Perry County Emergency Management

Perry County Communications Manual

RESOLUTION NO. 2020-12

A RESOLUTION OF THE BOARD OF COMMISSIONERS, COUNTY OF PERRY, PENNSYLVANIA, ADOPTING THE PERRY COUNTY EMERGENCY MANAGEMENT AGENCY'S COMMUNICATIONS MANUAL

WHEREAS, the Pennsylvania Emergency Management Code requires that counties ensure the provision of a 911 system in the county's respective jurisdiction; and

WHEREAS, under the direction of Perry County 911 Coordinator, Richard T. Fultz, the County of Perry has revised its existing Communications Manual; and

WHEREAS, a copy of said manual is attached hereto and incorporated herein by reference thereto and marked as Exhibit "1"; and

WHEREAS, it is the intention of the Board of Commissioners of Perry County that by the adoption of said Communications Manual, the County of Perry will provide Standard Operating Guidelines for users of the Perry County Public Safety Communications System; and

WHEREAS, the County of Perry desires to formally adopt the Perry County Communications Manual dated August, 2020.

NOW, THEREFORE, we, the Board of Commissioners of Perry County Pennsylvania, do hereby adopt the Perry County Communications Manual dated August, 2020, which said manual shall be effective immediately.
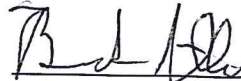
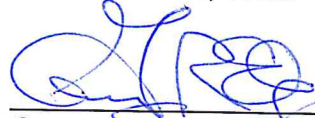ADOPTED at a regular meeting of the Board of Commissioners of Perry County held on August 17th, 2020.

ATTEST:

Shannon Hines, Chief Clerk

COUNTY OF PERRY COMMISSIONERS

Brian S. Allen, Chair

Gary R. Eby, Vice Chair

Brenda L. Watson, Secretary

Perry County 911
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Section 1

General Information

	Perry County 911 **Communications Manual**	**Initial Date:** **8/17/2020**
	Section: 1 General Information	
	Number: 1	**Revised Date:**
	Subject: History of Perry County	

1. Perry County is located in the southern part of the Middle Susquehanna Region and in the valley section of the Commonwealth of Pennsylvania. Perry County was originally part of Cumberland County and became the 51st county in Pennsylvania on March 22, 1820 and was named for Commodore Oliver Hazard Perry, the American hero of the naval engagement with the British on Lake Erie in the War of 1812.

2. The Juniata River flows through part of the county and converges with the Susquehanna River near Duncannon. Major highways include U.S. Routes 22/322 and 11/15. There are approximately 447.5 miles of State and Federal highways in Perry County and 544 miles of secondary and municipal roads. Numerous State Parks are located in the Tuscarora State Forest in Perry County including Fowlers Hollow State Park, Big Spring State Park and Little Buffalo State Park.

3. Perry County has a population of approximately 46,000 people. It is comprised of 30 municipalities; 9 boroughs and 21 townships. The County seat is in New Bloomfield.

4. Perry County has a land area of 551 square miles. Additionally, the Perry County Public Safety Answering Point (PSAP) has an approximate 65 square miles that includes parts of Greenwood Township and Susquehanna Township in Juniata County and part of Reed Township in Dauphin County.

5. Woodlands cover 61% of Perry County with 41,208 acres of State Forest Land and 17,378 of State Game Lands. The county is bounded on the north by the Tuscarora Mountain, on the west by the Conococheague Mountain, on the south by the Blue Mountains and on the east by the Susquehanna River.

1. The primary intent of this manual is to provide Standard Operating Guidelines (SOGs) to be followed by all authorized units that serve as part of the Perry County Public Safety Communications System. This shall include Law Enforcement, Fire, EMS, County Agencies, Local Emergency Management Coordinators, Constables, School Districts and any other authorized Municipal Government units and to establish guidelines necessary to ensure that the population of Perry County is provided with prompt access for their emergency service needs.

2. The communication system is the integrating force that allows all public safety entities including Law Enforcement, Fire, EMS, Local Coordinators and Government services to effectively and efficiently coordinate the resources required to deliver proficient and professional emergency response to the residents and visitors of Perry County. Perry County has licensed various radio systems from the Federal Communications Commission that shall only be used in a manner allowable by the FCC and only for those communications requirements considered essential in the providing of Public Safety incident or event mitigation. The primary radio system call sign is WQVF574.

3. The effectiveness of the county communications system is dependent on a cooperative effort by the administrators, operators and users of the system ensuring compliance with these procedures. Various Commonwealth of Pennsylvania statutes govern the operation of the 911 Communications Center, including Act 78 of 1990 – The Public Safety (911) Telephone Act and 35 Pa C.S. Chapter 53 – 911 Emergency Communication Services.

4. This manual provides standard procedures, guidelines and planning to effectively direct the use of personnel and equipment while operating as part of this system.

5. The contents have been accepted as the procedures and guidelines of the Perry County Public Safety Communications System and have been approved by the Board of the Perry County Commissioners.

1. Purpose – Standard procedures/guidelines will be used for handling messages by radio and telephone. Use of standard procedures will conserve on-the-air time and will permit accurate, brief and rapid transmission of essential information. Careless procedure and lack of circuit discipline causes delay, confusion and unnecessary transmissions.

2. Circuit Discipline – The 911 Coordinator, 911 Operations Manager, (or in their absence) Senior Dispatcher is responsible for maintaining circuit discipline; for handling radio and telephone messages rapidly; for determining the order of priority in which transmissions will be made; and for directing and controlling the use of all frequencies.

3. Operators Requirements and Violations – FCC Rules and Regulations govern the operation of radio systems. The Public Radio Services include Local Government, Law Enforcement, Fire and Special Emergency Radio Service, which accommodate emergency medical operations. These radio services are generally governed by Part 90 of the FCC Rules and Regulations, which set forth the technical, operational and administrative requirement for land mobile radio systems used for public safety purpose.

4. The following items in this section list the most important operating rules in the Public Safety Radio Services. They are not intended to cover all the rules or to quote them verbatim. The rules are subject to constant review and modification. Since the commission can levy monetary fines and even suspend/revoke the licenses of radio system owners (including public safety systems) who violates its rules, users should always keep these rules in mind.
   a. Radio operators are not required to be licensed by the FCC. Licensees are responsible for maintaining control of and for the proper functioning and operation of the public safety radio system.
   b. Communications involving the safety of life and/or property are to be afforded priority by all licensees.
   c. Only such calls as authorized by the rules in the Public Safety Radio Services may be transmitted. False calls, false or fraudulent distress signals, unnecessary and unidentified communications, obscene, indecent and profane language, and the transmission of unassigned call signals are specifically prohibited. Radios are primarily authorized to transmit communications directly related to public safety, the protection of life and property and to official public safety activities. Enforcement of these regulations is left to the licensee.
   d. Operators are required to monitor the frequency on which they intend to transmit for a sufficient period of time to ensure that their transmission will not cause harmful interference to others who may be using the frequency.
   e. Requests for announcements to cancel meetings or training sessions, or announcements of meetings or special meetings are not permissible and will not be honored. Public service announcements will be restricted to announcements concerning the safety of life and/or property.
   f. Each station must be identified by transmitting the FCC assigned call sign. Perry County Public Safety Radio System is programmed to automatically send this information at required intervals. It is not necessary to announce it by voice.

g. All radio transmissions must be restricted to the minimum practical transmission time.
h. Contents of any radio communications shall not be divulged to any person or party other than to whom it is addressed without the expressed permission of the Perry County Emergency Management Agency.

5. Maximum penalties for violating FCC Rules and Regulations are a fine of not more than $10,000 or prison term not to exceed 2 years or both.

6. Priority Traffic Only - During times of 911 system overload or malfunction, it may become necessary for dispatchers to limit the amount of transmissions permitted on the radio. A Priority Traffic Only restriction may be enacted by the dispatcher by making an announcement over Main Dispatch and County Law to all Perry County Emergency Services Personnel. When the Communications Center has enacted Priority Traffic Only, the following shall be enacted by all radio users:
    a. All users will limit transmissions on Main Dispatch and County Law to priority messages only.
    b. Fire and EMS services will utilize the assigned Ops Channels based on geographical location. However, agencies are strongly encouraged to utilize department or municipal owned frequencies instead of County owned frequencies for interdepartmental communications.
    c. Law Enforcement should limit transmissions to those of extreme importance.
    d. Units who fail to comply will be advised with "*Unit*, priority traffic only, utilize ops __"
    e. Units who refuse to comply will be reported to the 911 Coordinator or 911 Operations Manager to take further action.

1. The manner in which radio messages are handled is often a measure of the efficiency of an organization and the attitude of its individuals. Observing simple basic rules will expedite message handling and improve working relationships among all concerned. Application of the Do's and Don'ts outlined here, plus specific procedural examples shown elsewhere, will lead to professional performance.

2. Listen before transmitting to ensure the channel is clear of traffic.

3. Keep all transmissions brief and to the point. Organize your thoughts before transmitting. This will assist with accuracy and brevity. Avoid long-winded descriptions and unnecessary repetition. Accuracy and brevity are important.

4. Speak distinctly and pronounce words carefully. Speak at moderate speed using conversational tone of voice with natural emphasis and rhythm. Messages should be spoken by phrases, not one word at a time.

5. Make sure the microphone switch is fully depressed and pause briefly before starting to talk. Hold microphones close, but not touching the mouth and talk directly into it – not across it. Talk at the conversations level – do not shout.

6. Avoid transmitting when sirens are operating at a high level.

7. Use authorized unit and equipment designations in all transmissions. Use of partial designations is not recommended. Nicknames and personal greeting are not permitted.

8. The use of "10 Codes" is not authorized for Fire, EMS or Law Enforcement Communications. Standard phraseology to be used is listed. The standard practice of Common Terminology should be used on all transmissions.

9. During all transmissions remain calm. Avoid uncivil, angry, abusive, derogatory or sarcastic remarks or language. When faced with such a situation, maintain control. Do not attempt to retaliate, proceed in a professional manner and notify the 911 Operations Manager of the incident.

10. Transmissions to County should be done in one single statement. Statements should be brief, to the point and contain an action. The exception to the practice is when the dispatcher will be required to make note of a specific message (e.g.: EMT number, pole number, phone number, etc.). The unit will then contact County with a statement of intentions and then wait for County to acknowledge the unit. Examples as follows;
     a. Unit – "County, Tanker 2 available". County – "Tanker 2, 0856"
     b. Unit – "County, Ambulance 59 cancel ALS". County – "Ambulance 59, EMT Number". Unit – "EMT number 123456". County – "Ambulance 59, 1421. Medic 81 you have been placed in service."

c. Unit – "County, Chief 1 copy a pole number". County – "Chief 1". Unit – "Pole number 12345 over South 67890, lines are down and blocking the road". County – "Chief 1, 2239".

11. Standard words and phrases shall be as follows;
    a. **Advise** – Give this message to/or provide with the necessary information
    b. **Arriving** – Unit has reached the stated destination
    c. **Available** – Unit is returning from a non-available status or leaving the scene of an incident
    d. **En route** – Unit is going to a stated destination
    e. **Mayday** – Distress signal for a provider
    f. **Okay** – Message is received and understood
    g. **On Rendezvous** – Unit is at a meeting site/location
    h. **On-the-Scene** – Unit has arrived at an incident
    i. **Out-of-Service** – Unit is not available to handle incidents. This status change may be done by phone or radio.
    j. **Priority** – A message of paramount importance involving an emergency where life or personal injury is at stake or critical situation requiring immediate assistance.
    k. **Responding** – Unit is en route to an incident
    l. **Returning, Not Available** – Unit is leaving the scene of an incident and is unable to handle another incident
    m. **Repeat or Say Again** – Repeat your last message
    n. **Stand-by** – Listen, but do not transmit until directed to do so

12. The Communications Center will not acknowledge any unit advising they are "On the Air". This status does not change the dispatch procedure or hold the dispatch of that agency until response.

13. Unit acknowledgement from a dispatcher will consist of the unit identification and the current time. This shall be done to acknowledge all messages received from units. Units hearing this acknowledgement will assume that the dispatcher has heard and understood the message transmitted. Any variance from this standard format will be assumed that the dispatcher did not hear the message and the message should be repeated by the unit.

14. Upon any authorized user calling a priority message, all other radio traffic will cease and clear the channel for the dispatcher to acknowledge. Priority Messages will be acknowledged in the following manner for all disciplines on the County Radio System.
    a. The unit with an emergency message will announce on the radio the unit identifier and the statement "Priority"
        i. Example: "County, 108, Priority"
    b. The dispatcher will acknowledge the priority and advise all other units to standby with the following statement, "All units standby for a priority message. *Unit* state your priority"
        i. Example: "All units standby for a priority message. 108 state your priority"
    c. The unit will state the priority message. The dispatcher will acknowledge the message. No other unit may transmit on the frequency until the dispatcher acknowledges the priority message.

15. All time and announcement of alpha characters will be done by using the standard military time and phonetic alphabet. Appendix 1.4.1 will be the approved phonetic alphabet to be used.

	Perry County 911	Initial Date:
	Perry County 911 **Communications Manual**	**Initial Date:** **8/17/2020**
	Section: 1 General Information	
	Number: 5	**Revised Date:**
	Subject: Authorized Unit Identification and Frequency **Assignments**	

1. All requests for radio installation and usage of assigned frequencies must be in writing and on file with the Perry County Emergency Management Agency.

2. RADIO DESIGNATIONS: Radio Unit identification will be determined and assigned by the Perry County Emergency Management Agency. Radio identifiers for in-county units are in compliance with the current South Central Task Force guidance. If a county in the SCTF footprint requests access, the SCTF radio identifier assigned by their county radio office shall serve as the radio identifier. Each radio identifier will be given an alias and an analog ID as well and these will reside on the County AIS server.

