

CENTRE COUNTY 911/EMERGENCY COMMUNICATIONS  
STANDARD OPERATING PROCEDURES

**7.0 FIRE DISPATCH PROCEDURES**

The Emergency Communications Center is the designated center for the dispatching of fire equipment within Centre County as approved by the Centre County Commissioners.

**7.1 Dispatching Appropriate Fire Company**

The Communications Center will dispatch the fire company having jurisdiction over the location of the call. For all fire calls on or near a jurisdictional boundary on a roadway, and when the exact location from the caller cannot be determined, both adjacent fire departments will be simultaneously dispatched.

All fire companies dispatched through the Centre County ECC will be alerted by tone activated pager and tone activated house siren (if applicable).

Centre County Fire Companies operate on 800 MHz as outlined in Section 12 of the SOP.

**7.2 Dispatch Message**

- A. Pager Tones
- B. Box Number
- C. Municipality
- D. Location (Any building or business name should be included when applicable and available)
- E. Event Type
- F. Siren Tones
- G. Repeat B – E
- H. Primary Company and Mutual Aid Units
- I. Time

Example:

*Tones* - “Box 1920, Miles Township, 123 Forest Street, a dwelling fire reported – food on the stove.”

*Siren Tone* - “Box 1920, Miles Township, 123 Forest Street, a dwelling fire reported – food on the stove, Company 19 and Engine 18 are due, 1423 Hours.”

**7.3 Incident Details and Cross Streets**

The building or business name where applicable, address, incident details, and cross streets will be given to the first Fire Officer and first unit responding from the primary company and mutual aid companies.

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7.4 **Information Updates**

Any cancellations from the complainant or alarm company, the dispatcher should notify the Chief Officer, Duty Chief, or the Officer on the first apparatus with the cancellation information to determine their wishes for the incident.

Any pertinent information the telecommunicator becomes aware of must be given out over the air at the time it is received. This information should be simply announced and not held for a chief or apparatus.

Example:

“All units on the 933 Box call back reports the fire is out” or “All units on the 130 Box, the alarm company reports a false activation.”

7.5 **Referred Calls**

In the event the ECC receives a fire call handled by another dispatch center, the call will immediately be switched over the tie line and the PST will remain on the line until the other county accepts the call.

Should the tie line fail, or not exist, the PST will secure the necessary information from the caller and refer the call by the most expedient means available.

7.6 **Numbering System**

For the purpose of brevity in fire communications, a numbering system has been established. The fire company numbers and fire apparatus numbers, which follow, will be utilized for all radio traffic.

7.6.1 **Company Numbers**

- 1 Logan Fire Company, Bellefonte
- 2 Undine Fire Company, Bellefonte
- 3 Boalsburg Fire Company
- 4 Centre Hall Fire Company
- 5 Alpha Fire Company, State College
- 6 Snow Shoe Fire Company
- 7 Gregg Township Fire Company, Spring Mills
- 8 Pleasant Gap Fire Company
- 9 Citizens Hook and Ladder Company, Milesburg
- 11 Hope Fire Company, Philipsburg
- 12 Reliance Fire Company, Philipsburg
- 13 Mountaintop Fire Company, Sandy Ridge
- 14 Howard Fire Company
- 15 Port Matilda Fire Company
- 16 Walker Township Fire Company, Hublersburg

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- 17 Pine Glen Fire Company
- 18 Millheim Fire Company
- 19 Miles Township Fire Company, Rebersburg
- 20 Penn State University
- 55 Centre Region Fire Department (Chief 55, 55-1, 55-2 are Command Officers), Centre Region Code also use 55 numbers for non-fire department use.
- 56 Bellefonte Fire Department (Company 1 and 2)
- 57 Philipsburg Fire Department (Company 11 and 12)
- 93 Nittany Wildland Firefighters

7.6.2 Apparatus:

<i>Numbering for single units start with Unit Prefix with the Company Number, i.e. Rescue 3. Multiple units should start with "-1", i.e. Engine 2-1, Engine 2-2, and etc.</i>	
<b>Unit Prefix</b>	<b>Definition</b>
ENGINE	Pumper with 1000 GPM pump, 500 gallon water tank, and 1000' supply line
ENGINE/RESCUE	Pumper with 1000 GPM pump, 500 gallon water tank, 1000' supply line, and at least Rescue (Basic) capabilities
ENGINE/TANKER	Pumper with 1000 GPM pump, 1500 gallon water tank with dump valve, dump tank, and 500' supply line
TRUCK	Aerial apparatus 75' or greater in length, includes Ladders, Towers, and Quints.
QUINT	Aerial apparatus with elevated ladder or platform 75' or greater in length with 1000 GPM pump, 300 gallons water tank, and 500' supply line.
RESCUE	Rescue Vehicle capable of the Rescue or Heavy Rescue functions.
TANKER	Vehicle carrying at least 1500 gallons of water, portable dump tank, large dump valve, and quick fill
BRUSH	Vehicle capable of off road travel with wildfire capabilities
BRUSH/TANKER	Vehicle capable of off road travel with wildfire capabilities and at least 500 gallons of water
UTILITY	Vehicle capable of transporting staff and equipment
TRAFFIC UNIT	Vehicle equipped and staffed with personnel trained to provide traffic control.
BOAT	Rescue capable motor boat with water rescued trained personnel
UTV	Side by side utility task vehicle with capabilities of providing Fire or EMS functions
ARFF	Airport rescue and firefighting vehicle with trained staff for aircraft emergencies.
SPECIAL UNIT	Special service vehicle that does not meet the requirement of any other type of apparatus.
CAR	Standard Transportation Vehicle to support fire operations

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<u>Station/Officers</u>	
STATION	Fire Station, numbering will start with company number, i.e. Station 3
CHIEF	All Chief Officers, the numbering starts with the Chief using "Chief" with the station number and continuing on, i.e. Chief 5, then Chief 5-1, and so on.
FIRE POLICE	All Fire Police Personnel, the numbering starts with the Fire Police Chief or Captain using "Fire Police" with the station number and continuing on, i.e. Fire Police 5, then Fire Police 5-1, and so on.
CAPTAIN	Company level Fire Line Officer, the numbering for these officers start with "-1", i.e. Captain 6-1.
LIEUTENANT	Company level Fire Line Officer, the numbering for these officers start with "-1", i.e. Lieutenant 14-1.
SAFETY	Company Level Safety Officer, the numbering for these officers start with "-1", i.e. Safety 4-1.
FIRE MARSHAL	Department Fire Investigator, only used currently by Centre Region Fire Department 55

7.7 **Proper Radio Procedures**

The proper radio procedure for calling and/or responding to the ECC or a field unit is as follows:

To call the ECC:

“Centre County, (unit number).”

The ECC will respond:

“(unit number)” or “(unit number) go ahead.”

