



Lexington County Fire Service

Standard Operating Guidelines Radio/Communications Procedures OPS-006

EFFECTIVE: April 1, 2009

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SCOPE: All Lexington County Public Safety personnel

PURPOSE: This policy establishes guidelines for radio communications, compliant with the National Incident Management System (NIMS) requirements for the use of common terminology, to include clear text, and to standardize communications between all disciplines.

POLICY: The need for common terminology and communications interoperability is essential for effective, clear communications. It is the policy of Lexington County Public Safety to utilize common terminology during all routine and extraordinary incidents. The attached glossary of key terms, acronyms, and county specific phraseology will be utilized by all emergency and non-emergency disciplines, to include; Communications, Emergency Medical Services, Fire Service and all Law Enforcement Agencies.

PROCEDURE:

This plan is based on the National Incident Management System (NIMS) version of the Incident Command System (ICS). Through a unified command system, agencies utilize common terminology, compatible communications systems and efficient standard operating procedures. Appendix A includes the NIMS required terminology and acceptable county specific phraseology. All Lexington County Public Safety Personnel are required to be familiar with the complete list of terminology in order to effectively communicate.

I. UNIT TRANSMISSION AND IDENTIFICATION

When transmitting a message, first identify the unit to be contacted, then identify yourself. Each message will be preceded by the identification of the unit to which the

message is directed. Key information contained within the message will be repeated by the receiver to confirm understanding.

Examples: Engine 91: “County, Engine 91”
 County: “Engine 91, go ahead”
 Engine 91: “Engine 91 is on scene”
 County: “Copy Engine 91 on scene”

II. PHONETIC ALPHABET

The phonetic alphabet is a system that associates words with specific letters of the alphabet. The following International Phonetic Alphabet is to be used in radio transmissions, to clarify words that could be misinterpreted easily or have more than one spelling.

INTERNATIONAL 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

III. 24-HOUR CLOCK

Military time commences at midnight or 0000 hours and is counted through the revolutions of the clock to noon, which is 12 hours after midnight, or 1200 hours. One hour is then added to 1200 hours for each hour up to midnight. Thus, 1:00 pm becomes 1300 hours (1200 hours plus 1 hour); 9:00 pm becomes 2100 hours, and so forth. Minutes are counted consecutively up to 59 minutes between each hour. Thus 45 minutes past 1:00 pm becomes 1345 hours (1200 hours plus 1 hour plus 45 minutes). The following 24-hour clock, or military time, will be used:

0000	Hours	=	Beginning of day
0100	Hours	=	1:00 AM
0200	Hours	=	2:00 AM
0300	Hours	=	3:00 AM
0400	Hours	=	4:00 AM
0500	Hours	=	5:00 AM
0600	Hours	=	6:00 AM
0700	Hours	=	7:00 AM
0800	Hours	=	8:00 AM
0900	Hours	=	9:00 AM
1000	Hours	=	10:00 AM
1100	Hours	=	11:00 AM
1200	Hours	=	12:00 PM
1300	Hours	=	1:00 PM
1400	Hours	=	2:00 PM
1500	Hours	=	3:00 PM
1600	Hours	=	4:00 PM
1700	Hours	=	5:00 PM
1800	Hours	=	6:00 PM
1900	Hours	=	7:00 PM
2000	Hours	=	8:00 PM
2100	Hours	=	9:00 PM
2200	Hours	=	10:00 PM
2300	Hours	=	11:00 PM
2400	Hours	=	Midnight

IV. TERMINOLOGY

The following terminology mirrors the Glossary of Key Terms and Acronyms as published in the National Incident Management System (NIMS) dated March 1, 2004.

<u>KEY TERM</u>	<u>MEANING</u>
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<i>Agency:</i>	A division of government with a specific function offering a particular kind of assistance. In ICS, agencies are defined either as jurisdictional (having statutory responsibility for incident management) or as assisting or cooperating (providing resources or other assistance).
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<i>Agency Representative:</i>	A person assigned by a primary, assisting, or cooperating state, local, or tribal government agency or private entity that has been delegated authority to make decisions affecting that agency's or organization's participation in incident management activities following appropriate consultation with the leadership of that agency.
<i>Area Command (Unified Area Command):</i>	An organization established (1) to oversee the management of multiple incidents that are each being handled by an ICS organization or (2) to oversee the management of large or multiple incidents to which several Incident Management Teams have been assigned. Area Command has the responsibility to set overall strategy and priorities, allocate critical resources according to priorities, ensure that incidents are properly managed, and ensure that objectives are met and strategies followed. Area Command becomes Unified Area Command when incidents are multi-jurisdictional. Area Command may be established at an emergency operations center facility or at some location other than an incident command post.
<i>Assessment:</i>	The evaluation and interpretation of measurements and other information to provide a basis for decision-making.
<i>Assignments:</i>	Tasks given to resources to perform within a given operational period that are based on operational objectives defined in the IAP.
<i>Assistant:</i>	Title for subordinates of principal Command Staff positions. The title indicates a level of technical capability, qualifications, and responsibility subordinate to the primary positions. Assistants may also be assigned to unit leaders.
<i>Assisting Agency:</i>	An agency or organization providing personnel, services, or other-resources to the agency with direct responsibility for incident management. See also Supporting Agency.
<i>Available Resources:</i>	Resources assigned to an incident, checked in, and available for a mission assignment, normally located in a Staging Area.
<i>Backup:</i>	Move to a fire station to provide coverage
<i>Branch:</i>	The organizational level having functional or geographical responsibility for major aspects of incident operations. A branch is organizationally situated between the section and the division or group in the Operations Section, and between the section and units in the Logistics Section. Branches are identified by the use of Roman numerals or by functional area.
<i>Chain of Command:</i>	A series of command, control, executive, or management positions in hierarchical order of authority.
<i>Check-In:</i>	The process through which resources first report to an incident. Check-in locations include the incident command post, Resources Unit, incident base, camps, staging areas, or directly on the site.
<i>Chief:</i>	The ICS title for individuals responsible for management of functional sections: Operations, Planning, Logistics, Finance/Administration, and Intelligence (if established as a separate section).

