3. Non-Emergency

C) You will be advised when the patch is open and assigned a MED channel (usually the one you are already on)

D) Once you have completed the patch, advise LCD you are clear.

E) If UHF Communication is not available, Sharon Hospital will monitor 155.340 for those agencies who call directly.

#### **4. MED Channels**

Use of MED channels 1-10 is restricted to those agencies participating in Advanced Life Support EMS care.

MED-1 through 8 - reserved for ALS communications between paramedic and physician (Medical Control).

MED-9 through 10 - used for coordination of ALS/EMS care between responding agencies.

Dutchess County's ALS radio system utilizes MED-1, 3 and 7. MED-1 and MED-3 are located on Illinois Mountain and are the preferred method of ALS medical control with Poughkeepsie Hospitals.

MED-1 is normally assigned to Vassar Brothers and MED-3 is normally assigned to St. Francis. These channels require no coordination through the 9-1-1 Center. Contact can be made directly with each Emergency Department. MED-7 is located on Clove Mountain and is designed for ALS Medical Control from the Central or Eastern portions of the county. This frequency is normally left in a stand-by status and coordination with the 9-1-1 Center is required to patch this frequency into the appropriate hospital. In exceptional situations, it is possible for the 9-1-1 center to patch 155.745 into either St. Francis or Vassar Brothers Hospitals.

Whenever possible, paramedics should avoid using 155.340/400 for medical control communication. MED channels or cellular telephones for hospital communications should be used, leaving 155.340/400 available for the BLS agencies.

MED-9 is a county-wide frequency to assist in the coordination of ALS response, or EMS MCI incidents. It can be used for patient status updates to responding paramedics, directions for ALS response to a scene, or arranging a meeting point between ALS and BLS units. Users of the channel should identify which repeater they are using: (i.e. MED-9/Illinois, MED-9/Clove or MED-9/Silver).

#### **5. Required EMS Radio Transmissions:**

### **Responding**

Each ambulance and EMS response unit must call out responding when dispatched to an alarm. If they respond along with other apparatus, all of the responding equipment should be called out in one transmission.

### **On the Scene**

Each ambulance and EMS response unit should call on the scene to establish their arrival time. **When an ambulance or EMS response unit arrives at the scene of a non-medical alarm** (i.e. standby at a structure fire) **it is not necessary to call on the scene.**

### **En Route to Hospital**

Each ambulance should call Dutchess 9-1-1 upon leaving the scene with a patient(s) on board. The radio transmission should indicate the destination hospital and whether ALS is on board. On BLS calls, the ALS unit should be placed back in service in the same transmission.

### **Arriving At the Hospital**

This time is not recorded by the 9-1-1 Center and no transmission of such should be made.

### **Back In Service**

Each ambulance should call back in service when they are able to handle another call in their response area. Generally this would mean when their response to a scene would be faster than the dispatch and response of a mutual aid ambulance.

Calling back in quarters is no longer required. Alarm and in service time will be given when calling back in service.

## **6. Hospital Communications**

Ambulances en route to the hospital should contact Dutchess 9-1-1 on either 155.745 or 155.760, depending upon their location (see section 12 for Community Hospitals). If contacting the hospital for simple notification, hospital contact should be made when the ambulance is approximately 15 minutes away. This will help ensure clear communications with the emergency department. In extreme situations (i.e. severe trauma patients or incidents requiring medical control), hospital contact should be attempted earlier, however most hospitals have antennas installed on the roof of their facility, which limits the range of communication.

When calling Dutchess 9-1-1 on 155.745 or 760 the transmission should include: the ambulance identifier, what channel is being transmitted on, and the destination hospital. Dutchess 9-1-1 will

assign either 155.340 or 400. The frequency assignment should be confirmed and the ambulance radio switched to the assigned channel.

Example: XX-71 to Dutchess 9-1-1, requesting frequency to St. Francis Hospital;  
Dutchess 9-1-1 to XX-71, switch over to 340 for St. Francis Hospital.

After switching to the assigned hospital frequency, stand by until contact is initiated by the hospital. This may take several minutes. If hospital contact is not made after a reasonable amount of time, return to 155.745/760 and re-contact Dutchess 9-1-1 for further assistance.

Once the hospital contacts you, verify they are able to hear your transmission prior to giving the patient report. The patient report to the hospital should include a brief summary of the patient's complaint, seriousness of condition, significant physical findings, history and ETA. The complete transmission should last no longer than one minute. Upon completion of the radio report to the hospital's emergency department, monitor the frequency, making certain that the hospital has copied the transmission and has no further questions. Once the transmission has been acknowledged by the hospital, return the ambulance radio to 155.745 or 155.760.

