1. INTRODUCTION

Directive 2103.B, *General Dispatching Procedures – Fire*, and Directive 2103.C, *General Dispatching Procedures – EMS*, present the 9-1-1 Communications Control Center's policies, definitions, guidelines and procedures regarding the dispatching of public safety field personnel to emergency and non-emergency incidents. In addition to the general, and regularly occurring circumstances covered in these Directives, there are several specialized procedures that must be followed in the event of more unusual, less frequently occurring incidents.

2. PURPOSE

To state the 9-1-1 Communications Control Center's policies, definitions, guidelines and procedures regarding specialized dispatching functions relating to EMS and Fire incidents.

3. POLICY

It is the policy of the 9-1-1 Communications Control Center to:

A. To notify the closest* staffed helicopter appropriate to the call type, for calls in Onondaga County, as indicated in 5. County Fire Procedures.

B. To establish and follow standard procedures regarding dispatching of public safety field personnel in unusual EMS and Fire incidents, as well as in the circumstances addressed in Directives 2103.B and 2103.C.

C. Comply with all Federal, State and local laws, rules, regulations and standards which may relate to this Directive.

* Any helicopter in the air **within the county** is considered closest by definition.

4. GUIDELINES

5. **FIRE/EMS DISPATCH PROCEDURES**

   A. **MEDEVAC HELICOPTER ACTIVATION**

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   1. **Medevac Status:** Update the status of Onondaga County Sheriff’s Office, New York State Police, and MercyFlight helicopters as the update is received:

      a. OCSO – AIR1E
      b. NYSP – 1H16E
      c. MERCY FLIGHT – MERCYF

   2. **Automatic Dispatch:** Notify the Aeromedical Clearinghouse to activate a helicopter for the following incidents prior to the arrival of other field units:

      a. Injured person in a remote area;
      b. Incident that may require water or ice rescue;
      c. Agricultural accident with severe trauma;
      d. MCI 10 miles or more outside City of Syracuse;
      e. Possible multiple casualty incident;
      f. Aircraft or boating accidents;
      g. Whenever ALS is needed and is otherwise unavailable;
      h. Any anticipated prolonged extrication.

   3. **Stand-By Alert:** Notify the Aeromedical Clearinghouse to put a helicopter on Stand-By Alert status for the following incidents prior to the arrival of other field units:

      a. Search and rescue operations;
      b. Potential need for on-scene lighting;
      c. High-Rise fires with victims on the roof (Incident Commander is to be notified of the helicopter stand-by alert status to determine if it will be needed at the scene);
      d. Possible need for aerial command officer;
      e. Missing aircraft;

   4. **Resource Hospital Alert:** If any helicopter is given a Medevac over the radio, notify Resource Hospital immediately upon activation of a Medevac to the scene of an incident.

   5. For Medevas within Onondaga County: Notify the Clearinghouse of a Medevac request. If Air One is available on radio and fully staffed with a Medic, you may notify Air One via radio of the Medevac request. You will then notify the Clearinghouse and Resource Hospital of your actions.
6. Notwithstanding the above order of call-out, a helicopter in the air within the County will be considered the closest unit by definition.

7. **Designated Hospital Landing Pads:**
   
   - University Hospital: Upstate Pad
   - Crouse Irving Memorial: Under Construction
   - St. Joseph's: Under Construction
   - Community: None.

**B. COUNTY STORM PROTOCOL**

Under certain conditions the Regional Medical Director may initiate the Storm Protocol Policy for the County. There are two storm protocols - County Wide Storm Protocol and North Only Storm Protocol. The Director of the County Emergency Medical Services Bureau (EMS) will notify the 9-1-1 Center of any County Storm Protocol.

**Person(s) Responsible**

**Action**

**Dispatcher**

1. Upon notification from the EMS Director that one of the storm protocols has been placed into effect, one of the following announcements will be made on Channels 1 and 7:

   "Attention all EMS units, the County Storm Protocol is now in effect." OR

   "Attention all EMS units, the North Storm Protocol is now in effect."

2. The announcement will be made every 20 minutes for the first hour, then advise every dispatched ambulance crew thereafter that the storm protocol is in effect.

**Transportation Delay:** Any EMT or higher who evaluates a patient and feels that transport to a hospital is either not necessary, or could be delayed, may contact the resource hospital physician to ask for permission to not transport the patient. A copy of the Patient Care Report (PCR) for all patients not transported is to be sent to the Regional Clinical Coordinator by the involved agency.

