



# Tama County EMA/E911 Newsletter

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# Upcoming Training Opportunities

## **RDPC Class –**

Tama County Emergency Management has been selected to host an RDPC class:

### **Course Details**

**Course:** *PER 280 Emergency Response: Strengthening Cooperative Efforts Among Public Safety and Private Sector Entities*

**Date(s):** *Friday, October 7, 2011*

**Time:** *8:30am – 5:00pm (sign in at 8:00am)*

**Location:** *Tama County Board of Supervisors Chambers, 104 W. State Street, P.O. Box 61, Toledo, IA. 52342*

**Contact:** *Ryan Currens, 641-484-6261, [rcurrens@ema.tamacounty.org](mailto:rcurrens@ema.tamacounty.org)*

**25th Annual CITA-Kirkwood Fire School** September 24 and 25, 2011

## **ICS and EOC Interface**

August 2<sup>nd</sup> in Newton

Contact Tama County EMA for more details (641-484-6261)

## **Train-the-Trainer Electric Vehicle Safety Training**

Saturday August 27 at the FSTB

Contact the FSTB or the Tama County Emergency Management Agency for more details

## **8th Annual Governor's Homeland Security Conference**

West Des Moines, Iowa

Nov. 1-2, 2011 @ Not available at this time, check back for more details

## New Tama County E-911 Dispatch Lieutenants

Michele Taylor

&

Jeremy Cremeans

Both Michele and Jeremy have been featured in previous issues of “Meet a dispatcher” from this newsletter. They are both experienced dispatchers and trainers and are a great fit for their new positions. They started on July 5<sup>th</sup>.

The Tama County Emergency Management Agency also has a new Facebook Page, “like” us for updates and information.

## Emergency Responder IDs

Due to a recent change within the Iowa D.O.T. the emergency responder Identification Cards previously issued out of the Tama County Emergency Management Agency office will no longer be available. Instead each department head will need to issue Iowa DOT form #: 431059 to each individual serving as an emergency responder who wishes to have an ID. This form can then be taken to the Tama County Treasurer's Office, where the responder will have to pay the fee of \$1, have their picture taken, and provide the address of the agency they are a responder for (the ID must be mailed to the agency, it can not be mailed to the individual).

This change is a part of the Iowa D.O.T.'s efforts to avoid fraudulent activity as part of their central issuance campaign. (Licenses are no longer issued same day) It is the department head's responsibility to ensure retired / inactive members return their ID.

### **Tama County Treasurer's Office:**

Driver License Department: 8:00 - 4:00, Monday - Friday (except Holidays)

Phone: (641) 484-3141

**The Treasurer's Office does NOT accept credit or debit cards for Driver's License payment.**

As of right now the Tama County Emergency Management Agency does not have an operating way of issuing Emergency Responder Identification.

## Geiger Counters

The Tama County Emergency Management Agency has Geiger Counters available for each Tama County Fire Department. Please contact Coordinator Currens to line up delivery and training.



We will soon have enough for each Fire Department so please contact us; you will not be denying any other jurisdiction a Geiger counter by taking one.

## **Asset Surveys**

County wide asset surveys have also been mailed out to each emergency response agency. If you did not get yours or have questions please contact the Tama County Emergency Management Agency as soon as possible. We would like to have all of these in so we can re-disseminate the information back out to the rest of the county response agencies as soon as possible.

This information will only be transmitted to other emergency response agencies and can be greatly useful to neighboring agencies in the event of a major incident.

These surveys are being sent for Civil, Fire, EMS and Law Enforcement agencies.

### **Also –**

Any fire district that has not yet completed their Rapid Damage Assessment form please return it to the EMA office as soon as possible.

## Duracell Battery Program

All Tama County fire departments have the opportunity to receive free batteries from Duracell!

If a customer goes to the Duracell webpage after purchasing certain Duracell products they can then chose to put a donation towards their local fire department.

The direct web page for this program is:

<http://www.duracell.com/en-US/power-those-who-protect-us/direct-donation.jsp>

“Your battery donation took effect when you purchased your specially marked CopperTop pack. Now you can choose where your donation goes by entering your donation code. You can direct your donation to any volunteer fire department: it can be your local department or another department of your choice. If you don't have a specific department in mind, check out our [Shared Stories](#) for inspiration.”