The calling field unit may then transmit their message.

A field unit will not call the ECC and immediately blurt out their message. Wait for the ECC to acknowledge your call then begin. Failure to follow this procedure may result in missed messages with dangerous results.

To call a field unit:

“(unit number), Centre County.”

The field unit will respond:

“(unit number), go ahead”

Additional Radio Policy and Procedures for the 800 MHz radio system are covered in Section 12.

Use of the “ten codes” or any other type of codes is not authorized for use within the fire communications system of Centre County. This is to avoid potential confusion. The Phrase Word Brevity Code shall be employed. Also the use of nicknames, slang, and any type of profanity is strictly forbidden.

The use of alert tones will be limited to being used to make units aware of important traffic about to be transmitted from the ECC and just before

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broadcasting a message to a chief officer at times other than during an emergency call.

Fire Companies should use the County's CAD web access, email, phone or fax for the primary means to receive incident numbers and times. Dispatchers may also give numbers and times over the radio as needed at their discretion.

7.8 **Dispatch Procedures**

7.8.1 **Emergency Responses:**

If all the apparatus due on the index response (Box) has not responded within five (5) minutes, the ECC will automatically re-dispatch the apparatus due.

If after three (3) additional minutes, a total of eight (8) minutes, no apparatus or Chief Officer has responded, the ECC will automatically re-dispatch the first due company along with the next due apparatus or company(s). If a Chief Officer or an apparatus has signed on, but all of the apparatus due on the index response (Box) has not responded, the ECC will check with the Incident Commander (IC), highest ranking officer, or apparatus officer for their wishes for the apparatus not responding.

Every four (4) minutes thereafter, the ECC will check with the highest-ranking officer for their wishes for the apparatus not responding.

Any of the following response changes by the highest-ranking officer or by the Incident Commander (IC) will terminate the re-dispatching of the call:

1. All additional units held in quarters.
2. Placing the company available.
3. Incident placed under control.

7.8.2 **Non-Emergency Responses:**

If all the apparatus due on the index response (Box) has not responded within eight (8) minutes, the ECC will automatically re-dispatch the apparatus due. If after eight (8) additional minutes, a total of sixteen (16) minutes, no apparatus or Chief Officer has responded, the ECC will automatically re-dispatch the first due company along with the next due apparatus or company(s). If a Chief Officer or an apparatus has signed on, but all the apparatus due on the index response (Box) has not responded, the ECC will check with the highest ranking officer for their wishes for the apparatus not responding.

Any of the following response changes by the highest-ranking officer or by the Incident Commander (IC) will terminate the re-dispatching of the call:

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1. All additional units held in quarters.
2. Placing the company available.
3. Incident placed under control.

7.9 **On Duty/Off Duty Crews**

At this time this procedure only pertains to Company 5.

Company 5 has predetermined that all single unit responses within their primary fire coverage area will be treated as ON DUTY calls.

The dispatch procedure is as follows:

**Initial Page:** Utilizing the Icon named **Co 5 On Duty** activate the company. This dispatch message will be the same as the standard dispatch message.

If at the 5 minute mark there is no response then

**2<sup>nd</sup> Page:** Utilize the regular Company 5 icon **Co 5 Fire** and re-page the call using the normal dispatch message.

The “Co 5 Duty Crew” icon will need to remain on the call until units are placed available.

Should they receive a 2<sup>nd</sup> call in their district they should be alerted using the regular Company 5 Pager Tone **Co 5 Fire**

Additional Information: The Company 5 Duty Chief will also respond the all “On Duty” responses. The Duty Chief may have additional instructions depending on the company’s level of staffing.

**Mutual AID:**

The regular Company 5 Pager Tone **Co 5 Fire** should be utilized for all Mutual Aid calls regardless of the number of units due.

7.10 **Informational Messages**

The ECC will not transmit routine Informational Messages that relate to social events, funerals, viewings, fund raising sales, or regularly scheduled meetings, etc. Messages about special meetings, special work details, and training are permitted. The on-duty Shift Supervisor will make the final determination of the suitability of the request.

Permitted messages can be called into the ECC by phone by a Chief Officer of the company. Such messages will be transmitted at 1800 hours only and must be called into the ECC by phone no later than 1700 hours. Messages will be limited to two days maximum. In emergency situations, the 1800 hour messages may be eliminated at the discretion of the Shift Supervisor.

The ECC will transmit the following for any Line of Duty Death within Centre County:

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- Any special announcements regarding arrangements and etc. where multiple agencies will need coordination for the event.
- The ECC will transmit a “last call” for any Line of Duty Death if requested by the Fire Department and family.

Any other special announcement should be submitted in advance to the ECC Director or Assistant Director for review. They will have right to deny or approve the request at their discretion.

7.11 **Fire Units Out of Service Announcement**

At 0900 and 1800 hours each day, the ECC will broadcast to all Fire agencies the unit numbers of all FIRE apparatus that are listed out of service with the ECC. This is for two reasons, one, to advise field units what pieces are not available for service; and two, to remind those companies that have units listed as out of service that they may have to use a different piece of apparatus for calls. In emergency situations, the unit status check may be eliminated at the discretion of the Shift Supervisor.

7.12 **Sirens**

Dispatching of all fire calls will be the same for all companies. The ECC will sound pager and house sirens for all fire calls during the initial dispatch. If a fire company has a tone code assigned to them for a house siren, it will be activated. If a company does not want their siren activated during certain hours, then it will be their responsibility to place a time-out device on their siren decoder.

Siren tones **will not** be activated for the following incidents:

- CO Alarm Activation (No Patients)
- Fire Police
- Medical assist- Non-emergency
- Public Service
- Search Detail
- Stand-by
- Transfer Assignment
- Tree Down
- Police Assist

7.13 **Incident Command/Management System**

Incident Command/Management System should be utilized for all incidents. This will enhance the flow of information between field users and the ECC. The initial command post should be an exterior, safe, and effective command position with radio communications to the ECC. When practical, the command post should be at a vehicle with mobile radio. If command is relocated, the new location must be

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announced to all units at the incident. Once established, all requests will come through the Incident Commander.

In the command mode, the first arriving officer or unit on the scene will advise the ECC that he/she is on scene and give a condition report.