**Communications with helicopters should be on Channel 16 (Field Operations Talkaround).**

## **VIII. Miscellaneous Operations**

### **1. Radio Announcements:**

*See Appendix C*

### **2. Vehicles Out of Service:**

Each evening at approximately 1800 hours, Dutchess 9-1-1 will announce the list of all vehicles listed out of service. Out of service apparatus will be specified on the initial dispatch of an alarm if the apparatus is removed from service prior to 1800 hours or has been out of service for less than 24-hours.

### **3. Dispatching of Mutual Aid, Drills & Multi Company Drills:**

If a drill is to be dispatched by Dutchess 9-1-1, the chief officer must provide a detailed list of the dispatch requests to the Operations Director in writing. The information must be provided as soon as possible but not less than 48-hours prior to the drill.

The written instructions must include the date, time of dispatch, location of drill, and apparatus to be dispatched.

### **4. Request For Services:**

Tow trucks should be requested for emergencies only. Generally, removing damaged vehicles from the accident scene is a police matter.

### **5. Testing of Individual Owned Paging Encoders:**

Fire departments having tone transmission capability must notify Dutchess 9-1-1 prior to testing their encoders.

## **VIX. Numbering Plan:**

*1. The Fire Department identifying numbers will start with 31.*

*2. No Zeros (0) will be used for apparatus.*

*3. All equipment will be numbered as follows:*

- a. **Engines - 11-29** - must have a 750 GPM pump or more AND less than 1500 gals water.
- b. **Tankers – 31-39** - must carry 1500 gals water or more, regardless of pump size.
- c. **Attack Engines – 41-44** – must have a pump not more 750 GPM and carry 500 gals water.
- d. **Aerial Devices – 45-49** - can be snorkel, platform, ladder truck or quint.
- e. **Rescue Trucks – 51-55** – Must carry rescue equipment that is capable of extricating a victim, (i.e. jaws, rams, airbags, etc.).
- f. **Specialized Unit – 56-59** – Special FD unit – (i.e. Fire Investigation, Command, Confined Space, Dive Rescue, etc.).
- g. **Brush Trucks – 61-65** - must be set up to fight brush fires, (i.e. rakes, brooms, Indian Tanks, water, etc.).
- h. **Utility Vehicle – 66-69** – carry miscellaneous equipment to support firefighting, may be vans, equipment trucks, station wagons, fire police vehicles, BLS fly cars, District vehicles, etc.
- i. **Fire Department affiliated Ambulances – BLS** – start at 71 – numbered forward.
- j. **Fire Department affiliated Ambulances – ALS** – start at 79 – numbered backward.
- k. **Fire Department affiliated Fly Cars – ALS** – start at 89 – numbered backward.
- l. **Hose Trucks – 81-82** – must carry large diameter hose, 4” or greater, pump optional.
- m. **Air Vehicle – 83**

- n. **Fire Inspectors – 91-92**
- o. **Fire Dept. Safety Officers – 95A - 95Z**
- p. **Fire Department Designated – 96-98**
- q. **Boat – 99** – any boat capable of being used by firefighters.

**4. Staff Ids:**

- a. **XX-1** Chief, then **XX-2** thru **XX-6** should be in order of rank.
- b. Rescue Captain – **XX-7**
- c. Rescue Chief – **XX-8**
- d. Career Staff Duty Officer – **XX-9, XX-10, XX-93, XX-94**
- e. Captain – **XX C-1, XX C-2, etc.**
- f. Lieutenant – **XX L-1, XX L-2, etc.**
- g. Rescue Personnel – **XX R-1, XX R-2, etc.**
- h. Fire Police Personnel – **XX FP-1, XX FP-2, etc.**
- i. FD Personnel – **XX 1, XX 999, etc.**

Note: XX = Fire Department two-digit code

**5. Commercial Ambulance Numbering:**

- a. **ALS Ambulance** – (name of agency) **Medic XX(X)** (can be 2 or 3 digit #)
- b. **ALS Fly Car** – (name of agency) **Fly Car XX(X)** (can be 2 or 3 digit #)
- c. **BLS Ambulance** - (name of agency) **Ambulance XX(X)** (can be 2 or 3 digit #)
- d. **Special Ops** - (name of agency) **Special Ops XX(X)** (can be 2 or 3 digit #)