## NIMS

Update on NIMS, Important Notice: Due to limited need and improved technology access, as of April 29, 2011, Independent Study exam answers will no longer be accepted on Form 064-0-9. Form 064-0-9 is commonly called an "Opscan form" or "Scantron sheet". All answers will need to be submitted via the internet at <http://training.fema.gov/IS>

**Please remember that Local Government Officials are included in the list of individuals who need NIMS certification, if you have any new Local Officials in your jurisdiction please remind them of their role and NIMS requirement.**

Access NIMS at:

<http://www.training.fema.gov/emiweb/is/is700.asp>

### ***“IS-700 National Incident Management System (NIMS), An Introduction”***

#### **Course Overview**

You can also find information about NIMS at <http://www.fema.gov/nims/>

This course introduces NIMS and takes approximately three hours to complete. It explains the purpose, principles, key components and benefits of NIMS. The course also contains "Planning Activity" screens giving you an opportunity to complete some planning tasks during this course. The planning activity screens are printable so that you can use them after you complete the course.

What will I be able to do when I finish this course?

- Describe the key concepts and principles underlying NIMS.
- Identify the benefits of using ICS as the national incident management model.
- Describe when it is appropriate to institute an Area Command.
- Describe when it is appropriate to institute a Multiagency Coordination System.
- Describe the benefits of using a Joint Information System (JIS) for public information.
- Identify the ways in which NIMS affects preparedness.
- Describe how NIMS affects how resources are managed.
- Describe the advantages of common communication and information management systems.
- Explain how NIMS influences technology and technology systems.
- Describe the purpose of the NIMS Integration Center

**Course Length: Approximately 3 hours**

# Narrowbanding

**Old Equipment** - We have received word that the Council Bluffs Police Department is collecting old radio equipment that is no longer being used (or that will no longer be used due to the FCC regulations) for Afgan Police Officers. Interested agencies can contact Officer Greg Becker at 227 South 6<sup>th</sup> Street Council Bluffs Iowa 51503 or 712-328-4716 Monday through Friday 0800-1600 or email at [jgbecker@cbpolice.org](mailto:jgbecker@cbpolice.org).

**Funding** - For agencies not in a position to fund their entire communications needs from existing resources, grant funding can supplement what's available locally. Below is a short reference of some of the communications-friendly grant programs available from the federal government.

**State Homeland Security Program (SHSP).** Of the DHS programs, the SHSP is likely the broadest in scope and most far-reaching in its impact of a variety of state, local and tribal homeland-security partners. The program provides \$842 million that must support terrorism preparedness by building, or in many cases enhancing, various capabilities that relate to the prevention and response to terrorism. Fortunately, many capabilities that support terrorism preparedness simultaneously support preparedness for other "all hazards" such as natural disaster, public safety and emergency management. Communications network infrastructure and end-user devices would be appropriate here. Potential applicants may want to think about developing a regional project instead of a strictly local-level initiative. Contact your state administrative agency (SAA) for additional information and next steps at [www.fema.gov/government/grant/saa/index.shtm](http://www.fema.gov/government/grant/saa/index.shtm).

**Metropolitan Medical Response System (MMRS).** This program provides \$40 million to 124 individually identified jurisdictions to support local emergency management, health and medical systems to develop a coordinated local response capability. Solutions involving continuation of operations in the aftermath of an emergency and interoperable communications are appropriate here. Visit [www.fema.gov/pdf/government/grant/2010/fy10\\_hsgp\\_kit.pdf](http://www.fema.gov/pdf/government/grant/2010/fy10_hsgp_kit.pdf) for additional information.

**Operation Stonegarden Program (OPSG).** This DHS program provides \$60 million for security of U.S. borders — international maritime borders as well as those bordering Mexico and Canada. OPSG is designed to enhance coordination among federal, state and local law enforcement. Programmatic support would include funding interoperable communications projects for those responsible for the security of U.S. borders.

**Justice Assistance Grants (JAG).** This Department of Justice (DOJ) program, funded at more than \$500 million in 2010, provides multiple funding avenues for grant support. Forty percent of the JAG funds available are provided directly to large municipalities based on a Bureau of Statistics formula using variables such as population and part one violence crime statistics. Information on direct JAG allocations is available at [www.ojp.usdoj.gov/BJA/grant/10jagallocations.html](http://www.ojp.usdoj.gov/BJA/grant/10jagallocations.html). The JAG program's allowance for local spending discretion makes this a prime program for local-level communications efforts. The remaining 60 percent of the total JAG money will make its way to each state. States will retain a portion of this money for state-level activities, but are also required to pass through a pre-determined percentage to local applicants. Contact your JAG state administrative agency ([www.ojp.usdoj.gov/saa/index.htm](http://www.ojp.usdoj.gov/saa/index.htm)) for additional information on this pass-through process and timeline.