3. The Emergency Management Agency will review all radio requests. Authorization for installation or use of any radio operating on a County Licensed Frequency will be limited to fire stations, fire company owned apparatus, fire chiefs and up to five assistant fire chiefs; EMS stations, EMS owned vehicles, EMS Commanders and up to one assistant EMS Commander; law enforcement stations, law enforcement agency owned vehicles, law enforcement officers; the Sheriff's station, Sheriff's office owned vehicles; Sheriff Deputies; municipal governments, their employees, vehicles and officials as deemed appropriate by the County Emergency Management Agency.

4. The County Emergency Management Agency may, at any time, assign a temporary radio designation, which may not be defined in this manual. Temporary radio designations are intended to cover Special Events, however a temporary designation may be assigned for another approved request, but will not exceed 6 months.

5. The Perry County Communications Radio System has frequencies that are licensed to the County of Perry by the Federal Communications Commission. The use of Perry County's Communications System must be confined to the limitations of the license and in strict accordance to the procedures contained within this Communications Procedural Manual.

6. The following are the Operational Fixed Stations with FCC Operating Licenses;

PERRY FREQUENCY ASSIGNMENT

Frequency Name	Rptr Tx Freq	Rptr Rx Freq	NAC Code/PL Code
Dispatch	155.1525	150.7900	6B/179.9Hz
County Law	155.1375	154.1975	137
County Ops 2	159.3150	154.0025	315
County Ops 3	158.8575	151.3175	857
County Ops 4	155.2575	153.7925	257

County Ops 5	154.8825	154.8825	5A/156.7Hz
County Ops 6	151.0250	151.0250	4B/146.2Hz
County Law Ops	154.725	154.725	725

7. The following is the Subscriber Channel Layout;

Law Enforcement Units

Channel 1   County Law
2   County Law Secure
3   Law Ops
4   Law Ops Secure
5   Dispatch
6   County Ops 2
7   County Ops 3
8   County Ops 4
9   County Ops 5
10   County Ops 6

Fire / EMS Units

Channel 1   Dispatch
2   County Ops 2
3   County Ops 3
4   County Ops 4
5   County Ops 5
6   County Ops 6

8. All Perry County subscriber radios will be programmed identically on Bank 1 of their radios. Fire and EMS units will not be programmed with the County Law channels.

9. Remote communication tower sites are configured identically to simulcast all radio transmissions. All sites have the same transmit and receive capabilities. Emergency power is provided by generator at all sites.

10. It is recommended that the first and last channel selection be the primary Dispatch or County Law channel to ensure the user that no matter which way the channel selector is turned the whole way, the user will be on the primary channel for their agency.

1. The Communications Center will be referred to as "COUNTY". The station identifier, for all frequencies, as assigned by the FCC will be WQVF574. The call sign of "COUNTY" will be used when communicating with authorized units and by authorized units calling the Communications Center.

2. Portable or mobile radios in vehicles other than authorized emergency vehicles as described in Title 75 of the Pennsylvania Vehicle Code shall not be authorized.

3. Portable radios shall not be the primary communications between field units and the Communications Center. Portable radios because of lower power output, are intended for communications between units on the scene of an incident. The radios may not have sufficient transmit capabilities to be relied upon as primary communications link in certain situations and locations. All communications between units in the field and the Communications Center or with Landing Zone Operations should be accomplished using a fixed mobile radio for reliability whenever possible.

4. Information on the composition and the meaning of the digits on the radio identifiers shall be found on the Perry County Radio Alias Identifiers – Master spreadsheet.

5. Authorized units will use complete identification for all transmissions. Complete identification shall include the authorized title of the unit and the numerical designation assigned to the authorized unit.

6. Should an authorized unit try to converse with the Communications Center and the Communications Center does not acknowledge the transmission, wait 10 seconds and try the message again. Should the second attempt be unsuccessful, wait 10 seconds and try the message again. Should the third attempt fail, assume the Communications Center is busy and unable to acknowledge at that time. The unit should try calling by phone if the message is of such urgency.

1. All radios with the emergency button on the Perry County P25 Radio System shall have this programming feature turned on.

2. Upon activation of the emergency button, dispatchers will receive audible and visible notification of the emergency, including assigned radio ID.

3. It shall be the policy of the Perry County Communications Center that upon activation of the emergency button on the P25 Digital Radios, the mic will be open for 10 seconds with the option for the dispatcher to open the mic longer if deemed necessary.

4. Law Enforcement and EMS agency emergency button activations will be silent on user radios. Fire Service emergency button activations will have an audible alert tone on user radios. Emergency button activations will activate each users radio with a red colored back-light and display will Indicate "EM: *Radio Identifier*"

5. An immediate follow up by the dispatcher will be made to determine the nature of the emergency activation. The procedure is outlined in the specific disciplines as each discipline will be handled differently.

	Perry County 911 **Communications Manual**	**Initial Date:** **8/17/2020**
	Section: 1 General Information	
	Number: 8	**Revised Date:**
	Subject: Communications Center Security	

1. The Communications Center and Emergency Management Agency (EMA) Office is located on a secure floor with limited access to the general public and other County employees.

2. The Communications Center and EMA Office is under 24-hour video surveillance with ID access points that are monitored.

3. All personnel with authorized, unescorted access must have a criminal history and fingerprint ID card on file with the County Terminal Agency Coordinator (TAC Officer).

4. Visitation to the Communications Center and EMA Office should be limited to normal work week hours when the Courthouse is open. All visitors during this time shall go through Courthouse Security.

5. After hours visitation should be limited to official business only. All others must have prior approval from the 911 Coordinator or 911 Operations Manager.

6. All visitors must:
   a. Sign in and out on the Visitor Log with Visitor's Name, Agency (if applicable), date, time of arrival, office intended to visit, purpose of visit and time of departure.
   b. Be prepared to show valid identification.
   c. Be accompanied by an employee escort at all times.

7. The Communications Center often deals with sensitive information and that must be protected from access by unauthorized persons. Visitors within the Center may not view or have the ability to view the CLEAN terminal unless authorized by a CLEAN agency. The TAC Officer is responsible for the following policies in compliance with CLEAN, NCIC and CJIS regulations:
   a. User Rules of Behavior Acknowledgment
   b. Physical Protection Policy
   c. Media Protection Policy
   d. Disposal of Media Policy
   e. Acceptable Use Policy
   f. Disciplinary Policy
   g. User Account – Access Validation Policy
   h. Cyber Incident Response Policy

8. The Communications Center has the ability to lock down and prevent visitor access during times of Emergency Operations Center activation, trainings and/or meetings hosted by the EMA Office. Visitors in this capacity are prohibited from entering the 911 Communications Center. Lock down shall include closing and locking the doors to the 911 Center. Perry County Sheriff's Office may also be called to provide additional security to the 911 Center as necessary.

1. The Communications Center uses a voice recording system to record all incoming and outgoing telephone and radio traffic. All recordings have the capability to be recalled on the channel/telephone that they occurred on.

2. The Communications Center maintains the County Video Recording system. This system records county buildings and the County Complex area. All recordings have the capability to be recalled and retained.

3. All incidents will be recorded with a CAD entry. CAD entries can be searched and printed out as CAD reports upon approval.

4. Reports and recordings will be utilized for Quality Assurance/Quality Improvement within the center and may be used as an aid for outside agencies for investigation or evidence purposes only.

5. Master Digital Audio recorder voice information and Video Surveillance recordings are archived for a minimum of 30 days pursuant to the requirements of the Pennsylvania Public Safety Emergency Telephone Act (Act 78 of 1990, P.L. 340. No. 78 Amended).

6. The Communications Center will officially retain all recordings for 365 days from the date of the original recording. On the 366th day, the record will be deleted and erased. CAD reports will be retained for 3 years.

7. Outside agencies that require recordings to be held longer than the 365 days shall notify the 911 Coordinator or 911 Operations Manager at least 30 days to the 365th day of the original recording and request a hold on the incident, recordings or records. The Communications Center will hold the recordings and/or records for an additional 6 months or as directed by law; the outside agency shall notify the 911 Coordinator or 911 Operations Manager prior to the expiration of the 6 month hold period to determine if the hold is still needed.

8. All requests for a certified original recording will require a subpoena. An organization feeling they need a copy for their own defense (through their attorney) may subpoena a copy as well. If authorized by the 911 Coordinator or 911 Operations Manager, a requester may be granted permission to come to the Communications Center and listen to the audio.

9. All requests for a copy of all or part of a Master Digital Audio or Video Surveillance recording must be submitted to the Perry County Emergency Management Agency in writing, which describes the involved incident, the reason for the request and the name, address and telephone number of the person making the request.

10. Information will be released as authorized by law. The Communications Center will notify the 911 Coordinator or 911 Operations Manager of any and all request for such disclosure. The 911 Coordinator or 911 Operations Manager will in coordination with other appropriate County personnel release information as required by law.

11. The 911 Coordinator or 911 Operations Manager reserves the right to have any request reviewed by the appropriate County personnel. An appropriate court order may be required notwithstanding that a subpoena has been served.

12. The 911 Coordinator or 911 Operations Manager will advise the requestor as to whether permission has been granted or denied. If granted the requestor must:
    a. Arrange for the date and time for the recording.
    b. Provide necessary blank audio disk or media device.
    c. Have a designated representative present during the recording process.
    d. Sign any document (including a release) that the Communications Center deems necessary to appropriately administer the policy.

13. Dispatchers use of recorder options placed on the phone system is authorized to play back any recording that is for the purpose of verifying information that was communicated into the 911 center. Use of the recorder for any purpose other than official business is prohibited. Any other use of the Communications Center recording system shall not be authorized without the expressed approval of the 911 Coordinator or 911 Operations Manager.

14. Agencies dispatched by the Communications Center will be emailed an Incident Summary which will include specifics on location, times and comments of the incident.
    a. It shall be the agency's responsibility to provide the Communications Center with a single email address for these Summary Reports.

15. Under normal circumstances, all requests will be processed within two business days. In exigent circumstances where the recording is needed immediately for an investigation or prosecution of a current, active incident, the 911 Coordinator or 911 Operations Manager may release the information after normal business hours.

16. The approved Records Request form shall be Appendix 1.9.1 of this manual.

	Perry County 911 Communications Manual	Initial Date: 8/17/2020
	Section: 1 General Information	
	Number: 10	Revised Date:
	Subject: Address Flagging	

1. The Communications Center has the ability to "FLAG" addresses, locations, and specific call types for special situations or conditions.

2. All requests for FLAGs must be completed on the approved FLAG Request Form.

3. It shall be the responsibility of the requesting agency to gather the necessary information and verify accuracy prior to forwarding the request form to the Communications Center.

4. It shall be the responsibility of the requesting agency to cancel the FLAG when the condition no longer exists.

5. The Communications Center will not assume responsibility or liability for the information received on the request form or how the units respond to the information given to them, to include delay in response and patient care.

6. The Communications Center will enter the data into the CAD system and will keep the information until the annual purge date of December 31st. The Communications Center will send verification emails to agencies that have request forms submitted. It will be the responsibility of the agency to re-verify the information and request the FLAG to remain in the CAD system. Any re-verification FLAGs not returned by December 31st will be deleted from the system.

7. The following special situations or conditions will be considered for entry into CAD;
   a. Special directions needed to locate the address
   b. Key access or Knox Box information to an address
   c. Patient conditions that would affect the proper dispatch to a patient (e.g., Deaf, Non-Verbal, Severe Mental Retardation, etc.)
   d. Scene safety issues or Law Enforcement dispatch requirements
   e. Hazards preventing responders from entering an address (e.g., Haz-Mat facilities, Restricted facilities, etc.)

8. The following information will be required in order to enter a FLAG into CAD;
   a. Agency assuming responsibility for the information being provided
   b. Contact person for the agency with valid contact information
   c. Address or Location. This information must be validated in the CAD system in order to be entered
   d. The type of FLAG on the address
   e. A detailed description of the FLAG and why it is being placed on the address
   f. Signature of the authorized agent of the responsible agency

9. Upon receiving a complete request form, the Communications Center will enter the FLAG into the CAD system. The requesting agency will receive notification that the FLAG request has been entered.

10. Once the information has been entered, the CAD system will notify the dispatcher if a FLAG exists. The dispatcher will follow dispatch procedure for the alarm assignment and advise responding units or the FLAG.

11. It shall be the units' decision and responsibility on how to proceed with the information given to them.

12. The approved Address Flag Request form shall be Appendix 1.10.1 of this manual.

1. The Communications Center receives weather statements from various resources to include official correspondence from the National Weather Service of State College. All weather watches and warnings will be announced when the information is received.

2. Weather Watches received via the EMNet system or the CLEAN terminal will be broadcasted. Dispatchers will alert the Weather Tone and give a brief description of the weather statement which will include type of watch and duration. A sample radio statement is as follows:
    a. "Attention all Perry County Emergency Services Personnel, the National Weather Service has issued a Severe Weather Watch for Perry County until 2200 hours. Further updates will be given as received. County clear, 1932."

3. Weather Warnings received via the EMNet system or the CLEAN terminal will be broadcasted. Dispatchers will alert the Weather Tone and give a brief description of the weather statement which will include type of warning, impacted areas and duration. A sample radio statement as follows:
    a. "Attention all Perry County Emergency Services Personnel, the National Weather Service has issued a Severe Thunderstorm Warning for Perry County until 1845. The storm is capable of producing strong winds and large size hail. Storm is moving west at approximately 21 miles per hour and is expected to hit the Susquehanna River by 1820. Further updates will be given as received. County clear, 1758."