	All personnel are to evacuate the affected area immediately. Drivers of all equipment on the scene are to sound continual blasts of the airhorns for one minute. County Communications is to stop all radio traffic on the channel being used. Sound an “all call” and repeat “Code Red” message three times. Personnel are to drop what they are doing immediately, do not remove tools or perform any functions other than to get out. Personnel are to report to their personnel accountability officers/supervisors for a head count, and the Incident Commander is to be notified when all personnel are accounted for, or of anyone who is not accounted for. Examples of when “Code Red” would be used are as follows: immediate collapse of structure, loss of water, signs of approaching flashover, etc.
<i>Code Red</i>	
<i>Command:</i>	The act of directing, ordering, or controlling by virtue of explicit statutory, regulatory, or delegated authority.
<i>Command Staff:</i>	In an incident management organization, the Command Staff consists of the Incident Command and the special staff positions of Public Information Officer, Safety Officer, Liaison Officer, and other positions as required, who report directly to the Incident Commander. They may have an assistant or assistants, as needed.
<i>Common Operating Picture:</i>	A broad view of the overall situation as reflected by situation reports, aerial photography, and other information or intelligence.
<i>Communications Unit:</i>	An organizational unit in the Logistics Section responsible for providing communication services at an incident or an EOC. A Communications Unit may also be a facility (e.g., a trailer or mobile van) used to support an Incident Communications Center.
<i>Cooperating Agency:</i>	An agency supplying assistance other than direct operational or support functions or resources to the incident management effort.
<i>Coordinate:</i>	To advance systematically an analysis and exchange of information among principals who have or may have a need to know certain information to carry out specific incident management responsibilities.
<i>Deputy:</i>	A fully qualified individual who, in the absence of a superior, can be delegated the authority to manage a functional operation or perform a specific task. In some cases, a deputy can act as relief for a superior and, therefore, must be fully qualified in the position. Deputies can be assigned to the Incident Commander, General Staff, and Branch Directors.
<i>Dispatch:</i>	The ordered movement of a resource or resources to an assigned operational mission or an administrative move from one location to another.
<i>Division:</i>	The partition of an incident into geographical areas of operation. Divisions are established when the number of resources exceeds the manageable span of control of the Operations Chief. A division is located within the ICS organization between the branch and resources in the Operations Section.
<i>Emergency:</i>	Absent a Presidentially declared emergency, any incident(s), human-caused or natural, that requires responsive action to protect life or

<i>Emergency Operations Centers (EOCs):</i>	<p>property. Under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, an emergency means any occasion or instance for which, in the determination of the President, Federal assistance is needed to supplement State and local efforts and capabilities to save lives and to protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the United States. The physical location at which the coordination of information and resources to support domestic incident management activities normally takes place. An EOC may be a temporary facility or may be located in a more central or permanently established facility, perhaps at a higher level of organization within a jurisdiction. EOCs may be organized by major functional disciplines (e.g., fire, law enforcement, and medical services), by jurisdiction (e.g., Federal, State, regional, county, city, tribal), or some combination thereof.</p>
<i>Emergency Operations Plan:</i>	<p>The "steady-state" plan maintained by various jurisdictional levels for responding to a wide variety of potential hazards.</p>
<i>Emergency Public Information:</i>	<p>Information that is disseminated primarily in anticipation of an emergency or during an emergency. In addition to providing situational information to the public, it also frequently provides directive actions required to be taken by the general public.</p>
<i>Emergency Response Provider:</i>	<p>Includes state, local, and tribal emergency public safety, law enforcement, emergency response, emergency medical (including hospital emergency facilities), and related personnel, agencies, and authorities. See Section 2 (6), Homeland Security Act of 2002, Pub. L. 107-296, 116 Stat. 2135 (2002). Also known as <i>Emergency Responder</i>.</p>
<i>Evacuation:</i>	<p>Organized, phased, and supervised withdrawal, dispersal, or removal of civilians from dangerous or potentially dangerous areas, and their reception and care in safe areas.</p>
<i>Event:</i>	<p>A planned, non-emergency activity. ICS can be used as the management system for a wide range of events, e.g., parades, concerts, or sporting events.</p>
<i>Federal:</i>	<p>Of or pertaining to the Federal Government of the United States of America.</p>
<i>Fire</i>	<p>A fire</p>
<i>Function:</i>	<p>Function refers to the five major activities in ICS: Command, Operations, Planning, Logistics, and Finance/Administration. The term function is also used when describing the activity involved, e.g., the planning function. A sixth function, Intelligence, may be established, if required, to meet incident management needs.</p>
<i>General Staff:</i>	<p>A group of incident management personnel organized according to function and reporting to the Incident Commander. The General Staff normally consists of the Operations Section Chief, Planning Section</p>

