

COMMUNICATIONS POLICY MANUAL



SEPTEMBER 14, 2022

INTRODUCTION

This Communications Policy and Procedures Manual is a composite of policies and procedures established jointly by Lancaster County Wide Communications (LCWC) and the Lancaster County Fire Chiefs Association (LCFCA). The objective of this document is to standardize communications and procedures related to LCWC and end users in the field.

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GENERAL RADIO PROCEDURES

1. Lancaster County is the licensee of all radio frequencies and radio equipment operated by Lancaster County Wide Communications (LCWC). As the licensee, the County is ultimately responsible for ensuring that all related equipment and operational procedures comply within the rules and regulations established by the Federal Communications Commission (FCC).
2. Authority to operate any non-County owned transmitter (portable or mobile) on the frequencies assigned to Lancaster County requires the approval of LCWC. Those acquiring this approval are responsible for ensuring that the approved equipment continues to meet or exceed the FCC's and LCWC's transmitter requirements. Failure to comply with FCC and LCWC requirements is cause for the immediate withdrawal of operating privileges. Any user who fails to comply with LCWC policies and procedures, or with any rule or regulation of the FCC, may be subject to withdrawal of authorization to operate communications equipment used on frequencies licensed to Lancaster County.
3. LCWC personnel are responsible for managing all radio and data communications relating to the delivery of firefighting, rescue, and emergency medical services in Lancaster County.
4. The radio system is a county-wide system. When units transmit, all radios on that talkgroup can hear the transmission. There is not a need for LCWC to repeat a message or to communicate on your behalf.
5. Units are encouraged to use WebCAD as much as possible. WebCAD can be used for obtaining additional information related to an incident, indicating responding to an incident, indicating on scene of an incident, WebCHAT between units and LCWC, and shift change.

Placing units in or out of service shall be done through the WebCAD. WebCAD will automatically replace the unit with the next available unit following the agency's run card. Call LCWC by phone if you want to assign a specific unit to replace the unit that is unavailable. County can set-up Unit Replacement for pre-arranged standbys or extended coverage. Unit Replacement will recommend the replacement unit anywhere the original unit is due (local and mutual aid). Unit replacement has the option to allow the replacement unit to be recommended for the unit's first due calls as well.

WebCAD password resets can be done by the Administrator from the agency. It does not have to be done by LCWC.

6. All agencies in radio contact with LCWC will use the term COUNTY when calling or responding to LCWC.
7. It is not necessary for units to call COUNTY and wait for an acknowledgement **before transmitting brief, routine** messages. During periods of heavy radio traffic, or before issuing a lengthy message, units may initiate a preliminary call and await COUNTY's response or

acknowledgement before proceeding with the message. After transmitting the message units shall make sure they receive an acknowledgement from County.

8. All units shall use their complete unit designator when transmitting radio messages. Solely using numerals to identify a given unit is inappropriate.
9. When calling another unit or LCWC on the radio, units shall first state the unit they are calling and then state their unit ID. For example, "Engine 45-1 from Truck 43"
10. Before dispatching cardiac arrest or structure fire calls, LCWC will issue a pre-alert to limit dispatch delays associated with a prolonged tone pager string. Units should not announce response via radio until the entire dispatch is completed on all talkgroups.
11. When an incident is complete, all units are placed available. If units are not available, then the incident isn't complete.
12. At the completion of an incident, units are discouraged from giving lengthy reports of the details related to the incident. This information is not needed by LCWC and takes up radio time unnecessarily. If having a summary of the incident in the WebCAD comments is something that is desired, use of the WebCHAT feature to text the incident summary to LCWC is strongly encouraged.
13. Units shall not contact LCWC to be added to mutual aid incidents in which they were not dispatched. If you feel a unit was missed in error, you should contact LCWC by phone. Do not advise LCWC that additional crew is in station and available to respond.
14. Basic considerations when transmitting:
 - a. Manage radio exchanges in a manner that conserves air time and facilitates the accurate, brief, and rapid transmission of mission-critical communications. Using non-standard procedures, needless or duplicative information, or a lack of circuit discipline, causes delays, confusion, and unnecessary transmissions.
 - b. Listen before transmitting to ensure the talkgroup is clear and available.
 - c. Keep all transmissions brief and concise. Organize your thoughts first and then transmit. Avoid lengthy descriptions and unnecessary repetition. While speed of transmission is important, more critical is the accuracy and brevity of the message being delivered on the radio.
 - d. Speak clearly and pronounce words carefully. Speak in a conversational tone, with natural emphasis and rhythm, while providing the message in phrases, not one word at a time.

