



Field Operations Guide

Radio Communications

Rensselaer County Bureau of Public Safety

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1 Message from the Director

The Rensselaer County Emergency Services Communications System is a complex blend of equipment, technology and well trained professional staff ready to respond to emergencies when summoned by the public. Each component of the system must be prepared to respond at all times, in any conditions to a broad range of situations. From the time the Communications Officer answers the incoming call until the last responder has safely returned to quarters, the system must be responsive.

Rensselaer County has built a fully upgraded communications network to address the growing expectations of the community. A new P 25 Digital Motorola 800 MHz Trunked simulcast network was installed, with all field radios replaced. System connectivity is enhanced with a Nokia Microwave System and fiber optic cable. The Rensselaer County Emergency Communications Center (RCECC) has been fully remodeled and expanded with new 911 telephone and CAD equipment. The alerting capabilities for emergency responders now uses VHF High Band technology. A fully functional Back Up site is now available at NYSP Troop G COMSEC, along with the enhanced capabilities of the Mobile Communications Center. All the tools are now in place to provide a state of the art Communications network.

The goal of the Communications Field Operations Guide (CFOG) is to provide the field users of this system a complete hand book resource. It is intended to provide specific procedures for most situations in a comprehensive manner. This guide will also assist leaders as a guide to communications related administrative issues.

Training of the field users is critical to the proper operation of the system. The training program is designed to provide all users with the needed skills to properly communicate using the county's radio system. A User's Manual is provided to guide emergency responder's use of this system. Your efforts to learn these communications procedures is an important step in providing the highest level of emergency response to the public's request for assistance.

This updated version is provided in complete form.

All previous versions should be discarded.

Jay Wilson
Director
Rensselaer County Bureau of Public Safety

2 Overview

Objective

This CFOG is designed to provide Fire and EMS agencies with a compilation of all pertinent communications procedures. It is intended to improve the efficiency of the system and help eliminate confusion in this critical area of providing emergency services. All responders should be familiar with the information contained in this guide and Command personnel are expected to distribute, support, review and bring to the Bureau's attention related questions or concerns. Updates will be issued when procedures are changed or added.

The following objectives govern the CFOG and its administration:

- The Rensselaer County Bureau of Public Safety (Bureau) manages the Rensselaer County emergency services radio system.
- This CFOG has been prepared as a guide to instruct and direct emergency service personnel in the professional and proper use of the radio
- The Federal Communications Commission (FCC) is the governing body regulating emergency radio frequencies and the transmissions conducted on such frequencies. Rensselaer County Bureau of Public Safety and all users of their radio system shall comply with the FCC Part 90 Rules and Regulations.
- All frequencies utilized by the Rensselaer County Bureau of Public Safety emergency services radio system are licensed to the Rensselaer County Bureau of Public Safety
- All user agencies in Rensselaer County own their own respective radio equipment and are responsible for maintenance and repair. Radio programming is the sole responsibility of the Bureau.
- Failure to follow established policies may result in sanctions and/or restriction in the use of these systems as determined by the Director of the Bureau of Public Safety
- Amending or changing this CFOG is the joint responsibility of the Bureau and the Radio Committee. All proposed changes must be submitted in writing to the Director, who will refer all proposed changes to designated Bureau Staff and the Chair of the Radio Committee for review and comment. The Director will have final approval. Changes will be distributed to all stakeholders of the CFOG and updated on-line.

The RCECC is identified as the County's Mutual Aid Center in the New York State (NYS) Fire Mobilization and Mutual Aid Plan. All requests for mutual aid resources are directed through the RCECC.

Rensselaer County Emergency Services Communications are the responsibility of all system users, from the participating agency down to the individual user. Maintenance, operations and policy enforcement are the responsibility of the Bureau and the various authorized jurisdictions that operate under the county's primary licenses. Authority to operate on allocated licenses is granted to and held by the County of Rensselaer. All users are required to operate under the established guidelines and appropriate regulations as stipulated by Part 90 of the Code of Federal Rules and Regulations.

2.1 Description of Responsibilities

The RCECC is operated and managed by the Rensselaer County Bureau of Public Safety. Responsibilities are established as follows:

- **Director of Public Safety:** Overall responsibility for all aspects of the RCECC
- **Deputy Director of Public Safety:** Manages the RCECC and E-911 operations
- **Communications Center Supervisor:** Responsible for the direct supervision of the RCECC including the infrastructure and staff
- **Senior Communications Officers:** Responsible for shift operations and staff supervision
- **Communications Officers:** Handle direct call taking and dispatching procedures

2.1.1 Bureau of Public Safety (BPS) (Bureau)

Responsible for operation of the RCECC, Emergency Alerting, and 800 MHz radio systems, as well as emergency management functions and staff. BPS contracts with a vendor to provide routine maintenance to predetermined radios in accordance with established procedures and County Procurement Law. Additionally, The Bureau of Public Safety is also responsible for the operations of the Mobile Communications Center and the designated RCECC back up site located at NYSP Troop G Headquarters COMSEC in Latham, New York.

2.1.2 Fire Coordinator

As Regional Fire Administrator, the Fire Coordinator has defined responsibilities under the County and New York State Mutual Aid Agreements. By FCC rules and regulations, he has authority over the fire department field users and the operation of the radio system.

2.1.3 Deputy Fire Coordinators

Assist the Fire Coordinator with specific identified responsibilities

2.1.4 EMS Coordinator

Responsible for coordination of Emergency Medical Services and has authority over EMS field users of the radio system.

2.1.5 EMS Zone Coordinator

Assist EMS Coordinator with specific identified responsibilities.

2.1.6 Deputy Emergency Manager

Assist the Director with specific identified responsibilities.

2.1.7 Radiological and Chemical Officer

Responsible for industrial and hazardous material preparedness, planning, and responses with the assistance of Haz-Mat Coordinators.

2.1.8 Fire Departments, EMS Providers, Contractors

Volunteer, municipal, and for-profit private users are authorized by the Bureau of Public Safety to operate on the emergency communications system.

2.1.9 Support Services

Support services include the following agencies:

- Community Emergency Response Team (CERT)
- Reduce Emergency Stress Team (REST)
- Auxiliary Police
- Radio Amateur Civil Emergency Services (RACES)
- Chaplains

2.1.10 Radio Committee

A committee appointed by the County Legislature to represent emergency services providers in the administration, operation and maintenance of the county's communications system. This committee is charged with offering guidance and support to the Bureau Staff in the conduct of their duties.

3 Frequencies

Rensselaer County maintains various FCC licenses for Public Safety Communications. As the FCC licensee, and the designated County Mutual Aid Center, the Bureau establishes operational procedures for the use of these frequencies.

For additional frequency details, refer to chart in Appendix Section 41.

- VHF Paging (155.6550): Alerting frequency. No local base stations are permitted.
- Primary Communications System:
 - TRUNKED: Eight (8) 800 MHz frequencies that are registered in the Motorola Trunked System.
 - DIRECT: Four (4) 800 MHz frequencies for direct ground communications
- NYS Inter-County Mutual Aid LFIRES (45.88):
 - Direct communications between County Mutual Aid Centers
- NYS EMS Channels:
 - NYMED715 (155.715)
 - Statewide EMS Communications (Mass Casualty Incident)
 - Primary Med-Flight Landing Zone Communications
 - Various EMS Use
 - 155.205, 155.370, 155.400 (refer to chart in Appendix)
- NY FIRE 22 (46.22):
 - Alternate Med-Flight Landing Zone Communications
- Rensselaer County VHF Portable (155.830):
- National Interoperability CALL Channels available for communications to RCECC
 - VCALL10 155.7525 Analog Only
 - UCALL40 (D) 453.2125 Analog or Digital
 - 8CALL90 (D) 851.0125 Analog or Digital
 - 7CALL50 (D) 769.24375 Analog or Digital
- National Interoperability Mutual Aid Channels available for use in the field.
 - 8TAC91 851.0125 MHz
 - 8TAC92 851.5125 MHz
 - 8TAC93 852.0125 MHz
 - 8TAC 94 852.5125 MHz

4 800 MHz Multi-Net Trunked Radio System

4.1 System Description

The Motorola 800 MHz Digital Trunked Radio System provides simulcast trunked and direct channels for Fire, EMS, Law Enforcement and County Highway throughout the county. Twelve sites with various capabilities located at the Public Safety Building, New Scotland (Albany County), Berlin, Brunswick, Eagle Bridge (Washington County), East Greenbush, East Nassau, Grafton, Hoosick, Petersburg, Schodack and Stephentown. The system is designed to provide a high degree of street level portable radio coverage. Direct channels are simplex (single frequency) 800 MHz channels that do not require access to a trunked repeater and are to be used for on scene and interior building operations.

There are eight (8) frequencies, thus seven (7) simultaneous radio transmissions can be managed at any given time since one frequency is used for system control.

4.2 Portable Communications

Portable radio signal is impacted by battery strength, use of an external speaker/mic, antenna, distance, alignment to the nearest tower and area interference. Portable radio use must take these factors into consideration. Talk Around channels are to be used when operating on an incident whenever possible and always when in a hazardous environment.

4.3 Coverage

Mobile and portable radio signal coverage is established at a 95% countywide standard.

5 Training Requirements

5.1 Purpose

To identify training requirements and policies.

5.2 Objective

Provide proper training for all users.

5.3 Communications Liaison

Each agency will designate a Communications Liaison to be the primary point of contact with BPS for all communications and communications training matters. This designation will be listed on the Agency Information Form provided to BPS annually.

5.4 Requirements

Training is an important component of the operation of the emergency services communication system.

All users must be trained by Bureau Staff with specific exceptions. Training arrangements can be made by contacting BPS. Agency leadership or Communications Liaison in each agency are responsible to schedule training, maintain records and to insure proper procedures are followed. Training classes provide valid certification for 2 years. To remain a certified user, refresher training offered by BPS must be taken. In-service training provided by agency is recommended to maintain skills but does not fulfill refresher training requirements.

- User Training
 - BPS staff will provide this training on a regular basis.
 - Refresher Training
 - BPS staff will provide in service training which will be delivered on a regular basis
 - Special requests for agency training may be made directly to BPS.
- On-Line Training
 - Available for in-service training for EMS agencies to provide for in-house training for paid staff
- Additional Training Notes:
 - Each member of a user agency must update their training every two (2) years from a program presented by the BPS.
 - All classroom presentations will be instructed by Bureau personnel.

- All agencies are expected to maintain proper Communications Training for all personnel and react promptly to reported deficiencies.
- NYS Office of Fire Prevention and Control BEFO classes will include the Rensselaer County Communications Training curriculum.
- Training for EMS personnel will be offered at all Rensselaer County sponsored EMT classes.
- A complete set of training documents is available on the Rensselaer County Web Page located at <http://www.rensco.com/departments/public-safety/>

6 Authorized System Users

Radios presented to the Bureau (mobile or portable) for programming and authorization to operate on the Rensselaer County 800 MHz Radio System must be the property of an organization that is an authorized user of the system. Appropriate documentation of ownership must be provided upon request. Radios owned by other than an authorized user agency will not be programmed or allowed to operate on any system or frequency under license by Rensselaer County.

An authorized agency is a duly recognized Fire or EMS or Public Service provider, government agency or other similar agency specifically authorized by the Bureau of Public Safety.

All radios registered on the system must be pre-approved by BPS.

System use approval includes additional radios, replacement radios, and radios meeting system requirements other than those pre-approved by BPS.

Authorized service providers are not permitted to program any device with the Rensselaer County Fleet Map for scanning purposes unless approved in writing by the Director of Public Safety.

There are no exceptions to this policy.

7 Alerting and Notifications

7.1 Alerting

7.1.1 Purpose

To establish a standard means to emergency alert Field Agencies and Coordinators in Rensselaer County.

7.1.2 Objective

The RCECC will provide Emergency Alerting for Field Agencies and Coordinators in Rensselaer County through a VHF paging system.

7.1.3 Description

The Bureau maintains a VHF paging system at the following 10 sites

- Eagle Bridge (Washington County)
- LeBarron Road (Town of Hoosick)
- Petersburg Mountain (Town of Petersburg)
- Buck Mountain (Town of Berlin)
- Tinley Road (Town of Stephentown)
- Tsatsawassa Fire Department (Town of Nassau)
- Schodack (Town of Schodack)
- Ridge Road (Town of East Greenbush)
- Bald Mountain (Town of Brunswick)
- Grafton Mountain (Town of Grafton)

Authorized Control Stations are installed at the following locations:

- RCECC
- NYSP Troop G COMSEC
- BPS MCC
- Town of East Greenbush Communications Center

7.1.4 Procedure

The RCECC will activate VHF pagers for all Emergency calls, and Notifications, for field agencies and coordinators in Rensselaer County, in accordance with established procedures.

Paging will be accomplished on VHF frequency 155.6550, and will be simul-selected on the 800-system Alert talk group. East Greenbush Communications will be authorized to transmit alarms for East Greenbush agencies using the county provided control station. No other control stations or transmitters will be permitted or licensed by Rensselaer County.

Agencies with 5 channel pagers and their own VHF frequency may operate licensed frequency transmitter for local based paging.

Pagers will be programmed by County BPS Staff and set to the specific system requirements established by Motorola for proper operation on the Rensselaer County VHF Paging System. The program will include all authorized agency tones and the County Pager Group tone. All programming changes made after the initial program may not alter the basic programming profile.

7.2 Notification

7.2.1 Purpose

To establish an alternate and reliable means of providing emergency and non-emergency messaging from the RCECC to field personnel. These secondary systems are considered back-up to the primary VHF Home Alert System.

7.2.2 Objective

The RCECC will transmit text messages without unreasonable delay using available technology.

7.2.3 Functionality

Field Agencies are responsible for providing the RCECC with up-to-date contact information for leadership.

The RCECC will utilize CAD/I am Responding (IaR) technology for transmitting text messaging via Internet to various devices using SMS technology. Whenever practical, text messaging will be used for non-emergency messaging and announcements.

8 Announcements

8.1 Purpose

To establish a reliable means of transmitting non-emergency information to field personnel with established guidelines and criteria.

8.2 Objective

The RCECC shall be able to provide field agencies a means to communicate critical non-emergency information to the field.

8.3 Functionality

To provide field agencies critical information in a pre-determined format in a time sensitive manner.