Chief, Logistics Section Chief, and Finance/Administration Section Chief.

Group: Established to divide the incident management structure into functional areas of operation. Groups are composed of resources assembled to perform a special function not necessarily within a single geographic division. Groups, when activated, are located between branches and resources in the Operations Section. (See *Division*.)

Hazard: Something that is potentially dangerous or harmful, often the root cause of an unwanted outcome.

In the area A unit is in the vicinity of a call, but location is uncertain

Incident: An occurrence or event, natural or human-caused, that requires an emergency response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, wildland and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response.

Incident Action Plan: An oral or written plan containing general objectives reflecting the overall strategy for managing an incident. It may include the identification of operational resources and assignments. It may also include attachments that provide direction and important information for management of the incident during one or more operational periods. The field location at which the primary tactical-level, on-scene incident command functions are performed. The ICP may be collocated with the incident base or other incident facilities and is normally identified by a green rotating or flashing light.

Incident Command Post (ICP): A standardized on-scene emergency management construct specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during incidents. It is used for all kinds of emergencies and is applicable to small as well as large and complex incidents. ICS is used by various jurisdictions and functional agencies, both public and private, to organize field-level incident management operations.

Incident Command System (ICS):

Incident Commander (IC): The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and the release of resources. The IC has overall authority and responsibility for

	conducting incident operations and is responsible for the management of all incident operations at the incident site.
<i>Incident Management Team (IMT):</i>	The IC and appropriate Command and General Staff personnel assigned to an incident.
<i>Incident Objectives:</i>	Statements of guidance and direction necessary for selecting appropriate strategy(s) and the tactical direction of resources. Incident objectives are based on realistic expectations of what can be accomplished when all allocated resources have been effectively deployed. Incident objectives must be achievable and measurable, yet flexible enough to allow strategic and tactical alternatives.
<i>Initial Action:</i>	The actions taken by those responders first to arrive at an incident site.
<i>Initial Response:</i>	Resources initially committed to an incident.
<i>Intelligence Officer:</i>	The intelligence officer is responsible for managing internal information, intelligence, and operational security requirements supporting incident management activities. These may include information security and operational security activities, as well as the complex task of ensuring that sensitive information of all types (e.g., classified information, law enforcement sensitive information, proprietary information, or export-controlled information) is handled in a way that not only safeguards the information, but also ensures that it gets to those who need access to it to perform their missions effectively and safely.
<i>Joint Information Center (JIC):</i>	A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media at the scene of the incident. Public information officials from all participating agencies should collocate at the JIC.
<i>Joint Information System (JIS):</i>	Integrates incident information and public affairs into a cohesive organization designed to provide consistent, coordinated, timely information during crisis or incident operations. The mission of the JIS is to provide a structure and system for developing and delivering coordinated interagency messages; developing, recommending, and executing public information plans and strategies on behalf of the IC; advising the IC concerning public affairs issues that could affect a response effort; and controlling rumors and inaccurate information that could undermine public confidence in the emergency response effort.
<i>Jurisdiction:</i>	A range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority. Jurisdictional authority at an incident can be political or geographical (e.g., city, county, tribal, State, or Federal boundary lines) or functional (e.g., law enforcement, public health).
<i>Liaison:</i>	A form of communication for establishing and maintaining mutual

understanding and cooperation.

Liaison Officer:

A member of the Command Staff responsible for coordinating with representatives from cooperating and assisting agencies.

Local Government:

A county, municipality, city, town, township, local public authority, school district, special district, intrastate district, council of governments (regardless of whether the council of governments is incorporated as a nonprofit corporation under State law), regional or interstate government entity, or agency or instrumentality of a local government; an Indian tribe or authorized tribal organization, or in Alaska a Native village or Alaska Regional Native Corporation; a rural community, unincorporated town or village, or other public entity. See Section 2 (10), Homeland Security Act of 2002, Pub. L. 107-296, 116 Stat. 2135 (2002).

Logistics:

Providing resources and other services to support incident management.

Logistics Section:

The section responsible for providing facilities, services, and material support for the incident.

