



SOUTH LYON FIRE DEPARTMENT

Manual of Procedures 424

COMMUNICATIONS

Issued: March 7, 2013
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Approved: Chief Mike Kennedy

I. PURPOSE

This procedure provides direction and standardization for incident communications. SLFD regularly works with fire departments in Livingston and Washtenaw counties that are on the Michigan Public Safety Communications System (MPSCS). Working with out of county fire departments requires diligence, patience, and coordination.

II. RADIO TERMINOLOGY

All responding units shall state "South Lyon" prior to their assigned radio identifier when speaking on the radio, e.g., "South Lyon Engine 1." This eliminates confusion with other agencies.

The following terms shall be used when speaking on the radio.

Term or Phrase	Definition
Affirmative	Yes
Arrival	Unit has arrived at the incident
Emergency traffic	Units respond with lights and sirens in accordance with MOP 401 Vehicle Driving.
In quarters	Unit is back at the station
Lyon Dispatch	Oakland County Sheriff's Office - public safety answering point (PSAP) and dispatch center for Lyon Twp FD
Negative	No
Normal traffic	Units respond driving normal traffic without lights or sirens in accordance with MOP 401 Vehicle Driving.
Novi Radio	Novi Regional 911 - public safety answering point (PSAP) and dispatch center for SLFD
Off the air	All units are off of the air from an incident, and Novi Radio can close out the incident.
Responding	Unit is en route to an incident
Returning	Returning from an incident
Staging or Staged	Placement of unit in either Level 1 or Level 2 fashion

III. BASIC RULES OF RADIO OPERATION

The radio operational manner is often a measure of the efficiency of an organization and the attitude of its individuals. Application of these general guidelines lead to professional performance.

- A. Listen before transmitting to make certain the channel is clear.
- B. Keep all transmissions brief and to the point.



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- C. Speak distinctly and pronounce words carefully. Speak at a moderate speed using your conversational tone of voice with natural emphasis and rhythm. A message should be spoken by phrases, not one word at a time.
- D. Remain professional and calm.
- E. The use of thanks, please and other expressions of courtesy are unnecessary and should not be used.
- F. With use of repeaters or links it is necessary to key the microphone and wait 1 second before speaking. Failure to do this results in the first part of the transmission being “clipped” or lost.
- G. The “echo” technique should be used for acknowledging critical messages, e.g., “South Lyon Ladder 1 from Chief 1,” “Search the top floor for victims.” “Ladder 1,” “Okay, searching top floor.”
- H. Do not use preliminary calls simply to establish contact. When advising that a unit is responding, arrival, or returning, identify yourself and give your message in a single transmission.

Example: “Novi Radio, South Lyon Engine 2 responding with 4”

Example: “Novi Radio, South Lyon Chief 2 is arrival”

However, in advance of sending a lengthy message, make a preliminary call and await acknowledgment before proceeding. The identifying words “Novi Radio” should be used when calling Novi Radio.

Example: “Novi Radio from South Lyon Chief 1”

IV. INITIAL CALLS

When calling other units or Novi Radio, the format of receiver / sender should be used. This format identifies the calling party first and then the unit wishing to be contacted. For example, if South Lyon Chief 1 wants to contact South Lyon Ladder 1, he would say:
Chief 1: “South Lyon Ladder 1 from Chief 1”

V. PROPRIETARY OAKWIN TALK GROUPS

SLFD and Lyon Twp FD (LTFD) share four proprietary talk groups on the OakWin system. LYF_FD1 is the primary dispatch talk group for both departments. Novi Regional 911 dispatches SLFD and Oakland County dispatches LTFD on LYF_FD1.

When SLFD is operating on an incident that will involve multiple companies or with extensive communications, the Incident Commander will move the incident communication to LYF_FD2 . If LTFD is operating on LYF_FD2, then the IC will select LYF_FD3 or LYF_FD4.

SLFD mobile and portable radios shall not be set on scan when operating on emergency incidents. Scanning poses the risk for important information being missed that is broadcast on the talk group the Incident Commander has assigned to the incident. The IC will be responsible to monitor the assigned talk group and LYF_FD1 for any additional dispatches.



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VI. OAKWIN INCIDENT PROFILE

Whenever SLFD is dispatched on a reported/confirmed structure fire in the City of South Lyon, a responding fire officer or company officer shall request that Novi Regional 911 request an "Incident Profile" from Oakland County Sheriff Dispatch (MABAS Dispatch). Novi Regional 911 will make this request on MABAS_D. This request needs to occur early in the incident and can occur without requesting a 2nd alarm. If a 2nd alarm is eventually requested, then the incident will already be on an Incident Profile.

MABAS Dispatch will assign a specific Incident Profile to the structure fire. Once the Incident Profile is assigned, the Incident Commander will need to move and confirm that all on-scene traffic is transferred to the FD_CMD talk group of the assigned Incident Profile i.e. FD_CMD1. Normally, Incident Profile 1 will be assigned, which is why FD_CMD1 and MABAS 11 (one-one) appear in the SLFD "Home" profile.

The additional MABAS talk groups on the assigned Incident Profile are available to the Incident Commander to accommodate operational demands. It is expected that most structure fires in the City of South Lyon will be handled by keeping all traffic on the FD_CMD1 talk group.