**Alternate Facility:** Ambulances in the North may take non-critical patients to the North Medical Center. Ambulances in the east may take patients to the Northeast Medical Center. Ambulances in the west may take patients to Immediate Care West. Permission to transport to alternate facilities must come from the Resource physician.

**In all cases, the patient has the right to demand transportation to a hospital.**
C. **NATIONAL DISASTER MEDICAL SYSTEM (NDMS)**

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1. Upon notification from the VA Hospital that NDMS is being activated, notify the Division of Emergency Management.

D. **MULTIPLE CASUALTY INCIDENTS**

Onondaga County has adopted an MCI plan, which requires specific actions to be taken by Fire/EMS dispatchers. The plan identifies three levels of response.

**Level 1 MCI - 3 to 5 Patients**
- Dispatch three additional ALS ambulances.
- Put sufficient ambulances on stand-by alert to cover a district. Move-up ambulances as necessary.
- Put a helicopter on stand-by alert (no launch). When and if launched, dispatch an engine to a landing zone designated by the Incident Commander.
- Notify Resource Hospital of the event.

**Level 2 MCI - 6 to 10 Patients**
- Dispatch enough ambulances to make a total of six on scene.
- Call Rural Metro and have them send their Medical Supply Unit (MSU)/trailer.
- Ask the Incident Commander if a bus is needed.
- Put a helicopter on stand-by alert (no launch). When and if launched, dispatch an engine to a landing zone designated by the Incident Commander.
- Put sufficient ambulances on stand-by alert to cover a district. Move-up ambulances as necessary.
- Notify Resource Hospital of the event.

**Level 3 MCI - More than 10 patients**
- Dispatch enough ambulances to make a total of 9 on scene. Dispatch additional ambulances to the staging area as requested by the Transport Sector officer or Incident Commander.
- Notify Rural Metro to send their Medical Supply Unit (MSU)/trailer.
- Notify Syracuse University Ambulance to send their Medical Supply Unit (MSU)/trailer.
- Have the Clearinghouse put ALL system helicopters on stand-by alert. If more than 10 miles from the City, LAUNCH one helicopter. When and if launched, dispatch an engine to a landing zone designated by the Incident Commander.
- Dispatch one bus to the incident.
- If more than 20 patients OR if requested, put ALL county ambulances on stand-by alert. Also, alert surrounding counties to the possible need for more ambulances.
- Notify Resource Hospital of the event.
- Notify the American Red Cross Disaster Action Team to respond for patient tracking.
- Move up ambulances to cover districts left without ambulance coverage.
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1. Upon notification by the Incident Commander that units are operating on the scene of an MCI, transfer on-scene medical communications to the appropriate TAC Channel.

2. Upon request, establish a radio patch between the designated EMS field communicator and the Resource Hospital. All patient clearances shall be obtained directly through the Resource Hospital by the EMS field communicator at the scene.

3. Notify the Division of Emergency Management.

E. **NOTIFICATION OF THRUWAY AUTHORITY**

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1. In the event fire or EMS units are either responding to an incident on the Thruway or will be using the Thruway to reach an emergency off the Thruway, notify the Thruway Authority, giving the following information:

   o Entry interchange
   o Unit(s) responding
   o Nature of response if off Thruway
   o Exit interchange if off Thruway

F. **NOTIFICATION OF RED CROSS CRISIS INTERVENTION TEAM**

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1. In the event of a major disaster clearly needing the assistance of the Red Cross Crisis Intervention Team to provide emotional support services to large numbers of victims and their family members, notify the Red Cross Crisis Intervention Team immediately.

2. **All** notifications to activate the American Red Cross Disaster Action Team will be done by paging a Disaster Action Team leader.
G. **HIGH-RISE ROOFTOP RESCUE**

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1. Upon confirmation of victims trapped on a high-rise roof, immediately notify the Aeromedical Clearinghouse to have all appropriate rescue helicopters stand-by; secure Incident Commander approval to dispatch to the scene.

2. Notify local police and fire department to secure a landing zone.

3. Have ground ambulances available at the landing zone.

4. In the event of an extended operation requiring refueling, and at the pilot's request:
   - Notify Piedmont-Hawthorne or Exec-Air.
   - Request Jet A fuel to the Landing Zone.

*NOTE: A police escort may be required for unregistered fuel trucks.*

   - Advise fire department to stand by for refueling operations.