As defined under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (42 U.S.C. 5122), a major disaster is

Major Disaster:

any natural catastrophe (including any hurricane, tornado, storm, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought), or, regardless of cause, any fire, flood, or explosion, in any part of the United States, which in the determination of the President causes damage of sufficient severity and magnitude to warrant major disaster assistance under this Act to supplement the efforts and available resources of States, tribes, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby.

Management by Objective:

A management approach that involves a four-step process for achieving the incident goal. The Management by Objectives approach includes the following: establishing overarching objectives; developing and issuing assignments, plans, procedures, and protocols; establishing specific, measurable objectives for various incident management functional activities and directing efforts to fulfill them, in support of defined strategic objectives; and documenting results to measure performance and facilitate corrective action.

Mayday

Immediate silence on the “on scene” frequency. Priority goes to the “Mayday” caller. “Mayday” will be used to notify of an immediate emergency, such as: lost, disoriented, low on air, trapped, etc.

Mitigation:

The activities designed to reduce or eliminate risks to persons or property or to lessen the actual or potential effects or consequences of an incident. Mitigation measures may be implemented prior to, during,

or after an incident. Mitigation measures are often informed by lessons learned from prior incidents. Mitigation involves ongoing actions to reduce exposure to, probability of, or potential loss from hazards. Measures may include zoning and building codes, floodplain buyouts, and analysis of hazard-related data to determine where it is safe to build or locate temporary facilities. Mitigation can include efforts to educate governments, businesses, and the public on measures they can take to reduce loss and injury.

Mobilization:

The process and procedures used by all organizations-state, local, and tribal-for activating, assembling, and transporting all resources that have been requested to respond to or support an incident.

*Multi-agency
Coordination Entity:*

A multi-agency coordination entity functions within a broader multi-agency coordination system. It may establish the priorities among incidents and associated resource allocations, de-conflict agency policies, and provide strategic guidance and direction to support incident management activities.

*Multi-agency
Coordination Systems:*

Multi-agency coordination systems provide the architecture to support coordination for incident prioritization, critical resource allocation, communications systems integration, and information coordination. The components of multi-agency coordination systems include facilities, equipment, emergency operation centers (EOCs), specific multi-agency coordination entities, personnel, procedures, and communications. These systems assist agencies and organizations to fully integrate the subsystems of the NIMS.

*Multijurisdictional
Incident:*

An incident requiring action from multiple agencies that each have jurisdiction to manage certain aspects of an incident. In ICS, these incidents will be managed under Unified Command.

Mutual-Aid Agreement:

Written agreement between agencies and/or jurisdictions that they will assist one another on request, by furnishing personnel, equipment, and/or expertise in a specified manner.

National:

Of a nationwide character, including the state, local, and tribal aspects of governance and policy.

*National Disaster
Medical System:*

A cooperative, asset-sharing partnership between the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Homeland Security, and the Department of Defense. NDMS provides resources for meeting the continuity of care and mental health services requirements of the Emergency Support Function 8 in the Federal Response Plan.

*National Incident
Management System:*

A system mandated by HSPD-5 that provides a consistent nationwide approach for state, local, and tribal governments; the private-sector, and nongovernmental organizations to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. To provide for interoperability and compatibility among state, local, and tribal capabilities, the NIMS includes a core set of concepts, principles, and terminology. HSPD-5 identifies these as the ICS; multi-agency

coordination systems; training; identification and management of resources (including systems for classifying types of resources); qualification and certification; and the collection, tracking, and reporting of incident information and incident resources.

National Response Plan: A plan mandated by HSPD-5 that integrates Federal domestic prevention, preparedness, response, and recovery plans into one all-discipline, all-hazards plan.

Nongovernmental Organization: An entity with an association that is based on interests of its members, individuals, or institutions and that is not created by a government, but may work cooperatively with government. Such organizations serve a public purpose, not a private benefit. Examples of NGOs include faith-based charity organizations and the American Red Cross.

Operational Period: The time scheduled for executing a given set of operation actions, as specified in the Incident Action Plan. Operational periods can be of various lengths, although usually not over 24 hours.

Operations Section: The section responsible for all tactical incident operations. In ICS, it normally includes subordinate branches, divisions, and/or groups. The ability to account for the location and welfare of incident personnel.

Personnel Accountability: It is accomplished when supervisors ensure that ICS principles and processes are functional and that personnel are working within established incident management guidelines.

Planning Meeting: A meeting held as needed prior to and throughout the duration of an incident to select specific strategies and tactics for incident control operations and for service and support planning. For larger incidents, the planning meeting is a major element in the development of the Incident Action Plan (IAP).

Planning Section: Responsible for the collection, evaluation, and dissemination of operational information related to the incident, and for the preparation and documentation of the IAP. This section also maintains information on the current and forecasted situation and on the status of resources assigned to the incident.

Preparedness: The range of deliberate, critical tasks and activities necessary to build, sustain, and improve the operational capability to prevent, protect against, respond to, and recover from domestic incidents. Preparedness is a continuous process. Preparedness involves efforts at all levels of government and between government and private-sector and nongovernmental organizations to identify threats, determine vulnerabilities, and identify required resources. Within the NIMS, preparedness is operationally focused on establishing guidelines, protocols, and standards for planning, training and exercises, personnel qualification and certification, equipment certification, and publication management.