- e. Before speaking, depress the push-to-talk (PTT) button and wait for the grant tone. Pause briefly to avoid cutting off the beginning of your message and wait until you are done speaking before releasing the PTT button. Hold the radio or microphone close to the mouth and speak directly into it, not across it.
- f. Whenever possible, avoid transmitting when horns and sirens are operating, as radio messages often become unreadable.
- g. Remain calm when transmitting messages. Avoid using uncivil, angry, abusive, derogatory, or sarcastic language and avoid retaliating even if other individuals violate these principles of good communication. Additionally, avoid “having a conversation”, using slang terms, and over-emphasizing words to sound “cool” when transmitting.
- h. Whenever possible, identify yourself and transmit a message in a single transmission.
- i. Transmissions that are redundant, or that repeat information that will be provided by another unit, are discouraged. For example, “County from Command, command is terminated. Units will advise when they are available”.

STANDARD TERMINOLOGY

LCWC uses certain words or phrases, limiting the use of codes, abbreviations and jargon, to ensure clarity, conciseness, and consistency in radio communications. Units shall use the approved terminology contained in this document and avoid the use of alternative terminology or slang.

<u>WORD/PHRASE</u>	<u>MEANING</u>
360	A fireground report relaying the conditions on all sides of a fire building
Affirmative	The transmitted message was confirmed
____ Arriving Engine or Special Service	Indication of the sequential arrival of apparatus as it relates to the LCFCA pre-determined arrival instructions
Assume Command	Take over the role of Incident Commander from someone else
Available	Not committed to an incident or activity; available for dispatch to an incident
Command	The organizational element responsible for overall management of the incident and consisting of the incident commander or unified command and any additional command staff
Command Post	The field location where the primary functions of incident command are performed
Complex Incident	Any incident (fire, rescue, hazmat, EMS, etc.) that: <ol style="list-style-type: none"> 1. Involves multiple public safety disciplines for an extended period of time (greater than 12 hours), or 2. Reaches the need for specialized resources through the EMA request process to state and federal agencies
Copy or Copied	The transmitted message was received
County	The term used when calling LCWC on the radio
Defensive Attack	A method of extinguishing a fire which does not involve entering the structure involved in fire
Deny Tone	Audible tone when a radio mic is pushed, indicating that the radio is not connected to the system or is unable to transmit due to other radio traffic on the system
Direct	Message was received directly and does not need to be repeated by an intermediate relay
Division	The organizational level having responsibility for operations within a defined geographic area (e.g. Charlie Division)
Emergency Response	Responding with warning lights and sirens
Enroute	A unit is responding to an incident
Establish Command	Establish the incident command structure for an incident and serve as the Incident Commander
Evac Tone	A distinct audible signal transmitted on the Ops Talkgroup to attract the attention of all personnel operating at an incident prior to a verbal announcement to evacuate the structure
Exposure	A property, building, or object near a fire that may become involved in fire by transfer of heat or burning material from the main fire
Exterior Attack	See <i>Defensive Attack</i>
Extrication	Removal of a trapped victim

<u>WORD/PHRASE</u>	<u>MEANING</u>
FDC	Fire Department Connection- the connection point used for the fire department to supply water to a building's fire sprinkler system
Forcible Entry	Gaining access to an area using force to disable or bypass security devices
Grant Tone	Tone acknowledgement when a radio mic is pushed, indicating that the radio is on the system and transmitting
Group	An organizational level established to perform a particular function (e.g. Ventilation Group)
Have our own water	The unit has secured a water supply; e.g. connected to a fire hydrant
In Service	A unit or crew is performing an operational task; does NOT mean that a unit is available
Interior Attack	See <i>Offensive Attack</i>
Laying out from	Placing a water supply line from the stated location
Level 1 Staging	Staging within the immediate area of the incident address, usually within 1-block
Level 2 Staging	Staging away from the incident, usually at a set location
Mayday	An emergency distress signal indicating that one or more personnel need emergency assistance to escape an IDLH atmosphere, or any other life threatening situation
Municipal Talkgroup	Talkgroup available to all units, including Police and Public Works, that have first due response territory in a municipality
Negative	No or not correct
Non-Emergency Response	Responding with the normal flow of traffic
Offensive Attack	Personnel entering a burning structure in an attempt to extinguish a fire from inside the structure
Ok	The transmitted message was received or confirmed
On Scene	A unit is on scene of an incident
Ops Talkgroup	Operational Talkgroups used for communications between field units. The Operational Talkgroups are number 2,3, 4, 6, 7, 8, 10, 11, and 12.
Out of Service	A unit is unavailable for dispatch to an event
PAR Check	Accountability check to confirm all members operating on an incident are accounted for
Pass Command	Notification to the next arriving unit or chief officer to establish command
Pick up our line	Connect to the water supply line and establish the water supply
Pre-Alert	Announcement of an incident prior to tone dispatch
Pre-Plan	Information for a specific location to assist in operations if an incident occurs at the location
Primary Talkgroup	The talkgroups used to communicate between LCWC and field units. The Primary Talkgroups are named Alpha, Bravo, and Charlie
Priority	Indicates a message of extreme importance
Priority/Storm Alert	An LCWC operational protocol used when due to a storm or other situation resulting in extremely high call volume which makes the communications center too busy to operate under normal procedural standards
Private Talkgroup	Talkgroup only available to units of a specific agency