**Assistance to Firefighters Grant (AFG).** The program, with funding of \$340 million in 2010, provides financial assistance directly to fire departments and nonaffiliated EMS organizations. Grant support is offered in an effort to enhance various capabilities with respect to fire-related hazards. The AFG supports three individual application categories with areas of giving ranging from turnout gear and vehicles to regional communications initiatives. In addition to providing funding for individual communications equipment, the program will also support communications network needs such as trunked radio systems, wireless technologies and other creative communications projects that support interoperability. Additional information is available at [www.firegrantsupport.com](http://www.firegrantsupport.com).

## Straight-line Wind Incident on 11 July 2011

As everyone is aware Tama County sustained a major Straight-line Wind Incident on 11 July 2011. This resulted in Tama County declaring itself a disaster area on 11 July 2011 and the EMA office petitioned the state for a state declaration shortly after. Tama County was then declared a State disaster area.

The Tama County dispatchers have been working long and hard to keep all communications flowing and unimpeded. EMA staff have been out assisting the communities hardest hit by the Straight-line Wind Incident since it started on 11 July 2011 and are continuing to do so now.

The Tama County Emergency Management Agency would like to thank the following business and groups for all their help in the Straight-line Wind Incident:

Casey's Corporate Office, Ankeny  
Casey's, Toledo  
Casey's, Gladbrook  
Casey's, Tama  
Fareway, Toledo  
Pamida, Toledo  
Quick Star, Toledo  
Whannel's Hardware, Traer  
Wilkerson Hardware, Toledo  
Big T, Toledo  
Subway, Toledo  
Iowa Department of Transportation  
Iowa Department of Corrections  
City of Cedar Falls  
Black Hawk County EMA  
Allamakee County EMA

Bremer County EMA  
Butler County EMA  
Butler County CERT Team  
City of Grundy Center  
City of Conrad  
Iowa department of Natural Resources  
The Red Cross  
Iowa Homeland Security  
All the various utility companies  
CodeRED staff  
Local Media  
All Volunteer Workers  
Tama County Engineer's Office  
National Weather Service  
U.S. Cellular  
Pioneer Hi-Bred, Toledo  
Hardees, Toledo  
El Campesino  
Grace Community Church  
Mrs. Spanky's Diner / Sale Barn  
Trojan Inn  
Town Pump

**And a special thank you to all of the City Personnel /  
Firefighters / EMTs / Police / Deputies / Other  
Emergency Responders who assisted with this  
Straight-line Wind Incident!**

The Tama County Communications Center has a new Mayday Procedure that dispatchers will utilize. This is only the County policy, each department may adopt one of their own or chose not to participate. This is simply a guideline dispatch staff will utilize should a Mayday situation ever arise:

**Tama County Emergency Management Agency / E-911 Mayday Procedure**

**Definition: Mayday/Urgent radio use:**

- Use of the word "mayday" will identify that a firefighter/medic/officer has become lost, trapped, seriously injured, or exhausted his/her breathing air at the scene of an emergency incident. Specifically, an emergency responder is in need of immediate help.

**MAYDAY PARAMETERS:** This is a critical part of an operational procedure, most notably for a procedure that outlines how to confront time pressure changing conditions. It is critical when developing a parameter list, that your list stay true to the outlined definition. It is also important in your design to eliminate the documented difficulties and consequences of interpreting time, channeled attention, and loss of situational awareness commonly associated with the "mayday."

A firefighter/fire officer will transmit a "mayday" if any of the following conditions exist:

- If you become lost, trapped, or have sustained a serious or life threatening injury.
- When a serious or life-threatening injury to another member has occurred.
- If you discover a lost, trapped, seriously injured or unconscious firefighter.
- If you become tangled, pinned and unable to free yourself after the first attempt.
- If your low-air alarm is activated and you are unable to find an exit.
- If there is zero visibility, have no contact with a hoseline or search rope, and you do not know where the exit is.
- If your prim<sup>1</sup>ary exit is blocked by fire or collapse, and you cannot locate an immediate secondary exit.
- If you fall through a floor, roof, staircase, or down a shaft.
- If you are caught in a rollover condition and cannot find an exit.
- If you are caught in a flashover.
- Other situations that fit the definition of a "mayday."