4. Tornado Watch or Warning received via the EMNet System, the National Weather Service or the CLEAN terminal will be immediately broadcasted. Dispatchers will alert the Weather Tone and give a detailed description of the weather statement to include type of watch or warning, current location of the storm, projected path, safety message and expiration time of the statement. A sample radio statement is as follows:
    a. "Attention all Perry County Emergency Services Personnel, the National Weather Service has issued a Tornado Warning for Perry County. Doppler Radar has indicated a rotation in the area Roseglen and is moving east at 10 mph, reaching Duncannon at 1931. All personnel are to seek shelter immediately away from windows and doors. Warning remains in effect until 2200. Further updates will be given as received. County clear, 1929."

5. Dispatchers will notify the 911 Coordinator and/or 911 Operations Manager on all weather warnings and tornadic statements. If practical, the dispatcher will notify the 911 Coordinator and/or 911 Operations Manager prior to broadcasting if the storm has the potential to enact Emergency Staffing.

6. Dispatchers will make proper phone notifications according to the Weather Warnings dial directory in the phone system for all tornadic activity. Highest call priority will be given to those in the path of the storm.

1. Local municipalities have primary responsibility for their municipal roadways just as PennDOT has responsibility for state highways/roadways.

2. It shall be the policy of the Perry County Emergency Management Agency that upon notification of trees down on a state or municipal roadway, dispatchers will immediately place a call to the Pennsylvania Department of Transportation or the appropriate municipality and request a response to clear the hazard. This will always be the first call and based upon the municipal contacts lists that have been provided to this office. Call each person on the municipal contacts lists for the appropriate municipality. If contact is not made and no response is received from the municipality within 4 minutes, the fire department will be dispatched.

3. The appropriate fire department will be dispatched in the event that the township crews need assistance with the hazard and to ensure public safety. This will always be the second call.

4. During large widespread events that may overwhelm municipal resources, requests for assistance using fire department resources can be made through the Communications Center.

5. Fire departments will be dispatched for any municipality that does not have the resources to handle these situations.

6. The appropriate fire department will be dispatched when the phone directory has the icon of "Disp Fire Comp". The municipality has already stated the need for fire department resources to handle these situations.

7. Trees on wires or wires down shall be handled by notifying the appropriate utility and the appropriate fire department for scene safety.

	Perry County 911 **Communications Manual**	**Initial Date:** **10/13/2020**
	Section: 1 General Information	
	Number: 13	**Revised Date:**
	Subject: Drills and Exercises	

1. The EMA Office encourages agencies to include the 911 Center in their planning of drills and exercises for training purposes.

2. Requests for EMA and 911 to participate in drills and exercises should be submitted to the EMA Office at least 30 days prior to the event.

3. Requests for dispatches in a drill or exercises shall follow;
   a. Tone alert for the participating agencies
   b. The dispatch announcement will start with "THIS IS A DRILL"
   c. The dispatcher will then make a typical dispatch announcement for an incident
   d. The dispatch announcement will end with "THIS IS A DRILL"

4. The CAD event shall have the phrase "THIS IS A DRILL" in the Additional Location Information field.

5. All participating agencies will conduct their operations on the assigned Ops Channel granted by the EMA Office.

6. Any real-world emergencies that would interrupt a drill or exercise will be announced as "THIS IS NOT A DRILL".

7. Real-world emergencies should be announced over Main Dispatch.

8. Should a real-world emergency occur in the district of the participating agencies;
   a. Dispatcher will attempt one contact with a Line Officer on the drill/exercise
   b. Advise the Line Officer of the real-world incident and ask for the Line Officers wishes
   c. Failure to contact a Line Officer will result in the dispatch of alarm assignment and replacing any unit committed to the drill/exercise.

1. The following policy explains how the Perry County 911 Center will handle requests and announcements for fallen emergency service providers or retiring officers / dispatchers.

2. Requests for memorial or retirement announcements must be submitted in writing to the EMA Office at least 2 days prior to the event by a line officer of the requesting department. Messages must be approved by the EMA Office prior to announcement.

3. Requests for announcements shall follow the formats as described in this policy.

Memorial Announcement

4. The request must be for:
    a. A current emergency service provider in good standing with the requesting department, or
    b. A retired member with 25 years of service or more and left in good standing in the requesting department, or
    c. A past line-officer with 10 years of service or more and left in good standing in the requesting department.

5. Procedure for the dispatch announcement shall be:
    a. Tone Alert the requesting agency pager tone
    b. Announce on Main Dispatch frequency "***Attention all Perry County Emergency Services Personnel, Standby for the following message.***"
    c. Dispatcher will wait 3 seconds
    d. Announce "***This is the last alarm assignment for*** *Title and Name of Person* ***of*** *Name of Agency. Name of Person* ***has completed*** *his/her* ***tour as*** *Position* ***in this life on*** *Date of Death* ***after having served*** *his/her* ***community as*** *list accomplishments* ***for*** *Years of Service. His/Her* ***service to the community will long be remember, although*** *he/she* ***will be missed, we know*** *he/she* ***will be watching over us until we meet again. County Clear*** *State the Time*."
    e. Recommend time limit on memorial messages is 60 seconds.

Officer Retirement Announcement

6. The request must be for:
    a. The retirement of a current Law Enforcement Officer with 10 years of service or more and retiring in good standing with the police department.

7. Procedure for the dispatch announcement shall be:
    a. On the County Law Enforcement frequency,
    b. Hold **Alert Tone 1** for 3 seconds
    c. Announce "***Attention all Perry County Emergency Services Personnel, Standby for the following message.***"

d. Dispatcher will wait 3 seconds
e. Announce "**The Perry County 911 Center along with** *Name of the Police Agency* **proudly announces the retirement of** *Rank and Name of Person.* *Radio ID* **has proudly served and dedicated** *his/her* **to the community for** *Years of Service.* *Radio ID* **signed off for the last time on this date** *Today's Date.* **God speed in all you do, County Clear** *State the Time."*

Dispatcher Retirement Announcement

8. The request must be for:
   a. The retirement of a current dispatcher with 10 years of service or more and retiring in good standing with Perry County 911.

9. Procedure for the dispatch announcement shall be:
   a. Multi-Select Main Dispatch and County Law frequencies
   b. Hold **Alert 1** for 3 seconds
   c. Announce "**Attention all Perry County Emergency Services Personnel, Standby for the following message.**"
   d. Dispatcher will wait 3 seconds
   e. Announce "**The Perry County 911 Center proudly announces the retirement of Dispatcher** *Dispatcher ID.* **Dispatcher** *Last Name* **has dedicated** *Years of Service* **to our county, being the calming voice that is never seen and the guardian over those who protect and serve. God speed in all you do, County Clear** *State the Time."*

1. The Communications Center will utilize military formatted time on all records and recordings. Military time is a 4-digit, 24-hour format. Dispatchers will utilize proper military time formatting when writing or speaking time stamps for official record. Dispatchers will not use the letter "O" when announcing time. Dispatchers will announce the proper number of zeros in the time format. Below are examples of the proper formatting of time.
   a. Clock: 00:01, Written: 0001 hrs, Spoken as: Zero, Zero, Zero One
   b. Clock: 00:59, Written: 0059 hrs, Spoken as: Zero, Zero, Fifty-nine
   c. Clock: 03:32, Written: 0332 hrs, Spoken as: Zero Three Thirty-two
   d. Clock: 17:06, Written: 1706 hrs, Spoken as: Seventeen Zero Six
   e. Clock: 00:00, Written: 2400 hrs, Spoken as: Twenty-four Hundred

2. The Communications Center will utilize the military standard phonetic alphabet and announce individual letters over the radio. Below is the approved Phonetic Alphabet
   a. Alpha
   b. Bravo
   c. Charlie
   d. Delta
   e. Echo
   f. Foxtrot
   g. Golf
   h. Hotel
   i. India
   j. Juliet
   k. Kilo
   l. Lima
   m. Mike
   n. November
   o. Oscar
   p. Papa
   q. Quebec
   r. Romeo
   s. Sierra
   t. Tango
   u. Uniform
   v. Victor
   w. Whiskey
   x. X-Ray
   y. Yankee
   z. Zulu

Richard T. Fultz
County EMA Director
911 Coordinator
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Deputy EMA Director
911 Operations Manager
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Office Number
(717) 582-5165

Fax Number
(717) 582-7320

AUDIO RECORDING / CAD DOCUMENTATION
REQUEST FORM

REQUEST DATE: _____   TIME: _____   INCIDENT DATE: _____   TIME: _____

REQUESTER: _____   TITLE: _____

AGENCY: _____   PHONE: _____

ADDRESS: _____   ZIP CODE: _____

NATURE OF REQUEST: ☐ Playback Review   ☐ Audio Recording   ☐ CAD Report   ☐ Video Recording
RIGHT-TO-KNOW: ☐ Reviewed by RTK Officer   ☐ Approved   ☐ Denied, Reason: _____
SUBPOENA: ☐ Criminal   ☐ Civil   Court Document # _____

INCIDENT DESCRIPTION	

COMMUNICTIONS CENTER USE ONLY

POSITION	DISPTACHER ID	SHIFT	RECORD START	RECORD END
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

INCIDENT DOCUMENTATION PROVIDED: ☐ YES   ☐ NO   ☐ Recordings   ☐ Reports
REVIEWED BY REQUESTER: ☐ YES   ☐ NO   DATE: _____   TIME: _____
RECORDED FOR REQUESTER: ☐ YES   ☐ NO   DATE: _____   TIME: _____
ADVISED REQUESTER WHEN READY: ☐ YES   ☐ NO   DATE: _____   TIME: _____

REQUESTOR SIGNATURE: _____   DATE: _____   TIME: _____

RECORDER SIGNATURE: _____   DATE: _____   TIME: _____

RECEIVED BY SIGNATURE: _____   DATE: _____   TIME: _____

Director
Richard Fultz
rfultz@perryco.org

Deputy Director
Wesley Smith
wsmith@perryco.org

Non-Emergency
(717) 582-4311

Fax Number
(717) 582-7320

www.perryco.org

2 East Main Street, PO Box 37
New Bloomfield, PA 17068

ADDRESS FLAG REQUEST FORM

Requesting Agency: _____

Agency Contact: _____ Title: _____

Agency Address: _____ Phone: _____

City: _____ State: _____ Zip Code: _____

Email Address: _____

Address of the FLAG: _____

Location of the FLAG: _____

Municipality: _____ Zip Code: _____

Type of Address FLAG: ☐ New FLAG ☐ Renewal FLAG ☐ Update FLAG ☐ Cancel FLAG

☐ Special Directions ☐ Key Access Location ☐ Knox Box Address
☐ Resident Condition ☐ Safety Concerns ☐ Hazardous Location

Detailed Description of the FLAG:

_____

_____

_____

_____

_____

_____ _____
Signature of Authorized Agency   Date of Signature

WSS

Section 3

Emergency Medical Services

1. The Emergency Medical Services of Perry County consist of eight Basic Life Support (BLS) Service Organizations located within the County.

2. The BLS Service Organizations located within Perry County are as follows with their corresponding Company Numbers:
   a.   1 – Blain EMS
   b.   2 – Duncannon EMS
   c.   4 – Landisburg EMS
   d.   5 – Liverpool EMS
   e.   7 – Millerstown EMS
   f.   8 – New Bloomfield EMS
   g.   10 – Newport EMS
   h.   12 – Shermans Dale EMS

3. BLS units are assigned unit identification numbers in conjunction with their Company Numbers. All BLS unit numbers will end in a nine (9) and be identified by "Ambulance".
   a.   EXAMPLE: Ambulance 89

4. Organizations having more than one BLS unit will be identified by the primary unit identification followed by a number in succession order.
   a.   EXAMPLE: Ambulance 89, Ambulance 89-1, Ambulance 89-2

5. Response areas for first due BLS units are bound by political sub-divisions. In most cases correspond with the previously determined Operational Zone Box Areas.

6. EMS units have been pre-planned in the order of their response for every geographic operational zone in the County. These pre-plans span to thirty (30) units out in operational zones and have been approved by the municipal government it covers.

7. Special requests for BLS units will not be honored. The Communications Center will dispatch according to the pre-determined order of response for the affected geographical area regardless of which BLS unit is requested by a calling party or requesting agency.

8. If an EMS unit is returning from a previous incident and the Communications Center alerts another incident that is close to the returning unit, that EMS unit may advise the Communications Center that they are close to the incident and will "assist" on the call. This should not be interpreted that the first unit on the scene must transport the patient but should be interpreted that the patient will be initially attended to by the closest qualified unit.

9. Crew requirements are the primary responsibility of the EMS organization.
   a. All EMS units should be staffed with appropriate crew to remain In-Service and Available.
   b. EMS units with un-met crew requirements should be placed Out-of-Service until crew requirements are met. This will include second, third, etc. units from the same company.

10. EMS units may contact the Communications Center after dispatch that a full crew is not available, allowing immediate dispatch of second due.

11. Perry County EMS units are bound by the "Perry County Emergency Medical Services Response Plan" approved by the Perry County EMS Council on May 15th, 2013. The EMS Response Plan is appendix 3.1.1 of this manual.

12. BLS agencies, upon approval and licensure from the Pennsylvania Department of Health – Bureau of EMS, may be designated as Intermediate Advanced Life Support (IALS) units. This designation shall only be a capability of the unit and will not reflect the unit identification. This capability shall only be used when the unit has been licensed, equipped, and currently staffed with an Advanced Emergency Medical Technician (AEMT) as crew responding.

1. The Emergency Medical Services of Perry County consist of two Advanced Life Support (ALS) Service Organizations located within the County.