<u>WORD/PHRASE</u>	<u>MEANING</u>
Rapid Intervention Team (RIT)	A dedicated crew whose purpose is to the rescue of emergency personnel trapped, injured, or otherwise unable to remove themselves from a dangerous position
Received	The transmitted message was received
Repeat	Repeat the message because it was not received
Responding	A unit is responding to an incident
Response Check	Inquiry by LCWC to determine if a dispatched unit has responded
Safety Officer	Member of the command staff responsible for monitoring incident operations and advising Command on all matters relating to operational safety
Sides A, B, C, and D	Labeling mechanism for the multiple sides of a structure with Side A being the front or address side of the structure and then continuing the labeling by moving in a clockwise direction. Alpha, Bravo, Charlie, and Delta can also be substituted for A, B, C, and D.
Simplex	Talkgroup that functions radio to radio and does not go through the County-wide system
Staging Area	Location for available resources to await operational assignment
Stand by	Do not transmit until directed to do so
Tactical Command	Assuming command while still working in an operational task role
Task Force	Any combination of resources assembled to support a specific mission or operational need
Under Control	The situation is contained and no longer escalating
Urgent	Indicates a message of extreme importance
WebCAD	Web-based interface allowing field units the ability to have LCWC Dispatch information
WebChat	A feature of the WebCAD allowing units to communicate with LCWC via text message
Zone	A bank of Talkgroups

UNIT IDENTIFIER	DESCRIPTION
Air	Apparatus capable of providing cascade and SCBA support
Ambulance	Basic life support EMS unit
Assistant	Assistant chief officers ranked below the Deputy Chief. When an agency has more than one Assistant Chief, they will be numbered sequentially as designated by the agency Fire Chief (i.e. Assistant XX-1, Assistant XX-2, etc.)
Battalion	Fire Company Battalion Chief
Boat	A boat designed and outfitted for rescue and transport purposes
Brush	Apparatus used specifically to combat brush fires
Chief	Highest ranking officer of a fire-rescue agency
Collapse	Apparatus for the support of collapse rescue operations
Deputy	Second highest ranking officer for a fire-rescue agency
Duty Officer	Generic designation for a fire-rescue agency officer
EMS Chief	Highest ranking officer for an EMS agency
Engine	Apparatus carrying at least 500 gallons of water with the ability to pump water, used for fire suppression
HazMat	Hazardous Materials Response unit
Intermediate	Intermediate Life Support EMS unit
Medic	Advanced Life Support EMS unit
QRS	EMS quick response unit
Rescue	Apparatus used for specialized heavy rescue
Squad	Apparatus that functions in a support mode
TAC	Apparatus with a minimum of 200 gallons of water and a pumping capacity of at least 250 GPM. A TAC unit has more capabilities than a brush unit but is not as extensive as an Engine
Tanker	Apparatus meeting the LCFCA standard for a unit used primarily for transporting water
Traffic	Apparatus that provides resources for traffic control
Truck	Apparatus with an aerial ladder meeting the LCFCA apparatus standard
UTV	Vehicle designed specifically for off-road rescue or firefighting operations, including patient or victim retrieval and transport

UNIT STATUSING

RESPONDING

1. When responding to an incident, units may respond on the radio or via WebCAD.
Note: use of WebCAD for unit response is encouraged.
2. Units shall not radio their response while the dispatch is being announced.
3. When using the radio to respond, units shall notify LCWC of their response on a PRIMARY Talkgroup.
 - a. Mutual aid units shall switch and operate on the PRIMARY Talkgroup of the home agency.
 - b. It is not necessary to announce to LCWC that you are switching to a different PRIMARY Talkgroup at the time of response or when going available at the completion of an incident.