**6. County Teams**

- a. Administration: **CC-1** and **CC-2**

- b. Emergency Management: **CC-3**
- c. Communications Coordinator: **CC-5**
- d. Emergency Medical Services Coordinator: **CC-7**
- e. Medical Reserve Corps Coordinator: **CC-8**
- f. Battalion Coordinators: **CC-11** through **CC-17**
- g. EMS Coordinators: **CC71** through **CC73**
- h. Training Division
  - i. Training Administrator: **CC-9**
  - ii. County Fire Instructors: **CFI-1** through **CFI-9**
- i. Fire Investigation Team
  - i. Deputy Coordinators: **CC-51** through **CC-53**
  - ii. Team members **FI-11** through **FI-30**
- j. Haz- Mat Response Team
  - i. Chief & Assistant Chief: **CC-61** & **CC-62**
  - ii. Team Members **HM-3** through **HM-30**
- k. Critical Incident Stress Team
  - i. On-call administrator: **CC-79**
  - ii. Team members **CT-1** through **CT-20**
- l. Fire Police Response Team: **RT-1** through **RT-135**
- m. DCDER Vehicles
  - i. Haz-Mat Truck: **Haz-Mat-1**
  - ii. FID Truck: **FID-1**
  - iii. Emergency Communications Vehicle: **Field Com-1**
  - iv. EMO Pick-up: **CU\*-41**
  - v. Maintenance Pick-up: **CU-42**
  - vi. Pool vehicle: **CU-43**
  - vii. Pool vehicle: **CU-44**
  - viii. Pool vehicle: **CU-45**

\* CU = County Unit

## Appendix A

# Radio Communications Trouble Report

Name of person filing report: \_\_\_\_\_

Date: \_\_\_\_\_ Telephone # \_\_\_\_\_ Department Name: \_\_\_\_\_

City and Street Location of Problem \_\_\_\_\_

Time and Date of Problem \_\_\_\_\_

Channel operating on \_\_\_\_\_ UHF or LB \_\_\_\_\_

Type of equipment/model used \_\_\_\_\_

Mobile  Portable  Base  Pager

If Portable please specify positioning of radio and antenna when transmitting (worn on body, hand carried, ETC) \_\_\_\_\_

Antenna Type and Placement \_\_\_\_\_

Nature of Problem defined as clearly as possible \_\_\_\_\_

Additional information or comments \_\_\_\_\_

All fields are to be filled in to allow for an accurate evaluation and resolution/explanation of the problem.

Return or fax form to DCDER 486-3998. Attn: CC5

## Appendix B

# DCDER Detected Radio Problem

Serial number \_ \_ - \_ \_ \_

Date \_\_\_\_\_ Incident # \_\_\_\_\_ Unit # Causing the Problem \_\_\_\_\_

Chief/Administrator of Agency \_\_\_\_\_

Address \_\_\_\_\_ ZIP \_\_\_\_\_

Time and Date of Event \_\_\_\_\_

Channel used \_\_\_\_\_ Recorded Information saved? \_\_\_\_\_

Nature of Problem defined as clearly as possible \_\_\_\_\_

\_\_\_\_\_

Recommendations by DCDER for Resolution

\_\_\_\_\_

\_\_\_\_\_

Agency Resolution Information

Description of repairs and corrections made to malfunctioning radio equipment: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Return completed form to:

**Dutchess County Dept. of Emergency Response  
Communications Division  
c/o Russ Whittaker  
392 Creek Road  
Poughkeepsie, NY 12601**

**Appendix C**

## 1800-HOUR ANNOUNCEMENT GUIDELINE

### Acceptable Announcements for Firematic and EMS Activity by Authorized Personnel:

1. Drills, OSHA and Pathogen Mandated Seminars and other Training sessions
2. Equipment out of service
3. Equipment being placed back in service
4. Work details
5. Funerals and Memorial Services
6. Hose Tests
7. Operations Changes
  - a. Road Closures
  - b. Equipment being relocated
  - c. Temporary Assignment Changes
8. Meetings – only when they involve
  - a. Cancellations
  - b. Change of Date, Time or Location
  - c. Special Meetings (*Not Pre-scheduled Meetings*)
9. Physicals or vaccinations
10. Special Detail (*Not Pre-scheduled Details*)

### Non-Acceptable Announcements:

1. Committee meetings of any kind
2. Parade and Carnival announcements
3. Arrival of new Apparatus or Equipment
4. Regular Month Meeting Announcements
  - a. Fire Company
  - b. Fire Police
  - c. Rescue Squad / Emergency Medical Services
  - d. Fire Commissioners or Board of Directors
  - e. Training Associations
  - f. Department of Emergency Response Divisions and Task Forces
  - g. Associations (i.e. Chiefs or EMS Council and Association of Fire Districts, etc.)
  - h. Annual Elections
5. Equipment Inventory

NOTE: Acceptable Announcements will only be broadcast **once!**

## Appendix A-4

# DUTCHESS COUNTY DEPARTMENT OF EMERGENCY RESPONSE

## MULTI-CASUALTY INCIDENT (MCI) RESPONSE GUIDELINE

### Introduction

**Purpose-** The purpose of this document is to update and standardize multi-jurisdictional MCI response procedures by a consistent process.