The on-scene reports, given by the first arriving officer or unit, are a very important part of establishing command. The on-scene report will indicate conditions and whether the officer or unit would establish command or not. The first arriving officer or unit on scene should use the following as guidelines:

1. “On the Scene” with a condition report. The officer or unit would either assume command after the report is given or shortly thereafter.
2. “On the Scene Investigating” indicates the intent to establish command upon assessment of the scene for conditions and needs. Upon completion of his/her investigation, the person shall give a report and determine if he/she is establishing command.
3. “On the Scene Passing Command” would indicate the officer or unit arrives on the scene to find circumstances that warrant immediate action and command cannot be established at this point in time. It is very important that the person gives a report on conditions so that other arriving units can request assistance or establish command upon their arrival.  
**Passing command should be used in those rare times when conditions dictate immediate need or when the first arriving unit on scene knows the next unit is close behind to assume command.**
4. “On Scene, Minor Incidents, No Communications, IC Not Needed.” Any minor incidents that require limited resources to mitigate the incident may not need any talkgroup assigned for operations. This type of incident would have no radio communications needed on the scene. All apparatus and personnel would not have any radio traffic to complete the tasks. The officer or the unit should notify the ECC that no talkgroup is needed. The units will remain on Fire Dispatch until the need for radio traffic would change, or dispatch may need to move units because of activity.

Once the first officer or unit decides to take command, he/she should advise the ECC that command will be established and will indicate the designator.

The primary designator for command should be the geographical identifier that is most appropriate for the incident i.e. **Hillcrest Command.**

Streets or roads that are common through multiple municipalities should not be used unless necessary. A landmark, building name, neighborhood name, or municipality name should be used instead.

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When the officer establishes command, the ECC will advise all units of the “Command Name” and the fireground talkgroup for operations. If the field unit establishes no command designator, the ECC will establish the designator per the guidelines above.

Fireground talkgroups will be assigned by the ECC when Command is established. The responding chief may also request talkgroups prior to arrival on scene or the ECC may also request talkgroups during the busy times.

Fire Police Units may have command authority during any Fire Police incidents.

### 7.14 **Sector Assignments**

Sector Assignments or Operational sectors will be assigned as needed by the Incident Commander, or requested of the IC by an appropriate agency. This sector will work as a staff officer to the Incident Commander. All requests for resources necessary for the completion of the incident will be made from the Operational Sector to the Incident Commander. All requests to the ECC shall come from the Incident Commander.

7.14.1 **Emergency Medical Services Sector:** The designated EMS Official should communicate with the Incident Commander as needed to keep each other informed of the status of the incident. All EMS companies should request resources through the EMS Sector. The EMS Sector will then make the necessary requests through the IC. If there is any debate on the necessity of the request, the highest-ranking representative shall be consulted. For example, if Rescue Sector requests four additional BLS or ALS units, the IC may consult with the EMS Sector to determine the need. However, if EMS Sector requests 4 additional BLS or ALS units this request will be honored without delay.

7.14.2 **Radio Talkgroup Assignments:** With all fire and EMS companies now operating on the same radio system, responding units should be operating on the same assigned Fireground Talkgroup while responding to and operating on the scene of any incident. If the incident is a mass casualty incident, a MCI Talkgroup can be assigned for multiagency interoperability or separate fire and EMS Talkgroups can be assigned for Fire Operations and EMS Operations. If separate fire and EMS Talkgroups are assigned it is recommended the Fire and EMS command work in close proximity with each other on scene.

### 7.15 **Unified Command System**

A Unified Command System is highly recommended to be established during all major incidents where multiple emergency service organizations are working together and when involving multiple jurisdictions or disciplines. Unified command will allow representatives from each emergency service organization to be part of Unified Command. A common accessible talkgroup for all agencies

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should be used as the primary communications talkgroup. All communications should still go through the incident commander or a designated communications unit even when a unified command system has been established. If necessary, Command may request additional talkgroup(s) for use to coordinate units on scene for mitigation of the incident.

Status updates of the operation should be made periodically to the ECC from the Incident Commander. The “under control” status update would indicate that the situation has been brought under control and only minimal resources and reduced demand for CCECC assistance are needed to terminate the incident.

The incident commander should either terminate command or place all units available to indicate the termination of command whenever the incident has been completed.

7.16

**Wildfires**

Whenever a fire is reported that appears to be a wildfire or poses a significant hazard to a forested area, the PST will report the fire and available related information to the appropriate Forestry District immediately after alerting the proper fire company by normal procedures.

Additional requests for assistance or any special resources from Forestry may also come from Fire Company Chiefs in the field or Incident Command.

The following Forestry Notification Procedure will be followed:

Determine the appropriate Forestry District where the fire is primarily located from the maps on file. Using the phone numbers in the Forestry file, make contact in the following order:

- A. District Office
- B. Assistant District Forester or Designated Supervisor
- C. County Communications Center for that Forestry District
- D. District Office by radio (When such communications is available)

Time of Forestry notification, and who was notified, will be recorded.

In situations where the fire is large or exceeds the capabilities of two companies, the Supervisor will also alert the Centre County Office of Emergency Management.

7.17

**Nittany Wildland Firefighters**

The Nittany Wildland Firefighters is comprised of firefighters from several Centre County fire companies. The Company 93 paging icon will be used to alert members of the incident.

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The Nittany Wildland Firefighters may be requested by anyone and will respond to any activation.

When a request is made for dispatch, a location for their personnel to assemble will always be designated and shall be part of the pager message.

The company will, in most instances, only be paged once. A second page may be requested during an extended incident for manpower considerations.

On scene, they are capable of communicating on the 800MHz fireground talkgroups and the Forestry channels.

7.18 **Personal Phone Calls**

The ECC will not make personal telephone calls for fire units or personnel in the field, EX: calls to places of employment, home, etc.

7.19 **Personal Paging**

The ECC will not page individual fire fighters except in extreme emergencies at the discretion of the Shift Supervisor.

7.20 **Drills/Training Exercises**

The ECC recognizes the need for drills and training exercises in the fire service. The ECC will be notified by the respective Fire Chief at least 7 days in advance of such a drill or training exercise which will involve the ECC. The Fire Chief will submit the request on **“ECC Form 47- Drill Notification Form”**. The ECC encourages Fire Chiefs to consult with ECC staff well in advance of major training exercises which will involve the ECC so that the appropriate arrangements may be made in the Communications Center.

The on-duty Shift Supervisor has the right to delay, cancel or refuse to participate in any drill, which may adversely effect current Communications Center operations. The on-duty Supervisor will document such an incident for management.

7.21 **Foam**

The Foam Bank Task Force has been dissolved by the Fire Chief’s Association. Any requests for Foam should be dispatched per each Fire Department’s Response Plans (Fire Boxes) in CAD. Foam is entered into CAD as Capability/Resource (Unit Type).

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7.22            **HAZMAT Teams**

The primary purpose of Hazmat Response Teams is to provide emergency services to mitigate and stabilize actual or potential immediate threats to public health and the environment in response to the release, or threat of a release of a hazardous material.

Hazmat Response Teams are not responsible for the actual clean up or recovery of hazardous materials. This is the obligation of the party responsible for the spill, leak, or release.

The Centre County Emergency Management Agency (CCEMA) and the Centre County Emergency Communications Center (CCECC) will not recommend, or initiate, on their own, contact with any commercial clean up or recovery contractors.