8.4 Special Announcements

Special Announcements must be submitted in writing on the “Special Announcement Form” to the On-Duty Supervisor by a responsible member of the requesting agency at least 1 hour in advance. The decision as to the appropriateness of the announcement and wording is at the discretion of the On-Duty Supervisor. Announcements will be made only at the pre-designated times unless otherwise justified and approved by On-Duty Supervisor. Announcements will be broadcast over the paging and alpha-page systems, as requested.

Appropriate announcements are identified as follows:

- No form submission needed
 - Apparatus IN/OUT of Service
 - Road and Bridge Closures
- Form Submission needed
 - Training Sessions, Mutual Aid Drills, Firematic Work Details,
 - Funeral/Wake Details, Meeting Cancellations
 - Special Emergency Meetings.

An announcement not meeting the above standards, but pertaining to agency related information may be transmitted using IaR.

The RCECC has suggested wording available for funeral and last call announcements. Responsible agency staff should contact the On-Duty Supervisor.

9 Testing of Pagers and Siren Monitors

9.1 Purpose

Provide a uniform schedule for alert system testing.

9.2 Objective

Pagers and sirens are tested on a regular schedule to confirm operation and insure emergency dispatch technology is fully operational.

Emergency Alerting pager testing will be conducted weekly at 1800 hours on the following schedule:

- Sunday Stations 1-30
- Monday Stations 31-64
- Tuesday All others

Group call testing for station siren monitors and alerting pagers is conducted every Saturday at 12 noon.

If there are active incidents in progress at the time of the scheduled test, the RCECC will ask the Incident Commander for permission to proceed with the test.

The test will be postponed if:

- Permission is not granted
- There are active incidents requiring emergency alerting

The East Greenbush Communications Center conducts testing daily. No test will be conducted when there is an active incident.

10 Dispatch Procedures

10.1 Purpose

Provides field agencies the basic uniform dispatch outline of procedures.

10.2 Objective

Provides responders a consistent format to facilitate response and provide appropriate information in a clear and concise manner.

10.3 Procedure

1. Dispatch and transmissions will be broadcast on DISPATCH and 800 ALERT
 - a. Pager activation tones for all agencies being alerted
 - b. Appropriate Alert Tone
 - c. Announce Fire/EMS Agencies being dispatched
 - d. FIRE DISPATCH. Dispatcher will announce Agency(ies), Box Alarm if available, nature, location, Cross Street, "Caller States" information.
 - e. EMS DISPATCH. Dispatcher will add Patient Determinant
 - f. Siren Activation Tones for FD
 - g. Dispatcher will conclude all dispatches with Time and Dispatcher Number
 - h. Use of *I Am Responding* automatically through the County CAD System
 - i. Dispatcher will follow re-dispatch protocols for FD and EMS for negative station response. For FDs responding, Chiefs will be advised prior to re-dispatch.

2. Advisory Notes

Fire Departments are not to acknowledge dispatches.

Mutual Aid Fire Chiefs (non-First Alarm dispatch agencies) are advised not to call enroute to dispatch unless an operational necessity. This policy is established to limit radio traffic on Main Dispatch. The increased number of agencies being dispatched to alarms has created significant radio traffic volumes that must be efficiently reduced. Contact is recommended directly to the IC for assignment. Operational necessity includes-acknowledging negative station response, when stations are polled, reporting additional information or changed assignments/instructions.

Each responding ambulance/apparatus and the first line office of each responding agency, upon notification of response, will be provided detailed call/patient information.

Agency response will be announced on VHF Dispatch and 800 Alert.

11 Computer Aided Dispatch (CAD)

To provide information on the Computer Aided Dispatch (CAD) system that is used by the RCECC.

11.2 Objective

The RCECC utilizes a proprietary CAD system. Discussion

The CAD system is dynamic. Therefore, it would be ill advised to implement a Policy and Procedure that restricts the practical use of this communications tool. The intent of this policy is to inform Field Agencies of general practices and promote standardization for data entry, to best facilitate use of this system.

It is the policy of the RCECC to utilize the CAD system to its fullest capability. All pertinent information regarding calls for service, notifications, and general dispatch correspondence/communications will utilize this system.

12 Box Alarms (Standard Alarm Assignments)

12.1 Purpose

To establish a standard means of dispatching pre-determined resources to an Incident

12.2 Objective

The RCECC will provide Fire Departments a means to dispatch resources to a given location using a standardized format. The "Box Alarm" serves as the FD request for Mutual Aid. The information will be stored in CAD and is accessible by location. Box Alarms greatly improve the accuracy and efficiency of Mutual Aid dispatching and save a significant amount of radio transmissions, and time. Use of "Box Alarms" is strongly encouraged.

12.3 Procedure

BPS will provide a standardized format for Box Alarms. The content of these standardized alarms is solely at the discretion of the Fire Chief of the Fire Department. Box Alarm formatting will be reviewed by designated RCECC staff to comply with the standardized formatting established by BPS. For data and formatting requirements, refer to the Box Alarm Index, and Box Alarm Form, which can be found on the BPS Page on the County Web Site. The use of Box Alarms does not preclude "Special Call" situations at the discretion of the Incident Commander.

1. The Bureau has established specific requirements for departments when preparing or modifying "Box Alarms".
2. These requirements are designed to simplify the dispatching process for dispatchers and to simplify the Incident Commander's request from the field.
3. Box Alarms shall be submitted (electronic and/or paper) as outlined in Bureau Policy and numbered in accordance with the standardized numbering system.
4. A street index will be submitted with all Box Alarms as a quick reference guide for the RCECC to utilize.
5. Bureau of Public Safety staff will review and provide assistance as needed to comply with these requirements.
6. It is the policy of the BPS that Box Alarm Assignments have standard rules and definitions to improve the efficiency and effectiveness of emergency dispatch.
7. Unless a department specifically opts out, Box Alarms will be posted on-line with any confidential information redacted.

12.4 Standard Firematic Definitions / Rules

12.4.1 Structure Fire

Includes the physical building (structure) and/or any attached pieces or contents contained within the structure.

It may also include non-attached items that are on fire and pose a threat to a structure ("Endangering a Structure").

12.4.2 Cover Assignments

Unless specifically identified in a Box Alarm Assignment, the Incident Commander for an incident shall be responsible for requesting ALL cover assignments associated with that incident.

If a cover assignment is requested by someone other than the Incident Commander, the On-Duty Supervisor/Communications Officer shall confirm the request with the Incident Commander, prior to completing the dispatch.

12.5 Special Box Alarms

Special Box Alarms are assignments for specific structures (i.e. industrial facilities, churches, etc.) or specialized events (i.e. water rescue, hazardous materials, etc.).

When utilizing a Special Box Alarm Assignment, the Special Box Alarm shall take precedence over any other Box Alarms for that department. (i.e. utilize the Special Box instead of the Daytime or 24-hour Mutual Aid Box). This includes situations where the Special Box is a lesser response than the Daytime or 24-hour Mutual Aid.

12.6 Fire Alarm Activations

Fire Alarm Activations shall not be considered a "Structure Fire" response for a Box Alarm unless specifically included in the heading of that Box Alarm Assignment.

13 Standing and Temporary Mutual Aid Orders

13.1 Purpose

Establish a procedure to direct the RCECC to dispatch Mutual Aid as specified for a specific location or time period.

13.2 Objective

Provides needed coverage for response.

13.3 Procedure

Agency Command Staff may issue standing and temporary mutual aid dispatch instructions. These instructions must be communicated to the On Duty Supervisor, who will complete the "Temporary Automatic Mutual Aid" form. Such orders must include an effective date/time and a cancellation date/time. If no cancellation date/time is provided, order will remain in effect for 30 days.

Orders requested to be in effect for more than 30 days must be submitted to and approved by Bureau Management. When more than 30 days is expected, consideration should be made to amending or creating a Box Alarm.

14 Field Communications Procedures

14.1 Purpose

Provide a plan and directive for uniform procedures in Field Communications. This Section covers all areas including the operation of the mobiles and portables, and procedures for their use.

14.2 Objective

Maintain efficient, orderly, appropriate, and plain language communications consistent with applicable regulations, standards, rules and best practices.

14.3 General Procedures Overview

The RCECC is referred to in all radio communications as "Dispatcher".

In all transmissions, units will wait for Dispatcher to acknowledge unit before transmitting message.

Response Modes are EMERGENCY and NON-EMERGENCY.

14.4 Communications Language

No CODES are to be used, except those specifically authorized in this guide.

Police codes and codes, other than those designated in this Manual, shall not be used. Simple and straightforward English is used for transmitting radio messages. The use of codes in this Manual is restricted to the five (5) Signals to serve a functional purpose for greater efficiency. The use of "10-4" and other similar codes is not permitted.

Well trained emergency service personnel must control excitement and speak with calm authority when transmitting emergency messages.

No slang, for example, an Ambulance is not a "Bus".

14.5 Proper Radio Speech

Think before you transmit, prepare your thoughts before engaging in the transmission. Listen before you speak, ensure that the talk-group is clear prior to transmitting.

It is necessary to speak distinctly in order to be easily, and accurately, understood on the radio. Words must be pronounced carefully, giving proper form to each sound in every word.

Personnel should speak in a conversational tone, directly into the mouthpiece, 3" to 4" from the microphone, at a moderate rate.

Take microphone out of clip holder and speak directly into it.

Messages should be spoken in natural phrases and not word for word. Shouting or loud talking causes distorted sounds that are difficult to understand.

Every effort should be made to keep the voice calm, regardless of conditions. If the operator is out of breath, he/she should pause momentarily and regain composure before transmitting.

14.6 Basic Rules of Acknowledgement

All units shall use "Dispatcher" when transmitting a radio message to the RCECC.

All units calling the "Dispatcher" will be acknowledged by the Dispatcher who will acknowledge the calling unit by repeating the calling units' radio identifier.

Example:

- (field unit) Call "Dispatcher, 2-5-1"
- (RCECC) Ack "Dispatcher is on for 2-5-1"
- (RCECC) Call "Dispatcher to 5520"
- (field unit) Ack "5520 is on"

14.7 Blind Transmissions

Blind Transmission is defined as the calling unit transmitting a message without first identifying the party they are calling and without waiting for the receiving party to acknowledge that they can copy the message.

When messages are transmitted in this format, the dispatcher will reply by stating; "Dispatcher is on unit calling, identify and repeat your message."

14.8 Repeating Messages

Although it is important that messages be repeated as an acknowledgement, it is equally important that only the necessary content of a message be repeated.

Example:

- (field unit) "Dispatcher, 3-5-6 responding to 789 Main Street, Non-Emergency"
- (RCECC) "3-5-6, responding at [time]"

The balance of the information, although useful, is not of importance to be repeated to all listeners.

All messages of importance, including, but not limited to the following list, should be paraphrased for content and repeated for confirmation:

- Response (to scene or other destination)
- Arrival (scene or destination)
- Status Reports
- Mutual - Aid Requests
- In-Service

14.9 Mutual Aid Response

Only the units requested to respond to a mutual aid incident shall contact the Dispatcher. Additional units, including Chief Officers, contacting the Dispatcher create an unnecessary strain on the Dispatch talkgroup and pose a risk of blocking an emergency message from units involved in the incident.

14.10 Time Format

All times utilized by users of this manual will be standard military time. The dispatcher shall end each conversation with acknowledgment of the time.

14.11 Response Mode Terminology

Permissible Response Mode Terminology

- Emergency Mode - red lights & siren
- Non-Emergency Mode - no red lights & siren
- Stand-by Mode - no response

Non-Permissible Response Mode Terminology: These terms will not be utilized or repeated by the Dispatcher. If a field responder uses these terms, the Dispatcher will inquire if the request is for an Emergency, Non-Emergency, or Stand-by Response Mode.

- Expedite
- Forthwith
- Step-it-up
- With caution
- Reduced speed
- With the flow of traffic
- Other unauthorized terminology

14.12 Recording Radio Traffic

The RCECC records all transmission on the trunked system on all talkgroups. Recordings are confidential and will be released for authorized purposes only.

14.13 Fire Department Procedures

Fire Departments shall adhere to the following procedures:

- Fire Stations do not acknowledge calls
- Incident command will be established for all incidents
- Command will be identified by a descriptive name (ex. landmark, address, or location)
- Appropriate Signal and apparatus directives will be made by Command
- When possible, Units will be placed in service by Command in a single transmission
- All responding units will communicate when enroute to Dispatch, except as noted for Chiefs on Mutual Aid calls
- Only the first chief officer and first apparatus arriving will communicate to Dispatch. All other units, including chief officers, will communicate directly to Incident Command on the appropriate Battalion TAC talk group
- Fire Department units will communicate with the RCECC on FIRE DISPATCH and switch to the correct BATTALION TAC for operations
- Fire Department units will communicate with EMS Units on TAC 10

14.14 Mutual Aid

Due to the increased radio traffic on Mutual Aid Incidents, mutual aid chiefs should limit chief officer communications to Dispatch to necessary traffic. Only apparatus requested shall communicate while enroute with Dispatch. Only the first Mutual Aid apparatus from each Fire Department will communicate arriving to Dispatch. All other arriving Apparatus and chiefs responding should communicate directly with Incident Command for arrival instructions and assignments.

14.15 EMS Procedures

EMS shall adhere to the following procedures:

- EMS Units will communicate with the RCECC on EMS Dispatch
- EMS Field Communications between EMS units will use TAC 10 EMS OPS or the correct Battalion TAC Channel for communications with Fire Units.

14.16 800 MHz Radio Identifier Protocol

Radio Identifiers

- All "Radio Identification" utilized will be consistent with Section 29 of this Guide and as approved in writing by the Bureau.

Unit Identification Number (UID)

- Each radio (mobile, portable, or control station) on this system will have programmed a unique identification number assigned by the Bureau. This number will identify the radio. The RCECC will maintain a master copy of all UID's on the system. The full Radio Identifier will be displayed at the Dispatch console.
- Portable UID tracking is the responsibility of the department. Portables should remain with assigned apparatus for accountability purposes. Radio identifier is displayed at Dispatch.

14.17 Emergency Alert Operations

14.17.1 Emergency Alert Button

There is an emergency button (RED - Mobile Radio / ORANGE – Portable Radio) in the 800 MHz system. Users should be familiar with the location of this button on any radio equipment they may be called upon to operate. However, it must ONLY be activated when the user is in a potential life and death situation. It is always better to talk if able to do so, only use the emergency button if you are unable to talk.

14.17.2 Trunked Channel Mode

Activation of this feature immediately identifies the specific radio's UID and Radio Identifier which initiated the emergency condition to the dispatcher and maintains a 10 second "hot mic" on a dedicated radio channel to the priority use of that particular radio. This condition reduces the availability of the system to all other users until the EMERGENCY ALERT is cleared.