4. When a chief or duty officer responds, information pertaining to “scene not secure” situations will immediately be relayed. This information will also be relayed to the first responding unit.

Otherwise, the additional details related to the incident will only be given when requested. Use of the WebCAD is encouraged for obtaining details related to the incident.

5. Acceptable terminology for announcing that a unit is responding shall be:
 - a. Responding- *County, Engine 42-1 is responding*
 - b. Enroute- *County, Engine 42-1 is enroute*

No other terms shall be considered acceptable alternatives to the approved terminology.

6. Response announced over the radio may include staffing level. LCWC will note the staffing level in the comments of the incident.
County, Truck 57 is responding with 6.

When responding and announcing staffing, it will be acceptable to omit the word responding or enroute.

County, Engine 33-1 with 6.

When using the WebCAD to respond, units can notify LCWC of their staffing level by using the WebCHAT feature.

7. Only one (1) Chief or Duty Officer shall announce responding on the radio. Mutual aid Chiefs or Duty Officers shall not announce responding on the radio unless there is no Chief or Duty Officer from the home company responding and they are covering for the home company.
8. Units shall not notify LCWC that they “will be responding momentarily” or similar verbiage. Units shall notify LCWC of response at the time of response.

9. Squad units adding on to a call for manpower shall not announce response on the radio.
10. Individual fire police officers shall not announce response on the radio.
11. Responses shall be classified as EMERGENCY or NON-EMERGENCY. Terms such as UNDER CAUTION, REDUCED RATE, SLOW YOUR RESPONSE, PRIORITY shall not be used as response mode requests.
12. Units that haven't responded will automatically be replaced at the eight-minute mark if there has been no unit respond from a company. If at least one unit has responded from a company, any additional units due on the incident that haven't responded will be automatically replaced at the eleven-minute mark.

For non-emergency response incident types units that haven't responded will be replaced at the twelve-minute mark.

LCWC may check with a Chief Officer or Duty Officer or unit on scene prior to replacing units that haven't responded.

If an incident has been downgraded or placed under control, then units that haven't responded will not be replaced.

Note: second dispatches will only be done via text page.

ARRIVAL

1. When arriving on scene of an incident, units may announce arrival on the radio or via WebCAD.
Note: use of WebCAD for unit arrival is encouraged.
2. When using the radio to announce arrival, units shall notify LCWC of their arrival on a PRIMARY Talkgroup.
3. Acceptable terminology for announcing that a unit is arriving shall be:
 - a. On Location- *County, Engine 49-1 is on location*
 - b. Arriving- *County, Engine 49-1 is arriving*
 - c. On Scene- *County, Engine 49-1 is on scene*

No other terms shall be considered acceptable alternatives to the approved terminology.

4. Only one (1) Chief or Duty Officer shall announce arrival on scene on the radio. Mutual aid Chiefs or Duty Officers shall not announce arrival on the radio unless there is no Chief or Duty Officer from the home company on scene and they are the first arriving officer.
5. Squad units adding on to a call for manpower, shall not announce arrival on the PRIMARY Talkgroup. Squad units may contact Incident Command on an OPS or PRIVATE Talkgroup.

6. Individual fire police officers shall not announce arrival on the PRIMARY Talkgroup. Fire police officers may contact Incident Command on an OPS or PRIVATE Talkgroup.
7. The first arriving Chief Officer or Duty Officer or unit may provide a size up of the situation.
 - a. The size up shall be kept as brief and pertinent as possible. Long descriptions are often unnecessary and interfere with normal radio communications

TRANSPORTING TO HOSPITAL

1. When transporting a patient to a hospital, units may notify LCWC on the radio or via WebCAD.
Note: use of WebCAD for hospital transport is encouraged.
2. When using the radio to announce transport to a hospital, units shall notify LCWC on a PRIMARY Talkgroup.
3. Acceptable terminology for announcing that a unit is transporting to a hospital shall be:
 - a. Transporting- *County, Ambulance 37-1 is transporting to ECH*
 - b. Enroute- *County, Ambulance 37-1 is enroute to ECH*

No other terms shall be considered acceptable alternatives to the approved terminology.