Centre County contracts with the two Certified Hazmat Response Teams, Penn State University (Penn State) and Eagle Towing and Recovery, Inc. (Eagle) to provide 24-hour hazardous material emergency response services.

All requests for a Hazmat Team response will be made through the CCECC. The following persons and/or agencies are authorized to request dispatch of the Hazmat Team:

- A. County EMA
- B. Fire Chief
- C. Police Officer
- D. Paramedic or EMT
- E. Department of Environmental Protection (DEP)
- F. CCECC in the case of a known hazardous materials release reported by an employee/official at a fixed chemical facility, or owner/operator of a vehicle transporting hazardous materials.

When the CCECC receives a call or request which requires a Hazmat Team response, we will immediately page the on call EMA representative, when they answer their page by phone, we will brief them on the incident and any information we have. EMA will decide which Hazmat Team should be notified for the incident based upon the details provided.

Once either team is dispatched, only the Hazmat team chief or the County EMA Coordinator can cancel the hazmat response.

In the event a fire department has not initially responded for the hazmat incident, one will be dispatched according to procedures and box area.

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7.23 **Duty Chief**

Fire companies may establish a separate paging tone for a duty chief.

The fire company will designate the duty chief according to its own internal policy and rotation.

If a fire company implements a duty chief system that system will be used by the ECC for all questions and chief's calls. A duty chief is to be available at all times with the authority to make decisions for his/her company.

7.24 **Notifications to Other Agencies**

The ECC will make notifications to any utility agency, service, or individual at the request of a fire chief or Incident Command as long as the request is pertinent to the incident in progress. Some examples are, but not limited to, power companies, phone companies, state agencies, building maintenance, or business owner.

7.25 **The Response Index System**

A Preplanned Fire Response System

7.25.1 **Purpose**

The purpose of the Response Index is to provide the Communications Center with mutual aid response and dispatch procedures for designated areas and facilities within each jurisdiction served by the Communications Center. It will also establish a standard format and procedure to accurately and quickly process the incident information and determine the necessary mutual aid response. It also relieves the Command Officer of having to remember what additional resources are available to him, where they are located, and which individual pieces of equipment he wants.

7.25.2 **Response Index Required**

Each Fire Company utilizing the Centre County Communications Center will be required to utilize the response system for dispatching mutual aid.

7.25.3 **The Response Index**

The Centre County Response Index will be a resource listing of apparatus as established by the Centre County Fire Chiefs Association and utilized in the Computer Aided Dispatch procedures of the ECC.

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7.25.4 Incidents Classification Definitions

<b><u>Title</u></b>	<b><u>Definition</u></b>
Accident- Agricultural w/injury	Any accident with reported or suspected injury(s) occurring in an agricultural/farm setting.
Accident- Industrial w/injury	Any accident with reported or suspected injury(s) occurring in an industrial or commercial business setting.
Airport Alert 1	<b><u>University Park Airport Only-</u></b> The University Park Air Traffic Control Tower notifies the 9-1-1 Center of an Alert 1 indicating an aircraft is approaching University Park Airport having <b><u>minor</u></b> difficulty based upon predetermined protocols. Airport Emergency Equipment (ARF) will standby.
Airport Alert 2	<b><u>University Park Airport Only-</u></b> The University Park Air Traffic Control Tower notifies the 9-1-1 Center of an Alert 2 indicating an aircraft is approaching the University Park Airport having <b><u>major</u></b> difficulty based upon predetermined protocols. Airport Emergency Equipment (ARF) will deploy to a staging area.
Airport Alert 3 (NO CAD TITLE, INFO ONLY)	<b><u>University Park Airport and Adjacent Property Only-</u></b> The University Park Air Traffic Control Tower notifies the 9-1-1 Center of an Alert 3 indicating an aircraft has been involved in an accident on or near the airport. <b>SEE AIRCRAFT CRASH LEVELS BELOW FOR CRASH GUIDELINES AND CORRECT TITLE.</b>
Aircraft Crash- Level 1	Any incident involving an aircraft that has less than 9 persons on board and less than 300 gallons of fuel, includes crashes, in flight or grounded aircraft. Off Site is Level 1 unless further information on size, passengers, or fuel is confirmed.
Aircraft Crash - Level 2	Any incident involving an aircraft that has between 10 & 25 persons on board and between 301 & 600 gallons of fuel, includes crashes, in flight or grounded aircraft.
Aircraft Crash - Level 3	Any incident involving an aircraft that has more than 25 persons on board and more than 600 gallons of fuel, includes crashes, in flight or grounded aircraft. All on-site emergencies are Level 3 initially unless further information on size, passengers, or fuel is confirmed.
Alarm Sounding	Any report of fire alarm sounding with no other signs of fire and not from alarm company.
Automatic Fire Alarm	Any fire alarm reported by a professional alarm company.
Building Fire	Any report of a fire within or endangering any building larger than a two car garage. For example apartment buildings, barns, businesses, industry, mercantile, storage facility, nursing home or hospital and townhouse. This would be any building over 20ft by 20ft not including dwellings. (With Alarm Levels)

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Building Fire w/Entrapment	Any report of a fire within or endangering any building larger than a two car garage. For example apartment buildings, barns, businesses, industry, mercantile, storage facility, nursing home or hospital and townhouse and occupants are physically unable to evacuate. This would be any building over 20ft by 20ft not including dwellings.
Building Fire Small	Any report of a fire within or endangering any building that is a detached two car garage or smaller, approximately 20ft by 20ft or less and not habitable (dwelling).
Chief Call	Requests to speak to a Chief or small incidents that may be handled by a Chief Officer.
Chimney Fire	Any report of a fire that is contained within the liner of a chimney and has no signs of extending beyond.
CO Alarm Activation	Any report of a carbon monoxide alarm activation from an alarm company or individual with no known patients or symptoms.
CO Emergency with Patients	Any emergency with patients known to or believed to be caused by carbon monoxide with or without an alarm sounding.
Dwelling Fire	Any report of a fire within or endangering any one or two family dwelling. (With Alarm Levels)
Dwelling Fire w/Entrapment	Any report of a fire within or endangering any one or two family dwelling and occupants are physically unable to evacuate.
Fire Police	Any request by police or an outside agency to assist with traffic or pedestrian control.
Gas Leak/Odor Inside	Any active gas leak or odor of natural or propane gas inside any building or dwelling.
Gas Leak Outside	Any report of an active natural or propane gas leak outside from a known source. (This includes broken pipes, meters, and etc.) Does not include smells of gas.
Gas Odor Outside	Any report of natural or propane gas odor outside from an unknown source.
Hazardous Conditions	Any report of a small spills including gasoline, diesel, oil, etc. or unclassified condition that may create a hazard for or threaten public safety. Including any wire believed to be a hazard that has fallen to the ground or is low hanging and any report of a fire or arcing involving power distribution equipment and not endangering dwelling or building.
Hazardous Materials	Any report of fire, spill, or release involving a Hazardous Material or unknown substance suspect to be hazardous.
Investigation Inside	Investigation of reported odors of smoke (not visible) or small fires that are reported to be out.
Investigation Outside	Investigation of smoke conditions (visible from unknown source), odors of smoke or gas (from unknown source), and small fires reported to be out.
Landing Zone	Any request to establish a helicopter landing zone.