The Dispatcher will immediately respond to the activated unit and attempt to identify the location and nature of the emergency. Priority attention will be given to the people and circumstances involved until a On Duty Supervisor and/or the IC of the incident declares the EMERGENCY ALERT to be over.

Upon receipt of an EMERGENCY ALERT from an active incident, the Dispatcher shall immediately attempt to contact the unit transmitting the EMERGENCY, on the EMERGENCY Talk-Group. If, after three (3) attempts, the Dispatcher is unable to contact that unit, the Dispatcher shall transmit on the "Dispatch Talk-Group" one, three (3) second Alert #1 Tone and broadcast:

"Radio Silence on this Talk-Group, an EMERGENCY ALERT has been activated for the [department's] incident. Dispatcher to [department] Command."

Upon receipt of acknowledgment of the IC, the Dispatcher shall inform him/her that an EMERGENCY ALERT has been received from Unit Identifier and that the Dispatcher has been unable to contact that unit.

It shall then be the responsibility of the IC to locate the radio transmitting the EMERGENCY ALERT and determine the validity of the EMERGENCY ALERT and respond to the Alert.

The IC, MUST notify the Dispatcher of that status of the EMERGENCY ALERT as soon as possible. Radio Silence shall remain in effect until the EMERGENCY ALERT is cleared.

Upon receipt of an EMERGENCY ALERT from a non-active incident, the Dispatcher shall immediately attempt to contact the unit transmitting the EMERGENCY ALERT, on the EMERGENCY Talk-Group. If the Dispatcher is unable to contact the unit via radio, the Dispatcher shall contact a Command Officer of the unit's agency and advise him/her of the EMERGENCY ALERT. Upon notification to the Command Officer, the Dispatcher shall continue to attempt to contact that unit via radio, however, it is the responsibility of the Command Officer of the unit's agency to locate the unit, verify the situation and respond to the emergency.

In each case, the unit shall remain in EMERGENCY at the Dispatch Console until either the Incident Commander, the Chief Officer of the Department or the Dispatcher deems that the emergency is over. Activation of this feature severely impacts all other users of the system as well as the communications personnel. Therefore, misuse or false alarms will be thoroughly investigated, and may result in disciplinary action. Once the emergency situation has been verified and corrected, the radio in which the alert was transmitted must be powered-off and powered-on to reset the emergency feature and clear it from the system manager. Only do so after the alert has been cleared in the RCECC. The user will be instructed by the RCECC when this has occurred.

14.17.3 Ground (Local) Channel Mode

Activation of this feature immediately identifies the specific radio's UID which initiated the emergency condition to all units in Ground Channel Mode within range and maintains a 10 second "hot mic" on a dedicated radio channels to the priority use of that particular radio. This condition reduces the availability of the system to all other users until the EMERGENCY ALERT is cleared. Radios in the Ground Talk Group will display ALERT and UID of the activated radio.

The RCECC is not aware of or involved in an emergency channel activation when a radio is in the Ground Channel Mode. Individual radios may be cleared by adjusting any control. Each agency must establish local protocols to address Ground Channel emergency activations.

14.17.4 EMS Trunked Channel Emergency Alert

If personnel at an EMS response feel as though they are in danger of physical harm and are not able to communicate a need for police assistance verbally by a normal radio transmission, all personnel at the incident should activate the Emergency Button on their portable radios. This provides a 10 second hot mic. The RCECC dispatcher will not attempt to establish contact unless the information obtained by the open mic indicates a need. The RCECC dispatcher will immediately notify any responding law enforcement of the emergency or immediately dispatch law enforcement if not already enroute.

As soon as possible, after the activation, EMS personnel on the scene should establish direct voice communications with the RCECC dispatcher.

All policies in Section 14.17.2 will be followed.

14.18 Special Transmissions

It is not necessary for apparatus to advise the RCECC when on drills, details or other activities as long as the piece of apparatus remains on-duty or available for assignment.

The RCECC must be advised of all pieces of apparatus that are taken off-duty or placed back on duty. This may be done via radio transmission OR telephone notification to the RCECC.

ARRIVING REPORTS / Size-Up – Should be concise, basic and to point.

SIGNALS:

Signal 10 – No fire condition present, A Signal 10 is essentially Investigation only, no action by FD. When Signal 10 is called, all units are in service. No further radio transmissions are necessary.

Reporting unit should provide dispatch with identification of situation eg.

Alarm Malfunction, Culinary Incident, False Alarm, Alarm Malfunction, etc

Signal 20 – Fire Condition or Situation present that requires FD activity.

Reporting unit should provide dispatch with identification of situation Identify situation and action, holding what apparatus, etc

No Mutual Aid needed

Signal 30 - Fire Condition / Situation present that requires FD activity.

Reporting unit should provide dispatch with identification of situation Identify situation and action

Mutual Aid likely

Code 100 – Request for Rehab/Refreshment support at Scene or Fire Station

14.19 Progress Reports

Provide situational awareness to Dispatch and Field Units updates.

The minimum needed to provide essential status:

- Fire Under Control
- Fire Out

15 Mutual Aid Requests

15.1 Purpose

Establish Mutual Aid request communications policy.

15.2 Objective

Provide Field Agencies clear instructions for requesting Mutual Aid.

15.3 Procedure

15.3.1 Fire Department Mutual Aid Requests

Mutual Aid resources are requested consistent with the adopted Rensselaer County Mutual Aid Plan and the New York State Fire Mobilization and Mutual Aid Plan (General Municipal Law 203-e).

All requests for mutual aid, regardless of resource requested, must be routed through the RCECC.

Mutual Aid requests may be standardized Standard Alarm Assignments (Box Alarms). Refer to Section 12.

Requests for Mutual Aid Assistance through the State Fire Mobilization are routed through the Fire Coordinator, who must authorize such responses consistent with NYS OFPC policies.

All agencies operating at a Mutual Aid incident must coordinate requests for resources through the Incident Commander, including requests for Cover Assignments.

Rensselaer County, in compliance with standards established by the National Incident Management System (NIMS). Uses the Incident Command System (ICS) for managing Mutual Aid incidents. All agencies must operate consistent with this standard. See Section 27.

15.3.2 EMS Squad Mutual Aid Requests

Mutual Aid resources are requested consistent with the adopted Rensselaer County EMS Mutual Aid Plan authorized under Article 5 of NYS County Law, and the New York State Health Department Bureau of EMS under Article 30 of the NYS Public Health Law.

All requests for mutual aid, regardless of resource requested, must be routed through the RCECC.

Mutual Aid requests may be standardized through EMS Squad pre-planned directives to the RCECC.

Requests for Mutual Aid Assistance through the EMS Statewide Mobilization Plan are routed through the EMS Coordinator, who must authorize such responses consistent with NYS Bureau of EMS policies.

All agencies operating at a Mutual Aid incident must coordinate requests for resources through the Incident Commander, including requests for Cover Assignments.

Rensselaer County, in compliance with standards established by the National Incident Management System (NIMS). Uses the Incident Command System (ICS) for managing Mutual Aid incidents. All agencies must operate consistent with this standard. See Section 27.

15.3.3 Inter-County Mutual Aid Requests

Emergency requests for Rensselaer County Fire and EMS resources by adjoining counties and states are to be made by telephone or radio from the requesting county's Dispatch Center to the Fire/EMS dispatch position at the RCECC.

All out of county Mutual Aid requests, must be processed directly through the RCECC as required by the relevant County/NYS Mutual Aid Plans.

16 Mutual Aid Stand-by Cover Requirements

16.1 Purpose

Establishes a protocol to request Fire Department and EMS Mutual Aid standby cover assignments that is consistent with the NIMS/ICS that facilitates efficient radio communications to the RCECC and adheres to New York State "home rule" responsibilities of individual fire departments and EMS Squads.

16.2 Objective

To establish guidelines that ensures Incident Command is aware of all resources available or in use at incident.

16.3 Procedure

ICS guidelines encourage single point ordering consistent with effective resource management. Rensselaer County and it's municipalities, including fire districts, fire departments and EMS Squads are mandated to be NIMS compliant. Single point ordering is achieved by routing requests for Mutual Aid Standby Cover Assignments through the RCECC. When possible, efficient communications are facilitated by individual fire departments and EMS Squads coordinating standby cover assignments requests through the IC when operating at an incident.

16.3.1 Fire Department Mutual Aid Cover Assignments

Command Officers of fire departments responding to a mutual aid assignment who need to request a stand by cover assignment for their own fire department should direct that request to the Incident Commander whenever possible and practical, at their option and dependent on local protocols, or the request may be made directly to the RCECC. The command officer of the department making the standby cover assignment request directly holds the responsibility to advise the Incident Commander of the resources used as soon as possible.

When practical, the RCECC Dispatcher should confirm the Mutual Aid Cover Assignment request with the IC.

The responsibility for Mutual Aid Standby Cover Assignments remains with the agency that the stand by cover assignment is for, not with the overall Incident Commander.

Mutual Aid Cover Assignment requests made for single fire department response incident are made directly to the RCECC.

16.3.2 EMS Mutual Aid Cover Assignments

Consistent with the policy established in 16.3.1, EMS units operating at an incident where Incident Command has been established should direct Mutual Aid standby requests through the IC.

Mutual Aid Cover Assignment requests made for single EMS units response incident are made directly to the RCECC.

16.3.3 Automatic Mutual Aid Cover Assignments

Any Mutual Aid Standby responses, either relocation or in quarters, that are part of a Fire Department Box Alarm or EMS Squad procedure are not affected by this policy.

17 Priority Transmissions

17.1 Purpose

To provide clear guidelines for units in the field to establish the need for priority level communications with the dispatcher and/or units in the field.

17.2 Objective

To permit the identification of critical and/or life safety communications in an orderly manner.

17.3 Procedure

Definition of EMERGENCY:

- A potentially critical life threatening situation.

Emergency Traffic

- A message from the field that requires an immediate response from the dispatcher.
- Priority Air is declared by the dispatcher. Once declared this means that no other units are to transmit until Priority Traffic is cleared by the RCECC
- In the event that an incident occurs, or a situation arises where an Emergency Transmission is required, the following procedure should be used:
 1. Contact the Dispatcher using your Radio Identifier, and state "Emergency Traffic".
 2. The Dispatcher will immediately acknowledge your transmission.
 3. Once the Dispatcher acknowledges you, transmit your Emergency message.

Priority Air

- In the event that the Dispatcher needs to clear the radio traffic at the scene of an incident, the following procedure should be followed:
- The Dispatcher will activate an Alert, and then announce "Priority Air" for the incident over the dispatch talk group and the Alert Dispatcher will repeat the message on the Alert talk group.
- The only radio traffic that allowed on the system, until the Priority Air is lifted will be Emergency Traffic

18 Emergency Alert, Evacuations, Mayday, Emergency Button Use

18.1 Purpose

Provides guidance to field units in the event of an incident emergency.

18.2 Objective

Personnel operating at an incident may be subject to various emergency situations that require communications support.

18.3 Definitions

These incidents are defined as follows:

- Emergency Alert
 - Activation of an emergency alert button on a radio
- Mayday
 - Personnel declare an emergency using the term "MAYDAY" or other verbal communication requesting assistance.
- Evacuation
 - Incident Commander orders an emergency evacuation of personnel out of a building
- EMERGENCY
 - A potentially critical life threatening situation.
- Emergency Traffic
 - A message from the field that requires an immediate response from the dispatcher.
- Priority Air
 - Declared by the dispatcher. Once declared this means that no other units are to transmit until Priority Traffic is cleared by the RCECC.

18.4 Procedures

Each of these incidents will require an immediate response from the RCECC along with on scene operational procedures not defined in this procedure.

Each agency must develop its own fire ground procedures for these incidents. "The procedures in this document are communications related only."

Incident Commanders are reminded that communications for interior fire ground operations must be conducted on a Ground/Direct Channel.

Emergency Communications procedures are set forth as follows:

18.4.1 EMERGENCY ALERT

The Emergency Alert Procedures are detailed in Section 14 of this Field Operations Guide and summarized here. Emergency Alert operates distinctly different in Trunked or Ground mode.

- It is always better to verbally communicate an emergency situation when possible. Activation of the emergency alert function of a radio should be used only in a critical situation when the user cannot verbally communicate.
- Emergency Alert Activation immediately identifies the radio UID and Radio Identifier to the RCECC dispatcher.
- Dispatcher will immediately respond to the activated unit to determine nature and location of the emergency on a priority basis.
- If the dispatcher is unable to make contact, an alert tone and announcement of an emergency alert will be broadcast on Dispatch to Incident Command. Priority Traffic will be maintained until the emergency is cleared.
- Incident Command is responsible for maintaining accountability of all radios, by UID.
- Incident Command will implement appropriate on scene procedures to resolve the emergency and will advise the RCECC when the emergency is over and normal radio traffic may resume

18.4.2 MAYDAY DECLARATION

- MAYDAY -- In the event of a firefighter trapped, incapacitated or lost at the scene of an operation, he will transmit the word MAYDAY over his radio. All units shall cease transmitting so that command may establish the nature and location and coordinate rescue.
- If a MAYDAY or other emergency declaration is received by the RCECC for personnel at an incident. the Dispatcher will follow the Emergency Alert protocol to advise the incident Commander that an emergency has been declared by a radio UID and provide the Incident Commander whatever information is available, declaring an emergency and priority traffic.
- If a MAYDAY or other emergency declaration is received by the RCECC from Incident Command, the dispatcher will declare an emergency and priority traffic.

- Incident Command will implement appropriate on scene procedures to resolve the emergency and will advise the RCECC when the emergency is over and normal radio traffic may resume.

18.4.3 EMERGENCY EVACUATION

In the event the Incident Commander orders an Emergency Evacuation, the RCECC Dispatcher will immediately give the following announcement on the radio: (See Note I

1. SOUND ALERT TONE, then ANNOUNCE:
2. "EMERGENCY PRIORITY, ALL. PERSONNEL EVACUATE ... (STATE THE ALARM LOCATION)."

Repeat

"EMERGENCY PRIORITY, ALL PERSONNEL EVACUATE ... (STATE THE ALARM LOCATION)."

The RCECC Dispatcher will state alarm location using the address and street name.

3. Dispatch will state time & identification.

The Incident Commander shall be responsible to cause notification of the evacuation order on applicable Fire Ground & Talk Around channels. This will include accountability for all other operating resources on scene such as but not limited to; Utility Crews, Police, Transportation, Private Ambulance Services.