**Intent-** To enhance and improve multi-casualty medical emergency response within Dutchess County.

**Scope-** This guideline is intended for use by all agencies that respond to any incident that requires resources beyond those normally available.

**Guideline Definitions-** For the purposes of this guideline, an MCI is defined as any incident in which the number of injured persons fully engages or exceeds the medical capabilities of the jurisdictional resources for a period of time.

The exact number of casualties required for guideline activation will vary from community to community. The primary difference between an MCI and day-to-day operations will be the relationship between the numbers of casualties vs. the number of resources. In day-to-day operations, usually several rescuers attend to one victim, whereas the MCI ratio may be one rescuer to several victims.

**Guideline Assumptions-** This guideline assumes that:

- The incident is limited in scope of area, number of casualties and time required for control.
- EMS resources have not been decommissioned by the incident.
- Coordination and control are maintained at the scene of the incident.

## **Phases of the MCI Guideline**

### **Overview**

The Dutchess County MCI Guideline consists of three phases. The initial phase starts with incident occurrence and initial response. The second phase commences once the incident is assessed and confirmed. The MCI is deactivated once the incident is mitigated and declared completed.

### **Phases**

- Initial response
- Declaration of a MCI
- Deactivation

### **Initial Response**

- Possible MCI is reported to the Dutchess County 9-1-1 Communications Center
- The Dutchess County 9-1-1 Communications Center dispatches appropriate resources for location of incident
- First responder arrives confirms incident, declares an MCI.

### **Activation of the guideline (responder responsibilities)**

- A MCI is declared by the highest-ranking first response authority on scene
- The Dutchess County 9-1-1 Communications Center is notified of the MCI declaration

### **The following information is transmitted to the Dutchess County 9-1-1 Communications Center**

- Type of incident
- Exact location and best access routes
- Approximate number of casualties
- Requests the Dutchess County 9-1-1 Communications Center to identify hospital capabilities
- EMS Resources will commence MCI management as per current recommendations by NYS DOH BEMS.
- Incident Commander will request number and type of resources required to manage incident.

### **Activation of the guideline (Department of Emergency Response responsibilities)**

- Dispatch appropriate agencies as per Incident Command request.
- The Dutchess County 9-1-1 Communications Center will coordinate with Incident Command and determine bed availability in the appropriate medical facilities.
- Dispatch Dutchess County Department of Emergency Response Deputy EMS Coordinator and Battalion Coordinator to incident
- Deputy Coordinator and or Battalion Coordinator will coordinate mutual aid requests between Incident Command and the Dutchess County 9-1-1 Communication Center
- The Dutchess County 9-1-1 Communication Center dispatching staff will coordinate mutual aid request in conjunction with the Incident Commander, Deputy Coordinators and or the Battalion Coordinator
- The Dutchess County 9-1-1 Communication Center dispatching staff will, in conjunction with Deputy Coordinators and/or Battalion Coordinators coordinate EMS coverage for the affected areas.

### **Deactivation**

- Once the Incident Commander has terminated the incident, the Dutchess County 9-1-1 Communication Center and the Deputy Coordinator and/or Battalion Coordinator will coordinate with the Incident Commander the release of agencies as appropriate.

**APPENDIX A-5  
RESOLUTION DOCUMENT FOR PARTICIPATING AGENCIES**



***Dutchess County  
Department of Emergency Response  
Mutual Aid Plan Participating Agency  
Governing body resolution and participation approval***

**Resolution by the governing board having jurisdiction over the participating agency.**

\_\_\_\_\_ offered the following resolution and moved its adoption.

Resolved that this board authorizes the participation of the \_\_\_\_\_  
\_\_\_\_\_ in the Dutchess County Mutual Aid Plan and certifies to the Dutchess County legislature  
through the Dutchess County Emergency Response Coordinator that no restrictions exist against "outside service" by such  
participating agency named herein within the meaning of section 209 of the New York State General Municipal Law which  
would effect the power of said agency to participate.

Restrictions : If any restrictions exist, they must be documented below per the Main Body Document Section 11 parts A & B.

\_\_\_\_\_  
\_\_\_\_\_

Services Provided    EMS \_\_\_\_\_    Fire Rescue \_\_\_\_\_

And be it further resolved that a copy of this resolution be filed with the Dutchess County Emergency Response Coordinator.

