



**GLASTONBURY FIRE DEPARTMENT
STANDARD OPERATING GUIDELINES**



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REVISION #: 2 REVISED DATE: 01-11-16 EFFECTIVE DATE: 01-11-16
CATEGORY: DISPATCH/RADIO COMMUNICATIONS
SUB-CATEGORY: RADIO COMMUNICATIONS
SUBJECT: DEPARTMENT EQUIPMENT

Section I – Introduction

A. Objective

Effective, organized communications are essential to the proper operation of the Glastonbury Fire Department (GFD) on both routine and emergency functions. Effective radio communications are an essential part of the Department's operation.

B. Applicability

C. References

None

Section II – Guideline

The Glastonbury Fire Department will provide all members with information on the department's radio communication equipment and standardized guidelines for its use, care and maintenance.

1. HARDWARE

The Glastonbury Fire Department (GFD) is licensed by the Federal Communications Commission to operate fire service radio communications on the primary frequency of 452.450 PL 192.8/46.20 and on fire ground frequency of 457.1875. All GFD personnel will abide by FCC regulations when using the radios.

1. Each Fire station contains a UHF base station radio; each base station radio shall be tuned to the primary Glastonbury Fire Dispatch frequency.

2. All Glastonbury Fire Department apparatus contain an ultra high frequency (UHF) mobile radio unit.

16 Channel Mobile Radios contain the following frequencies:

Channel 1	-	GFD Primary
Channel 2	-	GFD Fire ground
Channel 3	-	GFD Fire Police
Channel 4	-	GFD Back-up Operations
Channel 5	-	STOCS #1
Channel 6	-	STOCS #2 /#4
Channel 7	-	STOCS #3 /#5
Channel 8	-	Hebron Fire
Channel 9	-	Marlborough Fire
Channel 10	-	Inter-City
Channel 11	-	Portland Fire w/IVR
Channel 12	-	East Hartford Fire
Channel 13	-	Manchester Fire, Rescue, EMS
Channel 14	-	Wethersfield Fire
Channel 15	-	Rocky Hill Fire
Channel 16	-	Glastonbury EMS

3. All GFD apparatus and Officers carry portable radios. Each portable radio contains 3 banks of 16 channels. On Bank A the 16 channels are in the same order as the mobile radios.

II. LANGUAGE

Plain language is used by the Glastonbury Fire Department – no codes are used. The plain language for the following reports is listed below. No other language for these reports is acceptable.

Plain Language

“Responding” – en route to emergency incident

“Arrival” – have arrived at emergency incident

Arrival Reports – “working fire”, “smoke showing”, “nothing showing”, “investigating”

“Returning” – finished with an emergency incident and available for another call for service

“Returning – Not Available” – returning to station, not available for another call for service

“Situation Under Control” – incident terminated

“Off in Quarters” – Apparatus off at its assigned station

“Off at _____” – Apparatus off at another station

“Cold Response” – proceed with caution/with flow of traffic

Radio test

“Engine 11 – responding with three”

“On the Air” – available by radio non-emergency mode

“Off the air” – no longer available by radio

“Out of service” – unavailable for a call, mechanical or training issue

“Back in service” – available for a call

- Communications between units will designate the unit being called first and then the caller.
Examples: Dispatch is radioing to Engine 11 – “Engine 11 – Dispatch”
Engine 11 is radioing to Engine 21 – “Engine 21 – Engine 11”
- “MAYDAY” will be used to clear the air in the event of an immediate emergency. When a “MAYDAY” is used, all other Glastonbury Fire Department personnel will maintain radio silence.
- Officers assigned radio designations will use their radio designation when operating any radio (with the exception of fire apparatus).
- When the Incident Command System is implemented, terminology will be consistent with Group, Division and Branch assignments.

III. TECHNIQUES

All personnel are expected to maintain high professional standards and attitudes when utilizing any radio or frequency.

Radio transmission will be clearer when the user talks across the face of the microphone rather than directly into it.

Determine what you are going to say before you key the microphone.

Key the microphone a full second before you start your message to ensure the full message is transmitted – hold the key until your message is complete.

Keep radio transmission as short and concise as possible.

When 2 or more radios are turned on and in close proximity, feedback through the radios will make transmission impossible.

Limit radio use at the critical time early into an incident.

IV. RADIO IDENTIFIERS

Once per month, at a time designated by the Station Captain, there will be a test of all radios. This test will be recorded into the Glastonbury Fire Department Firehouse Records System.

The base station radio will test with Dispatch and inform Dispatch they will be conducting a radio test at their station.

Each radio assigned to the Company will then test to the base station radio by roll call. Example:

- Engine 11 will radio its designation – “Engine 11”
- The Base radio will answer – “Engine 11 – Okay”
- This procedure will be repeated for all radios assigned to the Company and all Officers mobile and portable radios assigned to the Company.
- If a radio is not available during the monthly radio test, it must be tested at another time as soon as possible.
- Radio tests will be immediately suspended for an incident.
- There will be no unnecessary radio communication during any alarm.

VII. PAGERS

All members are assigned pagers

The pager configuration is:

- A – Monitor
- B – Alert Company Tone
- C – Scanning W/Fire ground
- D – Alert Vibrate

VIII. MAN DOWN PROCEDURE

1. The Man Down feature of each portable radio may be activated by personnel that are in trouble by pressing the orange button located on the top of the radio.