County Fire & Ambulance, unless directed 800 MHz Radio DISPATCH and Alert will be utilized for radio broadcast.

18.4.4 EMS Emergency Alert

See Section 14.7.4

19 Incident Timer

19.1 Purpose

Describe the method for the Dispatcher to provide Incident Command situational awareness of the elapsed time since the incident was reported for operational personnel safety and life threatening operations.

19.2 Objective

Provides a policy consistent with National Fire Protection Association (NFPA) 1500, Section 8.4.2 to permit Incident Command the necessary information to allow for safe operation.

19.3 Procedure

ELAPSED TIME — Will be instituted upon dispatch of a reported structure fire or HAZMAT event. Time will start at receipt of 911 call.

1. At each ten (10) minute interval, the dispatcher will contact Incident Command and advise them how much time has elapsed (example: "Fire Control to Main Street Command, elapsed time is 10 minutes".)
2. The announcement shall be made on Dispatch.
3. This process will remain in effect until the event is under control or the Incident Commander advises that no further updates are needed.

20 Enforcement of Procedures, Reporting Problems, Requests, Inquiries, and Complaints

20.1 Purpose

Insure proper and consistent radio usage and reporting of issues.

20.2 Objective

Maintain consistency and correct use of the system and address reported concerns.

20.3 Procedure

Agency Command staff are responsible for proper operation of all radios under their supervision and jurisdiction. Users not complying with training and/or operational requirements are subject to notice by their respective Coordinator, BPS Management and the Radio Committee.

Infractions not immediately corrected by the agency will result in further action up to and including notification to the local municipal governing body.

Emergency Services Agencies outside of Rensselaer County granted permission to operate on the Rensselaer County System are subject to the same terms.

Contractors permitted operation on the County's system may use it solely for emergency operations within Rensselaer County. No private commercial use is permitted.

Authorization to use the county's system may be limited, suspended or revoked for cause.

20.4 Trouble Reporting, Inquiries and Complaints

20.4.1 Reporting Radio System Trouble

Field Agency Command Staff may report communications related problems via telephone to the on-duty Supervisor at the RCECC. Such reports may also be made in writing on the "Incident Inquiry Form". Verbal reports are limited to immediate radio or 911 trouble reporting.

20.4.2 Incident Inquiry

Field Agency Command Staff may file a report or request information regarding an incident on the "Incident Inquiry Form". This form may be used for any operational concern, administrative issue, unresolved trouble report or similar concern. This report must be either sent via e-mail or US Mail to the Communications Coordinator. Verbal

inquiries will not be accepted. The Bureau of Public Safety will acknowledge all written inquiries in a timely manner.

20.5 Enforcement

Field Agency Command staff are responsible for proper operation of all radios under their supervision, proper training of all personnel under their supervision and for the enforcement of all policies and procedures outlined in this guide.

Enforcement of the policies and procedures is necessary to establish compliance with all relevant rules, regulations, guidelines and normally accepted and safe communications practices; compliance with the New York State Fire Mobilization and Mutual Aid Plan; the Rensselaer County Mutual Aid Plan and the Rensselaer County EMS Mutual Aid Plan. These policies and procedures are also established to provide a safe and orderly communications system for emergency service providers.

Emergency Services agencies based outside of Rensselaer Counties and Commercial EMS Agencies who are granted permission to operate on the Rensselaer County Communications System are subject to the same requirements. No private commercial use is allowed.

Users not complying with training requirements and/or operational policies will be advised in a formal process. It is expected that issues reported to Field Agency Command staff will be immediately addressed. These infractions, if not immediately corrected will be subject to further formal action in a progressive manner up to and including the Authority Having Jurisdiction.

Failure to follow established policies can result in safety concerns that can jeopardize the well-being of other emergency responders and the general public.

All Field agencies have signed the Memorandum of Understanding that grants rights to use the Rensselaer County system subject to acceptable practices outlined in this guide. Authorization to use the Rensselaer County Communications System may be limited, suspended or revoked by the Director of Public Safety.

20.6 Radio Committee

Generally, the Radio Committee is not directly involved in inquiries unless there is a secondary issue or if the matter has not been responded to or resolved by the Bureau in a timely manner. Inquiries must first be referred to the Communications Coordinator. Bureau Staff will provide appropriate updates regarding inquiries to the Radio Committee at regular committee meetings.

21 Fleet Map and Talk Group Definitions

21.1 Purpose

The Fleet Map is designed specifically for Rensselaer County's Motorola 800 MHz Digital Simulcast System.

21.2 Objective

Facilitates efficient communications between Fire Departments, EMS Agencies, Law Enforcement, County and Municipal Services and National Interoperability Channels.

21.3 Procedure

The current Fleet Map is included in the appendix. Refer to appendix for complete Fleet Map.

The fleet map is designed with a framework to function within 3 Primary Zones of 16 channels each and 3 Zones are provided for Interoperability Purposes

- Zone 1 will be primary and for Normal Day-to-day Operations. Fire Dispatch will be used by all Fire Battalions. Tactical (TAC) talk groups are identified by Fire Battalions. EMS Dispatch will be used by all EMS agencies. TAC 10 will be used by EMS Agencies for field communications. ALERT will be programmed as a receive only talk group and be assigned to position # 17, therefore not on the selector switch, but in the scan list.
- Zone 2 will be Overflow Operations when Zone 1 talk groups are busy. Zone 2 will be utilized if radio traffic/incident conditions warrant and may be assigned at the request of the Incident Commander or the discretion of the Communications Center Supervisory/Management Staff.
- Zone 3 will be Special Operations and Training. Zone 3 will be utilized if radio traffic/Incident conditions warrant and may be assigned at the request of the Incident Commander or the discretion of the Communications Center Supervisory/Management Staff. Zone 3 DISPATCH 2 may be established with a dedicated dispatcher should conditions warrant at the discretion of Bureau Management. Zone 3 WILL be used for training when no Special Operations are assigned to the Zone.
- Zone 4 is for National Interoperability Channels, direct and repeated. Zone 4 talk groups consist of Federal Interoperability channels that are generally required to be operational in all P25 systems. CALL Talk groups (CALL 90, CALL 90D) are established as a communications path to the local 911 Center. TAC talk groups are established for on-scene incident use. The "D" designator indicates direct or non-repeated.

- Zone 5 INTERCOUNTY is for INTERCOUNTY 800 System interoperability. Albany, Rensselaer and Saratoga Counties all utilize Motorola Astro 800 Systems, which will enable simpler communications.
- Zone 6 700 INTEROPERABILITY Zone 6 is used for 700 MHz Interoperability Channels. Rensselaer County monitors 7 CALL 50 from a single site and it is not repeated. The NYS OIEC Plan assigns 7 TAC channels to each county. Rensselaer County does not repeat any of the & TAC channels. Albany, Columbia, Greene, Rensselaer, Saratoga and Washington County 7TAC channels are included in this zone.

COUNTYWIDE is a RCECC monitored talkgroup that is in all radios and provides full interoperability. It is also used for legacy KBS SentraLok decoding.

Other talk groups may be designated.

22. KNOX BOX KEY SYSTEMS

These systems no longer utilize radio for activations and this section has been removed.

23. HELICOPTER AMBULANCE LANDING ZONES

Purpose - Establish communications between the aircraft and the incident landing zone.

Objective - Provide the best method of communications for safe arrival, landing, take-off and departure of the aircraft at the landing zone

Procedure - This section provides a standard operational guide for field radio communications with a medical helicopter at a landing zone.

23.1 Establishing Landing Zone Communications

- The RCECC will be notified by the IC/Landing Zone(LZ) Officer of the location of the landing zone, the radio Point of Contact and method of communication or the radio frequency.
- Communications with the RCECC by the field units will remain on the Fire or EMS Dispatch Talk Group.
- The RCECC will communicate to the aircraft on VTAC14 or TAC 8 as needed.
- Local policy will remain primary.
- Some aircraft locally based have limited Rensselaer County 800MHz system access on TAC 8

23.2 Communications with the aircraft can be established by the IC or LZ Officer as follows:

- Directly using local radios by Field Units on:
 - Direct 800 MHz Communications on TAC 8
 - VTAC14 VHF 159.47250 (National Interoperability Channel)
 - NYFIRE 22 Low Band 46.220 (Fire Mobile)
 - NYMED 715 VHF 155.715 (EMS Statewide)
 - 800 System Patch - Using 800 MHz Talk Group patch to VTAC14 using TAC 8. If an 800 patch is requested, the dispatcher will select the closest tower site to the landing zone and enable the patch to VTAC14 and advise the IC/LZ Officer. The RCECC will monitor the established patch. The patch will be terminated when the IC/LZ Officer advises the RCECC that communications with the aircraft are complete.

The Incident Commander or LZ Officer may communicate using 800 MHz System patching resources. The use of the 800 MHz resources for communications to aircraft is limited by the effective range of transmitter coverage from the various tower sites around the County.

24. **County Staff Notification**

Purpose

To provide information on pre-determined notifications, made to Rensselaer County Coordinators, completed by the RCECC.

Objective

The RCECC will make notifications to Rensselaer County Coordinators and Staff.

Procedure

The RCECC shall make notifications to Bureau Coordinators and Staff, through use of a VHF Paging, Alpha-Numeric Paging, and when necessary through the 800 MHz Radio system, or by Telephone.

Bureau Coordinators

The RCECC shall make notifications to Bureau Coordinators for the following incidents/reasons:

1. Major/Unusual Incidents
2. All notifications to Fire, EMS, Hazmat, or Other Coordinators, as listed below
3. Other important issues, as determined by the On-Duty Supervisor

Fire and Battalion Coordinators

1. The RCECC shall make notifications to Fire and Battalion Coordinators for the following incidents/reasons:
2. Any incidents requiring three (3) or more Fire Department to the scene of a call
3. All "Signal 30", 2nd Alarm, or greater fires
4. "Out of County" and/or "Out of State" Mutual Aid, both coming into or responding out of Rensselaer County
5. Any injury and/or accident involving a Rensselaer County Fire Agency or Member
6. Upon request from an Incident Commander
7. Upon confirmation of a Mass-Casualty Incident

EMS and EMS Zone Coordinators

The RCECC shall make notifications to EMS and EMS Zone Coordinators for the following incidents/reasons:

1. Any incidents requiring three (3) or more EMS Agencies to the scene of a call
2. All "Signal 30", 2nd Alarm, or greater fires
3. "Out of County" and/or "Out of State" Mutual Aid, both coming into or responding out of Rensselaer County
4. Any injury and/or accident involving a Rensselaer County EMS Agency or Member
5. Upon request from an Incident Commander
6. Upon confirmation of a Mass-Casualty Incident

Hazmat Coordinators

The RCECC shall make notifications to Hazmat Coordinators for the following incident/reasons:

1. Any hazardous materials calls within Rensselaer County, whether a response is needed or not
2. Upon request from Incident Commander
3. Upon request from Bureau Coordinators

Other Coordinators

The RCECC shall make notifications to Other Coordinators as directed by the need for their specialty services, or at the discretion/request of Bureau Management.

25 Field Communication Support

25.1 Purpose

To establish a standard means of requesting Communications Support from the Rensselaer County Bureau of Public Safety.

25.2 Objective

The Rensselaer County Bureau of Public Safety has Communications Support for Rensselaer County Field Agencies that can be requested through the RCECC.

25.3 Procedure

Incident Command, under established ICS Management Procedures, may request Bureau communications support at expanding incidents, such as fires requiring long term deployment, searches, hazardous materials responses and similar incidents of an extended or multiple operational periods.

Requests must be made by the Incident Commander either directly to the RCECC or through Bureau staff assigned to the incident.

All such requests will immediately be forwarded to Bureau Management in accordance with established procedures.

Incident Commanders must realize that there may be extended response time for these assets.

Bureau Management will communicate directly with Incident Command and County staff at the incident to determine the appropriate asset to deploy, best practical location for deployment and other needs. Whenever possible, BPS will utilize assigned county staff to assist with this process to expedite the needed response.

The Rensselaer County Bureau of Public Safety has the following Communications Assets:

- Mobile Communications Center (MCC)
 - This vehicle has robust communications capabilities and a minimum 2 hour deployment time must be anticipated. The MCC requires hard surface placement, minimum vertical and horizontal clearance, parking and adjacent rest rooms. Best placement for this vehicle is adjacent to a hard facility for maximum efficiency of operation at an incident.
- Remote 800 MHz Base Stations
 - May be deployed to an Incident Command Post, operating within a building with an 110v outlet, and access to place an external antenna. This is recommended

rather than attempting to use portable radios in a Command Post established in a building. Deployment time is significantly reduced for this asset and requires no additional support.

- Multi-band Radio Cache
 - These are multi-band radios that are available for use at the scene of an Incident.

An Incident Commander may make a request for field communications support at an incident needing these assets.

Such request is made to the RCECC or via Bureau Staff on-scene.

1. Request must define the need and provide suggested placement locations.
2. RCECC staff will notify Bureau Management who will contact IC and/or County Staff on scene to obtain further information to make appropriate assignment. Best practices will be used by Bureau Management to deploy the most appropriate resource. This may involve a phased response of communications assets in coordination with other communications and emergency management resources involved in the incident.
3. When necessary, the Bureau may assign staff to respond to incident in advance of response of Communication Assets, to assist with this process.
4. If utilizing the MCC, vehicle placement is at the discretion of Bureau management
5. The MCC does not have rest room or refreshment capabilities
6. Bureau Communications and Emergency Management staff will operate the communications equipment in support of Incident Command.
7. Field Personnel access is generally restricted to the Conference Room (Command Post) area.
8. Long term placement and other similar decisions will be made in concert with the Incident Commander.
9. All agencies should undertake pre-incident surveys to determine best possible locations for long term Communications resource locations

26. Communications System Trouble Procedures

Purpose

To ensure that all agencies are able to continue to receive information and perform essential functions during a communications system problem event, and to facilitate an orderly recovery following a communications system problem, whether mechanical, man-made, or natural in nature.

Objective

The Rensselaer County Emergency Communications Center (RCECC), whenever necessary, may implement changes in procedures and/or request operational readiness from Field Agencies and/or Coordinators. This may be implemented in the event of system problems to help mitigate disruptions to operations, achieve a timely and orderly recovery from an emergency, and resume full service, as soon as possible. These changes and requests are not taken lightly, and if requested, are in order to assure the protection of essential facilities, equipment, records, other assets, residents and visitors to Rensselaer County.