*Preparedness
Organizations:*

The groups and foray that provide interagency coordination for domestic incident management activities in a nonemergency context. Preparedness organizations can include all agencies with a role in incident management, for prevention, preparedness, response, or recovery activities. They represent a wide variety of committees, planning groups, and other organizations that meet and coordinate to ensure the proper level of planning, training, equipping, and other preparedness requirements within a jurisdiction or area.

Prevention:

Actions to avoid an incident or to intervene to stop an incident from occurring. Prevention involves actions to protect lives and property. It involves applying intelligence and other information to a range of activities that may include such countermeasures as deterrence operations; heightened inspections; improved surveillance and security operations; investigations to determine the full nature and source of the threat; public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and, as appropriate, specific law enforcement operations aimed at deterring, preempting, interdicting, or disrupting illegal activity and apprehending potential perpetrators and bringing them to justice.

Private Sector:

Organizations and entities that are not part of any governmental structure. It includes for-profit and not-for-profit organizations, formal and informal structures, commerce and industry, and private voluntary organizations (PVO).

Processes:

Systems of operations that incorporate standardized procedures, methodologies, and functions necessary to provide resources effectively and efficiently. These include resource typing, resource ordering and tracking, and coordination.

*Public Information
Officer:*

A member of the Command Staff responsible for interfacing with the public and media or with other agencies with incident-related information requirements.

*Publications
Management:*

The publications management subsystem includes materials development, publication control, publication supply, and distribution. The development and distribution of NIMS materials is managed through this subsystem. Consistent documentation is critical to success, because it ensures that all responders are familiar with the documentation used in a particular incident regardless of the location or the responding agencies involved.

<i>Qualification and Certification:</i>	This subsystem provides recommended qualification and certification standards for emergency responder and incident management personnel. It also allows the development of minimum standards for resources expected to have an interstate application. Standards typically include training, currency, experience, and physical and medical fitness.
<i>Reception Area:</i>	This refers to a location separate from staging areas, where resources report in for processing and out-processing. Reception Areas provide accountability, security, situational awareness briefings, safety awareness, distribution of IAPs, supplies and equipment, feeding, and bed down.
<i>Recovery:</i>	The development, coordination, and execution of service- and site-restoration plans; the reconstitution of government operations and services; individual, private-sector, nongovernmental, and public-assistance programs to provide housing and to promote restoration; long-term care and treatment of affected persons; additional measures for social, political, environmental, and economic restoration; evaluation of the incident to identify lessons learned; postincident reporting; and development of initiatives to mitigate the effects of future incidents.
<i>Recovery Plan:</i>	A plan developed by a State, local, or tribal jurisdiction with assistance from responding Federal agencies to restore the affected area.
<i>Remain in Station</i>	Do not respond to alarm
<i>Resources:</i>	Personnel and major items of equipment, supplies, and facilities available or potentially available for assignment to incident operations and for which status is maintained. Resources are described by kind and type and may be used in operational support or supervisory capacities at an incident or at an EOC.
<i>Resource Management:</i>	Efficient incident management requires a system for identifying available resources at all jurisdictional levels to enable timely and unimpeded access to resources needed to prepare for, respond to, or recover from an incident. Resource management under the NIMS includes mutual-aid agreements; the use of special state, local, and tribal teams; and resource mobilization protocols.

Resources Unit: Functional unit within the Planning Section responsible for recording the status of resources committed to the incident. This unit also evaluates resources currently committed to the incident, the effects additional responding resources will have on the incident, and anticipated resource needs.

Response: Activities that address the short-term, direct effects of an incident. Response includes immediate actions to save lives, protect property, and meet basic human needs. Response also includes the execution of emergency operations plans and of mitigation activities designed to limit the loss of life, personal injury, property damage, and other unfavorable outcomes. As indicated by the situation, response activities include applying intelligence and other information to lessen the effects or consequences of an incident; increased security operations; continuing investigations into nature and source of the threat; ongoing public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and specific law enforcement operations aimed at preempting, interdicting, or disrupting illegal activity, and apprehending actual perpetrators and bringing them to justice.

Responding to A unit is responding to an alarm. Give the location to which you are responding to ensure that the dispatch was understood.

Safety Officer: A member of the Command Staff responsible for monitoring and assessing safety hazards or unsafe situations and for developing measures for ensuring personnel safety.

Section: The organizational level having responsibility for a major functional area of incident management, e.g., Operations, Planning, Logistics, Finance/Administration, and Intelligence (if established). The section is organizationally situated between the branch and the Incident Command.

Span of Control: The number of individuals a supervisor is responsible for, usually expressed as the ratio of supervisors to individuals. (Under the NIMS, an appropriate span of control is between 1:3 and 1:7.)

Staging Area: Location established where resources can be placed while awaiting a tactical assignment. The Operations Section manages Staging Areas.