VII. MAYDAY

See MOP 435 Managing the MAYDAY for communications during MAYDAY incidents.

VIII. ITAC TALK GROUPS

OakWin coverage in the City of South Lyon does not normally require SLFD to utilize ITAC talk groups.

OakWin and Livingston County's MPSCS profile share the same "ITAC" talk groups. On OakWin, these talk groups are in the conventional mode, they are found in the "8-TAC" profile. OakWin maintained the naming convention except that they added an "8" prefix (eg: 8TAC91D). Since SLFD radios operate on both 700 and 800 MHz, it was felt that adding a "7" or "8" might help distinguish similarly named TAC channels on the two bands.

OakWin and Livingston County shared ITAC talk groups
8TAC91D – "D" stands for direct radio to radio communication
8TAC92D
8TAC93D
8TAC94D
TAC94 – County repeater when the 800 system goes down.

To reach the conventional mode on an OakWin portable, follow the below steps.

- A. Press 1 then # to get to conventional
- B. Press "M" and side up arrow (at same time to unlock).
- C. Use the front down arrow and toggle to "8-TAC".



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IX. PATCHING – LIVINGSTON COUNTY

MABAS Dispatch has the ability to patch OakWin and MPSCS talk groups. This can only be done by MABAS Dispatch or Livingston Central. Novi Regional 911 cannot patch talk groups.

If SLFD is responding directly to a Green Oak Twp FD (GOFD) incident scene, then SLFD needs to follow the below steps.

- A. The responding fire officer or company officer shall go to “C 47FD911” on the MPSCS radio and ask Livingston Central, which talk group GOFD is operating. Normally, Livingston Central assigns “C 47EMER1” or “C 47EMER2” as the initial incident talk group.
- B. Once Livingston Central indicates the assigned talk group, the SLFD chief or company officer shall go to “MABAS_D” (talk group 5 on the SLFD, OakWin “Home” profile). The fire officer or company officer shall request that MABAS Dispatch patch the talk group that Livingston Central indicated and LYF_FD2. (Under no circumstances shall LYF_FD1 ever be patched.)
- C. Upon termination of the incident
 - a. MABAS Dispatch on “MABAS_D” shall be requested to remove the patch.
 - b. OakWin radios shall be returned to LYF_FD1.
 - c. MPSCS portables shall be returned to “C 47FD911”.

To change profiles on the MPSCS portables

- A. Press the “.” button under “ZONE” on the front of the radio.
- B. Scroll left or right with the center, circle button to the desired profile.
- C. Turn the top indicator knob to the desired talk group.

If GOFD is responding to SLFD for a reported fire, GOFD will initiate this process. SLFD will not coordinate the patch when the incident is located in the City of South Lyon.

X. PATCHING – WASHTENAW COUNTY

The MPSCS portables supplied by Green Oak Twp FD have Washtenaw Central talk groups on the MPSCS. Northfield Township FD and Salem Township FD are dispatched on “K 81FD3” (K zone, spot 15).

MABAS Dispatch has the ability to patch OakWin and MPSCS talk groups. This can only be done by MABAS Dispatch. Washtenaw Central nor Novi Regional 911 can patch talk groups. Washtenaw Central can be hailed on “K 81FD3.”

If SLFD is responding directly to an incident scene in Washtenaw County, then SLFD needs to follow the below steps.

- A. The responding fire officer or company officer shall go to “K 81FD3” and ask Washtenaw Central which talk group incident has been assigned. Normally, Washtenaw Central will assign either “J 81 INOP4” or “J 81 INOP5” (J zone, spot 5 or 6) for working incidents.



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- B. Once Washtenaw Central indicates the assigned talk group, the SLFD chief or company officer shall go to "MABAS_D" (talk group 5 on the SLFD, OakWin "Home" profile). The SLFD officer shall request that MABAS Dispatch patch the talk group that Washtenaw Central indicated and LYF_FD2. (Under no circumstance shall LYF_FD1 ever be patched.)
- C. Upon termination of the incident
 - a. MABAS Dispatch on "MABAS_D" shall be requested to remove the patch.
 - b. OakWin radios shall be returned to LYF_FD1.
 - c. MPSCS portables shall be returned to "C 47FD911".

To change profiles on the MPSCS portables

- A. Press the ".." button under "ZONE" on the front of the radio.
- B. Scroll left or right with the center, circle button to the desired profile.
- C. Turn the top indicator knob to the desired talk group.

Northfield Township FD's fire ground channel for their own events is "J 81NTFD" (J zone, position 1).

XI. GREEN OAK TWP FD – STATION COVERAGE

If SLFD is requested to cover GOFD, Station 83, SLFD will not request a patch. SLFD will utilize the two, MPSCS portable radios supplied by GOFD. SLFD will call on "C 47FD911" to Livingston Central that SLFD will be standing by at Green Oak, Station 83. It is not necessary for the SLFD responding apparatus to call on "C 47FD911" "responding" then "arrival." SLFD will call "responding" and "arrival" on LYF_FD1.

Approved by
/s/ Chief Mike Kennedy