Procedures

26.1 Dispatch by Telephone

The RCECC may ask an agency to provide a member to standby the telephone at an agency's station to receive call information. This may be necessary due to large call volumes, issues with the primary and secondary paging systems, issues with the primary radio system, or other unforeseeable events.

26.2 Standby in Stations

The RCECC may ask agencies to "Standby in their Quarters" do to issues with primary and secondary paging systems, issues with the primary radio system, or other unforeseeable events.

26.3 Redundant Dispatch Facilities

- The RCECC is equipped to maintain basic communication capabilities as a stand-alone facility if there is an interruption in radio system functions.
- Should it become necessary, NYSP COMSEC (Troop G, Latham) is equipped to provide immediate communications continuity until RCECC staff can relocate or longer-term, full back-up capability to the RCECC as

the situation warrants.

- Text/I am Responding (IaR) - In the event dispatch operations are relocated from the RCECC, it is likely that I am Responding and Text Messaging will not be consistently available.
- 911 calls (wired and cellular) can be routed to COMSEC, Albany County, or Saratoga County 911 Centers.
- Town of East Greenbush Communications Center
East Greenbush Communications has full capabilities to provide immediate, short-term back-up in the event the RCECC facility operations are interrupted. BPS and the East Greenbush Police Department have implemented policies to facilitate the uninterrupted receipt of 911 calls and prompt dispatch of the appropriate emergency services agencies, if needed.

26.4 System Trouble Operations

The Motorola Astro P25 System has safeguards that maintain system integrity at all times. This includes a sophisticated monitoring system that immediately reports all irregularities to the RCECC. In the event of system trouble, the system automatically adjusts resources to provide the maximum level of communications continuity possible. There is no user intervention.

The stages of operations are outlined in this section as follows:

- WIDE AREA TRUNKING
Normal System Operation with INDIVIDUAL TOWER SITE FAILURE
If a single 800 System tower site fails, the system will internally bypass the site. This will affect coverage in the area normally covered by that site, however there are no other impacts on system operation.
- SITE TRUNKING
This mode of operation occurs when the Master Site at the Public Safety Building loses connectivity to the Prime Site at Grafton. The RCECC consoles shift to Control Station operation and there is no loss of critical functionality.
- MICROWAVE CONNECTIVITY
If there is a loss of microwave connectivity to a site, and the site is connected by the microwave loop, the microwave system will recognize the failure and make the needed adjustment to maintain systems operations. There will be no field user impact.

Hoosick, Petersburg and Schodack are not in the microwave loop. Eagle Bridge and Tsatsawassa are connected by fiber. These sites will not operate if the direct connection fails.

- FAILSOFT MODE/SITE FAILSOFT

This occurs when there is a loss of the site infrastructure at the Prime Site in Grafton which causes the loss of the control channel. The control channel manages all the sites. When this occurs, all radios will automatically switch to the FAILSOFT MODE. During FAILSOFT operation, the radio emits a medium pitched tone, displays FAILSOFT in RED and the radio transmits and receives in a conventional mode of operation on a preprogrammed frequency. When the system returns to normal operation the radio will automatically exit FAILSOFT mode and return to normal trunked operation.

When in FAILSOFT mode there is no connectivity to the 911 Center or any back up site. Conventional mode coverage is limited based on geographical location to a tower site. Communications must be restricted. All agencies should communicate on GROUND channels should FAILSOFT occur.

All agencies should have an emergency operational procedure for field communications when the system is in FAILSOFT or when there are other limitations in system functionality.

26.5 RADIO AMATEUR CIVIL EMERGENCY SERVICE (RACES)

The Rensselaer County RACES Team may be deployed in the event of a critical system failure at the discretion of Bureau Management

27 Incident Command System (ICS)

27.1 Purpose

Provide basic ICS Structure for Communications Purposes.

27.2 Objective

ICS component of the National Incident Management System (NIMS) is required for incident operations in Rensselaer County. Incident Command (IC) is to be established for all incidents and appropriately identified. The IC is to create an appropriate communications structure to ensure efficient and appropriate use of the county radio system.

27.3 Communications ICS Orientation

Rensselaer County and all County Municipal jurisdictions are NIMS compliant. All Emergency Personnel are required to complete:

- ICS 700, ICS 100, and ICS 200, available on line at <http://www.fema.gov/emergency/nims/>
- ICS 200 is available as a classroom course in Rensselaer County
- Senior Staff is advised to complete ICS 300 (Classroom Only)
- Command Staff is advised to complete ICS 400 (Classroom Only)
- Both ICS 300 and ICS 400 are offered by the New York State Department of Homeland Security and Emergency Services (NYS DHSES) through both the State Office of Emergency Management (OEM) and the New York State Office of Fire Prevention and Control (OFPC)

27.4 ICS Basics

27.4.1 NIMS vs. ICS

NIMS - National Incident Management System

The National Incident Management System is an emergency response system that is designed to Improve preparation, coordination, and Incident management for emergencies and events. NIMS is a system that provides a consistent nationwide approach for Federal, State, Local, and Tribal governments; the private sector; and nongovernmental organizations to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity.

To provide for interoperability and compatibility among Federal, State, Local, and Tribal capabilities, NIMS is made up of five (5) key components. These components are:

- Command and Management
- Preparedness
- Comprehensive Resource Management
- Communications and Information Management
- Ongoing Maintenance and Support

ICS is a component of NIMS and a portion of Command and Management.

ICS — Incident Command System

The Incident Command System consists of personnel, policies, procedures, facilities, and equipment that work together in an organized structure designed to greatly improve emergency response effectiveness, response time, and efficiency for emergencies and events. ICS is a standardized on-scene emergency management model specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during incidents. It is used for all kinds of emergencies and is applicable to small as well as large and complex incidents, ICS is used by various jurisdictions and functional agencies, both public and private, to organize field-level Incident management operations.

27.5 Incident Command and Communications

Communications and ICS are important elements of administering a successful incident. The County 800 FLEET MAP is set up to address the needs of ICS. Use the Radio System to help manage the Incident using ICS

ICS APPLICATIONS

- Fires, HAZMAT, and multi-casualty incidents.
- Search & Rescue Operations
- Planned events; eg. Parades, celebrations, concerts,

27.5.1 Function Responsibilities of the of the Incident Commander

Command vs. Coordination

Command - Incident Command controls the incident operations.

Incident Command is located at the Incident Command Post (ICP) and is the field location at which the primary tactical-level, on-scene Incident command functions are performed. It is the location from where the Incident Commander oversees all incident operations.

Every incident or event should have this centralized command/control facility. The ICP should be named by physical location, and not by municipal or district. This prevents confusion in the event a second incident occurs in the same municipality or district. Examples include, “Crooked Lake Command” vs. “Averill Park Command” and “Walmart Command” vs. “Brunswick Command”.

There should be only one ICP per incident or event

The ICP must be capable of Mobile or Control Station Radio Communications

Coordination - County EOC and the RCECC assists with coordination and support of incident field operations.

27.5.2 ICS General Staff

COMMAND:

- Sets objectives and priorities, has overall responsibility for the incident or event. The Incident Commander is responsible for all functions/duties not delegated
- Has overall responsibility for accomplishing the missions related to the incident. Primary delegations are the General Staff: Operations, Logistics, Planning, Finance/Admin. Other delegations may include the Command Staff: PIO, Safety, Liaison

SPAN OF CONTROL:

- The number of organizational elements that may be directly managed by another. Effective Span of Control may vary from three (3) to seven (7). A ratio of one (1) to five (5) reporting elements is recommended. The number of individuals that a supervisor can manage effectively. The IC utilizes Command and General Staff to maintain effective Span of Control.

27.5.3 ICS Command Staff

PUBLIC INFORMATION OFFICER (PIO):

- Point of contact for the media, or other organizations seeking information
- Only one per incident, other agencies can provide assistants

SAFETY:

- Monitors safety conditions and develops measures for assuring safety of all assigned personnel

LIAISON:

- Point of contact for other agency representatives involved in the incident or event. Helps in coordinating their involvement

27.5.4 ICS Operations Staff

OPERATIONS SECTION

IC determines need for separate Operations Section & assigns Section Chief

OPERATIONS:

- Conducts Tactical Operations to carry out the Plan. Develops the tactical objectives, organization, and directs all resources
- Operations Chief develops & manages Operations Section to accomplish objectives. Operations organization will expand as more resources are brought in
- To allow for expansion & maintain span of control, additional levels of organization can be added

DIVISIONS:

- Established to divide an incident geographically
- Division covering an area on the ground are usually labeled alphabetically
- Within a building, Divisions are normally designated by floor numbers

GROUPS:

- Established to describe functional areas of operation
- Determined by the needs of the incident
- Will work where ever they are needed & will not be assigned to a single Division
- Groups are on equal level as Divisions

STAGING/STAGING AREA:

- Established wherever necessary to temporarily locate resources awaiting assignment
- Supervisor assumes title of **Staging Manager** (reports to Operations Section Chief)
- Separate staging for different disciplines may be set up, (e.g., police, fire, EMS, unassigned manpower/personnel)

27.6 Communications

Communications duties are as follows:

- Assign Talk Groups as needed
- Assign descriptive names to ICS positions

Adhere to the following Communications Guidelines:

- Avoid using “Portable” designations which can be confused with Apparatus

- Engine Officer on scene is assigned to a Division, Group, or other specific functional ID
- In the event of multiple officers working in the same Division or Group, rank and last name are acceptable, e.g. "Lieutenant Smith"
- Apparatus Operator on a portable will simply use the Apparatus Identifier
- For chart assignments, always use Ground Channels 1 and 2 for Interior Operations and Ground 3 for Fast Teams

Rensselaer County Emergency Operations Center (EOC)

- The EOC is a pre-designated facility established by Rensselaer County to coordinate the overall response and support to an emergency. The EOC provides service & support to incident and coordinates activities external to immediate impact area
- The EOC coordinates resources and support for an incident that requires assets beyond the municipality's capability, such as assistance from other Cities, Towns and Villages in the County
- The EOC coordinates assistance from outside the county, coordinates other County Agencies and interfaces with NYS OEM and the Federal Emergency Management Association (FEMA)

NYS Office of Emergency Management NYS Watch Center

- Coordinates NYS Agencies and other resources available to an incident
- Oversees and allocates resources to larger scale emergencies.
- The SECC is frequently referred to as "The Bunker", located at NYSP HQ at the State Office Campus.

28 Equipment Maintenance and Programming

28.1 Purpose

To provide information regarding equipment, maintenance, and programming of 800 MHz Radios, and VHF pagers, utilized by Rensselaer County Field Agencies and Coordinators.

28.2 Objective

The Rensselaer County Bureau of Public Safety utilizes 800 MHz Radios and VHF Pagers. The 800 MHz Radio system and VHF Paging system are maintained by the Bureau.

28.3 Procedure

800 MHz Radios

1. Motorola 800 MHz radios should be ordered through the County's Communications Vendor, to obtain special pricing offered to Rensselaer County. Only Bureau of Public Safety approved radios will be allowed to operate on the County's system. Agencies purchasing radios from other vendors or individuals must first verify with BPS that the equipment will be authorized to be used on the Counties system and must provide all necessary software and cabling to BPS.
2. Authorization to operate, program, and the assignment of Unit Identification (UID) are restricted to authorized Bureau Staff. Programming of radios is not authorized by anyone else, including the County's Communications Vendor.
3. It is recommended that portables operating on an emergency scene should NOT be in a scan mode. Scan modes are pre-programmed, and at the discretion of the Bureau.
4. Radios, both Mobile and Portable require maintenance above and beyond repairs. Manufacturer standards suggest an annual tune-up and inspection. Mobile and Portable antennas are of particular concern. Portable batteries are also subject to deterioration. Agencies must develop a plan to ensure that radios are performing at factory standards.
5. Private ownership is prohibited. Radio equipment not owned by an authorized agency, will not be programmed or allowed to operate on the County system.

VHF Pagers

1. Motorola pagers are recommended. Rensselaer County cannot address performance issues of non-Motorola pagers.
2. VHF Pagers must be programmed for the specific system requirements established by Motorola for proper operation on the Rensselaer County VHF Paging System. The program will also include all authorized agency tones and the County Pager Group Tone.
3. VHF Pagers require maintenance above and beyond repairs. Manufacturer standards suggest an annual tune-up and inspection. VHF pager batteries are also subject to deterioration. Agencies must develop a plan to ensure that VHF pagers are performing at factory standards.

Fire Station Siren Monitors

All siren monitors are the property of and maintained by Rensselaer County.

29 Radio Identifiers

29.1 Purpose

Establish standards to provide uniform apparatus classification and identification.

29.2 Objective

Consistent radio identifiers to maintain system efficiency.

29.3 Procedure

RADIO IDENTIFIERS

Units are identified on the radio system in accordance with established protocols that are NIMS compliant. Identifiers are assigned by the Director, Fire or EMS Coordinator as defined following submission of a written request on the proper form. Only approved identifiers may be assigned. The Radio Unit Identification System used by Rensselaer County BPS meets NYS OIEC requirements and may not be altered. FIRE and EMS unit identifiers are designed to be in close compliance with established NIMS standards. No other radio identifiers are permitted and it is not anticipated that changes will be made for units that can be assigned meaningful identifiers listed herein.

Only personnel assigned a car number are authorized for routine communications on Fire or EMS Dispatch.

Units marked with an (*) may do so only if an emergency exists and are not authorized for routine communications. NO other identifiers may be assigned. Units identified by ICS Command Structure are permitted to operate on the system, however other than INCIDENT COMMAND, these units cannot use that ICS identifier on Dispatch.

Assignment of ICS positions should be consistent with NIMS/ICS standards.

Range of numbers are established to separate identifiers, they are not related to the number of units.

Agencies are not permitted to self-assign or create Radio Identifiers.

Requests for new radio identifiers must be submitted on the appropriate form found in Appendix B.