AVAILABLE

1. When clearing the scene of an incident, or a transport to a hospital, units shall notify LCWC that they are available on the PRIMARY Talkgroup. Use of the WebCHAT function of WebCAD is another acceptable option to notify LCWC.
2. A Chief Officer or Duty Officer or Command may place "All Units Available" at the completion of an incident or state that "The Incident is Complete". When this is done, each individual unit shall not notify LCWC that they are available.
3. When a Chief Officer or Duty Officer or Command recalls an assignment, all units will be placed available and each individual unit shall not notify LCWC that they are available.
4. Acceptable terminology for announcing that a unit is available shall be:
 - a. Available- *County, Rescue 26 is available*
 - b. Clear- *County, Rescue 26 is clear from Charlotte St*
 - c. Incident Complete- *County, Charlotte St Command, the Incident is Complete*

No other terms shall be considered acceptable alternatives to the approved terminology.

5. Units may notify LCWC via radio or using the WebCAD that they are AVAILABLE ON INCIDENT. This status will indicate that a unit is still on scene, however, the unit is available to respond to another call if needed.

OUT OF SERVICE / IN SERVICE

1. Units shall be placed out of service or back in service using the SHIFT CHANGE function in WebCAD.
2. When a unit doesn't have access to WebCAD, they may call LCWC by telephone to be placed out of service or back in service
3. Units shall not use the radio to be placed out of service or back in service.

ACTIVITY

1. Units shall contact LCWC by telephone to be placed on Activity (Fire Activity, EMS Activity, Training, Pre-arranged Standby, Routine Transport).

COMMUNICATION TALKGROUPS

1. Communication between emergency services units and LCWC shall occur on a PRIMARY Talkgroup.
 - a. The PRIMARY Talkgroups are ALPHA, BRAVO, and CHARLIE.
 - b. A map indicating the PRIMARY Talkgroup assignments is attached.
 - c. Apparatus response and arrival on-scene shall be communicated to LCWC on the PRIMARY Talkgroup. Mutual aid units shall switch and operate on the PRIMARY Talkgroup of the home agency.
 - i. *Note: use of WebCAD for apparatus response and arrival on-scene is encouraged.*
 - d. Communications between units on-scene of an incident shall not occur on the PRIMARY Talkgroup.
2. Complex Incidents will be assigned an OPS Talkgroup.
 - a. A Complex Incident is defined as any incident (fire, rescue, hazmat, EMS, etc.) that:
 - i. Requires multiple companies operating, or
 - ii. Is expected to last for an extended period of time, or
 - iii. Has extensive resources committed.
 - b. Units on an incident with an assigned OPS Talkgroup shall communicate with Command and other assigned units, on the assigned OPS Talkgroup, after arriving on-scene. Units are encouraged to communicate with Command and other assigned units, on the assigned OPS Talkgroup prior to arriving on-scene whenever possible. Communication on an OPS Talkgroup results in reduced radio traffic on the PRIMARY Talkgroups.
 - c. The assigned OPS Talkgroup will be noted in CAD to allow responders to see the assignment using the WebCAD.
 - d. LCWC will monitor the OPS Talkgroup for emergencies, however, all communication with LCWC shall occur on the PRIMARY Talkgroup.
 - i. *Note: use of the Webchat feature is encouraged for the exchange of non-critical information.*
3. Agencies shall use their PRIVATE Talkgroup, MUNICIPAL Talkgroup, or SIMPLEX Talkgroup when operating on the scene of single agency responses. Additionally, the MUNICIPAL Talkgroup can be used for multi-agency incidents when the agencies operating share a MUNICIPAL Talkgroup.
 - a. If an incident escalates and requires units from additional agencies, then the incident becomes a Complex Incident and will be assigned an OPS Talkgroup.

- b. Emergency Alert Button Activations while operating on a PRIVATE Talkgroup or MUNICIPAL Talkgroup will be received by LCWC.
- 4. EMS units are encouraged to use the EMS TRANSPORT Talkgroup (Zone 2, Talkgroup 11) for coordination between units such as:
 - a. Establishing rendezvous locations
 - b. Determining which unit is closer to a call location
 - c. Communicating patient status updates

Additionally, EMS units can use their PRIVATE Talkgroup or MUNICIPAL Talkgroup when intra-agency communication occurs.