2. ALS units are assigned unit identification numbers in conjunction with the Emergency Management Agency. All ALS unit numbers will be identified by "Medic".
   a. EXAMPLE: Medic 81

3. Organizations having more than one ALS unit will be identified by the primary unit identification followed by a number in succession order.
   a. EXAMPLE: Medic 1, Medic 1-1, Medic 1-2

4. Response areas for first due ALS units are bound by political sub-divisions. In most cases correspond with the previously determined Operational Zone Box response area.

5. ALS units have been pre-planned in the order of their response for every geographical operational zone in the County. These pre-plans for ALS span to ten (10) units out in operational zones and have been approved by the municipal government it covers.

6. ALS units will be dispatched in accordance with EMD and in the order listed on the operational zone card. Any individual serving in an official public safety capacity, such as a Fire Chief, EMT, Paramedic or Law Enforcement Officer can upgrade a non-ALS response if the conditions warrant ALS.

7. When an EMS unit is on a BLS level incident and must upgrade to ALS due to patient conditions, the closest ALS unit will be dispatched according to availability, location, and destination.

8. In situations where a BLS unit is already transporting to a hospital and it is apparent that a normal rendezvous cannot be accomplished with the responding ALS unit, either unit may request dispatch of another ALS unit. The Communications Center will advise the responding ALS unit of the circumstances and ask the ALS unit to comply or authorize the request.

9. It is important to keep ALS units available for life-threatening events, therefore an ALS unit may be cancelled if the incident is clearly a BLS level incident. Unless an ALS unit is cancelled, that unit will act under the assumption that a life-threatening event exists. Since the Regional EMS Community recognizes the potential danger in "non-medically trained" personnel making judgements concerning a patient's medical needs, the ability to cancel a dispatched ALS unit is restricted to a Certified Emergency Medical Technician or higher with a proper certification number. The responsibility of cancelling an ALS unit will rest upon the person requesting cancellation. The certification number of the qualified person cancelling an ALS unit will be commented in CAD.

1. The Emergency Medical Services of Perry County has Quick Response Service units that provide medical assistance and meet the minimum standards of the voluntary recognition program for QRS as established by the Pennsylvania Department of Health. The unit shall be a non-transport vehicle and provide a minimum of emergency medical responder care.

2. Specific requests for QRS units to incident locations other than those of their primary response areas will be honored only if requested by emergency services already engaged in that incident.

3. QRS units are often tied to a specialty service the agency provides. Units often respond with UTV or MCI capabilities.

4. All licensed QRS units are assigned unit identification numbers in conjunction with the primary geographical area of their response.

5. EMS QRS unit numbers will end in a nine (9) and be identified as "QRS".
    a. EXAMPLE: "QRS 29"

6. Fire Company QRS unit numbers will conform to that department's current company identification.
    a. EXAMPLE: "QRS 3"

7. Specialty Service capabilities with QRS units will conform to that department's company identification and note it's specialty service.
    a. EXAMPLE: "MCI 59" – MCI Trailer or "UTV 109" – Medical UTV

	Perry County 911 **Communications Manual**	**Initial Date:** **8/17/2020**
	Section: 3 Emergency Medical Services	
	Number: 4	**Revised Date:**
	Subject: Unavailable or Out of Service	**12/20/2022**

1. When placing a unit out of service (Mechanical, Maintenance, Lack of crew) contact the Communications Center by phone or radio. All out of service periods shall be reported and placed into CAD using the status of "Out of Service". Dispatchers will CAD the apparatus status in the unit logs noting the name of the calling party or radio ID.

2. When EMS units advise they are clear of the incident, but not available, the dispatcher will clear the unit from the incident and place the unit out of service. It shall be the responsibility of the provider to notify the Communications Center and place the unit back into service.

3. Units providing pre-arranged standby services (Sporting Events, Community Events, School Activities, Race Tracks, etc.) as a committed unit (non-transporting) shall notify the Communications Center of their status and location. Committed units will be in an unavailable status in CAD, therefore CAD will not recommend that unit for dispatch. Dispatchers will place the unit on an "EMS Standby" incident in CAD.

4. Should a committed unit have to transport due to life threatening emergencies at the stand-by, the committed service should have a contingency plan. The burden of replacing committed stand-by services will not rest on the Communications Center.

5. Units providing pre-arranged standby services as a non-committed unit (remaining available for calls) do not need to contact the Communications Center of their status. The agency providing this service must have a contingency plan in place should their unit be required for an incident. It will not be the Communications Center responsibility to fulfill standby services for pre-arranged events.

1. The Communications Center uses the Medical Priority Dispatch System (MPDS) and Pro QA program (License #90-10823) with the current version for Emergency Medical Dispatch (EMD). This program was adopted by the Emergency Health Services Federation (EHSF) and the Regional Medical Council for use in the eight-county region. EMD provides the following capabilities:
    a. Formal system of interrogating a caller for EMS needs
    b. Medical pre-arrival instructions prior to the arrival of trained EMS personnel
    c. EMS dispatch determinants – BLS only or BLS and ALS
    d. EMS response determinants – emergency or non-emergency response

2. The EMD system has provided a specialized level of training to dispatchers to allow them to recognize certain types of patient conditions and offer (pre-arrival of EMS) instructions to the calling party on certain types of calls. The intent of EMD is to provide instructions for un-qualified persons on the scene until EMS personnel arrive, as well as determine the level of response on all EMS calls.

3. The EMD system determines a level of response based on the answers provided by the caller during interrogation. The following determinates associate to the levels of response.
    a. Echo "E" determinate = Class 1, AED Response, ALS and BLS emergency response with Fire units if Fire Chief authorizes
    b. Delta "D" determinate = Class 1, ALS and BLS emergency response
    c. Charlie "C" determinate = Class 1, ALS and BLS emergency response
    d. Bravo "B" determinate = Class 2, BLS emergency response
    e. Alpha "A" determinate = Class 3, BLS non-emergency response
    f. Omega "Ω" determinate = Class 3, BLS non-emergency or may not require BLS dispatch (Depending on approval from Regional Medical Command)
    g. Regional Medical Command Approved = Class 1-i, ALS (If BLS not IALS capable) and BLS emergency response

4. The level of response may be up-graded or down-graded by units on the scene. If at any time the Communications Center receives additional or more accurate information that would up-grade the incident, the dispatcher will immediately do so. If a dispatcher receives information from a caller that would down-grade a call, the dispatcher will advise the units responding of the updated information. It will be up to the units to change their level of response based on that information.

5. The Communications Center will recommend a level of response. It is strictly a recommendation based on accepted written guidelines for units responding on calls meeting similar reported conditions. The County will not be held liable for any situation where a unit is involved in an accident or additional injuries occur, either as a result of response based on the recommendation level of response or a response different than the level of recommendation.

1. Emergency Medical Services (EMS) will be dispatched on any situation which requires immediate medical attention based on signs and symptoms provided by caller interrogation.

2. EMS dispatch will be based on the preplanned units required to handle an incident or at the request of a Fire Chief or Law Enforcement Officer and by order of response as predetermined on the municipal approved Operational Zone Box Cards.

3. EMS will be dispatched on all incidents with reported patients on scene and be given a recommended level of response based on EMD. EMS dispatch as predetermined on the Operational Zone Box Card without the knowledge of any patients, the Communications Center will not recommend a level of response for EMS units. Request for EMS response from another agency will not have a recommend a level of response unless the requesting agency states a level of response for EMS.

4. If there are multiple injuries on an incident as reported by the caller, the dispatcher may dispatch one additional EMS unit from the Operational Zone Box Card. The dispatcher's decision will be relayed during the Pre-Arrival information to the responding units. It then becomes the decision of On-Scene Commander to allow the additional unit to continue to respond or cancel.

5. First due BLS agencies will be tone alerted for every call in their operational zone. The dispatcher will announce the unit(s) recommended by CAD.

6. Dispatch Procedure for EMS Incidents with a patient
    a. Initial Dispatch
    b. Re-Announcement after 4 minutes
    c. Replacement after 8 minutes

7. Dispatch Procedure for EMS Incidents without a patient
    a. Initial Dispatch
    b. Re-Announcement after 4 minutes
    c. Advise On-Scene Command of EMS Fail Status and ask for replacement wishes after 8 minutes

8. Only EMS units with full crew should carry a status as Available and In-Service.

9. If an EMS unit fails to respond to the initial dispatch, the Communications Center will Tone Alert the 1st due unit and the next available unit. Should any additional EMS unit fail to respond to dispatch, the Communications Center will Tone Alert the 1st due unit and the next available unit and announce all units currently due on the incident.

      a. EXAMPLE: 1st due Tone – Announce unit
             1. Fail   1st and 2nd due Tone Alert – Announce Both units
             2. Fail   1st and 3rd due Tone Alert – Announce All units due

10. In the event that additional units have been dispatched due to fail time and the 1st due unit responds, all other units will be Tone Alerted and acknowledge the 1st due unit responding.

11. In the event that a unit other than the primary unit for that operational zone responds and then the 1st due unit does respond, the Communications Center will advise the 1st due unit of the status on any other units responding. The 1st due unit must advise the Communications Center the wishes for cancelation or continued response of the other units.

12. In the event a unit arrives on scene prior to other units due; the Communications Center will Tone Alert all previous units due and acknowledge the unit on scene. All previous units will be placed in Fail-To-Respond status.

13. Units placed on Fail-To-Respond (FTR) status will automatically be replaced with the next available unit for that operational zone.

14. Any unit placed in FTR status will remain in that status until that agency advises the Communications Center, they have full crew and have asked to be removed or that unit responds on their next incident.

15. In the event another County calls to request a unit in FTR status, the Communications Center will advise the County of their status and allow that County to make the decision if the unit is still needed.

16. EMS Radio Dispatch Procedure
    a. Tone Alert (1st due Agency, then next available Agency if applicable)
    b. Municipality
    c. Address or Location
    d. Call for Service
    e. Class of Response
    f. Unit(s) Due
    g. Time

17. EMS Radio Dispatch Procedure, AED Response
    a. Tone Alert (Stack BLS pager, ALS pager, Fire Pager (if applicable))
    b. Hold Alert 2 for 3 seconds
    c. Municipality
    d. Address or Location
    e. Call for Service
    f. Class of Response
    g. EMS Units Due
    h. "AED Response"
    i. Fire Box
    j. Fire Unit(s) Due
    k. Tone Alert (Fire Siren)
    l. Municipality
    m. Address or Location
    n. Call for Service

  o. Class of Response
  p. EMS Units Due
  q. "AED Response"
  r. Fire Box
  s. Fire Unit(s) Due
  t. Time

18. EMS Pre-Arrival Information
  a. Address / Location / Common Place
  b. Room / Lot / Apartment Number
  c. Cross Streets
  d. Age and Gender of patient
  e. Conscious and Breathing status
  f. Chief Complaint
  g. ONLY pertinent information from EMD, information that has a positive answer or pertinent to the Chief Complaint

19. EMS will be dispatched by unit identification according to the unit displayed by CAD.

20. A dispatcher's announcement for the Call For Service will be limited to the call type displayed for the agency. The dispatcher will limit additional descriptors until pre-arrival information is given.

21. When dispatched for "Standing by in your station for a police incident, Line Officer call communications", only one crew member shall call communications for the incident details. Only that crew member will receive the information, all others will be told to report to their station. The crew member that received the information is responsible to disseminate to the other responders.

22. Once an EMS unit has been dispatched to an incident, they are considered to be committed to that incident until such time as they advise the Communications Center their availability or returning from a scene unavailable. A unit returning from an incident should notify Communications Center of their availability when the crew feels they are close enough to their primary response area to handle another incident.

23. Intermediate ALS (IALS) capable units may cancel/place available an ALS (Paramedic) unit from response should the incident be dispatched as Class 1-i. The AEMT must provide an EMS certification number when canceling ALS from an IALS incident.

1. EMS units on the scene of incidents may request responder checks every 5 minutes. The dispatcher will announce "*Unit*, Status Check" and will continue this process until a unit advises "No Need To Check" or a unit places itself in another status (Enroute or Available). Contact will be attempted by two (2) radio calls and then by Tone Alert. If no response, Law Enforcement will be dispatched to verify the safety of the responders. EMS crew are encouraged to keep a portable radio on them at all times.

2. While it is impossible for the dispatcher to always determine what may be an unsafe scene, the dispatcher will make every effort to advise responding units of the status of the scene based on information obtained.

3. Any safety information relayed during pre-arrival information will be acknowledged by all units responding to the incident. The dispatcher will broadcast all safety related messages over Main Dispatch and the Ops Channel if applicable.

4. Law Enforcement will be notified of and requested to respond to any incident the dispatcher feels to be unsafe for responders. These incidents would include, but are not limited to, active domestics, assaults, overdoses, psychiatrics, suicides or attempted suicides, any incidents involving weapons or any incidents deemed active police incidents.
   a. When the incident meets Law Enforcement dispatch criteria or the dispatcher feels the safety of the EMS crew would be in danger, the dispatcher will dispatch EMS units to "Stage In Quarters" until the scene is secured by Law Enforcement. The on-duty EMT may call the Center for dispatch information.
   b. Incidents that meet the criteria for Law Enforcement dispatch will be given to the primary Law Enforcement agency and a general announcement over the County Law frequency of "EMS Incident".

5. The decision to respond into an unsafe scene prior to the arrival of Law Enforcement is the responsibility of the agency and crew. The Communications Center will not assume any liability for this action after the unit has been advised of the safety issue and has acknowledged that information. This shall include any provider in a privately-owned vehicle that responds to the scene by themselves.