RADIO IDENTIFIER INDEX

CATEGORY	RADIO IDENTIFIER	DEFINITION
Bureau of Public Safety	Bureau Car 1-88	Emergency Management Staff
Bureau of Public Safety	Bureau Unit 89-01 to 89-999	Dispatchers
Bureau of Public Safety	Bureau Unit 90-100	Bureau Utility Vehicles
Bureau of Public Safety	Fire Car 1-100	Fire Coordinator Staff
Bureau of Public Safety	Battalion 10-79	Battalion Staff
Bureau of Public Safety	EMS 1-100	EMS Coordinator Staff
Bureau of Public Safety	EMS 201-299	EMS Operations Staff
Bureau of Public Safety	EMS 301-399	EMS MCI Staff
Bureau of Public Safety	EMS 401-499	EMS Training Staff
Bureau of Public Safety	EMS 501-599	EMS Communications Staff
Bureau of Public Safety	MCI 80-89	County MCI Units & Trailers
Bureau of Public Safety	Hazmat Car 1-49	County Hazmat Coordinator & Staff
Bureau of Public Safety	Hazmat Unit 50-59	County Hazmat/Decon/WMD Vehicles/Trailers
Bureau of Public Safety	Fire Investigative Unit/Fire Investigator 60-79	Cause & Origin Units, Investigators
Bureau of Public Safety	County Boat #	County Water Craft
Bureau of Public Safety	Field Comm Unit	Mobile Communications
Bureau of Public Safety	Mobile Communications Center	Mobile Communications
EMS Units (note 1)	Station # & ID # (Not 60 Series)	Ambulances
EMS Units (note 1)	Station # & ID # (60 Series)	Medic (ALS)
EMS Units (note 1)	First Response + Station #	First Response (BLS)
EMS Units (note 1)	Rescue & Station #	Ambulance Rescue
EMS Units (note 1)	MCI & Station #	MCI Vehicle or Trailer
EMS Units (note 1)	Station Name & Car #	Command Officers, Duty Crew Chiefs
EMS Units (note 2)	*Station #, then a sequential # starting with 71	EMS Safety Officers
EMS Units (note 2)	*Station #, then a sequential # starting with 81	Other Positions
Fire Units Command Units (note 3)	Station Name & Car #	Chiefs
Fire Units Command Units	*Station #, then a sequential # starting with 11	Fire Police Officers
Fire Units Command Units	*Station #, then a sequential # starting with 71	Safety Officers
Fire Units Command Units	*Station #, then a sequential # starting with 81	Other Positions
Fire Units Command Units		Bureau Chaplain
Fire Units Apparatus Engines (note 4)	Station # & 1-9	Fully service engines with less than 1500 gallons of water. Comply with NFPA 1901 standard for engine.
Fire Units Specialized Apparatus (note 5)	ATV	All-Terrain Vehicle for Snowmobile. Used for off-road rescue & firefighting.
Fire Units Specialized Apparatus (note 5)	Ambulance	Fire Department Ambulance Refer to EMS
Fire Units Specialized Apparatus (note 5)	Boat	Fire Department Water or Ice Craft
Fire Units Specialized Apparatus (note 5)	Brush	4-wheel drive with pump, and water tank, primarily used for grass and brush firefighting
Fire Units Specialized Apparatus (note 5)	Decon	Fire Department Decontamination Unit or Trailer
Fire Units Specialized Apparatus (note 5)	Fire Police	Utilized for Fire Police and/or Traffic Control Not for individual fire police officers
Fire Units Specialized Apparatus (note 5)	First Response	Fire Department BLS unit with EMS equipment With or without AFD, No pump, tank or heavy rescue equipment

Fire Units Specialized Apparatus (note 5)	Engine-Ladder	Meets NFPA 1901 Standards for Quint 65' or less straight aerial ladder, with Single axle, minimum 300-gallon water Tank, 1250 gpm pump, hose bed for Supply hose, pre-connected attack hose
Fire Units Specialized Apparatus (note 5)	Engine-Rescue	Rescue, extrication, salvage, and other Firefighting rescue equipment and must meet NFPA 1901 for engine
Fire Units Specialized Apparatus (note 5)	Haz-Mat	Fire Dept Haz Mat Response Unit or Trailer
Fire Units Specialized Apparatus (note 5)	MCI	Fire Department MCI Unit or Trailer
Fire Units Specialized Apparatus (note 5)	Medic	Fire Department First Response Unit as Above with ALS
Fire Units Specialized Apparatus (note 5)	Rescue	Rescue, extrication, salvage, and other Firefighting rescue equipment. May have pump. does not meet NFPA 1901 for engine.
Fire Units Specialized Apparatus (note 5)	Squad	Minimum 4 FE seating capacity, carries rescue, salvage, scene support rehab, rehab supplies or tire fighting support equipment. May have pump, tank, CATS. May have trailer towing capability. Does not meet Engine or Rescue standard as set forth in this guide. Must comply with NFPA 1901 3.3.153 Ch. 10 Specialized Service Fire Apparatus.
Fire Units Specialized Apparatus (note 5)	Truck	Aerial apparatus as defined in NFPA 1901 Straight ladder or tower ladder. May have pump, does not meet NFPA 1901 for engine
Fire Units Specialized Apparatus (note 5)	Technical Support Unit	Trailer carrying equipment not otherwise classified i.e. SCUBA, Rehab, SCBA Service, Fire Police/Train.: Control,)
Fire Units Specialized Apparatus (note 5)	Utility	Miscellaneous vehicle not otherwise classified, may have pump and/or tank May be used to transport personnel.

Notes:

Note 1: Departments may assign Car #'s to non-Command personnel with EMS Coordinator's authorization

Note 2: Units with (*) may do so only if an emergency exists and are not authorized for routine communications

Note 3: Departments may assign Car #'s to non-Chief officers only with the Fire Coordinator's authorization

Note 4: Prior to 2004 (1-5) used for Engines only, (6) and (7) used for Engine-Tankers and (8) & (9) used for tankers only. After 2007 apparatus numbered as above, last digit no longer significant

Note 5: Use Station Number with Identifier IE Rescue 1. For additional specialized units add alpha to numeric ex. ATV 10, ATV 10A

30 Law Enforcement

30.1 Purpose

Provide law enforcement agencies using the County Radio System consistent standard operation procedures.

30.2 Objective

Create an efficient interoperability platform for the various law enforcement agencies operating in Rensselaer County.

30.3 Procedure

The Law Enforcement Fleet Map and various law enforcement related protocols are incorporated into the RCECC Policy and Procedures Manual. These procedures are restricted and not included in this Field Operations Guide.

Law Enforcement will have access to identified General Talk Groups and Ground Channels based on local protocols.

Law Enforcement radios all have the COUNTYWIDE talk group and Ground 4 Traffic Controls accessible. Law Enforcement radios also have full access to the County Fire/EMS/Government fleet map.

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31. Rensselaer City Mutual Aid Communications Protocol

Purpose

Defines the special communications policies in place for Rensselaer City FD.

Objective

Rensselaer FD operates on the UHF Band and is primarily dispatched by the Rensselaer Police Communications Center. The RCECC may also dispatch calls received by cellular 911 or radio. This policy establishes procedures for Mutual Aid communications operations for the Rensselaer FD and the Rensselaer Police Communications Center. Rensselaer FD radios have 800 MHz capability for Mutual Aid Communications.

31.1 Mutual Aid Responses to Rensselaer FD

- All requests for Mutual Aid by the Rensselaer City FD will be routed thru the RCECC as the County's Mutual Aid Center.
- When County Mutual Aid units are dispatched to the City of Rensselaer, the RCECC will establish a patch between the Rensselaer FD UHF Main Dispatch channel and TAC 7. This will include Standard Alarm Assignments and Special Calls. The patch will enable Mutual Aid units responding to the incident to communicate directly to the Incident Commander, Rensselaer FD fireground units and Rensselaer FD Dispatch. The patch will remain in place until the RCECC is advised to terminate.
- All Mutual Aid units responding to the incident will switch to and remain on TAC 7 for fireground and cover assignment operations.
 - Ground 1 may be used as appropriate for interior operations
 - Ground 3 (FAST) will be limited to FAST Team operations
- All dispatch communications for the Mutual Aid response will be through the RCECC consistent with the County Mutual Aid Plan.
- Cover Assignment Procedures
 - Mutual Aid units responding for Cover Assignment will also operate on TAC 7 and will notify Rensselaer FD Dispatch upon arrival at assigned station. Units will also advise the RCECC of arrival and monitor Rensselaer FD Dispatch on TAC 7 and Fire Dispatch. Standby units responding to additional incidents will communicate directly with Rensselaer FD Dispatch on TAC 7. Calls for received and dispatched by both Rensselaer City Communications and the RCECC

31.2 Mutual Aid Responses by Rensselaer City FD

- Rensselaer City FD units will operate on 800 MHz when dispatched Mutual Aid to County FD's.
- Rensselaer City FD units will communicate directly to Fire Dispatch and to the IC on the assigned TAC Channel.

31.3 Dispatches by RCECC

- The RCECC will dispatch all calls received for Rensselaer FD following established dispatch protocols. Rensselaer City Communications may communicate directly with the RCECC on the Rensselaer UHF System or the Fire Dispatch talkgroup.

32 Town of East Greenbush Communications

32.1 Purpose

Provide operating policies and procedures for the Town of East Greenbush Fire Departments (Best-Luther, Clinton Heights, and East Greenbush) and EMS Squad (WF Bruen Rescue Squad) on the Rensselaer County Emergency Services Communications System.

32.2 Objective

Establish requirements to maintain interoperability and efficient communications between the East Greenbush secondary PSAP, Town of East Greenbush Fire and EMS Units and the RCECC.

32.3 Procedure

The Town of East Greenbush operates a secondary PSAP dispatch center for all Town emergency services. East Greenbush Communications utilizes the Rensselaer County Emergency Communications System, which includes the 800 MHz system and the VHF Simulcast Home Alert Paging System. East Greenbush Communications has County Control Stations for dispatch access to both systems.

HOME ALERT VHF PAGING

The County VHF Paging System is accessed by East Greenbush Communications by a Control Station operating on the system input frequency which permits simulcast broadcast from the County's multi-site system. Procedures are in place to avoid simultaneous transmissions from both dispatch centers which would disrupt paging system operation and inhibit pager activation. Dispatching procedures allow for a single alarm transmission to minimize dispatch time. It is not necessary for the East Greenbush Communications to rebroadcast dispatches originating from the RCECC. BPS provided East Greenbush Communications receivers that will alert on all 4 agency dispatches. East Greenbush Communications dispatches will be simulcast on the 800 System Alert channel.

800 MHZ COMMUNICATIONS

East Greenbush Communications and East Greenbush agencies will operate on a unique profile for Town operations. This includes the East Greenbush Dispatch Talk Group and 3 TAC channels 6, 26 and 36. East Greenbush may use these 3 TAC channels for operations as needed. East Greenbush Communications and East Greenbush agencies may establish local communications protocols for internal Town operations.

MUTUAL AID

IN TOWN MUTUAL AID

East Greenbush Communications is authorized by the RCECC to dispatch mutual aid internal to the three (3) fire departments. East Greenbush Communications will notify the RCECC whenever internal town mutual aid is dispatched.

OUT OF TOWN MUTUAL AID

Town of East Greenbush units, including EMS should communicate directly to the RCECC on Fire or EMS Dispatch (Zone 1 – Channel 16) when responding to Mutual Aid assignments.

Town of East Greenbush units will switch to the assigned TAC Channel for Mutual Aid responses to communicate directly with the IC.

Communications should not be relayed through East Greenbush Communications by telephone to the RCECC.

Mutual Aid requests by a Town IC for resources out of the Town of East Greenbush should be made directly to the RCECC.

Bruen Rescue Squad responses to out of town agencies as a primary ALS provider are not considered Mutual Aid responses.

33 System Access – Other Users

33.1 Purpose

Provide a means for other users to gain system access.

33.2 Objective

Provide a means for other users to gain system access.

33.3 Procedure

The Rensselaer County 800MHz Radio System is intended to provide a multi-discipline, multi-jurisdictional interoperational communications system for emergency services in the county and from other counties. Users associated with emergency services may request access to the system. This includes fire departments and EMS providers from outside of Rensselaer County who frequently provide or request mutual aid from Rensselaer County units, commercial EMS providers who hold a NYS Department of Health Certificate of Need to provide emergency medical services within Rensselaer County and other administrative government agencies in Rensselaer County.

To be granted access, a request must be submitted in writing to the Bureau of Public Safety indicating the purpose for the request and that all requirements identified by the Bureau will be adhered to. These requests will be referred to the Rensselaer County Radio Committee for review and if consistent with the needs of the system, may be approved. The Bureau is responsible for implementation and enforcement of the use of the system by these users.

Approval may be revoked for cause at the discretion of the Director of the Bureau of Public Safety.

33.4 Other Users

Private EMS

Out of County Fire and EMS Agencies

Non-County Government Agencies

34 Interoperability Channels

34.1 Purpose

Establishes a standard configuration for programming interoperable and common channels to facilitate communications between various jurisdictions and disciplines.

34.2 Objective

All radios in the Rensselaer County P25 system will be programmed to facilitate interoperable communications for field units and the RCECC. This program will also provide Rensselaer County radios to communicate effectively when operating outside of Rensselaer County.

34.3 Procedure

34.3.1 FIELD INTEROPERABILITY

The Rensselaer County Fleet Map addresses 800MHz interoperability in Fleet Map ZONE 4. The RCECC monitors 8CALL9OD at towers in Grafton, Brunswick, Berlin and East Greenbush. The Rensselaer County 800 MHz interoperability network is not repeated. Rensselaer County mobile and portable radios are programmed for interoperability in ZONE 4 as follows:

- 8CALL9OD
- 8CALL90
- 8TAC91D-94D
- 8TAC91-94

The "D" indicates Direct or non-repeated channel.

All adjacent jurisdictions with 800 P25 radios should be programmed for interoperability. Albany County and Saratoga County have 8CALL9OD capabilities.

The Rensselaer County Fleet Map addresses 700MHz interoperability in Fleet Map ZONE 6. The RCECC monitors 7CALL50 at Brunswick tower. The Rensselaer County 700 MHz interoperability network is not repeated. Rensselaer County mobile and portable radios are programmed for interoperability in ZONE 6 as follows:

- 7CALL50
- Various 700 MHz TAC Channels for Rensselaer and adjacent counties

All adjacent jurisdictions with 700 P25 radios should be programmed for interoperability. Albany County and Saratoga County have 7CALL50 capabilities.

34.3.2 RCECC INTEROPERABILITY

The RCECC has the following interoperable CALL Channel capabilities:

- 800 MHz
 - 80CALL9OD
- VHF
 - VCALL10
- UHF
 - UCALL4OD
- 700
 - 7CALL5OD

The RCECC also has the following general interoperable capabilities:

- VHF LAW
 - NYLAW1
 - VLAW31
 - VLAW 32
- EMS
 - NYMED715
 - NYMED340
 - NYMED400
- LOW BAND
 - LLAW1D
 - LFIRE4D
 - NYFIRE22
 - NYFIRE30.

