

Oxford County Regional Communications Center



RADIO PROTOCOL

Revised: May 15, 2014

Signatures are on record at Oxford County Regional Communications Center.

_____ Date: May 15, 2014

James P. Miclon, Director
Oxford County Regional Communications Center

_____ Date: May 15, 2014

Lisa M. Bennett, Chairman
Oxford County Communications Governing Board

STATEMENT OF PURPOSE

Whereas, it is understood by all Dispatchers at the Oxford County Regional Communications center that Police, Fire and Rescue emergencies are emergencies requiring immediate action by all concerned:

Whereas, in the event of a Police, Fire or Rescue emergency time is of essence requiring clear thinking and quick action on the part of all parties concerned.

Whereas, it is the purpose of the Oxford County Regional Communications Center to be helpful and courteous to the citizens and emergency personnel who use their services.

Now therefore, it is the purpose of the Dispatchers working under the Oxford County Regional Communications Center to respond as quickly as possible to all emergencies and other incidents requiring services:

1. All emergency calls have priority, depending upon the nature of the request for assistance. Top priority goes to a life-threatening situation.
2. Monday Night Tone test on County Fire is an important part of the County Communications Services, and should be completed as close to 19:00 hours Monday nights as possible. There will be situations when the Tone Test must be canceled. If this takes place, it will be the responsibility of the on duty dispatcher to announce the cancellation with a PageGate to all fire and rescues as close as to 19:00 hours as possible.
3. All Oxford County Regional Communications Center initial calls for service will be logged for service in the CAD system or on a separate log (to be transferred to the CAD system) depending on which is more practical for the dispatcher at the RCC at the time the call is received.
4. All units and agencies operating on the Oxford County Communications frequencies shall use designated numbers assigned to them by the Oxford County Communications Governing Board, and abide by FCC regulations.
 - a. All units and agencies who have another frequency available, will transfer to that frequency as soon as it is available. You also may be instructed by a dispatcher to move to that frequency as well.
5. No unit or agency can operate on Oxford County Regional Communications frequencies without a signed Users Agreement from the Oxford County Communications Governing Board.
6. Any misuse or violation of FCC regulations and User Agreement by any agency or unit will be reported to the Oxford County Communications Governing Board and dealt with accordingly. The Communications Governing Board will rule on all improper use of frequencies and has the authority to withdraw the right to use the radio frequencies if necessary, from any department or individual.
 - a. Steps of Correction.
 - i. Step 1. The chief of the agency will be notified in writing of the issue and the agency shall notify the Governing Board of corrective actions taken to resolve the issue in writing.
 - ii. Step 2. If the chief of the agency fails to make corrective actions the issue will be sent to the agencies Selectmen or Town Manager or Agency Board, and the Selectmen or Town Manager or Agency Board shall notify the Governing Board of corrective actions taken to resolve the issue in writing.
 - iii. Step 3. If the actions mentioned above fail to bring the issue to resolution the Issue shall be turned over to the Oxford County Commissioners for action to

remove the agency from the use of Oxford County Regional Communications frequencies.

7. The only non-emergency announcements done by the Oxford County Regional Communications dispatchers on County Fire Channel will be deaths, Western Maine Fireman's Association meeting date and town, weather announcements or any pre-arranged announcements through the Oxford County Communications Governing Board, or Communications Director.
8. Animal Control Officers, constables or any non-emergency unit that has permission from the Communications Governing Board or Communications Director to be on any frequency will transmit or request *only* essential traffic.
9. The radio numbers assigned to each town should be in each vehicle and be used in radio transmission for identification. Identification should be (to identify a person Town and Number like Lovell Fire 1) (to identify equipment Town and Type of equipment and number Like Lovell Tanker 171) (EMS units sign on as numbers 651, 501, 555 etc.)
10. If radio reception is poor, notify the communications center so it can be ascertained which unit the problem is coming from. Also please email your issue to the Communications Director or Deputy Director in writing or email.
11. Plain English shall be used, not the ten codes, but make transmissions clear and short.
12. Profane language is **NOT** Tolerated !!!!
13. Any complaints against the Communications Center will be directed to the Director-of Communications or Deputy Director as soon as the incident occurs if possible submit in writing or email. If complaining agency is not satisfied with the results from the Director-of Communications or Deputy Director, a letter of complaint should be directed to the Communications Governing Board.
14. There will be no car to car traffic on County Prime frequency without permission of the dispatcher on duty.
15. Relays between units are done **ONLY** after units have unsuccessfully tried to make contact first.
16. When signing on the air, dispatchers will repeat the unit's number that he/she is responding To, and essential traffic. (RE: Fire and or EMS agency)
 - a. Dispatcher Unit #, In route To scene
Unit #, off at the Scene
17. Any Agency desiring to make an announcement to their own service/personnel on County Fire Frequency will call The Communications Center prior to making the announcement to be sure the air is clear to do so. The request to announce shall be by Phone.
18. Request for non-emergency PageGate Notifications will be done by phone or fax 207-743-5392 to the dispatch center and will be sent out as soon as practical.
19. Apparatus in or out of service notifications will be done in house by departments not the Communications Center.
20. To aid on the use of Computer-Aided Dispatch, requests for driver's queries will be given in the following manner
 - i. State/Surname/Given name/Mid initial/DOB
 - b. Requests for vehicle queries will be given in the following manner
 - i. State/Plate Number/Plate Type.
21. All Fire and Rescue units will wait to sign on after the second set of tones and instructions. This is so not to interfere with outgoing messages.

