

## IV. Emergency Operations

### 4.01 Communications

Radio Equipment- Before operating any equipment, the operator should become familiar with the mechanical operation of the particular radio unit, and the operating guidelines outlined below and on the following pages.

Listening to the radio:

1. Adjust the volume to a comfortable listening level.
2. No squelch adjustment is necessary -radios have automatic squelch.

Transmitting:

1. Do not become excited.
2. Avoid unnecessary transmissions.
3. Any unit working at a fire or rescue has priority over any other transmission.
4. Do not transmit until determining if the "Air is Clear"
5. Do not key the microphone prior to knowing what you are going to say. (Dead air space often filled with uh..uh..uh.)
6. Do not broadcast messages whose meanings are either vague, of little importance, repetitive or rambling.
7. Do not ask numerous questions, the answers to which serve mostly to delay operations. This ties up the radio channel so that others are unable to get in any message.
8. Hold the microphone 1" to 2" from your mouth. Do not shout! Pitch the voice high rather than low. Key mic for one second prior to starting transmission.
9. Follow Department radio procedures.

General Guidelines:

1. No messages other than emergency or routine tests, shall be transmitted over the paging system unless authorized by a Chief Officer.
2. All fire alarms shall be transmitted two times, with approximately thirty seconds (3) between transmissions.

Note: All cancellation pages shall be transmitted once.

3. All members shall use clear text. For example, when Fire Fighter Immel (5308) wants to call the Communication Center, he/she says, "Outagamie County Greenville Fire 5308."

Agency Identifier- Greenville Fire must be used when utilizing personnel identifiers. For example, when Fire Fighter Immel 5308 wants to call the Communications Center, he/she says, "Outagamie County Greenville Fire 5308."

Response to Alarms- The Fire Department shall be notified by radio pager of the location and type of an emergency. The page shall be given a minimum of two times.

Example: Attention Town of Greenville Fire Department, respond to a reported structure fire located at six, six, zero, one Everglade Road. Respond to sixty-six hundred one Everglade Road a fire in the building.

Apparatus Acknowledgment- The responding companies to the scene of an emergency shall acknowledge the alarm with the following information:

1. Identify unit responding.
2. The address you are responding to.
3. What type of emergency you are responding to.

Apparatus Arrival- Upon the arrival of the company(ies) at the scene of the emergency, they shall inform the communications center of the following information:

1. You are on the scene, and at what address you are at.
2. Size-up of the situation:
  - A. Occupancy type
  - B. Number of stories
  - C. Smoke or fire present
  - D. The direction your company is heading
3. What your company will be doing, i.e. advancing line to first floor.
4. Who is command (if you are first company on scene).

Emergencies- All individuals or companies requiring emergency assistance have priority over all others. The following procedures shall be used for emergency traffic:

1. Unit calling the communications center;
2. The statement "Emergency Traffic" transmitted;
3. The dispatcher shall announce that the unit requesting emergency traffic will have priority.
4. State what your requirement or problem is.
5. No other transmissions shall be made until the dispatcher states to resume normal radio traffic.

Returning from Alarms- Companies that have finished their assignment or have been instructed to return to quarters shall inform the communications center in the following manner:

1. What company you are;
2. You are available and where you are returning from (address);

Company Activity Other Than Emergencies- When a staffed (personnel x 3 or 4) company is out of quarters and available to respond, the company shall inform the communications center they are available on the air. They should also inform them what their task will be, i.e. training, investigation, special assignment, etc.

During the course of the year, a piece of apparatus will have to be taken out of service for routine maintenance or repair. The communications center shall be informed of this condition.

<b>Greenville Fire Department Radio List</b>		
<b>Channel</b>	<b>Description</b>	
1	Outagamie Fire Main	
2	Out. Fire Ground 2	
3	Out. Fire Ground 3	
4	Out. Fire Ground 4	
5	Out. Fire Ground 5	
6	Out. Fire Ground 6	
7	Out. Fire Ground 7	
8	Out. Fire Ground 8	
9	Marc 2 (VHF Link)	
10	IFERN 1 (VHF Link)	
11	Gold Cross Ambulance	

Communications Center- As mentioned earlier, the communications center shall briefly repeat messages to ensure that everyone can hear the message and to ensure the message given is correct.

The communication center will have a listing of all the Department's apparatus.

The communications center shall list what companies are not available for service due to mechanical repairs on their status board.

Frequencies- The following are the frequencies and the order in which they appear on the specified radio.

12	GFD Local	
13	Airport Public Safety	
14	Outagamie Sheriff (Listen Only)	
15	WIN DVRS	
16	OUT DVRS	

Working Fires- Whenever the Department arrives on a situation such as a structure fire, hazardous materials incident, disaster, all companies after arriving on location shall report that they are going to the fire ground frequency. All operations shall be carried out using this frequency. Outagamie fire ground frequencies are channels 2-8.

Mutual Aid/MABAS- Whenever this Department is requested for mutual aid or MABAS, Outagamie Dispatch will tell you what channel to use.

Civilian or Fire fighter Death or Injury- Civilian or fire fighter injuries shall be reported to command; however, names and numbers will never be used or broadcasted over the radio