35. DISPATCH CENTER COMMUNICATIONS

35.1 PURPOSE:

To provide efficient and direct communications between the Rensselaer County ECC and various adjacent primary Communications Centers.

35.2 OBJECTIVE:

Facilitates emergency communications between communications centers.

35.3 RESPONSIBILITIES

This policy is written to provide a basic framework for operations. Each center should establish their own policies and procedures consistent with local protocols. Each agency should actively monitor the assigned channel.

35.3 RESOURCE

The following agencies have been provided a Rensselaer County Motorola P25 Control Station to operate on the Rensselaer County System:

- Bennington, VT Fire Department
- Bennington, VT Police Department
- Berkshire County, MA Communications Center
- Columbia County 911
- Washington County Emergency Management

The following agencies are licensed to operate on the Rensselaer Motorola P25 System using their own radio equipment:

- Albany County Communications
- Albany City Communications
- Colonie Town Communications
- Saratoga County Communications

35.4 POLICY

Agencies will monitor this assigned channel at all times. It may be used for communications between all agencies and is not limited to direct communications to Rensselaer County. This channel is currently programmed in all Rensselaer County radios and is used for DTMF activation of Key Boxes. In the future, a talk group/channel will be added that is restricted to Communications Centers only.

36. EMERGENCY WEATHER RELATED / WIDESPREAD EVENT MODIFIED DISPATCH PROCEDURES

PURPOSE

Weather related activity OR a Widespread Event may generate increased calls for services of emergency and non-emergency natures to the Rensselaer County Emergency Communications Center (RCECC). This policy will establish procedures for dispatching alarms and communicating during a severe weather event. Such events include, but not limited to widespread power outages, storm related hazards, road closures, flooding, travel restrictions, declared state of emergency and other similar circumstances. A Widespread Event is an emergency situation, not directly caused by weather such as loss of municipal water, electrical utility failures, motor vehicle traffic disruption, Telephone/Wireless system failures or similar occurrences that disrupt normal operations. There may be other extraordinary situations that require the implementation of this policy which will be evaluated by Bureau Management.

There are instances where such an emergency situation (weather related, widespread event) may impact only a specific/limited area of the County. Implementation of these modified dispatch and operational procedures would be limited to those specific areas.

OBJECTIVE

A high volume of 911 calls and related telephone, dispatch and radio traffic may create overload conditions and possible operational delays that warrant modification of normal dispatch procedures to allow for efficient dispatching and communications with units in the field. This policy will provide individual agencies with both the expectation and ability to respond efficiently and safely to calls for service of an emergency and non-emergency nature.

MODIFIED DISPATCH / OPERATIONAL PROCECURES

When the outlined conditions warrant, the RCECC may implement a number of procedures to maintain effective communications and the delivery of emergency services.

36.1 Modified Dispatch Policy

- Implementation of abbreviated dispatch protocols
 - Pager Activation, Siren Activation, Incident information, Not Repeated
- Triage classification of calls to emergency and non-emergency
- Emergency Call is defined as a Call for Service that poses an immediate threat to the lives and/or safety of the public.
- Non-Emergency Call is defined as a Call for Service that DOES NOT pose an immediate threat to the lives and/or safety of the public

36.2 Should conditions warrant, the Director or Deputy Director of Public Safety or designee may implement the Rensselaer County Emergency Storm Dispatch Policy (ESD), as follows:

- Using Group Siren, Group Page and *I am Responding* (IaR) with an announcement - All stations to stand by in their quarters -“The Rensselaer County Emergency Storm Dispatch Policy is now in effect”.
 - Stations that are maintaining an active standby are to advise the RCEEC.
 - Emergency calls will be dispatched using Alert and IaR/paging.
 - Non emergency calls will be dispatched using IaR/paging ONLY. No Alert will be broadcast for non emergency responses.
 - Agencies will be responsible for self-tracking of times for non-emergency responses.
 - On Scene communications will operate on ground channels rather than Trunked TAC channel, unless circumstances require use of a TAC channel
 - Use of Overflow Zone (2) or *Critical Incident Zone* (3) may be directed for specific areas or incidents by the RCECC or by the local Incident Commander.
- 36.3 Requests for Incident information will be suspended until emergency operations have ended. Agencies will be advised of the procedures to be in place for requesting incident information.
- 36.4 Event specific procedures will be communicated by the RCEEC to affected agencies.
- 36.5 Upon conclusion of the emergency, all pagers will be activated with a broadcast announcement that “The ESD has been terminated and normal operations are resumed.
- 36.6. The Rensselaer County RACES Team (Radio Amateur Civil Emergency Services) may be deployed in the event of a Emergency Storm Event or other extraordinary situation at the discretion of Bureau Management.

37 Private Safety Teams

37.1 Purpose

Provides guidelines for private system use.

37.2 Objective

Allows for interoperability with Tenant Safety Groups or Industrial Fire Brigades.

37.3 Procedure

Facilities with a Safety Team or other group that is trained to respond to specific unique hazards in the Facility may be equipped with Rensselaer County 800 Emergency Communications System radios upon written request by the responsible emergency services organization Chief and the Safety Team's Corporate Organization to the Director of Public Safety. Radios will be authorized for the purposes of responding emergency personnel safety and to address general public safety concerns. These radios may be used only for on-site emergency operations when emergency services have been summoned. Other uses are expressly prohibited. The requesting facility and responsible fire department/EMS Provider will sign agreements upon approval of the request by the Radio Committee, Fire Coordinator/EMS Coordinator and Bureau Director. The radios will operate on talk groups assigned by the responsible agency and use of Main Dispatch is restricted. Bureau staff will provide mandatory training.

1. A written request by the Chief of the primary responding Fire Department/EMS Provider to the Director of Public Safety must be submitted with an accompanying request by the Safety Team Corporate Organization.
2. The requesting agency assumes full responsibility for radio operations and maintains control of the radios. Bureau staff will deal only with the requesting agency.
3. Only system approved radios may be purchased and consistent with the rules, all programming will be done by BPS staff.
4. The private user agrees to all training and operational requirements.
5. The private user is responsible for all maintenance and repairs and agrees to have preventive maintenance performed consistent with BPS recommendations.
6. Use is limited to operations when the requesting agency is active. Use for business or general facility purposes is expressly prohibited.
7. The private user will provide BPS/ RCECC staff an emergency contact phone number should an emergency activation occur when no incident is active at the facility.

8. Should the radios no longer be utilized by the Facility Safety Team, or upon request of the originating agency, they will be provided to BPS for program removal.
9. Communications are limited to operational talk-groups as instructed by the primary responding agency. Use of Main Dispatch is restricted to critical emergencies.
10. The Radio Identifier will be the UID in the Safety series for the requesting FD/EMS agency.
11. The requesting agency and the Private User will be provided a User Agreement for signature.
12. Approval is subject to action by the Director and may be revoked for cause at any time.

38 Radio Shut Off

38.1 Purpose

Disable a stolen, abused, or malfunctioning radio.

38.2 Objective

Provide a means to shut off a radio to maintain the integrity of the radio system.

38.3 Procedure

In the event an 800 MHz radio is lost, stolen or malfunctions, the Bureau of Public Safety has the capability to deactivate the unit's system access. Such an action requires advanced administrator system access and possible intervention by the county's radio maintenance contractor. It is preferred the request is made by telephone to the On-Duty Supervisor at (518) 270-1092. This will initiate an internal Bureau process. All field users need to be aware that the process to shut off a radio is complex and not an immediate or simple process. The system controller can only deactivate system access to a radio when the radio transmits. The procedure is outlined below.

1. Request to shut off a radio must include the UID #, reason for the action, the authorization of the requesting agency's ranking chief officer and a return callback phone number.
2. Bureau Management will call the requestor back as soon as possible to review the circumstances.
3. A unit that is lost or stolen will generally not be treated as an urgent situation and will be handled as a routine manner during business hours. If the radio is being misused and disrupting operations, it will be treated as an urgent manner.
4. If the unit is malfunctioning and disrupting operations, it will be handled as an urgent matter.
5. Other alternatives should be pursued prior to requesting a shut off, including
 - a. Switching communications to an alternate talk group
 - b. A thorough and complete search for the radio
6. Should an immediate shut off be required, the requesting agency must assume responsibility for any costs incurred by Rensselaer County and must also assume the costs for radio reactivation,
7. Bureau Management will take the necessary steps to shut off the radio once all conditions are met and authorizations are obtained.
8. The requestor will be advised if the radio can be deactivated and when the radio has been deactivated.

39 Municipal Highway Use

39.1 Purpose

Establishes a protocol for City, Town and Village Department of Public Works (DPW) and Highway Departments to request access to the Rensselaer County Emergency Communications System for use to communicate directly to emergency services units.

39.2 Objective

To provide effective direct communications between emergency service units and municipal highway service units.

39.3 Procedure

It is advantageous for emergency service agencies to have the capability to communicate directly to Municipal Highway departments, especially during times of severe weather or other similar situations. This is not to be mistaken as access for routine highway department communications system access.

Highway Superintendents or Public Works Commissioners may request system access for the above stated purpose. The request must be in writing to the Director of the Bureau of Public Safety and must state that the requester agrees to adhere to all operational and training requirements. The Director may grant access for a single mobile or portable radio without further review. The Radio Committee is to be advised when access is granted for informational purposes. The Bureau will provide the necessary training and will program the radio.

Only approved model radios may be purchased and programmed for system access. Maintenance and repair is the responsibility of the user.

The Radio programming will be limited to appropriate assigned talk groups.

The radio identifier will be (Name of Municipality) Highway, e.g. Grafton Highway. UID's will be established by the Bureau.

While the intent is for the radio to be used by the head of the department, it may be temporarily assigned to other supervisory personnel as the need may arise.

As with all users, misuse of the radio will be addressed and could result in revocation of access.

40 Station Contact Information Files

40.1 Purpose

Provides means of communication with agency command staff.

40.2 Objective

Insures information is sent out efficiently and accurately.

40.3 Procedure

BPS maintains a Station Information Files for all agencies. This information is kept in the RCECC for ready reference by dispatch and Bureau staff. This file includes all documents and materials provided to BPS for dispatch purposes. These files are to be reviewed annually by agency staff to ensure accuracy.

All agencies are requested to provide a Station Information Form with current contact information for all line and administrative officers. The form link is:

<https://www.rensco.com/DocumentCenter/View/286/Fire-and-EMS-Organization-Contact-Form-PDF>

- Official Department Address
- Mailing address for BPS Correspondence
- E-Mail address of Chief
- Regular and business phone numbers
- Cell Phone Numbers
- Pager Numbers
- Phone contacts for Code 100 notification
- Any other appropriate contact information.
- Name, Title and Contact information for designated Communications Liaison

41 Asset Inventory

41.1 Purpose

Provides accurate specialized resource information to command staff.

41.2 Objective

Quickly identify special resources.

41.3 Procedure

The Bureau of Public Safety has compiled a NIMS related inventory of various equipment available throughout emergency responders in the county. This asset inventory is updated annually and is posted on line for reference by responder agencies. It is also maintained at the RCECC for use by Dispatch staff.

42 Emergency Management

42.1 Purpose

Provides all agencies the background and process to request assistance for other than routine emergency support

42.2 Objective

Provides clear guidelines and procedures to obtain needed special assistance. All procedures are consistent the various applicable Federal and New York State Laws, Rules, Regulations and Policy Directives

42.3 New York State Policies

FIRE – The NYS Fire Mobilization and Mutual Aid Plan

<http://www.dhSES.ny.gov/ofpc/documents/ffma.pdf>

EMS – NYS Health Department Emergency Medical Services Mutual Aid Plan

<https://www.health.ny.gov/professionals/ems/policy/12-06.htm>

EMERGENCY MANAGEMENT NYS Office of Emergency Management

<http://www.dhSES.ny.gov/planning/#cemp>

42.4 NY Responds

“NY Responds” is the computerized management system operated by NYS Office of Emergency Management (NYSOEM) to track requests and deployment of resources during an emergency. All requests must be routed to the County Emergency Manager and processed through the NY Responds System

42.5 New York State OEM Regions

The following link identifies the regions for NYSOEM:

<http://www.dhSES.ny.gov/oem/about/index.cfm#OEM-regional-map>

42.6 Procedures

Whenever emergencies occur that require resources beyond what is considered routine Mutual Aid, requests for this assistance must be directed to the County Emergency Manager by notification to the RCECC. The RCECC will make the required notifications to BPS management and initiate the necessary to obtain the requested resources.

In some emergency situations, Rensselaer County may activate an Emergency Operations Center to better address requests for assistances. In other instances, BPS staff may respond directly to an Incident Command Post. In all cases, the most appropriate steps will be taken to ensure that local municipal emergency needs are promptly and efficiently addressed.

43. REHABILITATION SERVICES

43.1 PURPOSE:

To provide Incident Commanders access to Emergency Responders Rehab resources for Critical Incident Support

43.2 OBJECTIVE:

Rehab Services are a specialty resource that may be needed for a large or extended time incident.

43.3 INCIDENT COMMAND RESPONSIBILITIES

Incident Command will continue to provide EMS support and transport capabilities to support the size and complexity of the incident.

Incident Command will establish a safe and appropriate area for REHAB operations taking into consideration the needs of a REHAB operation.

Normal Code 100 responses should be maintained as these canteen services are not part of the REHAB operation.

43.3 RESOURCE

The North Bethlehem Fire Department (Elmwood Park Fire District) in Albany County operates a fully equipped Rehab Unit that provides a full range of rehab support for critical incidents. NBFD responds with a contingent of trained personnel to provide this specialized resource. The response includes fire fighters and BLS EMS personnel. Operational deployment is coordinated with the request of the Incident Commander.

The North Bethlehem Fire Station is located on the corner of Krumkill Road and Russell Road in the Town of Bethlehem. There is an approximate travel time of 15 minutes to the Patroon Island Bridge.