H. **ACTIVATION OF FIRE INVESTIGATORS**

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1. Upon request of the Incident Commander (or according to established firebox instructions), the Fire investigators shall be activated to respond to the scene. (Refer to General Order 10-01)

2. For vehicle fires, investigators should be activated under the following conditions only: suspicious circumstances including, but not limited to, stolen vehicle, possible/probable arson, serious injury/fatality, agency request

3. Under normal circumstances, the Fire Investigation Unit does not respond directly to vehicle fires. The dispatcher may obtain a contact number for the incident commander and forward the information to a fire investigator to consult on whether a response is required.
I. INFECTIOUS DISEASE NOTIFICATIONS

Person(s) Responsible | Action
 Dispatcher

1. In the event that a dispatcher receives notification from a hospital representative that a Fire/EMS crew has been exposed to an infectious disease, notify the appropriate agency(s) as soon as possible:

   - Exposures to City Fire personnel will be referred to the EMS Officer (Car 401) who shall then contact the hospital representative for further details.
   - Exposure to County Fire/EMS personnel will be referred to the Chief and/or ambulance Director of the agency(s) involved who will then contact the hospital representative for further details.
   - If a police unit responded to the scene of the possible exposure, relay the information to the appropriate on duty police supervisor for the agency(s) involved.

J. STATUS ALERT

The primary function of the "Status Alert" is to take a disciplined and systematic approach to ascertain the location and status of missing firefighters. The "Status Alert" shall be used when an Officer (member) has been unable to contact members under their command or in their respective company and has concern for their safety. The officer shall immediately notify the Incident Commander that they have been unable to contact member(s) under their command and request that a "Status Alert" be given. The Incident Commander shall then order the dispatcher to initiate the Status Alert Protocol.

ONLY THE INCIDENT COMMANDER SHALL HAVE THE AUTHORITY TO IMPLEMENT A STATUS ALERT THROUGH THE 911 CENTER.

Responsibility | Action
 Dispatcher

1. Upon notification from the Incident Commander, the dispatcher shall execute the following announcement on Channel 1, Channel 5 and all other appropriately assigned TAC channels for that event. The Status Alert will take priority over all other radio communications.

   a. Multi-select on Channel 1, Channel 5 and all other appropriately assigned TAC channels for that event.
   b. Announce "Status Alert, Fire Dispatch to (radio designation of missing personnel).
   c. Activate a five-second WARBLE tone.
   d. Immediately after the WARBLE tone, re-transmit "Status Alert, Fire Dispatch to (radio designation of missing personnel)."
e. Pause for 15 seconds and wait for acknowledgment from the missing personnel.

**EXAMPLE:** "Status Alert, Fire Dispatch to Rescue Team II" - Warble Tone- "Status Alert, Fire Dispatch to Rescue Team II".

During the "Status Alert" all radio communication that is not applicable to the Status Alert shall cease. The only fireground radio traffic should be from the affected member(s), or from members who know their location **AT THE PRESENT TIME**. If the missing personnel respond and report all is okay, the Incident Commander will cancel the Status Alert. The cancellation shall be broadcast by the dispatcher on Channel 1, Channel 5 and all other appropriately assigned TAC channels for that event. **Only the Incident Commander has the authority to terminate a Status Alert.**

If missing personnel do not answer within a 15-second period, and no other personnel can vouch for their whereabouts, **the Incident Commander shall declare a MAYDAY.**

**K. MAYDAY PROCEDURES**

1. **MAYDAY CALL**

   Mayday: Issued by a unit operating at an emergency event or by the Incident Commander indicating that a life threatening situation exists and that a firefighter(s) is either lost/disoriented or trapped on the fire ground.

   The member, if possible should activate their “Emergency Traffic” button by depressing the orange colored button on the radio or the lapel microphone, waiting for the “Go ahead tone” and then verbally transmit the nature of their Mayday.

   When the member has received the “Go ahead tone” on the radio, in their Mayday message they should try to use the acronym **“L.U.N.A.R.”** which will help them remember the following pertinent information:

   - **Location** (of where you were assigned or where you believe you are now.)
   - **Unit** (your unit number or portable identifier)
   - **Name** (your name and names of who is with you)
   - **Assignment** (what your assignment was)
   - **Resources** (what is needed to help you-low air, hose-line, buried under debris, hung up in wires)

   The 911 Center shall implement the Apparatus Response MAYDAY Plan Standard Operating Guideline, including dispatching the requested Apparatus Response Mayday Plan from the particular fire department’s apparatus response/box alarm plan.

2. **RESPONDING TO A MAYDAY CALL**

   Upon receipt and acknowledgement of a MAYDAY Call, the Incident Commander may do the following:
Immediately deploy the RIT and implement RIT operations as set forth in specific fire department guidelines, policies and procedures or suggested operating practices.