6. All EMS personnel should remain vigilant at all times for situations that may become volatile or unsafe for responders. Any provider can request the assistance of Law Enforcement on scene for any suspicious activity or threats to safety.
   a. Anytime a provider is in imminent danger on scene, the provider will transmit "County, EMT *Name* is okay." This transmission will cause the immediate dispatch of Law Enforcement which will include a general announcement over the County Law frequency of "EMS in Distress".

7. EMS activation of the Emergency Button will be immediately checked by the dispatcher by transmitting "*Radio Alias*, Verify."
   a. Any response other than "Accidental Activation" or no response will indicate a Mayday situation and that there is an issue that requires immediate assistance.

b. Upon determination of a MayDay situation, the appropriate law enforcement agency will be sent immediately, a general announcement over the County Law frequency of "EMS Mayday" and two additional BLS units and one ALS unit will be dispatched to the incident.

1. Incident Command is required on any incident where multiple agencies are required on the scene.

2. Law Enforcement, Fire and EMS all play an important role in their areas of expertise. For a quick, professional termination of an incident, it is imperative that all the agencies coordinate their requests for additional resources. This will eliminate requests from different agencies for the same resource.

3. EMS units are to utilize the same Ops Channel assigned to the incident. It is encouraged that EMS communicates with Fire Services so all agencies are aware of assignments and tasks to complete during the incident.

4. EMS should coordinate patient information dissemination to appropriate, authorized agencies. This includes additional information to responding ALS units or Medevac Services.

5. EMS shall remain on the assigned Ops Channel while on the scene of any incident assigned an Ops Channel. As soon as EMS leaves the scene, they should return to Main Dispatch for any further communications to the Communications Center.

6. The medical personnel from the first EMS agency on scene should be responsible for patient care, triage and requesting the additional EMS resources for transportation of patients. This may require the Lead EMS provider of that agency to represent EMS with Fire Command in a "Unified Command" structure. However, this does not preclude Police or Fire from requesting additional EMS units if on scene prior to EMS.

7. Each EMS agency may designate an EMS Commander and Deputy EMS Commander. The EMS Commander or the Deputy may assume the role of EMS Command or EMS Section Chief as deemed necessary by the Incident Command Structure.

8. EMS Commander and Deputy Commander shall also serve as the point of contact for the agency and the Communications Center in matters that deal with EMS operations.

9. The radio designation for the EMS Commander and Deputy shall be the title of EMS Commander and the associated agency number followed by a "9". Example as follows;
   a. EMS Commander 29
   b. EMS Commander 29-1 as the Deputy

	Perry County 911 **Communications Manual**	**Initial Date:** **8/17/2020**
	Section: 3 Emergency Medical Services	
	Number: 9	**Revised Date:**
	Subject: Special Services	

1. EMS is constantly increasing their efforts to provide needed services to the general public. These services include bariatric and other routine services. These services also include special response efforts like mass casualty or mass fatality incidents.

2. Bariatric Services are units that support the obese patients and safe transport to medical facilities. An EMS unit on the scene of an obese patient may request the services of a Bariatric Unit. The on-scene EMS unit should request a specific unit for this service. The County does not maintain a response card for Bariatric Units. Once a Bariatric Unit has been requested, the dispatcher will follow normal dispatch procedures to dispatch that unit to the incident. Should the requested bariatric unit fail to respond, the dispatcher will advise the requesting agency and ask for additional wishes for replacement.

3. Routine Services are units that support the efforts of the population with immobility issues. These services are scheduled through agencies with vehicles capable of wheelchair accommodations. The Communications Center will not dispatch, nor will the dispatcher make arrangements for routine transports. Callers needing these services will be given contacts of agencies that provide these services. The Perry County Communications Center will not endorse any transportation service.
   a. Units performing these services may advise the Communications Center of being "on Routine" which will mark the unit unavailable for emergency calls, however will not affect the Out-of-Service statistics of the agency. When an agency is finished with the transport, the unit will advise the Communications Center "available" or "out of service".

4. Mass Casualty Services are units or trailers specifically designed and setup for mass casualty events. These services may be dispatched thru the Communications Center for county resources or thru the South Central Task Force for regional response efforts.

5. Utility Terrain Vehicles or All Terrain Vehicles are units specifically designed to traverse areas where normal ambulances or vehicles cannot go. These units also have the ability to transport patients in and out of these areas.

1. Any agency that responds to a scene that requires a response from the Perry County Coroner, personnel shall request 7C through the Communications Center to ensure a CAD incident is generated. This ensures accurate tracking of times and resources. Requests shall be made by radio or by telephone.

2. If a Deputy Coroner is working in the capacity of Firefighter or Ambulance personnel, a call still has to be placed to the Communications Center requesting the Coroner be dispatched.

3. The dispatcher will contact the Coroner's phone using the default phone number programmed into the phone system or the appropriate on call phone number. The information will be provided as appropriate.

4. The Coroner or designee shall provide the dispatcher with ID of the deputy that is dispatched. The CAD entry shall reflect the Coroner or deputy who is responding.

NATURAL DEATH Call-out Procedure

5. Upon notification of a natural death, State or Local Police notification is not always necessary and should not always be automatic.

6. When the Communications Center receives a call and the cause of death is natural causes and there is no indication that there is a need or desire for a police presence, the Communications Center shall notify the coroner.

7. In the event that the Coroner or EMS receives information while at the scene, enroute to the scene, or 911 receives additional information by phone that indicates a law enforcement presence may be required to investigate the cause of death, immediate notification to the law enforcement agency with jurisdiction shall be made.

8. This shall not apply to deaths other than natural causes.

Perry County Emergency Medical Services Response Plan

PRIMARY GOAL

The primary goal of this plan is to improve emergency medical response to the citizens and visitors of Perry County and surrounding municipalities.

PURPOSE

This document is to serve as a plan to provide for the necessary coordination and compliance of Emergency Medical Services for Perry County. This document will serve as both operational and administrative guidelines.

ORIGIN

On August 18, 2009, Governor Edward Rendell signed into law the new EMS Systems Act, noted as Act 37 of 2009. With the passing of Act 37, the rules and regulations for how EMS services operate are changing substantially, including response requirements for all forms of Emergency Medical Services. The EMS services of Perry County believe that there are gaps in providing 24 hour a day/7 days a week emergency response coverage that may cause an inability to meet the primary goal of improving response times to the patients. In response to this concern, this written plan has been created.

CONTENT

Alert Procedures

1. Initial emergency call alerting shall be for the first-due agency as dictated by the governing municipality having jurisdiction.
2. Only EMS units with full crew should be status as Available and In-Service.
3. If the first-due agency is considered to be out of service, including agencies listed with a previous failure to respond (see failure to respond section below), the second-due agency will be alerted along with the first-due agency.
4. AED agencies will continue to be dispatched per recommendations by the regionally-approved emergency medical dispatch (EMD) system.
5. In all the above cases, the first-due agency will continue to be dispatched until the first unit responding advises of their response.
6. In the event that two units are responding on a single patient incident, the primary unit, per the municipality response list, will be asked to make the

decision on who is to handle the emergency, based on the closest unit to the incident.

Multiple Unit Response Agencies

1.   All multiple unit response agencies will be considered to have one response unit staffed at all times unless specific notification is made to the Communications Center otherwise. All other response units should be placed out of service until crew requirements are met.
2.   Any response agency can add additional staffed units by verbal notification to the Communications Center advising that a specific unit is back in service. The crew will then be required to contact the Communications Center to place that unit out of service when crew requirements are no longer met. During these times, there is no need to alert for the next-due response agency.

Crew Requirements

In general, it is the public's expectation that when they call 911 for a medical emergency, that an ambulance will be responding to the location immediately. Unfortunately, with a large number of volunteers responding from homes and businesses as well as the amount of vast territory that needs to be covered, the public's expectations and assumptions are at times invariably mistaken.

With this in mind, each emergency response agency must be able to serve the public, as well as, comply on a first-due basis with the following:

1.   All agencies are required (by regulation) to be in service and able to respond on a 24 hour a day/7 days a week basis.
2.   All agencies should evaluate their needs and volumes to secure the proper personnel or plan so they comply with the EMS Act and its promulgated rules, regulations, and statewide/regional/local protocols.
3.   **It is strongly recommended and critical for the community that each agency create and maintain a predetermined crew schedule, so as to assist agencies in knowing when there are gaps in coverage and crew availability.**
4.   If it is known that an agency is unable to secure a crew, it is the agency's responsibility to place their unit(s) out of service with the county PSAP. This will allow for an immediate dispatch of the next-due agency and should serve to decrease response time to the patient.
a.   Placing companies out of service should be limited and trends will be monitored by the Emergency Health Services Federation and the Pennsylvania Department of Health Bureau of EMS.

b.   Agencies that do not make good faith efforts to comply could face disciplinary action from the Pennsylvania Department of Health Bureau of EMS.

Failure to Respond Status

1.   Any agency that fails to respond with their first available response unit will have that agency noted at the Communications Center as being in a "Failed to Respond" (FTR) status.
2.   Any response agency noted as FTR will have the next-due response agencies, up to a first-out unit, immediately dispatched for future responses.
3.   An agency can be removed from the FTR status by responding on a call or by notifying the Communications Center that the agency has a crew available to staff the unit.

Procedural Recommendations

As it is the intent of this document to dictate certain areas of emergency medical service response to improve patient outcome, there are areas of improvement that are to be considered recommendations. These areas, if enacted, are believed to also improve response to the patient as well as overall improved patient outcomes.

1.   Sharing of crew lists and personnel will allow the ability to staff emergency response units when normal staffing levels are low. This would include certain times of the day, days of the week, or during vacation times, for example.
2.   Notification of second-due emergency response units during times of needed crew. This contact, whether it is by text, email, or direct communications, would alert the second-due emergency responders that their agency may be needed upon initial alerting. This should prompt the second-due agencies to secure staffing if possible, knowing that their primary response area has temporarily increased. Timeliness of these notifications is not meant to be performed at the time of the incident; but once a crew issue is discovered. This procedure should be used infrequently.

Evaluation Period

This plan should be reviewed after the first six (6) months; and then annually thereafter.

Approved: July 16, 2014
Revised: July 22, 2020

	Perry County 911 **Communications Manual**	**Initial Date:**
	Section: 4	
	Number:	**Revised Date:**
	Subject: Fire Services	

Section 4

Fire Services

1. The Fire Services of Perry County consist of twelve fire departments. Each department operates within an operational zone as established by the municipal governments. Operational Zones are divided into Box Areas as predetermined by the Fire Chief with the approval of the municipal government. Operational Zones may only be changed by the municipal government officials.

2. The twelve fire departments located within Perry County are as follows with their corresponding Company Number:
    a.   1 - Blain Fire Company
    b.   2 - Duncannon Fire Company
    c.   3 - Ickesburg Fire Company
    d.   4 - Landisburg Fire Company
    e.   5 - Liverpool Fire Company
    f.   6 - Marysville Fire Company
    g.   7 - Millerstown Fire Company
    h.   8 - New Bloomfield Fire Company
    i.   9 - New Buffalo Fire Company
    j.   10 - Newport Fire Company
    k.   11 - Perdix Fire Company
    l.   12 - Shermans Dale Fire Company

3. Firefighters shall not call the Communications Center to solicit information concerning incident dispatches, location of an incident or request general knowledge of an incident. The dispatcher will file a complaint to the 911 Coordinator and/or 911 Operations Manager via email should this occur.

4. The Communications Center recognizes the need for standardized terms and phrases in the fire service. These terms are as follows:
    a. **Emergency Response** – responding with visual and audible devices in such a manner as using due regard for the safety and welfare of others.
    b. **Non-Emergency Response** – responding without visual and audible devices in such a manner as using due regard for the safety and welfare of others.
    c. **Reduced Rate** – responding with visual and audible devices with less of an urgency than Emergency Response while using due regard of the safety and welfare of others.
    d. **Proceed Under Caution** – used to alert other units responding of an unusual hazard on the scene or along a route to an incident.
    e. **Level 1 Staging** – Units responding will stage at a suitable location and wait for an assignment.
    f. **Level 2 Staging** – All units will report to a staging area designated by Incident Command and manpower will report to a Manpower Pool area designated by Incident Command
    g. **Level 3 Staging** – Units responding will report to the closest fire station or designated area away from the scene and await assignment.
    h. **Placed In-Service / Holding Units** – at the direction of Incident Command, units being placed back in service or held on scene will be announced by the Communications Center. Acknowledgement of this command will be prompted by the dispatcher unless call volume warrants reduced air time.

1. Apparatus type will be based on the description or function of the vehicle. Apparatus must be owned by the fire department and licensed as such. Approved apparatus types are as follows;
    a. Engine
    b. Tanker
    c. Rescue
    d. Truck
    e. Utility
    f. Brush
    g. Traffic
    h. Boat

2. Apparatus will be given Radio Identifiers based on the Apparatus Type and the Company Number of the fire department. Only apparatus with approved radio identification will be allowed to utilize the County's Radio system.

3. Departments having more than one of the same type of apparatus will be identified by the primary unit identification followed by a number in succession.
    a. EXAMPLE: Engine 8, Engine 8-1, Engine 8-2

4. When placing apparatus out of service (Mechanical, Maintenance, Standby, Parade, etc.) the Communications Center will be contacted by phone or radio. Dispatchers will place the name of the calling party when a status change is done by phone or the Radio ID when the status change is done by radio in the unit log of the apparatus being placed in or out of service.

5. When apparatus advise they are clear of the incident, but not available, the dispatcher will clear the unit from the incident and place the unit out of service. It shall be the responsibility of the unit to notify the Communications Center and place the apparatus back into service.