- 5. Fire Police shall use the FIRE POLICE OPS Talkgroups (Zone 2) for coordination between units. Communication with Fire Command or units shall occur on the PRIVATE Talkgroup, MUNICIPAL Talkgroup, or an OPS Talkgroup.

EMERGENCY RADIO PROCEDURES

EMERGENCY ASSISTANCE

1. When personnel operating on the scene of an incident find themselves in a life-threatening situation and require immediate assistance, they shall immediately declare a MAYDAY and activate the orange emergency button their radio.
2. Pressing the emergency button places the user's radio and selected Talkgroup at the highest priority through the radio system, immediately notifies LCWC with an audible tone and visible indication, and activates a 10 second open mic on the user's radio. This will happen for all Talkgroups on the radio system, including PRIVATE and MUNICIPAL Talkgroups.

Note: LCWC will not hear the open mic radio traffic on the PRIVATE or MUNICIPAL Talkgroups, however, they will receive the emergency alert notification.

3. When an emergency alert from activation of emergency button occurs, the dispatcher will listen for a message during the 10 second open mic duration. If no message is heard, the dispatcher will attempt to contact the radio user to verify the emergency activation. If there is no acknowledgement from radio user, the dispatcher will notify incident command of the emergency activation, the radio identifier, and any information pertaining to the activation.
 - a. If the radio user or unit is on a call by themselves and radio contact cannot be made, the dispatcher may attempt other forms of communication.
 - b. If the dispatcher cannot make contact, they will send assistance
 - c. A reply to the dispatcher that is blatantly inconsistent with the request or incident to which the unit is assigned will be considered an indication of a unit in trouble and the dispatcher will immediately initiate a police response to the unit's last known location.
4. If the emergency button is accidentally pressed, reset the emergency button and immediately advise LCWC of the accidental activation.
5. When requesting police assistance, units shall provide LCWC with the reason for the request. When possible, the requesting unit should identify any hazards which may be encountered by responding units (i.e. man with a gun, hostile crowd, etc.).

EMS STATUS CHECKS

1. EMS units that are on the scene of an incident by themselves will be checked on every 20 minutes.
2. The EMS units should advise if they are "OK/Fine/Good". The EMS units may indicate that there is no need to continue the Status Check.
3. If there is no response to a Status Check, LCWC will call the EMS unit again.

4. After two (2) failed attempts to obtain a status check response from an EMS unit, the on-duty EMS Supervisor and appropriate police department will be notified.
5. EMS crews must remember to monitor their radios while on the scene of an incident.

PRIORITY/STORM ALERT

1. The LCWC Supervisor will place LCWC on PRIORITY ALERT or STORM ALERT when due to a storm, or other situation, a high call volume makes the communication center too busy to operate under normal procedural standards.
2. LCWC will post the alert status in WebCAD and an announcement will be made on the Dispatch Talkgroups.
3. The alert status will remain in effect until LCWC transmits an announcement lifting the condition.
4. When LCWC declares PRIORITY ALERT or STORM ALERT field personnel:
 - a. Will realize reduced response assignments
 - i. Structure fires and Rescue calls will continue to get full response
 - b. Shall curtail the use of routine radio transmissions
 - c. Shall refrain from contacting LCWC by radio or phone for routine business
5. Low priority calls will be stacked until a unit from the home agency is available to respond.
6. During STORM ALERT periods, LCWC will maintain a list of incidents for notification to utility companies. If units on scene of an incident are unable to contact the utility company directly, they may request LCWC to add the incident to the list for the utility company. The list will be transmitted to the utility companies when deemed appropriate by the LCWC supervisor. When possible though, agencies are still encouraged to make notification directly to the utility company.
7. LCWC will not make notifications to a utility company for a singular event during STORM ALERT periods, unless notification is related to a high priority request for a Complex Incident.

CONTACT LIST

<u>AGENCY</u>	<u>CONTACT INFO</u>
AMTRAK	800-331-0008
BLUE RIDGE CABLE	800-242-1776
COMCAST	800-678-2943
MET ED	800-545-7738
NORFOLK SOUTHERN	800-799-0994
PENNDOT	717-265-7600
PPL	800-582-1106
PSP TROOP J	717-299-7650
RED CROSS	833-583-3111
RED ROSE TRANSIT	717-397-4246
UGI	800-438-3915
WINDSTREAM	717-733-1411

Units are encouraged to contact third party agencies directly, without having LCWC act as an intermediary. Having direct communication allows for the accurate transmission of information as well as the ability to provide answers to any questions the agency contact may have.