<i>State:</i>	When capitalized, refers to any State of the United States, the District of Columbia, the Commonwealth of Puerto Rico, the Virgin Islands, Guam, American Samoa, the Commonwealth of the Northern Mariana Islands, and any possession of the United States. See Section 2 (14), Homeland Security Act of 2002, Pub. L. 107-296, 116 Stat. 2135 (2002).
<i>Strategic:</i>	Strategic elements of incident management are characterized by continuous long-term, high-level planning by organizations headed by elected or other senior officials. These elements involve the adoption of long-range goals and objectives, the setting of priorities; the establishment of budgets and other fiscal decisions, policy development, and the application of measures of performance or effectiveness.
<i>Strike Team:</i>	A set number of resources of the same kind and type that have an established minimum number of personnel.
<i>Strategy:</i>	The general direction selected to accomplish incident objectives set by the IC.
<i>Supporting Technologies:</i>	Any technology that may be used to support the NIMS is included in this subsystem. These technologies include orthophoto mapping, remote automatic weather stations, infrared technology, and communications, among various others.
<i>Task Force:</i>	Any combination of resources assembled to support a specific mission or operational need. All resource elements within a Task Force must have common communications and a designated leader.
<i>Technical Assistance:</i>	Support provided to State, local, and tribal jurisdictions when they have the resources but lack the complete knowledge and skills needed to perform a required activity (such as mobile-home park design and hazardous material assessments).
<i>Terminated</i>	Bring to an end or to conclude
<i>Terrorism:</i>	Under the Homeland Security Act of 2002, terrorism is defined as activity that involves an act dangerous to human life or potentially destructive of critical infrastructure or key resources and is a violation of the criminal laws of the United States or of any State or other subdivision of the United States in which it occurs and is intended to intimidate or coerce the civilian population or influence a government or affect the conduct of a government by mass destruction, assassination, or kidnapping. See Section 2 (15), Homeland Security Act of 2002, Pub. L. 107-296, 116 Stat. 2135 (2002).
<i>Threat:</i>	An indication of possible violence, harm, or danger.
<i>Tools:</i>	Those instruments and capabilities that allow for the professional performance of tasks, such as information systems, agreements,

	doctrine, capabilities, and legislative authorities.
<i>Tribal:</i>	Any Indian tribe, band, nation, or other organized group or community, including any Alaskan Native Village as defined in or established pursuant to the Alaskan Native Claims Settlement Act (85 stat. 688) [43 U.S.C.A. and 1601 et seq.], that is recognized as eligible for the special programs and services provided by the United States to Indians because of their status as Indians.
<i>Type:</i>	A classification of resources in the ICS that refers to capability. Type 1 is generally considered to be more capable than Types 2, 3, or 4, respectively, because of size; power; capacity; or, in the case of incident management teams, experience and qualifications.
<i>Under Control</i>	No further damage is expected from an incident. Generally, a fire is out, a person is rescued, a hazardous material incident is stabilized.
<i>Unified Area Command:</i>	A Unified Area Command is established when incidents under an Area Command are multijurisdictional. (See Area Command .)
<i>Unified Command:</i>	An application of ICS used when there is more than one agency with incident jurisdiction or when incidents cross political jurisdictions. Agencies work together through the designated members of the UC, often the senior person from agencies and/or disciplines participating in the UC, to establish a common set of objectives and strategies and a single IAP.
<i>Unit:</i>	The organizational element having functional responsibility for a specific incident planning, logistics, or finance/administration activity.
<i>Unity of Command:</i>	The concept by which each person within an organization reports to one and only one designated person. The purpose of unity of command is to ensure unity of effort under one responsible commander for every objective.
<i>Vehicle Accident</i>	A vehicle accident. When know, specify the type of vehicle (automobile, tractor trailer, bus, etc.)
<i>Volunteer:</i>	For purposes of the NIMS, a volunteer is any individual accepted to perform services by the lead agency, which has authority to accept volunteer services, when the individual performs services without promise, expectation, or receipt of compensation for services performed. See, e.g., 16 U.S.C. 742f(c) and 29 CFR 553.101.

V. CONFIDENTIALITY CODES

The following are a list of confidentiality codes will be used to maintain some degree of confidentiality and provide unit safety:

<u>SIGNAL</u>	<u>MEANING</u>
Signal 01	Danger, Use Caution
Signal 02	Clear to Copy (Visitors/Victims/Suspects are present)
Signal 03	Records Indicate Suspended License or Plate

Signal 04	Records Indicate Item is Stolen
Signal 05	Records Indicate Subject is Wanted
Signal 06	Homicide / Murder
Signal 07	Bomb Threat
Signal 08	Arson / Suspicious Fire
Signal 09	Deceased Subject / Notify Coroner
Signal 10	Drug Related
Signal 11	Rape / Sexual Assault
Signal 12	Behavioral Emergency
Signal 13	Alcohol Impairment