6. Apparatus should not place their status as available unless they are equipped and close enough to handle another incident within their Operational Zone.

1. Each fire department shall designate a Fire Chief in accordance to their operations. The Fire Chief shall serve as the operational contact person of that department. The Fire Chief shall also serve as the liaison to the Communications Center.

2. A department shall have a Chief designation and up to 5 additional Line Officer designations should they choose to allow additional department officers to have radio identification. The Chief of the department shall hold the radio designation of Chief and the corresponding company number as the radio identifier. Any additional officer will be designated by the Chief, the company number and a number in succession order. The designation of "Captain" or "Lieutenant" may replace the designation of "Chief" in the appropriate line of succession should the department allow Junior Officers. Example as follows;
   a.   Chief 10, as the Chief of the department
   b.   Chief 10-1, as the next officer in succession
   c.   Chief 10-2, as the next officer in succession
   d.   Chief 10-3, as the next officer in succession
   e.   Chief/Captain 10-4, as the next officer in succession
   f.   Chief/Lieutenant 10-5, as the next officer in succession

3. It shall be the responsibility of the Fire Service to submit the list of Officers to the Communications Center and maintain the accuracy of that list on file. The Communications Center has developed a form to be used for this purpose.

4. The Communications Center will acknowledge and communicate with one Line Officer responding to an incident. The Communications Center will acknowledge and relay pertinent information through that officer. It is unnecessary for additional Line Officers to advise that they are responding to an incident. Any additional Line Officer that responds will not be acknowledged by the Dispatcher. However, if a Line Officer, other than the responding Line Officer, arrives on scene before responding units and has pertinent scene information, the Communications Center will acknowledge and relay that information to responding units.

5. The Communications Center will not acknowledge any responding mutual-aid Line Officer outside of their primary jurisdiction. Only apparatus due on the Alarm Assignment from outside the jurisdiction will be acknowledged by the Communications Center

	Perry County 911 **Communications Manual**	**Initial Date:** **8/17/2020**
	Section: 4 Fire Services	
	Number: 4	**Revised Date:** **10/13/2020**
	Subject: Alarm Assignments	

1. By law, every municipality is responsible to provide emergency services to the residents of their political subdivision.

2. An Operational Zone is the area a municipality has determined to be handled by a specific fire department. Within Operational Zones are Box Areas that are created by the Chief of the Operational Zone and approved by the municipality. Box Areas will be given a location number based on the Operational Zone fire department and a sequential number, separated by a hyphen.

3. Alarm Assignments are associated to a Box Area within an Operational Zone. Alarm assignments include specific units due on certain types of incidents. Alarm assignments are pre-planned by the Chief and approved by the municipal government.

4. The Communications Center has developed a standard form to be used to create Alarm Assignments. Emergency Services are to use these forms to submit their alarm assignments to the Communications Center. This form defines types of incidents, order of response for incidents and mutual aid response should the primary fire department not be available. This form is available upon request to the EMA Office.

5. The citizens of the Box Area should always remain paramount in determining Alarm Assignments. Assignments based on personal disagreements, organizational conflicts or pacts made with other agencies should never occur. Assignments should be based on unit capability and response time.

6. Alarm Assignments should be submitted to the Communications Center by the Chief after receiving approval from the municipality. The Communications Center will make the appropriate changes and notify the Chief that the changes have been made.

7. Temporary changes to Alarm Assignments due to road closures or units being out of service for extended periods of time may be submitted to the Communications Center via Company Letterhead explaining the changes to be made and the time period the changes will be in effect.

8. The Incident Commander should always follow the Alarm Assignments as submitted. The exception to this would be if a certain unit is needed for a certain function or capability or the request is not on the Alarm Assignment.

9. When receiving an incident on the Susquehanna River by a 911 caller, the call taker will transfer the call to Dauphin County 911 and remain on the line to obtain incident information. The dispatcher will dispatch Perry County units per the alarm assignment and advise Dauphin County 911.

10. Automatic fire alarms received by an alarm company will be entered into the CAD system and processed accordingly.
    a. Should an alarm company call back wishing to cancel a dispatch after the dispatch has been made, the dispatcher will attempt to contact a line officer or primary unit dispatched to relay the information from the alarm company. It shall be the responsibility of the line officer or the primary unit to make the determination to cancel the response of units.
    b. Should an alarm company call back wishing to cancel a dispatch prior to dispatch being made, the call taker will make note of the request, requestor's name and proper code given into the CAD narrative and clear the CAD event.
    c. Should a resident or building official call the 911 center in attempt to cancel the alarm, the call taker will advise the caller to contact the alarm company to cancel the alarm. The dispatcher will relay that information to a line officer or primary unit.
    d. Fireman on the scene shall not call the 911 center unless conditions indicate an upgrade in alarm assignment. Fireman are encouraged to meet their line officer or first arriving unit and report their findings to them.
    e. Any indication of visible smoke or fire on a reported automatic alarm will immediately upgrade the alarm assignment to the proper fire response based on building type/use. Only a line officer or primary unit may cancel an automatic alarm with reported visible smoke or fire.

1. The Communications Center uses the Fire Priority Dispatch System (FPDS) and ProQA program (License #90-10823) with the current version of Emergency Fire Dispatch (EFD). This program was adopted by the Regional Communications Committee for use in the nine-county region as a requirement placed on 911 Centers by the Pennsylvania Emergency Management Agency (PEMA) – Bureau of 911 to utilize a standard dispatch protocol for fire related incidents. EFD provides the following capabilities:
   a. Formal system of interrogating a caller for fire department needs
   b. Fire related pre-arrival instructions prior to the arrival of trained fire personnel
   c. Fire response determinants – emergency or non-emergency response

2. The EFD system has provided a specialized level of training to dispatchers to allow them to recognize certain types of fire/rescue conditions and offer (pre-arrival of Fire) instructions to the calling party on certain types of calls. The intent of EFD is to provide instructions for un-qualified persons on the scene until fire personnel arrive, as well as gather important information about the incident to give to responding fire command.

3. The EFD system determines a level of response based on the answers provided by the caller during interrogation. The following determinates associated to the levels of response do not necessarily change the recommendation of local response plans or recommendation of emergency or non-emergency response.
   a. Echo "E" determinate = Fire or condition present with an immediate dispatch of fire resources
   b. Delta "D" determinate = Dispatcher completes interrogation until condition meets a requirement for fire department dispatch
   c. Charlie "C" determinate = Dispatcher completes interrogation until condition meets a requirement for fire department dispatch
   d. Bravo "B" determinate = Dispatcher completes interrogation until condition meets a requirement for fire department dispatch
   e. Alpha "A" determinate = Dispatcher completes interrogation until condition meets a requirement for fire department dispatch
   f. Omega "Ω" determinate = May not require dispatch of fire resources. Utility or Municipality/State resources may be better suited for notification based on current policy / procedure or judgement of the dispatcher.

4. If at any time the Communications Center receives additional or more accurate information during caller interrogation, the dispatcher will notify fire command as soon as practical.

5. The Communications Center will not recommend a level of response at this time.

1. Fire Services shall be dispatched on any incident received from the general public that has an associated alarm assignment.

2. The Communications Center will not CAD self-initiated alarm assignments from fire services unless the incident involves other resources.

3. A Dispatcher may add fire services to EMS or Law Enforcement incidents as the information gained from the caller indicates a need for specialized service. This may include, but is not limited to, rescue, terrain, forcible entry, the additional manpower of a fire department, etc.

4. Dispatch Procedure for Fire Incidents shall be
    a. Initial Dispatch
    b. Re-Announcement after 4 minutes
    c. Replacement after 8 minutes, if a Chief has not advised to hold dispatch

5. When a Chief or primary unit of the jurisdiction has responded to an incident, the Dispatcher may ask for their wishes for Alarm Assignment regarding re-announcement or replacement for any unit that reaches fail time.

6. Any time an Incident Commander requests an upgrade to an Alarm Assignment, the dispatcher will fulfill that request, and replace failed units from previous alarm.

7. Fire Radio Dispatch Procedure without EMS
    a. Tone Alert (Stack Fire Pagers from Alarm Assignment)
    b. Hold Alert 2 for 3 seconds
    c. Municipality
    d. Address or Location
    e. Call for Service
    f. Box Area
    g. Units Due
    h. Tone Alert (Stack Fire Sirens from Alarm Assignment)
    i. Municipality
    j. Address or Location
    k. Call for Service
    l. Box Area
    m. Units Due
    n. Time

8. Fire Dispatch Procedure with EMS
    a. Tone Alert (Stack Fire Pagers, then BLS Pager, ALS Pager (if applicable))
    b. Hold Alert 2 for 3 seconds
    c. Municipality
    d. Address or Location
    e. Call for Service
    f. Box Area
    g. Fire units due
    h. Class of EMS Response (if applicable)
    i. EMS units due
    j. Tone Alert (Stack Fire Sirens)
    k. Municipality
    l. Address or Location
    m. Call for Service
    n. Box Area
    o. Fire units due
    p. Class of EMS Response (if applicable)
    q. EMS units due
    r. Time

9. Fire Pre-Arrival Information
    a. Address / Location / Common Place
    b. Room / Lot / Apartment Number / General Location
    c. Cross Streets
    d. Reports from the caller(s) and any pertinent information from EFD interrogation
    e. Ops Channel Assignment, if appropriate, and after first primary apparatus responds

10. Fire apparatus will be dispatched by unit identification according to the units displayed by CAD. The Dispatcher will announce all units due individually by proper unit identification. Units responding in-place of a dispatched unit will advise the Communications Center by announcing "Unit" in place of ____. Example: "County, UT12 responding in-place of E12"

11. Should a unit be dispatched in place of another, the verbiage "for" will be utilized during the dispatch announcement. Example: "E2 for E1" should E2 be replacing E1 for any reason.

12. Fire Pre-Arrival Information will be given as soon as practicable after the primary fire unit has responded to the incident. In an effort to lessen airtime, the dispatcher will not repeat the pre-arrival to each unit after response, unless requested by a line officer or primary responding apparatus. It shall be the responsibility of the Fire Chief or First Fire Unit to relay pertinent information to other units as they ask for assignments. Ops Channel assignment will be announced after the first primary unit responds. The dispatcher will relay the Ops Channel assignment to any unit that requests after responding. The dispatcher may remind a unit of the assignment if the unit fails to switch to the assigned Ops Channel.

13. Any pre-arrival information that deals with the safety of responders will be given to and acknowledged by a unit from each company in response, not each unit due.

14. When dispatched for "Standing by in your station for a police incident, Line Officer call communications", a Line Officer shall call communications for the incident details. Only one Line Officer will receive the information, all others will be told to report to their station. The Line Officer that received the information is responsible to disseminate to the other responders.

15. All units due on an Alarm Assignment should advise the Communications Center of their response status. It is requested that if multiple units of the same department leave together, that the primary unit advise their Identification and the Identification of the other units that are responding. Example:
    a.   County, Engine 7 responding
    b.   County, Engine 7, Tanker 7 responding
    c.   County, Chief 7, Engine and Tanker 7 responding

16. Apparatus that responds mutual-aid to an Alarm Assignment that is not due on the assignment will be advised, "You are not due on the box." However, the dispatcher will place the unit in response to the alarm unless that units advises they are available.

17. Request for Fire Services from other agencies will be dispatched per the Alarm Assignment. Should the primary department fail to answer the call, the Dispatcher will advise the requesting agency of the fail status.

18. Additional information given to the Communications Center that would change the address or location of the call, will be immediately relayed to responding units. If the updated information changes the Operational Zone, the Dispatcher will immediately notify responding units and dispatch the correct Alarm Assignment for the new Operational Zone. It is the responsibility of the corrected primary jurisdictional department to advise the Communications Center if the original dispatch assignment should continue to the updated address or place them available.

19. After the incident has been mitigated, all units are to advise the Communications Center of the status being "Available". The Incident Commander may place the "Box Available" as an indication that all fire units assigned to the incident are now available.

20. Should the Incident Commander place the "Box Available" and still have services remaining on scene, this information should be relayed to the Communications Center. Example as follows:
    a.   County, Chief 4, Box Available, Fire Police remaining.

21. Any time a Fire Box is placed available by a Line Officer or Fire Unit, the dispatcher will announce "Attention units on Box **-**, *Unit* has placed the box available, *Time*" on the main dispatch channel and the assigned ops channel. The dispatcher will clear the CAD incident.
    a.   Example: "Attention units on Box 6-01, Command 6 has placed the box available, 1436"

1. The first unit on scene should advise county of critical scene conditions and establish Incident Command on the assigned Ops Channel. Critical on scene conditions are those that affect the arrival of additional units, scene safety, assignments, etc.

2. Incident Command will be acknowledged as "Command" and the associated Company Number. A Chief that assumes the role of Incident Commander will be acknowledged as "Command" and the associated Company Number.

3. Pertinent information from the first arriving unit will be repeated by the dispatcher on both the assigned Ops Channel and Main Dispatch.

4. Dispatchers will advise Fire Command each time the incident timer alerts at 15-minute intervals. This will only be an announcement and will not require an acknowledgement from Fire Command. The announcement shall be "Command __, County, 15-minute notification." Fire Command may request to stop an incident timer notification at any time.

5. Incident Command may establish additional support functions depending on the incident and span of control. These additional support functions may operate on the same assigned Ops Channel.

6. Should an additional support function need an Ops Channel for their operations, the request must come through Incident Command to the Communications Center and the dispatcher will assign another Ops Channel for that function based on the availability of channels.