LCWC will continue to assist Incident Command during Complex Incidents by contacting third party agencies when requested.

Note: PSP requires that Incident Command contact them directly when requesting a Fire Marshal

During Storm Alert periods, LCWC will maintain a list of incidents for notification to utility companies. If units on scene of an incident are unable to contact the utility company directly, they may request LCWC to add the incident to list for the utility company. The list will be transmitted to the utility companies when deemed appropriate by the LCWC supervisor. When possible though, agencies are still encouraged to make notification directly to the utility company.

LCWC will not make notifications to a utility company for a singular event during Storm Alert periods, unless that notification is related to a high priority request for a Complex Incident.

NAMING OF COMMAND as adopted June 8, 2022, by LCFCA

1. Upon arriving on scene and confirming the need for the Incident Command System to be established, the officer or unit in charge will announce the assumption of command.
 - a. Command will be named by the first due agency's ID #.
 - i. An incident in Willow Street Fire Company's first due, the officer or unit in charge would be named Command 50
 - b. If there become multiple incidents occurring within one first due area of responsibility, then the following will occur:
 - i. Willow Street Fire Company is on an incident at 123 Lyndon Avenue and is known as Command 50. A second incident is dispatched at Willow Valley Lakes.
 - ii. The Lyndon Avenue incident will now switch to Lyndon Avenue Command and the second call at Willow Valley Lakes will be known as Willow Valley Lakes Command.
 - iii. LCWC dispatcher will use best judgment in these instances and assist the Incident Commander in transitioning from agency ID to naming the Incident Command.
2. When agencies are operating in a multi-discipline unified command:
 - a. Command will be named with a geographic designator, such as by the street name or building name.
 - b. LCWC dispatcher will use best judgment in these instances and assist the Incident Commander in transiting from agency ID to naming the Incident Command.
3. For single department dispatches, the officer or unit in charge shall use their radio identifier to communicate with LCWC (Chief 27, Tanker 27, etc.)

20-MINUTE INCIDENT DURATION NOTIFICATIONS

To ensure the safety and welfare of personnel operating on the scene of an incident, LCWC will issue 20-Minute Incident Duration notifications to the Incident Commander.

The 20-Minute Incident Duration Notifications will be made 20 minutes after dispatch of a structure fire or at the request of the Incident Commander.

The notifications will continue every 20 minutes until LCWC is directed by the Incident Commander to discontinue the notifications.

At each 20-Minute Incident Duration Notification, LCWC shall complete the 20-Minute Incident Duration Checklist with the Incident Commander.

20-Minute Incident Duration Checklist:

At the first 20-minute mark:

1. Should utility companies be notified of the incident?
 - a. If yes, which utility companies?
2. Any other resources needed?
3. Should the 20-Minute Incident Duration Notifications be continued?

At the second 20-minute mark (if notifications were asked to be continued):

1. Should PSP Fire Marshall be notified of the incident?
 - a. If yes, provide Incident Commander the phone number by putting it in the WebCAD comments and remind them that they need to contact PSP directly.
2. Should Red Cross be notified of the incident?
 - a. If yes, how many adults and how many children?
 - b. Provide the phone number to the Incident Commander by putting it in the WebCAD comments so they can communicate directly with the Red Cross liaison, if possible.
3. Any other resources needed?
4. Should the 20-Minute Incident Duration Notifications be continued?

At the third, and all subsequent, 20-minute mark (if notifications were asked to be continued):

1. Any other resources needed?
2. Should the 20-Minute Incident Duration Notifications be continued?

TRANSFER ASSIGNMENTS

1. Unit transfers will be initiated by LCWC 20 minutes into a working fire incident as part of the 20-minute incident duration checklist.

Additionally, LCWC may initiate unit transfers on other incidents when there is expected to be a long-term lack of fire protection in a given area.

2. The intent of the unit transfers is not to backfill every station, but instead to provide strategic placement of units to the area affected by incident.
3. Agencies may establish a resource listing for transfer assignments. If a resource listing isn't available or units on the resource listing aren't available, the units selected for transfer will be at the discretion of the LCWC Supervisor.
4. The location which units will be transferred to will be at the discretion of the LCWC Supervisor. When appropriate, LCWC may request a unit to standby in their station instead of transferring to another station.
5. Individual duty officers should not contact LCWC requesting a transfer unit be located at their agency.
6. Agencies should not contact LCWC to advise that they have staffing available for a unit transfer if the agency wasn't dispatched for the unit transfer.