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Mass Casualty	Assisting EMS with any incident or vehicle accident where 6 or more persons have injury or illness.
Medical Assist Emergency	Any request to assist EMS in a life or safety emergency response.
Medical Assist Non- Emergency	Any request to assist EMS in a routine non-emergency response.
Nuisance Fire	Any report of a fire involving trash, trash containers, dumpsters, mulch, leaves, misc. debris piles, or small power or garden equipment outdoors, not involving or endangering any structures, or vehicles.
Police Assist	Requests by police requesting special assistance. Examples: Crowd control, police incidents, and etc.
Public Service	Any request to assist the public with services such as basement pumping, pool fills etc. when no other hazards exist.
Rescue- Animal	Any situation where a domesticated (Pets and Farm) animal(s) with or without injury(s) are physically unable to remove themselves from the situation. Animals left in a vehicle unattended are police incidents, situations involving wild animals in distress should be a police incident or referred to the PA Game Commission, the Fire Department should only be sent for these incidents at a request from Police or other agency.
Rescue- Elevator	Any situation with injury(s) where the victim(s) is physically unable to remove themselves from the situation and is in an elevator. Note: The Fire Department may be also be requested by the Police Department or another agency regardless if there are injuries or not when the victim(s) are in the elevator for an extended period of time. i.e. Building maintenance may have a delayed response.
Rescue- Specialized	Any situation with injury(s) where the victim(s) is physically unable to remove themselves from the situation and is not defined in other incident titles. Example: Emergencies in and around the home and property.
<b>Rescue-Technical</b>	<p>Any situation with injury(s) where the victim(s) is physically unable to remove themselves from the situation where specialized apparatus, tools, or skills are needed to rescue the individual(s).</p> <p><i><b>The Fire Chief or Duty Chief may request a “CAD Capability” for these specific types of technical rescues:</b></i></p> <p><b><u>Ag Rescue-</u></b> Any rescue situation in an agricultural/farm setting.</p> <p><b><u>Collapse-</u></b> Any rescue situation as a result of a structural collapse.</p> <p><b><u>Confined Space-</u></b> Any rescue situation in a confined space area such as a tunnel, manhole, tank, pipe, well, crawl space, or etc.</p> <p><b><u>High Angle-</u></b> Any rescue situation where the victim is elevated above or below ground or an unusual steep slope and must be</p>

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	<p>moved and/or rescued using rope and riggings. (Use Ropes and Rigging Capability)</p> <p><b><u>Trench-</u></b> Any rescue situation where a victim is trapped, buried or experiencing a medical emergency in a trench or excavation whether the trench is protected or not.</p> <p><b><u>Underground Rescue-</u></b> Any rescue situation underground such as in a cave or mine.</p>
Rescue- Water	Any situation with injury(s) or without injury(s) where the victim(s) is physically unable to remove themselves from the situation and is in a body of water such as a lake, pond, stream, etc. ALS may not be needed for all non-injury water rescues, Fire or EMS Officers may opt to cancel at their discretion.
Search Detail	Any request for an organized search.
Standby	Any request for a fire company to be on standby either in station, incident or at an event.
Train Derailment	Any report of a train derailed with or without injury(s).
Train Fire	Any report of a train on fire.
Transfer Assignment	Any request to have an apparatus(s) moved to another station.
Tree Down	A tree down on a roadway affecting the flow of traffic at the request of another agency.
Unknown Fire Outside	Any report of visible fire from an unknown source.
Vehicle Crash- No Injury	Any accident involving a vehicle where no injury(s) and with or without fluids leaking.
Vehicle Crash- Unknown Injury	Any accident involving a vehicle in which it cannot be confirmed that no injury(s) exist.
Vehicle Crash- Vehicle w/Injury	Any accident involving a vehicle that has reports of a person(s) (up to 5) have been injured.
Vehicle Crash w/Entrapment	Any accident involving a vehicle where the occupant(s) is unable to exit the vehicle because of damage or position of the vehicle(s) with or without injury(s).
Vehicle Crash w/Entrapment and Fire	Any accident involving a vehicle where the occupant(s) is unable to exit the vehicle because of damage or position of the vehicle(s) and there is a report of actual or suspected fire.
Vehicle Crash w/Hazards-No Injury	Any accident where a vehicle accident has occurred and there are no injury(s) but there are hazards existing, such as building damage, pole damage, etc. Minor fluids leaks from the vehicle would be excluded from being a hazard.
Vehicle Fire- Large	Report of a fire involving any large vehicle such as dump truck, box truck, tractor trailer, industrial or agricultural vehicles, and vehicles towing trailers.
Vehicle Fire- Small	Report of a fire involving a small vehicle including Passenger cars, a light truck, or van and smaller motorized vehicles such as ATVs, UTVs, golf carts, motorcycles, garden tractors, snowmobiles, and etc.
Wild Fire	Any report of a fire involving brush, woodlands, or fields. (no alarms).

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7.25.5        System Activation

The staff of the ECC is authorized to use the protocols as established under the Response Index System. These protocols replace and supersede any previously established procedures governing fire dispatch.

7.25.6        Response Modification

At any time after the initial dispatch, the response may be modified, upgraded, or canceled by a responding chief officer, incident commander, or first responding piece of apparatus only in the absence of a chief. The ECC may request a response modification decision of any chief officer or station if none of the preceding have initiated radio traffic. The ECC may upgrade the response or change the incident title as additional information is received or clarified from caller(s) if no Chief Officer or apparatus has responded.

7.25.7        Data Maintenance

Individual fire services will be responsible for updating and modifying their data. Any additions, deletions, or modifications to existing data must be submitted in writing by the department/service chief officer or his/her delegate, in accordance with a data maintenance schedule established by the ECC.

7.26        **Fire Calls On PSU Campus**

Any report of fire or automatic fire alarm for any building on the University Park Campus or any building owned or leased by Penn State University that is directly received into the Communications Center will immediately be dispatched as per the Centre County fire dispatch protocols. Information about the incident will be immediately relayed to the University Police Dispatch.

Note: University Police Dispatch utilize a different protocol for automatic fire alarms and minor fires received by the University dispatch center. These University protocols are not to be utilized by the Centre County Emergency Communications Center.