PROTOCOL FOR CITIZENS REQUEST FOR ASSISTANCE

In the event a citizen should call the Oxford County Regional Communications Center for assistance, it is the duty of the dispatcher to ascertain as much information about the nature of call, directions, and any pertinent information pertaining to the call as directed in the "Policy and Procedures" for the Oxford County Regional Communications Center. The dispatcher should then select the appropriate frequency and tones (if necessary) and activate the tones for the town or agency from which the assistance is requested. The tone should be activated for one (1) cycle on whichever mountain(s) frequency is appropriate and message given once. Tones are then re-activated for one (1) more cycles, again on whichever mountain is appropriate and message is given once more. The most important aspect of the message are the location and type of call. Always give the directions you have at the time of message, as some responding personnel will be going directly to the scene and might not hear directions given by radio once the unit is in-service. The dispatcher will wait no more than five (5) minutes for an acknowledgment before re-toning and repeating the message. If there is no response within another three (3) minutes, the dispatcher will The nearest Mutual Aid Department or Agency.

The dispatcher will remain monitoring County Fire Frequency to ascertain the time the first responding unit signs in route to the call, and the last responding unit has signed out of service at their station.

ESSENTIAL RESCUE TRAFFIC

UNIT	DISPATCH
1.	Tone and Message
2. # unit – call received	unit # call received
3. # unit –Oxford RCC in route to scene	unit # in route to scene
4. # unit – Oxford RCC on scene	unit # on scene
5. # unit - Oxford RCC in route to (Loc)	unit # in route to (Loc)
6. # unit – Oxford RCC out of service at (Loc)	unit # out of service at (Loc)
7 # unit – Oxford RCC out of service at Station	unit # out of service at Station

If you do not receive an acknowledgement of your traffic repeat it again.

If responding agency is calling to advise the Communication Center of a call via radio, they must wait for an acknowledgement from the communications center *before* transmitting the message.

Each call will be logged on the radio log for the Communications Center. A telephone call can be placed by the responding agency to get their times. If the dispatcher is busy he/she will advise of such and ask for the call be placed later.

Acknowledgement of a call from the responding agency can come from anyone, but should be via radio for recording purposes.

ESSENTIAL FIRE TRAFFIC

UNIT	DISPATCH
1.	Tone and Message
2. # unit – call received	unit # call received
3. # unit –Oxford RCC in route to (Loc)	unit # in route to (Loc)
4. # unit – Oxford RCC on scene	unit # on scene
5. # unit - Oxford RCC returning to Station	unit # returning to Station
6. # unit – Oxford RCC out of service at Station	unit # out of service at Station

When requesting another town’s fire equipment for firefighting or back-up, give the following information through the Communications Center:

- a. Town to be called.
- b. Type of equipment requested
- c. Location equipment is to respond to

Prior to requesting the above from the Communications Center, it will be approved by the commanding officer at the scene. It will not be up to the dispatcher to ascertain this. Should the department have a fire dispatcher on duty at their station, they will make all phone call requests and contact the mutual aid departments that are not toned from Oxford RCC.

ESSENTIAL POLICE TRAFFIC

UNIT	DISPATCH
1. unit # in service	unit # you are in service
2. Radio Traffic on complaints will be according to Policy and Procedure of the Oxford County Communications Center and each individual agency.	
3. Unit # out of service	unit # you are out of service

All traffic and times will be logged on the radio log and the Communications Center. Requests for times will be done by radio, unless the dispatcher is busy. Then the times will be requested via telephone. Requests made by phone for general information, DMV requests, signing on and off duty, getting messages, etc., should be handled by the second dispatcher or call taker, so the main radio communications officer isn’t tied up with these requests.

All agencies operating on the County Prime frequency will sign in service and out of service with the Communications Center.

PHONETIC ALPHABET

Please note this is not the NATO Phonetic Alphabet
THIS IS Public Safety.

A - Adam
B – Boston
C – Charles
D – David
E – Edward
F – Frank
G – George
H – Henry
I – Ida
J – John
K - King
L – Lincoln
M – Mary
N – Nora
O- Ocean
P – Paul
Q – Queen
R – Robert
S – Sam
T – Tom
U – Union
V – Victor
W – William
X – Xray
Y – Young
Z – Zebra

Emergency Radio Traffic Only

Signal 1000 - Emergency Radio Traffic only.

Signal 2000 Shooting/Officer involved - Emergency Radio Traffic Only

Signal 3000 Active Shooter – Emergency Radio Traffic Only