Assign all other companies operating on the fire ground an alternate radio channel; Request a Personnel Accountability Report (PAR) from all other companies operating on the fire ground;

Assign someone to manage the PAR and Rapid Intervention deployment as well as radio transmissions to the Incident or sector commander indicating that all members of your crew are in-tact and accounted for.

3. **RESTRICTIONS**

At no time shall the terms “EMERGENCY TRAFFIC” or “MAYDAY” be used over the radio unless conditions dictate. These terms should not be used lightly and should only be used when dangerous conditions exist or firefighters are in trouble.

**Dispatching additional Apparatus:** This guideline will ensure that adequate staffing will be automatically dispatched and at the disposal of an Incident Commander during a “Mayday” emergency event in Onondaga County.

**911 CENTER RESPONSE:**

**County Fire Agencies**

Upon receipt of a Mayday, either by a unit operating at an emergency event or by the Incident Commander, the 911 Communications Center shall immediately;

a. Confirm that the Incident Commander is aware of the MAYDAY transmission.

b. If the Incident Commander does not acknowledge the MAYDAY transmission the dispatcher will simulcast a 3 second “warble tone alert” on all 14 channels. The “warble tone alert” will be followed by the dispatcher repeating the MAYDAY message giving the UNIT declaring it and their probable or last reported LOCATION.

c. Ensure that the box alarm is at least at the “Signal 99” level.

d. Dispatch the proper Apparatus Response Mayday Plan (plan 1, 2 or 3) as dictated by the fire department response plan/box alarm or as specifically requested by the Incident Commander.

e. Dispatch an additional three (3) Advanced Life Support ambulances.

f. Ensure adequate station coverage.

**Apparatus Response Mayday Plan:** The apparatus response may be requested by the Incident Commander or done so automatically by the 911 Center based on the box alarm/response plans previously filed by the fire department where the event is located. This apparatus is in addition to the standard alarm assignments.
MAYDAY Plan 1: Requesting 2 Engines and 1 Truck to the scene.
MAYDAY Plan 2: Requesting 2 Engines and 1 Heavy Rescue to the scene.
MAYDAY Plan 3: Requesting 2 Tankers and 2 Engines to the scene.

**Syracuse Fire Department:**

Upon receipt of a Mayday, either by a unit operating at an emergency event or by the Incident Commander, the 911 Communications Center shall immediately;

a. Make sure the Incident Commander is aware of the MAYDAY if not initiated by the Incident Commander. Wait up to 5 seconds for incident commander acknowledgement. If no acknowledgement proceed to “b”, which must be done for all.

b. Multi-select SFD fire channels 1,5,7,8,9,12,13,14, send a 2-3 second WARBLE TONE, and repeat the MAYDAY message giving unit declaring and probable location.

c. Make sure the Incident Commander is aware of the MAYDAY if not initiated by the Incident Commander.

ON SFD CHANNEL 1 (Multi Select Dispatch) ONLY:

a. Bring alarm up to full telephone strength if short was initially sent. Include second District Chief at this time.

b. Dispatch a second alarm and include the THIRD DISTRICT CHIEF on the second alarm if available.

c. Notify chief, all deputy chiefs, 600 group, by text pagers. (SFD99GRP)

d. Notify Rural Metro of MAYDAY. If known, give # of individuals trapped or unaccounted for.

e. Move-ups should be made as soon as practical using standard protocol to cover the whole city.

4. **TERMINATION OF MAYDAY CALL**

Upon rescue/removal of the distressed firefighter(s), the Incident Commander shall terminate all Mayday operations and advise the 911 center and all units operating on the fire ground that the Mayday is clear and that all fire ground radio communications shall return to normal operations on the primary operations channel assigned for the event.

1. **EVACUATION STRATEGY PROCEDURES**

The primary function of the "Evacuation Strategy" is to take quick action to alert firefighters to exit an unsafe/dangerous structure.

Only the Incident Commander shall have the authority to implement an "EVACUATION".

The Incident Commander shall notify the dispatcher in the event that an evacuation is necessary. They will also advise dispatch as to which fireground frequencies are being utilized. The dispatcher shall then transmit on Channel 1, Channel 5 and all other appropriately assigned TAC channels for that event.
1. "Fire Dispatch to units operating at (location of incident), evacuate the structure".
2. Transmit a 5-second **WARBLE** tone.

3. Immediately after the tone, re-transmit, "Fire Dispatch to units operating at (location of incident), evacuate the structure".
4. Pause for a reply from the field.