7.27        **SARA Hazardous Materials Planning Facility**

Centre County EMA is required by legislation to develop and maintain a set of plans for dealing with a Hazmat incident at any facility using or storing extremely hazardous substances in excess of predetermined minimums. A CD containing the SARA Off-Site Emergency Response Plans is provided annually to both Hazmat Teams and the CCECC.

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The Shift Supervisor will then:

- A. Review the plan for the type(s) of hazardous materials present and their potential danger.
- B. Notify the Incident Commander of the existence of the Plan and the types of materials that may be present.
- C. Provide additional information and/or support as requested by Incident Commander.
- D. Notify EMA.
- E. Notify the contact person(s) on the Plan.
- F. If a Hazmat team is requested, page the on call EMA representative. When they answer their page by phone, brief them on the incident and any information collected. EMA will decide which Hazmat team should be notified for the incident based upon the details provided.
- G. Comply with any other established HazMat protocols, as may be appropriate.

7.28

**Carbon Monoxide Alarms**

With the recent availability of low-cost Carbon Monoxide (CO) alarms and their tendency for false activations, the County Fire Chiefs' Association has adopted the following policy to respond to Carbon Monoxide Alarms.

When a report of a Carbon Monoxide alarm is received, the Telecommunicator will immediately determine if there is any indication of Carbon Monoxide poisoning. The EMS Guide card "*Breathing Difficulty*" can be used. A positive response in BLS/ALS dispatch criteria, or any indication of dizziness, headache, nausea or fatigue requires an emergency dispatch of appropriate fire and EMS units. The incident title "**CO Emergency with Patients**" (with patients) should be used.

If, after the PST determines there is no indication of Carbon Monoxide poisoning, the occupants should be advised to evacuate the structure, make sure all windows and doors remain closed, and the appropriate Fire Company should be alerted per the resources defined in CAD using the incident title of "**CO Alarm Activation**".

It is the responsibility of each individual Fire Department to determine their level of response.

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7.29 **MAYDAY Radio Procedures**

The **MAYDAY** policy and procedures are to designate an emergency when a firefighter(s) becomes injured, trapped, disorientated, distressed, or in need of immediate assistance for any life threatening emergency. Any firefighter may declare a MAYDAY if he/she becomes trapped, disorientated, distressed, or in need of immediate assistance for any life threatening emergency. An Incident Commander (IC) may also declare a MAYDAY emergency if he/she feels firefighters have become distressed for the same reasons and may be unable to communicate.

“MAYDAY” will be the only radio signal used for any distressed firefighter needing assistance for any reason. No other term shall be substituted. The term MAYDAY should only be used in the event of an actual emergency, not for training purposes or non-life threatening situations.

Upon receipt of a MAYDAY, Incident Command will advise or acknowledge Centre County Emergency Communications that a MAYDAY exists at the incident. The Telecommunicator will immediately broadcast a MAYDAY message after an alert tone (Alert Tone 3 has been designated the MAYDAY alert tone) and order all radio traffic to cease. The Telecommunicator will move all fire ground operations to another fire ground operations channel (talkgroup) with the exception of units working on the MAYDAY emergency.

*Sample MAYDAY message: “A MAYDAY has been declared. All MAYDAY units at Hemlock Street Command have priority on \_\_\_\_\_ (talkgroup) all other units are ordered to use \_\_\_\_\_ (talkgroup) for operations.”*

Only pertinent radio traffic to the MAYDAY emergency will be allowed on the MAYDAY radio channel (talkgroup). If the MAYDAY Channel needs to be monitored by the IC, the IC may request to put the Rapid Intervention Team (RIT) operations on a separate channel (talkgroup).

If staffing permits, the Shift Supervisor shall make every effort to assign a Telecommunicator to the MAYDAY incident exclusively for the duration of the incident.

Incident Command shall obtain the following information from the person transmitting the MAYDAY whenever possible:

LOCATION- Floor or division, room, side of building, etc.

PROBLEM- Trapped, lost, out of air, etc.

NEEDS- Hose line, ladder, shovels, spare cylinders, rescue tools, etc.

The Communications Center should monitor all fire ground talkgroups for any MAYDAY emergencies. In poor radio coverage areas, the Communications

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Center may hear the radio transmission over other field units. In that event, the Communications Center shall attempt to obtain MAYDAY information.

An ALS unit and a BLS unit shall immediately be dispatched if not on scene. Incident Command shall be advised when EMS units are enroute.

Only Incident Command may terminate a MAYDAY. Incident Command shall notify Centre County Emergency Communications to terminate the MAYDAY emergency upon its completion. The Communications Center shall broadcast on all talkgroups operating on the scene of an incident an alert tone (Alert tone 1) and advise all units of the MAYDAY termination. Normal communications may resume on the MAYDAY talkgroup. Assigned talkgroups shall remain in effect until Incident Command or the Communications Center deems otherwise.

7.30

**Red Flag Warning**

The only agency authorized to issue a Red Flag Warning is the National Weather Service. The warning must be received at the CCECC from an authorized system or service such as CLEAN, EAS, NWS Alert Monitor, or similar recognized alert system. Verbal messages delivered by telephone will not be acted upon.

A Red Flag Warning would be handled similar to a Severe Weather Warning as defined in SOP section 11. If a Red Flag warning is received by the CCECC, the County EMA Coordinator will be notified.

The CCECC will immediately page all warning messages:

- Initiate County-wide Paging Tones using the “Weather” pager button under Fire/EMS Paging tab.
- “Attention all Centre County Emergency Services personnel”
- Information Text included in warning.
- “Additional updates will be provided as necessary”
- Time

The appropriate Red Flag information will be broadcast prior to the effective time or at the beginning of the effective time frame that the warning is to go into effect as provided by the NWS.

A Paging Notification in CAD-will be generated to document the alert.

The Red Flag Alert will not be cancelled, but will expire at the end of the time frame provided by the NWS.

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7.31 **Centre County Swift Water Rescue Team**

The Centre County Fire Chiefs Association has authorized a Centre County Swift Water Rescue Team comprising of partnering Fire and EMS stations across Centre County. The team will be available to assist with water rescues in Centre County and within the State of PA. The team is part of the South Central Mountains Regional Task Force assets.

Howard Fire Company, Pine Glen Fire Company, Pleasant Gap Fire Company, Pleasant Gap Fire Company EMS, and Citizens Hook and Ladder (Milesburg) have partnered together to develop a Swift Water Rescue Team. The Team has the necessary state required training, equipment, and certifications required for Swift Water Rescue.

The Centre County Swift Water Rescue Team may be activated by any of the following means:

- A. CAD Response Plans (Fire Boxes) – Centre County Fire Stations may have the team as a resource for any Water Rescue emergency in their jurisdiction. The Centre County Swift Water Rescue Team would be activated along with the primary company.
- B. Out of County Requests – Centre County may receive requests from other counties requesting the Centre County Swift Water Rescue Team. These requests may come from but not limited to 9-1-1 Centers, EMA offices, Fire Chiefs, and other county agencies.
- C. Regional Task Force Requests – The regional task force may request the Centre County Swift Water Rescue Team for deployments. These requests may come from but not limited to Regional Director, Regional Assistant Directors, and other Task Force Teams.