Communications Plan
Active Shooter Incidents
January 2022

Members:

Matt Shenk: Operations Manager, LCWC

Christine Ness: Paramedic Supervisor, LEMSA EMS

Ryan Runkle: Paramedic Supervisor, Northwest EMS

Chris Buchmoyer: EMS Chief Warwick EMS

Dusty Dommel: Capt. Lancaster City Fire

Dan Bezek: Capt. Manheim Twp Fire and Rescue

Mike Smith: Fire Chief, Lititz Fire Company

Josh Sandman: Sergeant, East Hempfield Twp Police

Eric McCrady: Sergeant, Lancaster City Police

Joe Stauffer: Police Chief, Manheim Boro Police

Chris Heisler: Supervisor, LCWC

Sara Sloat, Assistant Operations Manager, LCWC

Objective: To establish a basic communications plan for Lancaster County, PA., involving all disciplines of public safety for active shooter events, or any event in which cross discipline communications are required. The plan can be modified, expanded, or contracted as the Incident Command requires.

****** Request LCWC Field Comm 91 for Communications Support on all Incidents if not already dispatched******

***** LCWC Supervisor offers prompts and direction to Incident Command and responders on Comms Plan*****

1. An incident is identified that could/will escalate into a multi-discipline response.
2. LCWC clears the channel and moves other police agencies to another police hailing channel. (NE, NW, ME, SO)
3. 20 minute marks initiated by LCWC at dispatch and continue until advised to stop by Command
4. Command Staff responds and operates on Co-Wide Public Safety (Zone 1 Channel 14)

5. LCWC contacts hospitals advising of potential patients and trauma bed availability
6. LCWC or Incident Commander designates a staging area for incoming units
7. Mutual aid responding police switch to the talk-group assigned and respond and arrive on that TG or use WEBCAD to arrive. LCWC updates CAD with talk-group assignments.
8. LCWC assigns an OPS Talk-group for fire and EMS and a TAC for police for incoming, on-scene communication, as well as staging. LCWC notes these assigned talk-groups in CAD.
9. Incident Commander establishes a Unified Command involving all disciplines involved in the incident.
 - a. LCWC announce location of Unified Command and documents in CAD the location.
 - b. LCWC and Command Staff utilize County-wide PS (Zone 1 Ch. 14)
10. A communications plan should be created and managed. (Consider a communications manager)
11. Non Threat Elimination operations should be conducted on Police TAC Talk-groups assigned by LCWC
12. Cross discipline communications options and available talk-groups:
 - a. County-wide Public Safety Co-wide PS (Zone 1, channel 14). In all radios from all disciplines.
 - b. Municipal Public Safety (Zone 1, channel 15). In radios of agencies that service that municipality.
 - c. Simplex channels
 - d. Police TACs and Fire and EMS OPS
 - e. Event Talk-groups (Zone 15)
 - f. ENCRYPT 1 and ENCRYPT 2 (if fire has encryption capability) (Zone 4)
 - g. County-wide Ops (Zone 16)

13. If incident has in-building coverage issues, Simplex communications may be needed.
 - a. County-wide Simplex C/W Simplex (Zone 2 for police, Zone 7 for Fire & EMS) (Channels 9, 10, 11, 12)
These are countywide Simplex frequencies in every discipline radio. There are 4 channels available to be utilized as needed.
Simplex Channels 13, 14, 15, 16, are discipline specific. i.e. L/E Simplex Law Enforcement.
F/E Simplex Fire & EMS
14. Incident Command will need to make one or all of these assignments and request LCWC to advise responding agencies to switch their radios to one of these talk-groups and document in CAD.
15. When incident stabilizes, move incident to a Police TAC TG and begin to release hailing TGs as soon as possible.
 - a. Police, Fire and EMS Considerations:
 - i. Triage location and officer and talk-group
 - ii. Transport officer and patient tracking
 - iii. Medical helicopter landing location and logistical support
 - iv. Media area and media briefings
 - v. Traffic control
 - vi. Hospital security
 - vii. Evidence collection and chain of custody
 - viii. Contact phone number for victims' families

- ix. EMA, municipal, county, state, and federal notifications
- x. Additional radios for out of county units - onboard Field Comm
- xi. Simplex for radio to radio communications.

Approved by Working Group 3/16/2022

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