VI. DISPOSITION CODES:

1. “False Alarm” – This will apply to most false alarms, includes malfunction alarms, alarms caused by unknown means, operator error and faulty equipment. “Report Written” is not an approved disposition code for false alarms.
2. “Other Conditions” – This will apply to alarms activated due to severe weather, such as strong winds or lightning or alarms activated due to malicious intent. This should be used sparingly at the discretion of the Incident Commander based on current weather conditions.
3. “Cancelled” – If the call is properly cancelled through County Communications by the original caller the disposition code is “Cancelled” and the responding units are cleared to go available and return to the station.
4. “TOT” – This will apply if the call is turned over to another agency or security to resolve prior to units arriving on scene.
5. “Unauthorized Burn”
6. “Approved Burn”
7. “Citation Written” – (Code enforcement only)
8. “ Patient Transported” – (Medic 11 only)
9. “Report Taken” – All others
10. DNR - Did not report

Reminder

- Always leave a yellow door hanger for a false alarm
- If the alarm is due to a cooking incident or smoke, etc., this is NOT a false alarm.

- If the call is turned over to security or resolved by phone the disposition is either “TOT” or “Cancelled”
- Do not use “Report Taken” as a disposition code for a false alarm.

VII. SCENE SIZE UP

The following descriptive terms should be used, as necessary, to describe initial size up and upgrade as conditions change.

Key Phrases:

Nothing Visible
 Smoke in a Structure
 Smoke Showing
 Heavy Smoke
 Fully Involved
 Fire Through the Roof
 Additional Equipment Needed
 Additional Manpower Needed
 Fire Under Control
 Fire is Out

VIII. DISPATCHING

A. General

Units will be assigned by Computer Aided Dispatch (CAD). Dispatch will tone appropriate equipment according to pre-plan or appropriate SOP. After toning, required information will be delivered in a clear test message.

B. First Tone

Dispatch will follow existing procedures for message content included during the first tone out. The following is a clear test example of a first tone out:

“Attention Oak Grove, Pine Grove, Lexington. Respond Engine 91, Engine 191, Tanker 94, Tanker 194, Tanker 104 to apartment fire at 100 Maple Street. Cross street is Augusta Highway. Map grid E01-W1.

C. Second Tone

Dispatch will follow existing procedures for message content included during the second tone out. The following is an example of a second tone out:

“Attention Engine 91, Engine 191, Tanker 94, Tanker 194, Tanker 104. Respond to apartment fire at 100 Maple Street. Cross street is Augusta Highway. Map grid E01-W1”

IX. RESPONDING UNITS

A. Responding to Alarms:

When a unit responds to a tone out, the unit will advise Central. Units will respond with clear text format. Example:

“County – Rescue 18 responding (repeat location and type of call)”

B. Arriving at Incident Scene:

When a responding unit arrives at the incidents scene, the unit will advise County and the Incident Commander, if applicable, that the unit has arrived and can assist with incident management. Example:

“County – Engine 121 On Scene (report condition, if first unit arriving)”

C. Available in Response Area

When a unit leaves the station, but remains in the response area, and will be available for call, it is not necessary to advise County. However, if the unit is out of the response area, or will be out of service, County must be advised. Example:

“County – Engine 131 will be out of service for hose testing”

“County – Engine 62 will be out of the area unavailable for calls.”

D. Leaving Incident

When released from an incident and available for response, units will report “available” to Central. When a unit leaves an incident, but is out of service due to empty water tank or other reason, the unit will report “unavailable.” When the unit has become operational, the unit will report “available” to dispatch. **Once the unit returns to their station they will go available at that station.**

When Command is terminated, the Incident Commander and involved units will report in a manner similar to the following;

“County – Rescue 3. Command terminated.” (When Command is terminated, all units are released.)

“Rescue 3 – County, copy Command terminated.”

“County – Engine 31 available.”
“Engine 31 – County, copy available.”

“County – Tanker 44 unavailable.”
“Tanker 44 – County, copy Tanker 44 unavailable.”

“County – Engine 31 available at Station 3.”
Engine 31 – County, copy available at Station 3.”

“County – Tanker 44 available at Station 4.”
“Tanker 44 – County, copy Tanker 44 available at Station 4.”

X. **Radio Operations**

Radio Channel Designation Objective: To establish a standardized department wide radio operations system that applies to the use of both the 800 MHZ and VHF radio system. It is the goal of this proposal to assure the best possible standardized communication system is made available for all personnel while operating at every emergency incident.

Radio Channel Action Plan: After evaluating the department’s current radio operations system we feel that it is the best interest of the Lexington County Fire Service to implement into policy a standardized radio communication system. In this system fire service will utilize the 800 MHz radio for direct communications between central dispatch and fire apparatus, incident commanders, other agencies and administrative traffic. However all other fire ground traffic will utilize the VHF radio system if the need for a designated fire ground radio channel arises.

In the event a fireground operations channel must be designated it shall be made by use of VHF Channel 2 at all times. Under the exigent circumstance that two firegrounds are locating within close proximity of each other and the operations radio channels interfere with each other, the second incident shall designate VHF Channel 3 for its fireground operations communication.