**MAYDAY RADIO PROCEDURE:**

1. If available, activate the EIB (emergency identifier button) on your portable radio.
2. Members are to use and follow the "mayday" procedure as outlined in this document. In an attempt to send out as much useful information as possible in the shortest amount of time, remember the acronym **M-WWW** as a retention guide.

**M** - "Mayday" (to be announced three times)

**Who** - Identify your radio designation (Interior Attack Team ALPHA, Engine 1, etc.)

**What** - Give your situation - ( lost, trapped, injured, etc.)

**Where** - Give your location. Give floor, side, other (3rd floor, Side C, etc.)

Example: "MAYDAY - MAYDAY – MAYDAY, Toledo Interior Attack Team ALPHA, I'M TRAPPED under a CEILING COLLAPSE, Second FLOOR SIDE C"

3. The member transmitting the "mayday" must pause after each message and then repeat the message until acknowledged by the incident commander.

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<sup>1</sup> Tama County Emergency Management Agency / E-911 **Created:** 27 May 2011 **Modified:** 27 May 2011

4. The Dispatch Center must relay any "mayday" messages that are not immediately acknowledged by the incident commander.
5. Members should also activate their PASS device in between each message and after acknowledged. IMPORTANT: If the PASS device remains activated during the transmission of the "mayday" message, it will cause significant background noise making the message unreadable.

#### **MAYDAY RADIO ACKNOWLEDGMENT:**

1. It is critical that all members at the scene of an emergency scene understand that "mayday" transmissions will take priority over all other transmissions, including "urgent" messages. NO exceptions.
2. When a "mayday" transmission has occurred, the incident commander must attempt to clear the air of all other radio traffic and establish contact with the lost, trapped or injured member(s). Once contact is established, the incident commander should attempt to obtain more specific information that may assist in the rescue attempt if it proves necessary. Moving the rest of fire ground operations to a tactical or other frequency, so that only dispatch, the IC and the RIT team are transmitting on the original frequency. A Mayday unit should not switch their frequency.

Example:

“COMMAND TO ALL UNITS, CLEAR THE RADIO FOR A MAYDAY MESSAGE”

“COMMAND TO Interior Attack Team ALPHA, GO WITH YOUR MAYDAY”

“Interior Attack Team ALPHA, COULD YOU PROVIDE US WITH ANY OTHER INFORMATION?”

3. The requesting of other or more specific information will be determined by the amount of information originally transmitted in the MAYDAY, the square footage and layout of the building, and the needs of the incident commander and/or rapid intervention crew. Information requests could include but are not limited to:
  - Can you tell us the best/closest access route to you?
  - Can you hear a hose stream or saw operating nearby?
  - Are you near a stairway, shaft, wall, or other building feature?
  - The condition of the injured member(s).
  - Tool and equipment needs
  - Other/useful information

#### **MANAGING A MAYDAY:**

"Mayday" events that involve a lost, trapped or injured firefighter or fire officer will tax the resources and management of any incident. Incident management could be further taxed when multiple "maydays" are transmitted and the incident is still evolving. Incident commanders must maintain control and continuity of the incident by any means available to them. Options that are available to all commanders include but are not limited to:

- Use of multiple rapid intervention teams (RIT) for deployment and replacement.
- Transmission of a mutual aid request (recommend requesting another ambulance and additional fire resources). This is an option for the incident commander at anytime during the incident but is an advisable option when the fire is still NOT under control and there are no additional units in reserve or staging.
- Designating a separate radio frequency for the fire operation.
- Conducting a Personnel Accountability Roll Call (PAR) to determine to who and how many are missing.
- Collecting accountability tags and riding lists to determine who and how many are missing.
- Reviewing tactical worksheets and command boards to identify the company/members last assigned location.
- Establish and support a rescue group operation within your incident management.
- Verify that fire suppression operations are continuing.
- Remove all nonessential personnel.
- Eliminate freelancing and establish control.
- Requesting any additional resources and equipment that may be needed.
- Other

## **Emergency Responder Individual Information Needed**

Tama County has the ability to add individual EMTs / Firefighters / Police to our CAD system so that they can receive a text message when calls are created within their jurisdiction. The information included in these texts is limited to only a few characters, but will include;

**Call For Service Number (CFS)**  
**Address**  
**Call Type (example- fire, ambulance request, etc...)**  
**Cross Streets**

Any responder interested in receiving texts should provide the following information to dispatch:

**Name**  
**Department**  
**Cell Number**  
**Cell Provider**  
**Can you receive text messages (Yes or No)**  
**E-Mail**

This information will then be entered by EMA staff at their earliest availability.