2. The Man Down will transmit on Frequency #1 – the primary Dispatch channel regardless of what channel the radio is set on at the time the orange button is activated.
3. The radio sending the signal will hear a series of beeps as the signal is sent.
4. After the Man Down is activated, if possible, the firefighter will radio a message with his/her location and nature of the emergency.
5. All Dispatch positions will receive a loud tone and a prominent message at their workstation, when a Man Down is transmitted.
6. During an emergency incident, the Fire Dispatcher will immediately contact COMMAND to alert him/her that the Man Down has been received and from whom.
7. When the emergency is cleared, reset the radio that sent the Man Down by shutting it off for 5-10 seconds and then turning it back on.

Accidental Activation of the Man Down

If an accidental activation of the Man Down occurs, immediately contact the Fire Dispatcher (with the same radio whenever possible) and advise them of the error.
Reset radio (turning it off for 5-10 seconds)

IX. Portable Radio designation

Portable Radios are assigned to each apparatus. They will be identified by the apparatus designation followed by a letter. They will be assigned at each incident by priority function.

Example: ENGINE 11A, ENGINE 11B, ENGINE 11C, and ENGINE 11D.

All Portable Radios will be assigned radio tags to be utilized as outline in the Personnel Accountability System.

X. APPARATUS DESIGNATIONS

Fire Co. #1

Engine 11	2008 Spartan/Marion	1500 GPM/7500 gallon tank
Engine 12	1992 Spartan/Marion	1500 GPM/750 gallon tank
Service 13	1991 Ford F-350 4 X 4	200 GPM/150 gallon tank
Rescue 14	1988 International/Ranger	Heavy Rescue
Ladder 15	2001 Sutphen Aerial	95' Tower Ladder
Marine 1	17' Boston Whaler	Rescue Boat

Fire Co. #2

Engine 21	2006 Marion	1500 GPM/1000 gallon tank
Engine 22	2008 Marion	1500 GPM/750 gallon tank
Service 23	1991 Ford F-350 4 X 4	Light Duty Rescue
Forestry 24	1985 Chevrolet 4 X 4	200 GPM/150 gallon tank

Fire Co. #3

Ladder 31	2008 Smeal	105' Ladder
Engine 32	2006 Marion	1500 GPM/1000 gallon tank

Rescue 33
Tanker 34
Forestry 35
Service 65

1999 Kenworth/Marion
1987 Autocar/FourGuys
1998 Ford 4 X 4
1967 Metro Step-Van

Heavy Rescue
1000 GPM/3000 gallon tank
200 GPM/150 gallon tank
Fire Police Vehicle

Fire Co. #4

Engine 41
Engine Tank 42
Service 43
Forestry 44
Marine 4
Engine 61

1992 International/Marion 4 X4
1999 Spartan/Marion
1991 Ford F-350 4 X 4
1977 Dodge 4 X 4
12' Inflatable
1993 E-One

1000 GPM/500 gallon tank
1500 GPM/2000 gallon tank
Light Duty Rescue
140 GPM/90 gallon tank
Rescue Boat
1000 GPM/1000 gallon tank

XI. OFFICER DESIGNATIONS

Headquarters

Car 1
Car 2
Car 3
Car 4
Car 5
Car 6
Car 7
Car 8
Car 9

Fire Chief
Assistant Chief
Deputy Chief
Deputy Chief
Open
Open
Staff Car
Staff Car
Duty Officer

Fire Marshals

860
861
862

Fire Marshal -- Deputy Chief
Deputy Fire Marshal - Captain
Open

Fire Co. #1

Car 10
Car 16
Car 17
Car 18
Car 19

Captain
Lieutenant
Lieutenant
Lieutenant
Lieutenant

Fire Co. #2

Car 20
Car 26
Car 27
Car 28
Car 29

Captain
Lieutenant
Lieutenant
Lieutenant
Lieutenant

Fire Co. #3

Car 30
Car 37
Car 38
Car 39

Captain
Lieutenant
Lieutenant
Lieutenant

Fire Co. #4

Car 40

Captain

Car 46

Lieutenant

Car 47

Lieutenant

Car 48

Lieutenant

Officers will use their radio designation when transmitting on any radio with the exception of fire apparatus.

COMMAND – is the Commanding Officer in charge at an incident. COMMAND will be prefaced by a location name (example: MAIN STREET COMMAND)

BASE OFFICER – A Base Officer is established at a Fire Station (fourth due Company) or by a Chief Officer at Fire Headquarters or Dispatch in the event of a major incident. BASE OFFICER will take control of all activities and resources other than the original emergency incident. The BASE OFFICER will be in command of all remaining and incoming fire service resources that are not responding directly to the incident.

SAFETY – On-scene appointed Officer responsible for the safety of all member and operations.

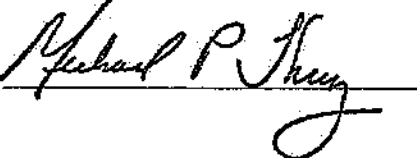
ACCOUNTABILITY OFFICER – On-scene appointed Officer (or member) responsible for tracking all personnel on scene. In addition an accountability officer will be responsible for tracking the location and function of operating groups or divisions.

REHAB OFFICER

Mutual Aid units retain their own unit or mobile designations preceded by the town name. (Example: Portland Engine 2)

Section III – Approval

Fire Chief



Date of Approval:

1/11/16