7. Incident Command shall contact the Communications Center via the assigned Ops Channel. Should the first attempt be unsuccessful, wait 10 seconds and try the message again. Should the second attempt be unsuccessful, wait 10 seconds and switch to Main Dispatch and try the message again. Should the third attempt fail, assume the Communications Center is busy and unable to acknowledge the transmission. Incident Command should make an attempt via phone call should the message be of such urgency.

8. Any upgrade to an Alarm Assignment will only be acknowledged through Incident Command. Incident Command may request an additional alarm or state specific quantities and types of units needed to complete the incident.

9. In the event of an additional incident(s) within the Operational Zone, the dispatcher will make one attempt to notify the Incident Commander of the incident to determine the wishes of Command on how to handle the incident. If Incident Command does not acknowledge within 30 seconds, the Communications Center will automictically dispatch the second incident based on the Alarm Assignment and available units.

10. Requests for transfers should come from Incident Command. Incident Command is to advise the unit to be transferred and station assignment.

11. For incidents that involve a helicopter response, the Incident Commander will be assigned an Ops Channel and "LZ" designation by the dispatcher. LZ information is coordinated through the Communications Center and the Medevac Agency.

12. Should additional landing zones be needed for the same incident, the Dispatcher will assign "LZ" designations based on the primary landing zone designation and a sequential alpha character.

13. Incident Command should coordinate with EMS to provide any patient information needed for Medevac Services.

1. Dispatcher duties include making proper notifications to specific agencies as reporting requirements dictate.

2. The Communications Center will notify Law Enforcement of all Motor Vehicle Accidents that require dispatch of Fire / EMS services.
   a. The Dispatcher will relay any towing requests from Fire Services to the Police Department with jurisdiction, however the Communications Center will not contact the towing company directly. This does not pertain to life saving measures requested by on-scene personnel for stability, cabling, etc.

3. The Communications Center will notify Law Enforcement for vehicle fires, if it is known that the vehicle was in motion while on fire. Fire Services should confirm if the vehicle was in motion and report their findings to the dispatcher.

4. Upon request, the Communications Center will make notification to the Fire Marshall. Dispatchers will contact the State Police with jurisdiction responsible for the area to make notification. The Incident Commander making the request should report the following;
   a. Reason for request
   b. Does this require immediate response
   c. Contact point
   d. Contact phone number

5. The Communications Center will make notification to the American Red Cross for services needed. American Red Cross notification shall be done for all residential fires that cause displaced residents. The Incident Commander making the request should report the following;
   a. The number of people involved
   b. The gender of each involved
   c. The ages of each involved
   d. Contact point
   e. Contact phone number

6. Upon request, the Communications Center will make notification to Utility companies. Dispatchers will contact the appropriate utility for the incident based on the information received. The Incident Commander making the request should report the following;
   a. Address or Location
   b. Cross Streets
   c. Pole Numbers
   d. What type of utility it is
   e. Incident Specifics (Power outages, pole damages, wires down, hazards, etc.)

7. The Communications Center will notify DCNR Forestry Department via the contacts listed under Forestry for the following reasons;
    a. Wildfires known or expected to be posing a risk to life and/or property, such as threatening a residence or other structures.
    b. When requested by a County Emergency Management Agency (EMA), volunteer fire chief or designee, Forest Fire Wardens, or the general public.
    c. Wildfires that are exceeding or expected to exceed the capabilities of the initial volunteer fire company response. For example, when the initial attack incident commander is requesting multiple additional fire company resources.
    d. Wildfires known or expected to be on or threatening public land.
    e. Wildfires in an area that could present problems for initial suppression resources such as volatile fuels, steep slopes, limited access, etc.
    f. Wildfires that will require investigation, including those that are suspected to be incendiary, will result in a bill or claim, civilian or firefighter fatality, structure destroyed, or are over 100 acres.

8. The Communications Center will report all Wildfire CFSs to the Forestry Department per their request. The District Forest Fire Warden receives automated notifications for all wildfires.

9. Tuscarora Wildfire Crew will be known as Company 13. The Communications Center will make notification for the wildfire crew via a 3rd party notification system upon request. Requests for Company 13 should be made through the Bureau of Forestry or by a Forest Fire Warden. A line officer of Company 13 will have 5 minutes to respond via phone call to the Communications Center as to the readiness and manpower count in response to the request. Failure to acknowledge within 5 minutes will prompt the Communications Center to advise the requesting agency that Company 13 has failed. Individual crew members shall not call the Communications Center in an effort to solicit additional information about the incident.

10. The Communication Center will notify the Fish and Boat Commission on all water rescues and drownings reported on all waterways within Perry County jurisdiction. Reporting issues on the Susquehanna River will be at the discretion of Dauphin County 911 as they have primary jurisdiction of that River.

11. The Communications Center will notify the Department of Environmental Protection on any incident that contaminates or has the potential to, any waterway or well. The Incident Commander should notify the Communications Center anytime Fire Service is dispatched to an incident of this nature and this possibility exists.

	Perry County 911 **Communications Manual**	**Initial Date:** **8/17/2020**
	Section: 4 Fire Services	
	Number: 9	**Revised Date:**
	Subject: Orders of Evacuation	

1. This Policy shall be used for incidents that become dangerous and hazardous for personnel to continue to work in the current environment and must be ordered to evacuate the area.

2. Once a decision has been made to evacuate an area, the following procedure is to be followed;
   a. The Incident Commander will notify the Communications Center to Evacuate the Building.
   b. The dispatcher will multi-select the Main Dispatch Channel along with the Ops Channel assigned and hold Alert 9 for 5 seconds
   c. The dispatcher will make the announcement over both channels of "Attention all personnel on Box #-##, Evacuate the Building" twice.

3. Apparatus on scene should activate their airhorns for a continuous blast to alert those in the structure who may not have heard the radio announcement to evacuate the building. This continuous blast of the airhorns shall be recognized county wide to evacuate the area you are in.

4. Personnel should report to their apparatus or the Accountability Officer for roll call.

	Perry County 911 **Communications Manual**	**Initial Date:** **8/17/2020**
	Section: 4 Fire Services	
	Number: 10	**Revised Date:**
	Subject: Mayday	

1. If a firefighter needs immediate assistance or is in distress due to a life-threatening situation, the firefighter shall transmit "MAYDAY, MAYDAY, MAYDAY" over the radio and if possible, depress the EMERGENCY Button on the radio.

2. Any EMERGENCY Button activation of a firefighter's radio will be verified. Should the firefighter not respond or verifies the Emergency, this shall be treated as a MAYDAY situation.

3. If the dispatcher hears a MAYDAY being called, the dispatcher will wait 5 seconds for Incident Command to verify the transmission. If the Incident Command does not verify, the dispatcher will call the Incident Commander and ask to verify the MAYDAY of *Radio ID*.

4. Verification of a MAYDAY means the firefighter:
    a. Calls out their identification and "MAYDAY, MAYDAY, MAYDAY"
    b. Reports their location on the scene
    c. Reports the situation they are in
    d. Gives any specific instructions to assist

5. The Firefighter calling MAYDAY should report using LUNAR:
    a. L – Location
    b. U – Unit
    c. N – Name
    d. A – Assignment
    e. R – Resources Needed

6. Upon verification of a MAYDAY, the following procedure is to be followed:
    a. The dispatcher will multi-select the Main Dispatch channel along with the Ops Channel assigned and hold Alert 7 for 5 seconds.
    b. The dispatcher will make the announcement over both channels of "Attention all personnel on Box #-##, clear the channel for Mayday Operations. All fire operations switch and utilize Ops #."
    c. All units will cease their transmissions on the originally assigned ops channel and immediately move to the newly assigned ops channel. Incident Command, RIT and the firefighter involved will remain on the originally assigned ops channel for rescue operations.
    d. The Communications Center will dispatch the next alarm plus 2 BLS, 1 ALS and Law Enforcement.

7. After the situation has been dealt with and the MAYDAY no longer exists, Incident Command must notify the Center of the update.

8. On scene operations will continue on the newest assigned ops channel until the Box is placed available.

1. Traffic Control and Fire Police related activities are the responsibility of the associated fire department. Incident Command may request the services of Law Enforcement and/or the Local Municipality or Pennsylvania Department of Transportation to assume this role for extended periods of time.

2. Traffic control will be dispatched per the alarm assignment of Traffic Control as pre-determined by the Fire Chief. The unit specified will be dispatched, unless a Chief designation is assigned. A Chief designation will prompt the dispatcher to call for a line officer to authorize Fire Police. The Line Officer must specify to alert the Fire Police pager tone when simply announcing for Fire Police, otherwise the Company pager tone will be alerted.

3. Traffic control operations will not be conducted on a priority channels, to include Main Dispatch or Ops Channels 2, 3, & 4. It is requested that traffic control operations be conducted on private or municipal frequencies, or County Ops 5 or 6.

4. Fire Police will have restrictions on use of the County's Radio system. Restrictions include limited status advisements to the Communications Center. These limitations are as follows;
    a.   Advise a roadway is closed
    b.   Advise a roadway is open
    c.   Mayday

5. Traffic units must adhere to the Fire Apparatus section of the manual.

6. Traffic control will not be replaced should they fail to respond to an incident. Incident Command or the requesting agency will be advised of their failure to respond.

1. The Tuscarora Wildfire Crew shall be known as Perry County Company 13 with a CAD resource identification of Team 13, "TM13".

2. The Tuscarora Wildfire Crew is subject to the policies and procedures of the Communications Manual to include, but not limited to, Company Owned Apparatus, Line Officers, Dispatch Procedures, Radio Usage, etc.

3. Requests for the Tuscarora Wildfire Crew should be made through the Bureau of Forestry or a Forest Fire Warden to the Communications Center for dispatch. Fire Chiefs may request Team 13 for additional manpower on wildfires.

4. Upon notification of dispatch, the Communications Center will:
    a. Add CAD resource "TM13" to the incident.
    b. Tone alert and follow current dispatch protocol to announce for "Team 13"
        i. Example: "Toboyne Twp, 2345 Big Spring Road, Wildfire, Box 1-02, Team 13"
    c. Tone Frequencies: 129/928.1 Hz, 126/788.5 Hz, 1296

5. Upon dispatch, the Tuscarora Wildfire Crew shall:
    a. Have a Line-Officer call the Communications Center within 8 minutes of dispatch to advise if the Crew is responding and provide a manpower count of members.
    b. Failure to contact the Communications Center within 8 minutes will prompt the dispatcher to notify the requestor that "Company 13 has failed."

6. Individual crew members shall not call the Communications Center directly to solicit additional information or advise their response on the incident. This communication should be done internally through the Line Officers and crew members.

1. **Fire-Agriculture** – Any building which stores farm products, farm animals and/or farm machinery.
2. **Fire-Alarm** – Any automatic fire alarm detection device or system (smoke, heat, sprinkler or other fire suppression system) which is connected to an alarm monitoring agency or any other alarm system activation. This level of alarm response will be dispatched if no relevant conditions (smoke or fire) exist. If relevant conditions exist, the appropriate call type will be dispatched.
3. **Fire-Building** – Any fire involving a structure other than a dwelling. Such as a garage not attached to a house, an out building, a dog box, a storage building, etc.
4. **Fire-Chimney** – Any fire or condition of, contained within the flue or structure of the chimney. Any condition reported outside of the flue or structure of the chimney will be dispatched as a Fire-Residential.
5. **Fire-High Occupancy** – Any fire involving, within, impinging or endangering a commercial, apartment, multi-family, school or nursing home structure or building. Also included is visible or odor of smoke or any other condition which indicates a fire or hazard, which can potentially affect a structure.
6. **Fire-Misc/Trash** – Any fire or condition not defined.
7. **Fire-Odor/Invest/CO** – Any call which indicates potential of an unknown source, unusual accumulation of odors, CO alarm activation, conditions of possible CO exposure or outside smoke condition that warrants immediate investigation by the fire service.
8. **Fire-Pole/Wires Arching** – Any electrical hazard or fire involving electrical components that jeopardize the safety and travels of the general public.
9. **Fire-Rekindle** – Any reignition of a previous building or structure fire within the past 24 hours.
10. **Fire-Residential** – Any fire involving, within, impinging or endangering a structure or building inhabited by persons not meeting the definition of multi-family.
11. **Fire-Vehicle Large** – Any fire involving a commercial vehicle which is not thought to be carrying a hazardous material. This would include any commercial vehicle or trailer designed for hauling, mass transportation vehicles, motor home vehicles or trailers and camping trailers.
12. **Fire-Vehicle Off Road** – Any fire involving any type of motorized vehicle not in area easily accessible by a roadway or trail suitable for typical fire apparatus. This would include ATVs, UTVs, farm machinery, logging machinery and vehicles, off-road passenger vehicles, commercial vehicles or typical passenger vehicles off a normal roadway.
13. **Fire-Vehicle Small** – Any fire involving an automobile, motorcycle, passenger truck, ATV or UTV on a roadway or easily accessible by typical fire apparatus.
14. **Fire-Wild/Brush** – Any fire involving brush, grass, leaves, foliage, or in a wilderness area that is not impinging on a structure or building.
15. **Hazardous Material** – Any incident that involves a hazardous substance, whether known or unknown, that may or does require specialized response of a Hazardous Materials Team.
16. **Petroleum Spill/Leak** – Any spill or leak of a petroleum type substance like gasoline, diesel, fuel oil, propane gas or any other type of petroleum-based gas in pipelines.
17. **Rescue-Land** – Any request by law enforcement to assist in Search and Rescue efforts of a lost or missing person. Also utilized in Emergency Medical Dispatch as an inaccessible patient on land.