\_\_\_\_\_ seconded the resolution

Voted: In favor: \_\_\_\_\_ Opposed: \_\_\_\_\_ Abstained : \_\_\_\_\_

Carried: \_\_\_\_\_

Date: \_\_\_\_\_

Recording Officer: \_\_\_\_\_

This resolution supersedes all previous like resolutions

APPENDIX A-6  
DUTCHESS COUNTY CHARTER

**ARTICLE XVIII<sup>19</sup>**  
**DEPARTMENT OF EMERGENCY RESPONSE**

Section 18.01. Department of Emergency Response; Coordinator; Appointment; Qualifications; Term.

There shall be a Department of Emergency Response under the direction of an Emergency Response Coordinator, who shall be appointed by the County Executive, subject to confirmation by the County Legislature. He shall be appointed on the basis of his administrative experience and other qualifications for the responsibilities of his office. The Emergency Response Coordinator shall be directly responsible to, and serve at the pleasure of, the County Executive. The Department of Emergency Response shall be the Office of Civil Defense for the County of Dutchess.

Section 18.02 Powers and Duties.

The Emergency Response Coordinator shall be the Director of Civil Defense and in addition shall possess all the powers and perform all of the duties now or hereafter conferred or imposed by law upon a county fire coordinator. The Emergency Response Coordinator shall perform such other duties as may be required by the County Executive or the County Legislature.

Section 18.03. Assistant and Staff.

The Emergency Response Coordinator shall have the power to appoint an assistant and such employees as shall be authorized by the County Legislature, all of whom shall be responsible to him and shall serve at his pleasure. The Assistant Emergency Response Coordinator shall serve as Assistant Director of Civil Defense and shall perform such other and related duties required by the Director, the County Executive or the County Legislature. In addition, the Emergency Response Coordinator shall have the power to appoint such Deputy Emergency Response Coordinators as he may deem appropriate. Such Deputies shall serve without compensation and at the pleasure of the Emergency Response Coordinator. The names of Deputy Emergency Response Coordinators shall be duly filed by the Emergency Response Coordinator with the County Clerk and the Clerk of the County Legislature.

<sup>19</sup> Article XVIII, Department of Emergency Response, added in its entirety by Resolution No. 328 of 1993. Local Law # 8 of 1993.

APPENDIX A-7

DUTCHESS COUNTY CODE FOR CIVIL DEFENSE/EMERGENCY MANAGEMENT

ARTICLE XVIII  
DEPARTMENT OF EMERGENCY RESPONSE <sup>40, 54</sup>

Section 18.01. Emergency Response Coordinator; Powers and Duties.

Among his powers and duties, the Emergency Response Coordinator shall:

(a) supervise the maintenance and daily operation of the fire communications system, develop prevention and response programs and mutual aid plans, and coordinate training;

(b) act as Director of Civil Defense for the County, overseeing emergency response and disaster preparedness planning and review in accordance with state and federal laws and guidelines; and

(c) assist in development and implementation of a County E911 system.

40 Article XXV, Department of Emergency Response, added in its entirety by Resolution No. 328 of 1993. Local Law No. 8 of 1993.

54 Article XXV, Department of Emergency Response renumbered XVIII by Resolution No. 195 of 1997. Local Law No. 6 of 1997.

**APPENDIX A-9  
DUTCHESS COUNTY MUTUAL AID COMMITTEE**

**2010 Mutual Aid Plan Revision Committee**

**Battalion Coordinator Keith Davidson**  
**Chief Bill Cotting - Rhinecliff FD**  
**Chief Brian Odendahl - Lagrange FD**  
**Past Chief Mike Macak - Lagrange FD**  
**Battalion Coordinator Kyle Pottenburgh- DCDER**  
**Chief Shawn Howard - Amenia FD**  
**Chief Bill Steenburgh - Roosevelt FD**  
**Past Chief Dave Schmoke - Union Vale FD**  
**Chief Aaron Sherer - Dover FD**  
**Battalion Coordinator Robert Sartori**  
**Assistant Chief Glenn Kramer - Hughsonville FD**  
**EMS Coordinator Dana Smith - DCDER**

**Committee Chairman - DCDER**  
**Battalion 1**  
**Battalion 2**  
**Battalion 2**  
**Battalion 3**  
**Battalion 4**  
**Battalion 5**  
**Battalion 6**  
**Battalion 6**  
**DCDER**  
**Battalion 7**  
**EMS Division**

**Mutual Aid Plan Revision Review**

**Carol A. Bogle - Dutchess County Senior Assistant County Attorney**