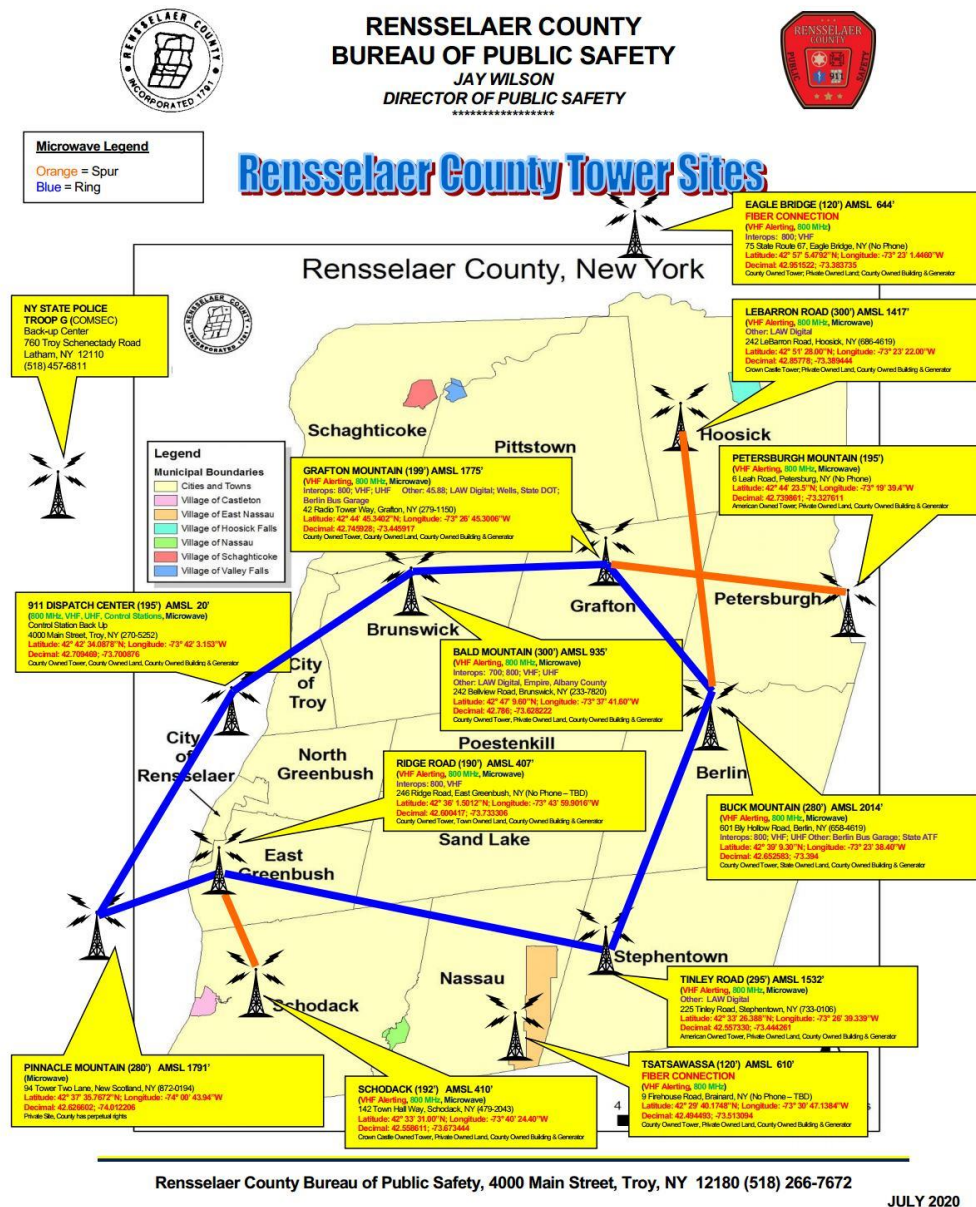
THE North Bethlehem Fire Department operates this specialized resource with an Elmwood Fire District approved Standard Operational Guideline.

44 Appendix A – Reference Documents

Reference documents may be found in this Appendix and include the following:

- Communication System Map
- Numeric List of Fire Departments and EMS Squads
- Fire Departments by Fire Battalion
- EMS Squads by EMS Zones
- Rensselaer County Fire District Map
- Rensselaer County EMS Response Area Map
- Rensselaer County Fleet Map
- Frequencies
- Acronyms used in this Guide

44.1 Communications System Map



Numeric List of Fire Departments and EMS Squads

Fire Departments

FD STATION #	NAME	BATTALION
1	AVERILL PARK	3
2	BERLIN	5
3	BEST LUTHER	4
4	BRUNSWICK # 1	2
5	BUSKIRK	5
6	CASTLETON	4
7	CENTER BRUNSWICK	2
8	CLINTON HEIGHTS	4
9	DEFREESTVILLE	3
10	EAGLE MILLS	2
11	EAST GREENBUSH	4
12	EAST SCHODACK	4
13	GRAFTON	5
14	HEMSTREET PARK	1
15	HOAGS CORNERS	3
16	HOOSICK	5
17	HOOSICK FALLS	5
18	HOOSIC VALLEY	1
19	JOHNSONVILLE	1
20	MELROSE	1
21	MOUNTAIN VIEW	2
22	NASSAU	4
23	NORTH HOOSICK	5
24	PETERSBURGH	5
25	PITTSTOWN	2
26	PLEASANTDALE	1
27	POESTENKILL	3
28	RAYMERTOWN	2
29	RENSSELAER	7
30	SCHAGHTICOKE	1
31	SCHODACK LANDING	4
32	SCHODACK VALLEY	4
33	X	X
34	SOUTH SCHODACK	4
35	SPEIGLETOWN	1
36	STEPHENTOWN	5
37	TABORTON	3
38	TSATSAWASSA	3
39	TROY	6
40	X	X
41	WEST HOOSICK	5
42	WYNANTSKILL	3
43	WEST SAND LAKE	3

EMS Squads

EMS STATION #	NAME	ZONE
36	STEPHENTOWN	3
50	CASTLETON	2
51	GRAFTON	1
52	HOAGS CORNERS	3
53	HOOSIC VALLEY	4
54	X	X
55	NORTH GREENBUSH	5
56	PETERSBURGH	1
57	PITTSTOWN	4
58	RENSSELAER	2
59	RPI	5
60	SAND LAKE	3
61	TOWN OF HOOSICK	4
62	WF BRUEN	2
63	EMPIRE	5
64	MOHAWK	5
65	TACONIC VALLEY	1
66	X	X
67	NASSAU	3

44.2 Fire Departments by Fire Battalion

BATTALION 1

- 14 – Hemstreet Park
- 18 – Hoosic Valley
- 19 – Johnsonville
- 20 – Melrose
- 26 – Pleasantdale
- 30 – Schaghticoke
- 35 – Speigletown

BATTALION 2

- 04 – Brunswick #1
- 07 – Center Brunswick
- 10 – Eagle Mills
- 21 – Mountain View
- 25 – Pittstown
- 28 – Raymertown

BATTALION 3

- 01 – Averill Park
- 09 – Defreestville
- 15 – Hoags Corners
- 27 – Poestenkill
- 37 – Taborton
- 38 – Tsatsawassa
- 42 - Wynantskill
- 43 – West Sand Lake

BATTALION 4

- 03 – Best Luther
- 06 – Castleton
- 08 – Clinton Heights
- 11 – East Greenbush
- 12 – East Schodack
- 22 – Nassau
- 31 – Schodack Landing
- 32 – Schodack Valley
- 34 – South Schodack

BATTALION 5

- 02 – Berlin
- 05 – Buskirk
- 13 – Grafton
- 16 – Hoosick
- 17 – Hoosick Falls
- 23 – North Hoosick
- 24 – Petersburg
- 36 – Stephentown
- 41 – West Hoosick

BATTALION 6

- 39 – Troy

BATTALION 7

- 29 - Rensselaer

44.3 EMS Squads by EMS Zone

ZONE 1

02 – Berlin
51 – Grafton
56 – Petersburg

ZONE 2

50 – Castleton
Rensselaer
58 – Rensselaer
64 – Mohawk
East Greenbush
62 – WF Bruen

ZONE 3

Nassau
67 – Nassau
52 – Hoags Corners
60 – Sand Lake
36 – Stephentown

ZONE 4

61 – Hoosick
57 – Pittstown
Schaghticoke
53 – Hoosic Valley

ZONE 5

Brunswick

64 – Mohawk

55 – North Greenbush

Poestenkill

64 – Mohawk

Troy

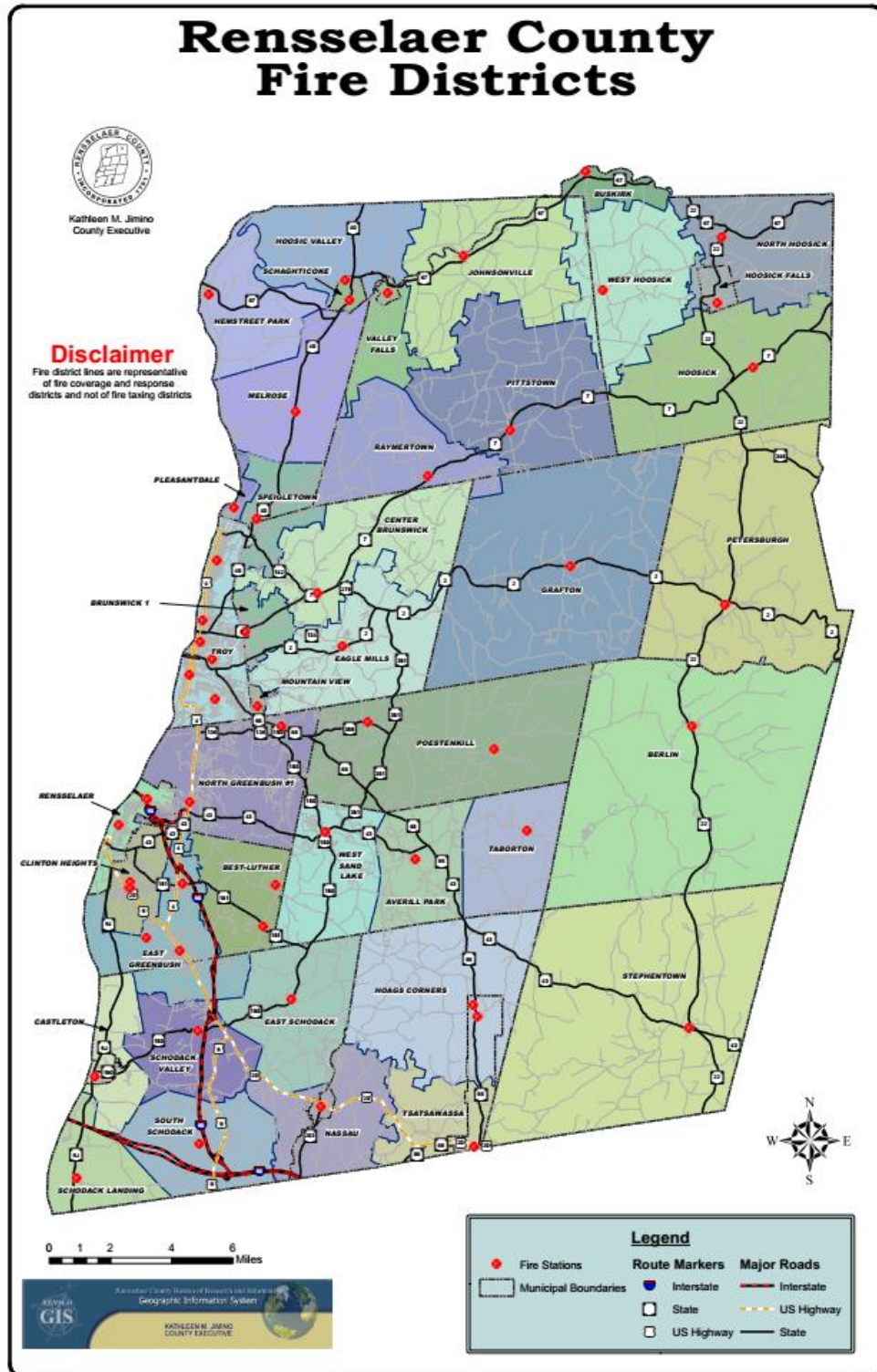
39 – Troy

59 – RPI

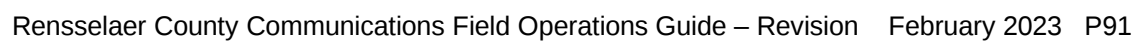
63 – Empire

64 - Mohawk

44.4 Rensselaer County Fire District Map



44.6



Frequencies

Use	Frequency (MHz)
800 SYSTEM	856.4625
800 SYSTEM	856.9625
800 SYSTEM	857.4625
800 SYSTEM	857.9625
800 SYSTEM	858.4625
800 SYSTEM	858.9625
800 SYSTEM	859.4625
800 SYSTEM	859.9625
800 SYSTEM	854.0125
800 SYSTEM	854.2875
800 SYSTEM	854.6125
800 SYSTEM	858.0625
800 SYSTEM	859.0375
GROUND 1	853.8625
GROUND 2	853.8875
GROUND 3	853.9125
GROUND 4	853.9875
VHF Paging TX	155.6550

INTEROPERABILITY	
7CALL50	769.24375
7TAC51	769.14375
7TAC52	769.64375
7TAC54	770.64375
7TAC55	769.74375
7TAC71	773.10625
7TAC72	773.60625
7TAC73	774.60625
8CALL90	851.0125
8TAC91	851.5125
8TAC92	852.0125
8TAC93	852.5125
8TAC94	853.0125
VCALL10	155.7525
VTAC11	151.1375
VTAC12	154.4525
VTAC13	158.7375
VTAC14	159.4725
UCALL40	453.2125
UTAC41	453.4625
UTAC42	453.7125
UTAC43	453.8625
NYLAW1	155.3700
NATL LAW1	155.4750
VMED28	155.3400
NYMED715	155.7150
EMS 205	155.2050
NYMED400	155.4000
NYFIRE22	46.22
NYFIRE30	46.30

44.7 Acronyms Used in this Guide

Acronym	Definition
FEMA	Federal Emergency Management Agency
FAST	Firefighter Assist and Search Team
COMSEC	New York State Police Troop G Communications Center
RCECC	Rensselaer County Emergency Communications Center
FCC	Federal Communications Commission
CFOG	Communications Field Operations Guide
CERT	Community Emergency Response Team
REST	Reduce Emergency Stress Team
RACES	Radio Amateur Civil Emergency Services
BUREAU or BPS	Bureau of Public Safety
NYS OFPC	New York State Office of Fire Protection and Control
NYS OEM	New York State Office of Emergency Management
NYS OIEC	New York State Office of Interoperable Emergency Communication
PSAP	Public Safety Answering Point
PSB	Rensselaer County Public Safety Building
IC	Incident Commander
KBS	Knox Box System

45 Appendix B – Forms

Forms may be found on the Bureau of Public Safety Web Site.

The link is: <https://www.rensco.com/297/Emergency-Services-Communications>