All out of county requests will need to provide a point of contact and resources needed. This shall be given to the Team or the Team's Duty Chief.

Centre County EMA will be notified anytime the Team is activated.

A Water Rescue paging icon for the team will be installed on the radio console. The Water Rescue Team Icon will activate all participating Fire and EMS companies who are part of the team. This icon should be used for any activation including requests for the team's Duty Chief, standbys, and team activations.

Each company who is part of the team will have a Duty Chief assigned for their station to handle water rescue requests. Each company's Duty Chief will be responsible to acknowledge the call for their station when the team is paged. These Duty Chiefs will communicate together and determine what equipment and manpower resources are needed for the specific call.

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The standard fire re-paging interval times will be used for the team's dispatch protocols. If any station's Duty Chief has not acknowledged the call within five (5) minutes, the ECC will automatically re-dispatch the team announcing the stations still due. If after three (3) additional minutes, a total of eight (8) minutes, and the call has not been acknowledged by a Duty Chief, the ECC will call by radio or phone one of the Duty Chiefs by who have acknowledged the call to request their wishes for additional paging for the team.

The team will respond or one of the team's Duty Chiefs will acknowledge by radio when the team has the necessary manpower for deployment along with an estimated time for their response. The teams will notify the ECC which units are responding for the activation.

The team will notify the ECC immediately anytime there are any changes with participating agencies of the team.

**7.32 Emergency Operations and Storm Mode**

The Emergency Operations and Storm Mode allows for modifying Communications Center activity in response to unforeseen workload demands that impact the capabilities of dispatch staff. CCECC priority will be answering Emergency 9-1-1 Calls, prioritize calls ensuring proper dispatch of Emergency Services to critical and life threatening emergencies, and minimize radio airtime during these types of events. The CCECC will prioritize fire incidents based upon a predetermined list of critical priority call types and lower non-critical call types. Lower non-critical call types will be dispatched secondary or sent directly to Fire Company to manage.

**7.32.1 Events which may require Emergency Operations:**

Examples of emergency events causing unforeseen workload demands and require Emergency Operations Mode would include but are not limited to:

- A. Weapons of Mass Destruction
- B. Major hazardous materials event
- C. Active Shooter
- D. Civil Unrest resulting in mass, mutual aid, emergency service response.
- E. Major multi-casualty incident or Multiple Alarm Fire or EMS event requiring extensive mutual aid coordination and response, taxing communications staff resources
- F. Multiple high priority calls taxing communications staff resources
- G. Emergency situations effecting Communication Center operations.

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- H. Major earthquakes
- I. Weather

The CCECC Supervisor will make the decision to implement based upon their discretion on the telephone and radio activity levels or surrounding County activity.

7.32.2 Storm Mode Events:

Severe weather can significantly impact and affect operations very quickly. Recommended procedures will vary with the specific type of weather being experienced.

Examples of weather events causing unforeseen workload demands and requiring Storm Mode would include, but are not limited to:

- A. Thunder/Lightning Storm
- B. Heavy rain/Flooding
- C. Snow storms
- D. Ice Storms
- E. High winds
  
- F. Hail Storm
- G. Tornadoes
- H. Hurricanes
- I. Fog

CAD Storm Modes:

- Flooding
- Wind/Thunder
- Winter/Ice

7.32.3 Emergency Operations/Storm Mode Implementation:

The CCECC will immediately page storm mode or emergency operation mode when declared using the Emergency/Storm Mode Button.

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Sample Message:

*“Centre County Communications is declaring “Storm Mode Emergency Operations”. Restrict all transmissions to emergency traffic only, effective immediately.”*

7.32.4 Emergency Radio Traffic to the CCECC should be limited to:

1. Radio traffic for the Critical Priority Call Types
2. One Duty Chief and Units when responding, on scene and available on Critical Priority Calls.
3. NO routine radio traffic. All NECESSARY radio traffic will be kept to a minimum.

7.32.5 Storm Mode Implementation Guidelines:

The CCECC Supervisor will make the decision to implement Storm Mode based upon the following guidelines.

1. The National Weather Service declares a “Severe Weather Storm Warning” for part or all of Centre County. The warning should be received at the CCECC from an authorized system or service such as CLEAN, EAS, NWS Alert Monitor, or similar recognized alert system.

Upon receipt of the Severe Weather Storm Warning, the CCECC will immediately page all warning messages:

- Initiate County-wide Paging Tones using the “Weather” pager button under Fire/EMS Paging tab.

***Note:*** Centre County has established a single tone to activate all Fire Pagers and a single tone for EMS pagers aka “All Call Fire” and “All Call EMS” Tones. When receiving confirmation that a company has programmed all pagers and are ready to use the all call tone, their regular page tone will be removed from the “Weather Pager Button”

- “Attention all Centre County Emergency Services personnel”
- Information Text included in warning.
- “Additional updates will be provided as necessary”
- Time

*The Police Dispatchers will also make the Severe Weather Storm Warning announcement over all Police Talkgroups.*

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2. Multiple incidents are reported in a Fire Company's Response Area or region caused by weather or reported damage in adjoining Counties from Emergency Management, PEMA, or the County itself.
3. Radio or Telephone activity is excessive from storm related issues.
4. Surrounding County activity.

7.32.6 Storm Mode Call Priority:

The CCECC will prioritize fire incidents based upon the following guidelines:

Critical Priority Call Types: These calls will be paged and managed by CCECC staff according to each Department Fire Response (Fire Boxes) in CAD during any Emergency Operations/Storm Mode. *See Section 7 Appendix A for List.*

Lower Priority Call Types: These calls will ideally be managed by Fire Department staff during Emergency Operations/Storm Mode. These calls will be sent directly to the Fire Department when they have established Emergency/Storm Mode Operations for their department. CCECC will create a CAD incident for all Lower Priority Call Types. *See Section 7 Appendix A for List.*

**Note:** Emergency Services should always weigh the risk versus benefit when making decisions regarding responding to incidents that expose personnel to adverse weather conditions. Officers must be prepared to alter, suspend, or terminate operations should conditions change rapidly and pose an unreasonable risk to personal safety or property.

7.32.7 Fire Departments Responsibility:

Fire Departments are recommended to establish adequate station staffing during Storm Mode to handle incidents.

Each Fire Department should establish Storm Mode Operations for their department or station to handle Lower Priority Call Types. Each department's Duty Officer should respond via non-emergency 800 number when they have completed setting up Storm Mode Operations with a person or their station. When established, the Fire Department will be responsible for managing their own Lower Priority Calls.