	Perry County 911 Communications Manual	Initial Date:
	Section: 6	
	Number:	**Revised Date:**
	Subject: Emergency Management	

Section 6

Emergency Management

	Perry County 911 **Communications Manual**	**Initial Date:** **8/17/2020**
	Section: 6 Emergency Management	
	Number: 1	**Revised Date:**
	Subject: County Emergency Management	

1. The Perry County EMA Office shall have radio access to all channels and frequencies licensed to the Communications Center through the County of Perry.

2. The County EMA Director/911 Coordinator shall be known as "Coordinator 1" on all channels and frequencies. The Deputy County EMA Director/911 Operations Manager shall be known as "Coordinator 2" on all channels and frequencies.

3. The Perry County EMA office has two vehicles with radio access. The radio alias of the County EMA SUV shall be "EMA 1". The radio alias of the County EMA Truck shall be "EMA 2".

4. The County EMA office has 3 portable radios. The Director and Deputy Director each have an assigned portable with alias' assigned accordingly as "Coord-1" and "Coord-2". The third portable shall have the radio alias of "EMA-1-P".

5. The County EMA Office has limited response capabilities. Capabilities include a Traffic Control Trailer with numerous barricades, traffic cones and signage to close multiple roads and a HazMat Spill Kit with booms, pads and hydry.

6. The County EMA office will respond either to the EOC or to the scene, depending on the incident, conditions and availability of staff, when requested to assist with coordinating response efforts by Emergency Services, Municipal Officials or Local EMCs.

	Perry County 911 **Communications Manual**	**Initial Date:** **8/17/2020**
	Section: 6 Emergency Management	
	Number: 2	**Revised Date:**
	Subject: Pennsylvania Emergency Information Reporting **System (PEIRS Reporting)**	

1. The Pennsylvania Emergency Incident Reporting System (PEIRS) establishes standard criteria for reporting incidents to the Pennsylvania Emergency Management Agency (PEMA) that affect the safety, health, and welfare of the citizens of the Commonwealth.

2. The Perry County EMA Office will ensure PEIRS reporting is done for incidents that meet the PEIRS reporting requirements. An incident that happens within an adjacent County's boundaries that Perry County has primary response jurisdiction, that County will be notified of the incident and it will be at their discretion to make a PEIRS notification.

3. The Perry County EMA Office will utilize the WebEOC platform to report PEIRS incidents. Dispatchers may be directed to enter PEIRS incidents by the Director or Deputy Director. Dispatchers may enter PEIRS incidents should the event meet one of the situations noted below. The Director or Deputy Director must be notified anytime a PEIRS report is submitted.

4. PEIRS Reportable Incidents are as follows, however may not be limited to:
   a. Hazardous Materials spills, releases, or disposal of into the environment to include illegal dumping of any container used to store or transport such substances.
      i. Chemical releases or spills
      ii. Bio-hazardous waste
      iii. Corrosive materials
      iv. Explosions
      v. Flammable liquid and solids
      vi. Natural gas release
      vii. Mine drainage / discharges or blowouts
      viii. Pesticide releases
      ix. Chemical tank / pipeline leaks, breaks or spills
      x. Toxic / infectious substances
      xi. Hazardous waste materials
   b. Petroleum products that have been released or spilled into the environment in quantities of more than 55 gallons, or the release or spill impacts the waterways or soil.
      i. Diesel, gasoline, kerosene, or heating oil
      ii. Motor, hydraulic, or crude oil
      iii. Gas well release or spill
      iv. Pipeline leak or break
      v. Storage tank leak or break
      vi. Oil sheen or slick
   c. Fire incidents that have injured, killed, or greatly impacted the County's ability to provide protection. Specific fire situations are as follows:
      i. Any structure fire that has impacted more than 25 families or 5 businesses.

      ii.   Any structure or property that is owned, leased, or rented by a religious organization.

      iii.   Any smoke condition so great as to close a road, cause a motor vehicle accident or force the evacuation of nursing homes, prisons, schools, or medical facility.

      iv.   Any fire that causes the death of an emergency responder.

      v.   Any fire located at a gas or oil well, a mine, a refinery, or a school.

d.   Adverse weather conditions that impact the ability of emergency responders to provide aid and assistance. Additional weather conditions are as follows:

      i.   Flooding that forces the evacuation of more than 25 property owners, confirmed loss of life, destruction of more than 5 business or causes failure of water or waste treatment facilities.

      ii.   Ice jams that have the potential for causing damage or flooding.

      iii.   Any tornadic activity

e.   Geological activity that causes loss of life and/or extensive property damage, road or railway closures or impacts water supplies. Geological activity includes, but is not limited to:

      i.   Earthquakes

      ii.   Land, Mud or Rock slides

      iii.   Sinkholes

f.   Nuclear or Radiological events that pose a potential to harm people or the environment. This shall include any transportation accident with nuclear or radiological substances.

g.   Utility outages that lead to injury or death, power outages for more than 6 hours or telephone outages for more than 1 hour.

h.   Transportation accidents that involve one of the following:

      i.   Hazardous materials

      ii.   Bus (School or Passenger)

      iii.   Construction zone

      iv.   Injury or death of an emergency responder

      v.   Major road closure of more than 1 hour

      vi.   Aircraft or airliner

      vii.   Railroad, including railroad crossings, derailments, or train vs. pedestrian

i.   Civil disorder incidents that are imminent or currently happening. Civil disorders include any riot of citizens, protests and demonstrations involving government facilities, or prison riots or escapes.

j.   Terroristic event that uses "Unlawful use of force or violence committed by a group or individual against persons or property to intimidate or coerce a government, the civilian population or any segment thereof, in furtherance of political or social objectives." This shall include, but may not be limited to, bomb threats, explosions, devices found, or hostage situations.

k.   Search and rescue operations in caves, wells, confined spaces, collapsed buildings, trenches or waterways. This shall include any search and rescue of a downed aircraft or wilderness search and rescue that requires the assistance of a Wilderness SAR.

l.   Explosive components that are lost, stolen, or discovered, to include blasting caps, commercial explosives, dynamite or military ordinance.

m.   Medical service emergency that interrupts the daily operations of hospitals, nursing homes or surgical facilities. This shall include evacuations, disease or epidemic outbreaks, mass casualties, incidents involving lost or stolen medical equipment or vehicles, accidents involving ambulances or aeromedical, or healthcare personnel strikes.

n.   Special events of large public gatherings of more than 5,000 people, or rallies, protests, marches where lives or property maybe endangered, or VIP events.

o.   Resource requests that include State and Federal assets to mitigate the incident, event, or situation.

1. Perry County Emergency Management has several systems of redundancy for emergency alerting to the Communications Center as well as the general public. These systems, their purpose, and functionality are described as follows.

2. **EMNet**: A satellite-based system with redundant internet access used to communicate to State and County governments throughout the Commonwealth. This system is maintained by PEMA. EMNet is primarily an email server between the counties of the Commonwealth. However, EMNet is used to send weather alerts from the National Weather Service and AMBER alerts. EMNet is also the IPAWS platform for Perry County EMA.

3. **IPAWS**: IPAWS is a Federal **Integrated Public Alert & Warning System** used to notify the general public of emergencies through the Emergency Alert System (EAS) and Wireless Emergency Alerts (WEA). EAS has the ability to interrupt radio and television broadcast to issue a public warning. WEA has the ability to alert cellular devices with public warnings. The Perry County EMA office holds the certificates needed to utilize IPAWS and will conform to all regulations and restrictions set for by the Federal Government.

4. **Everbridge**: Everbridge is a web-based system used to robo-call defined groups as predefined or by geolocation. Everbridge is maintained by the South Central Task Force and has granted access to Perry County EMA for usage. The Perry County EMA office will conform to all regulations and restrictions set for by the South Central Task Force.

5. **PAWAS**: Pennsylvania Warning System is a redundant two-way radio system between the County PSAPs and the Pennsylvania Emergency Management Agency. This system is maintained by PEMA.

6. **SEVAN**: A satellite-based, with redundant microwave link phone system used to communicate to State and County governments throughout the Commonwealth.

7. **STATE-WIDE RADIO**: This system is maintained by the State-Wide Radio Office. The Communications Center monitors the County's named channel through the County's radio console. The Communications Center maintains contact with various state agencies that communicate with this office.

8. Public Emergency Alerts may only be authorized by the Director or Deputy Director when there is an immediate threat to life. These alerts will be preformed by sending an EAS and WEA message to the general public through the EMNet system. All public emergency alerts will follow the guidelines of the IPAWS alerting structure.

9. Emergency Services Alerting may be done under the guidance set forth in this manual. These alerts may include tone alerting with voice instructions from the Communications Center or Third-Party Web-Based messaging center to the emergency services agencies that subscribe to the service or an Everbridge message for severe weather, phone and/or radio failures, etc.

1. The Perry County Emergency Operations Center (EOC) is a coordination center with the intent to develop a common operating picture county and region wide, and assist in resource coordination along with the County 911 Center.

2. Activation Levels shall consist of the following:
   a. *Monitoring:* The EMA office is aware of a situation and is monitoring the status of resources being assigned. This may be done from a remote location.
   b. *EMA Activation:* The Director and/or Deputy Director is reporting to the scene or the County EOC as requested or as the situation dictates. If requested to the scene, EMA will assist with resource accountability and logistics. If reporting to the EOC, EMA will assess the situation from the 911 Center and assist with logistics, resource allocation and notifications. EMA will also ensure the EOC is setup should EOC activation be needed.
   c. *Partial EOC Activation:* Essential EOC staff will report to the County EOC. Essential staff will be an EOC Manager, Operations Section Chief, Logistics Section Chief, Finance Section Chief and Planning Section Chief and a 911 Dispatcher.
   d. *Enhanced EOC Activation:* Additional EOC staff will be contacted to fill the positions needed to mitigate the situation.
   e. *Full EOC Activation:* All positions within the EOC will be filled.

3. County EOC activation will be determined by the EMA Director or at the direction of the Board of Commissioners.

	Perry County 911 **Communications Manual**	**Initial Date:** **8/17/2020**
	Section: 6 Emergency Management	
	Number: 5	**Revised Date:**
	Subject: Local Emergency Management Coordinators	

1. Duties and Responsibilities for Local Emergency Management Coordinators (EMCs) are prescribed by law under the Pennsylvania Emergency Management Services Code, 35 Pa. C.S. § 7502. Each political sub-division of the Commonwealth of Pennsylvania is directed and authorized to establish an emergency management organization.

2. Local EMCs are permitted to utilize the County Radio System for emergencies or when authorized and assigned a channel by Perry County EMA.

3. Local EMCs will be assigned Radio Identifiers and will be identified as "Local" in conjunction with the alphabetical to numerical order of County Municipalities. Local Deputy EMCs will hold the Local EMC's identifier followed by a "1". Examples as follows:
    a. Buffalo Township Local EMC – "Local 2".
    b. Saville Township Local Deputy EMC – "Local 23-1"

4. Municipal Emergency Management is not permitted to utilize the County Radio System for normal day-to-day or internal communications. Municipalities are encouraged to apply for and utilize their own frequencies for these purposes.

5. Local EMCs will make resource requests thru the County EMA office and should not contact the 911 Center directly. County EMA will work with the Local EMC to fulfill the request.

6. Local EMCs are encouraged to utilize the WebEOC platform during times of EOC activation.

7. Local EMC's shall conduct damage assessment in their jurisdiction and may contact the County EMA Office if assistance is needed.

	Perry County 911 **Communications Manual**	**Initial Date:**
	Section: 7	
	Number:	**Revised Date:**
	Subject: Government	

Section 7

Government

	Perry County 911 **Communications Manual**	**Initial Date:** **8/17/2020**
	Section: 7 Government	
	Number: 1	**Revised Date:**
	Subject: County Government	

1. County Agencies shall have access to the County's Radio system as outlined in this manual depending the agency's role within the system.

2. County Commissioners shall have access to the County's Radio system for emergency use only.

3. Commissioner radio alias' will be assigned by the County EMA Office and call signs shall be the following:
   a. Chairman of the Commissioners – "7"
   b. Vice Chairman of the Commissioners – "7A"
   c. Secretary of the Commissioners – "7B"
   d. Chief Clerk of the County – "7D"

	Perry County 911 **Communications Manual**	**Initial Date:** **8/17/2020**
	Section: 7 Government	
	Number: 2	**Revised Date:**
	Subject: Municipal Government	

1. Municipal Government may have access to the County's Radio System. This access is to limited to emergency use only.

2. The County EMA office encourages municipalities to apply for and obtain frequencies that can be used for normal day-to-day operations within the municipality.

3. Radio alias' will be assigned by the County EMA office and call signs shall be the numerical conversion to the alphabetical listing of the municipal name followed by a "7". Example:
   a. Buffalo Township – "27"
   b. Carroll Township – "37"
   c. Southwest Madison Township – "247"

4. The Municipal Authority shall assign additional consecutive call signs to municipal personnel as deemed necessary. The Municipality must file all call signs assigned to personnel with the County EMA Office.

	Perry County 911 **Communications Manual**	**Initial Date:** **8/17/2020**
	Section: 7 Government	
	Number: 3	**Revised Date:**
	Subject: School Districts	

1. School Districts of Perry County may have access to the County's Radio System. This access will be limited to emergencies involving the school during an incident. All reports of an emergency shall be initiated by calling 911.

2. The County EMA office encourages school districts to apply for and obtain a frequency that can be used for normal day-to-day operations within a district.

3. Radio alias' will be assigned by the County EMA office and call signs shall be the name of the school followed by the numerical number of the portable. Example:
    a. Greenwood Schools 1, 2, 3, etc.
    b. Susquennita Schools 1, 2, 3, etc.
    c. West Perry Schools 1, 2, 3, etc.
    d. Newport Schools 1, 2, 3, etc.