**EXAMPLE:** "Fire Dispatch to units operating at Main Street, evacuate the structure" - **Warble Tone** - "Fire Dispatch to units operating at Main Street, evacuate the structure"

All radio communications that are not significantly applicable to the Evacuation shall cease.

**M. UPSTATE PHYSICIANS RESPONSE TEAM**

A Physician Response Team has been set up to have a Doctor respond to incidents that may need additional resources at the scene of the incident. The team has been designated in CAD using the dispatch group of UME and the number series of 90. Case Numbers will also be issued.

Procedure:

For County calls fitting the criteria for the Physician Response Team all notifications are to be made by the EMS dispatcher. For incidents in the City of Syracuse notifications will only be made upon the request of Rural Metro.

The Physician Response Team will be notified by the EMS dispatcher on any of the following incidents:
- Multiple Casualty Incidents
- Motor Vehicle Collisions with Significant or hopeless entrapment
- Hazardous Material Incidents with Multiple patients
- Serious Line of Duty injury to Public Safety Personnel
- Weapons of Mass Destruction or Biological Terrorism Incident
- Three (3) Alarm Fire or above
- Alert 2 or 3
- Request of any field Paramedic, Fire Chief or Incident Commander as deemed necessary
- At the discretion of the 911 dispatcher

The following format for sending a notification will be followed:
- In the subject line type in *Upstate MD Notification*.
- In the comments type in the details of the notification along with the location information. (Example Below)
- Under the send to select the EMS_DIR_NTFS filter and then select UME_NTFS. Send the message.
- Also announce the notification on EMS Channel 7. (At this time there are no tones associated with the team. This will be changing in the future.)
- The dispatcher will also DTN UME1 on any event the team is being notified for.
Example: “Upstate MD Notification: MCI Level 2, at the intersection of Route 20 & Route 80, Car vs. School Bus” or “Upstate MD Notification: Reported MVC with entrapment. Special request for a physician to the scene of the incident NYS Thruway mile marker XXX between exit 36 and 35 in the westbound lane”

Response:

After any notification or if one of the member Doctors feel they maybe able to help at the scene of an incident they will notify the EMS Dispatcher by either Radio or Telephone. The EMS dispatcher will place the appropriate unit on the event. The following are units that will be used by the team:

90SD1 The Emergency & Disaster Medicine Response Vehicle (Special Equipment). This vehicle will be staffed by a Medical Physician

90MD1         Dr. Dan Olsson
90MD2         Dr. Joe Markham
90MD3         Dr. Derek Cooney
90MD4         Dr. Timothy Fortuna
90MD5         Dr. Chris Fullagar
90MD6         Dr. Christian Knutsen
90MD7         Dr. David Landsberg
90MD8         Dr. N. Heramba Prasad
90MD9         Dr. Lalainia Secreti
90MD20        Dr. Naveen Seth

When notifying the 911 center the Physician will call out as “Upstate MD Squad 1” or “Upstate MD 1”

Note: Due to the potential danger at any event relating to penetrating trauma, hazardous material incidents, Terrorism incidents the physician will not routinely respond to the incident scene. The physician will stage until EMS is cleared to proceed and/or will be dispatched to a rendezvous point to meet the transporting EMS unit en route to the hospital. The physician should only respond to the scene when the Incident Commander has judged the scene safe, unless extenuating circumstances exist.

**PHYSICIAN RESPONSE SHOULD NEVER DELAY THE TRANSPORT OF A PATIENT**
No employee of the 9-1-1 Communications Control Center shall make or distribute to any other individual any copy of a Directive or part thereof without written authorization of the Commissioner. To replace all or part of a missing or damaged Directive, see the Training Department.

WHEN SITUATIONS ARISE WHICH ARE NOT COVERED BY SPECIFIC INSTRUCTIONS, STAFF SHALL EXERCISE THEIR BEST JUDGMENT IN VIEW OF THEIR RESPONSIBILITY FOR THE SECURITY AND SAFETY OF THE PUBLIC, STAFF AND VISITORS AND IN THE BEST INTERESTS OF THE CENTER.

Employees having any questions concerning this Directive should contact their immediate supervisor at once.

– END –

Original – 07/19/94 Revised 05/14/10
Revised – 04/05/96
Revised – 07/22/96
Revised – 07/26/99
Revised – 01/03/00
Revised – 06/03/05
Revised – 06/30/05
Revised – 12/27/07

CALEA STANDARDS:
6.2.1, 6.2.2, 6.3.1, 6.3.2