With the layout of this proposal during any incident, the incident commander is the only person who should have and is required to have direct communications with dispatch on the 800 MHz radio system. By using this system only the incident commander will be required to carry both the 800 and VHF radios throughout the entire incident, therefore greatly minimizing any confusion between firefighters, dispatch and incident commanders.

Following a full evaluation by the Battalion Chiefs with the department’s operations personnel, it is a common understanding that the incorporation of this proposal would not only positively influence our fireground communications but that it is the most

reliable system to use to ensure the safety of every firefighter while operating at any emergency incident.

Radio Number Designation Objective: It is the objective of this radio number designation plan is to implement a system that is standardized, easy to use and applies to all career personnel as well as incorporates the volunteer personnel throughout the Lexington County Fire Service. This radio numbering system also simplifies communications with mutual aid departments.

Radio Number Designation Assignment: Based upon information received from personnel in regards to a standardized radio number system, it is suggested to put into place a number system as follows:

Car – Station Number = Respective Station Volunter Chief
Battalion 1 through 2 = On Duty Battalion Chief
Station Number – 01 through 06 = Officer Rank Personnel
Station Number – 07 through 12 = Career Apparatus Operators
Station Number – 13 through 40 = Firefighter

**** Stations with career personnel shall be numbered as listed below. In the event it is required of a career staff member to fill in for an absent career staff member, the fill in career staff member will assume the radio number designation of the absent career staff member for the duration of the absence****

Station Number – 01 = A Shift Captain
Station Number – 02 = B Shift Captain
Station Number – 03 = C Shift Captain
Station Number – 07 = A Shift Apparatus Operator
Station Number – 08 = B Shift Apparatus Operator
Station Number – 09 = C Shift Apparatus Operator
Station Number – 10 through 12 = Day Time Apparatus Operator or Spare
Station Number – 13 = A Shift Firefighter
Station Number – 14 = B Shift Firefighter
Station Number – 15 = C Shift Firefighter

Implementation Period: Following a full evaluation of the department's current inventory of VHF radio equipment and the education of all fire service personnel of the radio operations SOP implementation, a deadline date for full implementation is set for May 1, 2009.

XI. RADIO FAILURE PLAN

The following plan will be utilized in the event of partial or complete radio system failure.

Fail Soft

If the 800 MHz system goes into Fail Soft (displayed on the radios), the system will revert to a conventional frequency. During Fail Soft, departments will share a common frequency as follows:

- * Sheriff's Department
- * Fire Service, EMS, Solicitor, Coroner, Medshore, CAR Fire, West Columbia Fire
- * All Lexington County Municipal Police Departments
- * Highway Patrol, SLED, SC Task Force

Site Trunking

The Communications Supervisor should call Motorola to determine the problem. Communications personnel should monitor their appropriate talk group on the console and on their backup radio. The backup radio should be locked on the site that is in trunking. Communications will complete a roll call of all units signed on to insure communications. All communications should be kept to a minimum for all departments.

System Failure

In the event of a complete 800 MHz system failure, the following procedure should be followed. Fire Service personnel and EMS personnel will revert back to their VHF systems for communications. Sheriff's Department personnel should report to the nearest fire station listed below:

Irmo/Region 1
Oak Grove
Gilbert
Edmund

This will allow supervisor to determine that all officers are safe what deployment should be taken. These four stations will be able to receive communication on 800 MHz on SC TAC 4 (Zone 7, Channel 95), or over the Fire Service VHF radio. Once all officers are accounted for, the senior officer at each station will report back to the communications center for personnel accountability. The supervisor may then deploy personnel to appropriate Resident Deputy Officers throughout the County. All officers should be paired up as "two man units" since they may not have communications once they leave their post. Only *priority one* calls will be answered during this time. The Sheriff's Department will send A Command Staff Officer to communications to assist with the determination of priority.

Complete Radio Failure

In the event that all radio communications within Lexington County are lost, Sheriff's Department personnel will report to the same stations listed under system failure. The senior officer at each station will contact Communications for personnel accountability. EMS personnel will report to the nearest fire station and call Communications to advise of their location. Communications will call each Fire Station and advise the station of the outage and all stations will "man their station." Once stations have been manned, they will call communications to advise of available manpower. A senior member of each agency will report to Communications to assist with prioritizing calls and determining response.

A complete failure of radio systems would most likely be due to some other incident that would increase Lexington County's Operational Condition. Should no other condition exist, Lexington County would immediately move to OPCON 1 and follow Operation Condition protocol. Portable repeaters may be requested through the South Carolina Emergency Management Division and Motorola. The Communications Shift Supervisor should notify the Communications Administrator and the Emergency Management Coordinator.

Fire Service VHF Failure

The VHF system is vital to the Fire Service for quick notification of volunteers and off duty personnel. Should the VHF radio fail, Communications should begin to use the backup system located in Communications. The Director of Public Safety and the Fire Service Coordinator will be advised. Communications Specialists will be notified to report the radio system failure. If the backup system fails in addition to the main system, each fire station should be notified by telephone. Each station should "man their station" and begin calling all personnel to report. Fire Service will send a Command Staff Officer to Communications to assist in prioritizing calls and changes to response protocol.