Each department should implement Storm Mode Operations and advise the CCECC of their contact person and preferred method of contact for incident notifications and phone numbers for the contact person. The Storm Mode Operations for each station will monitor the appropriate Regional Fire Ground they are assigned to. Their radio designation should be "Station or Department Number Operations", i.e. "Station 8 Operations or Department 57 Operations"

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Method of Notifications by priority:

1. CAD Web Viewer
2. Email
3. Text Alerts
4. Radio (Regional Fire Ground)
5. Phone (Landline or Wireless)

If for any reason the Fire Department is unable to set up Storm Mode Operations, the CCECC shall dispatch their company a single time for each incident.

As time permits CCECC will contact each Station's Storm Operations to reconcile existing calls and calls pending to be sure the fire departments have received and are aware of those calls not yet handled. Any non-critical utility or municipal notifications will be documented.

7.32.8

Communications:

ALL fire companies will operate off on their Fire Company Talkgroups for their operations. No fire ground will be assigned for Lower Priority Calls unless the CCECC Staff determines a fire ground may be needed.

No House sirens will set off for Lower Priority Call Types.

Regional Fire Grounds will be assigned for **Emergency or Critical** communications to CCECC from the Fire Department's Storm Mode Operations, Duty Chief, or Incident Command. These Fire Grounds should not be used for Incident Communications. These Fire Grounds should be used for call upgrades, critical information, Critical Utility, or Municipal Notifications or to request additional resources.

Regional Fire Grounds:

Companies 13, 57 will use Fire Ground 6

Companies 3, 5, 15 will use Fire Ground 7

Companies 1, 2, 8, 16 will use Fire Ground 8

Companies 6, 17, 9, 14 will use Fire Ground 9

Companies 4, 7, 18, 19 will use Fire Ground 10

Fire Grounds 2 to 5, Fire Police, and Training Talkgroups will be reserved for incidents involving multiple agencies on one call, for example, critical priority calls, larger scale incidents, fires, accidents, and rescues.

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7.32.9

Utility Notifications:

CCECC will use First Energy notification guidelines for determining which utility notifications are priority.

- Wirelines on a vehicle where people are trapped in a vehicle, a construction accident involving electric distribution lines, a car into a pole, or whatever the circumstance, if human life is in danger. Utility Lines across a “major” highway affecting high volume traffic flow or restricting Emergency Services access to a critical incident.
- Critical Infrastructure and Facilities such as but not limited to 9-1-1 Center and Infrastructure, Emergency Operations Centers, Hospitals, Medical Facilities, Nursing Homes, Municipal Water and Sewer Facilities, Fire, EMS and Police Stations, Emergency Shelters, and Schools.

All other non-critical utility notifications should be noted at the Fire Station Storm Mode Operations and given to CCECC to notify the proper utility as time permits to make notifications.

7.32.10

Municipal Notifications:

All notifications for trees down or roadway issues will be prioritized as critical or non-critical by Emergency Services. The CCECC will make any critical notifications immediately. All non-critical notifications will be made as time permits. Fire Station Storm Mode Operations can also make any municipal notifications as needed and these should be noted when completed.

7.32.11

CAD Storm Mode:

CAD Storm mode is designed to reduce apparatus due on Lower Priority Call Types. A station response will be assigned to those calls. This will reduce the need to re-dispatch automatically and need to turn over calls to other companies when call volume is high. There should not be any ambulance standbys automatically paged for these alarms unless by a Chief or Officer. The Chief Officer can request changes to the call type as needed or request additional units.

7.32.12

Emergency Operations Implementation Guidelines:

The CCECC Supervisor will make the decision to implement Emergency Operations Mode based upon the following guidelines.

1. An event has occurred causing unforeseen workload demands.
2. Multiple incidents are reported in a specific area or region caused by the event.

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3. Radio or Telephone activity is excessive from storm related issues.

The CCECC Supervisor shall make the decision to implement any incident protocols similar to “storm mode” for specific geographical areas affected by the event.

7.32.13 Termination of Storm and Emergency Operations Mode:

The CCECC will immediately page storm mode or emergency operation mode when termination is declared using the Emergency/Storm Mode Button.

Sample Message:

“Centre County Communications has terminated “Storm Mode Emergency Operations” and will return to normal operations effective immediately.”

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**Section 7 Appendix A**

**Critical Priority Call Types:**

These calls will be paged and managed by CCECC staff according to each Department Fire Response (Fire Boxes) in CAD during any Emergency Operations/Storm Mode.

<b>Title</b>	<b>Priority</b>
Accident, Agricultural w/injury	1
Accident, Industrial w/injury	1
Accident, Vehicle unknown injury	1
Accident, Vehicle w/entrapment	1
Accident, Vehicle w/entrapment w/fire	1
Accident, Vehicle w/injury	1
Aircraft Emergency Level 1	1
Aircraft Emergency Level 2	1
Aircraft Emergency Level 3	1
CO Emergency with Patients	1
Fire, Chimney	1
Fire, Dwelling	1
Fire, Dwelling 2nd Alarm	1
Fire, Dwelling 3rd Alarm	1
Fire, Dwelling 4th Alarm	1
Fire, Dwelling 5th Alarm	1
Fire, Dwelling w/entrapment	1
Fire, Building	1
Fire, Building 2nd Alarm	1
Fire, Building 3rd Alarm	1
Fire, Building 4th Alarm	1
Fire, Building 5th Alarm	1
Fire, Building w/entrapment	1
Fire, Small Building	1
Fire, Vehicle Large	1
Fire, Vehicle Small	1
Gas Leak Inside	1
Hazardous Materials	1
Investigation Inside	1
Mass Casualty	1
Medical Assist Emergency	1
Rescue, Animal	1
Rescue, Elevator	1
Rescue, Specialized	1
Rescue, Technical	1
Rescue, Water	1
Train Derailment	1
Train Fire	1

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**Lower Priority Call Types:**

These calls will ideally be managed by Fire Department staff during Emergency Operations/Storm Mode. These calls will be sent directly to the Fire Department when they have established Emergency/Storm Mode Operations for their department. CCECC will create a CAD incident for all Lower Priority Call Types.

Accident, Vehicle w/hazards-no injury	2
Accident, Vehicle no injury no hazard	2
Alarm Sounding	2
Automatic Fire Alarm	2
Chiefs Call	2
CO Alarm Activation	2
Fire Police	2
Fire, Nuisance	2
Fire, Unknown Outside	2
Fire, Wildland	2
Gas Leak Outside	2
Hazardous Conditions	2
Investigation Outside	2
Landing Zone	2
Medical Assist Non-Emergency	2
Police Assist	2
Public Service	2
Search Detail	2
Stand-by (Fire)	2
Transfer Assignment	2
Tree Down	2