DIVISION: Communications	DATE OF ISSUE: 01/01/2002	EFFECTIVE DATE: 01/01/2002	NO: Section 7
SUBJECT: PAGING SYSTEM		DISTRIBUTION:	AMMENDS:
REFERENCES:		RELATED DIRECTIVES:	RESCINDS:

POLICY STATEMENT:

The Juneau County Communications Center will operate the countywide paging system for Juneau County emergency services. (When in doubt, PAGE THE AGENCY OUT!!!)

PAGING CODES

Three (3) types of paging codes will be used when using the Juneau County Paging System:

a) **Stand by for an Emergency Traffic**
   1) Example - Fires, Ambulance, Rescue, Explosion, etc.
b) **Stand by for Non-Emergency Traffic**
   1) Example - Meetings, Practices, Messages, Drills, Tests, ((*Non emergency institution Transfers))*
c) **Stand by for an Emergency Weather Conditions**
   1) Example - Severe Weather, (Tornadoes, Violent storms, etc.).

PAGING PROCEDURES

EMERGENCY SITUATIONS

A) From Radio Screen Computer: Select 'Fire Page'. On Fire Page screen, load (click on) appropriate agency or agencies required to respond to the call. You will see the 'stacked' agencies under the 'Pages Stacked' column. Once loaded, the screen will automatically be selected to the proper tower.

B) After appropriate agency or agencies are 'stacked', key the microphone and state type of

message and agencies which are to respond, twice, example: **"Stand by for an Emergency message M a u s t o n   A m b u l a n c e   a n d   N e w   L i s b o n   F i r s t   Responders, Emergency Message Mauston Ambulance and New Lisbon First Responders"**

C) Activate **'Send Tones'** from stacked agencies on the radio computer. (If appropriate this may be a good time to request your partner to trip the corresponding sirens, or notify affected law enforcement agencies, in this example dispatch may notify New Lisbon PD, Mauston PD and Juneau County Deputy, if available).

D) Once tones have cycled completely, open microphone and state type of message, agency or agencies, location and type of emergency, twice. ***Example: "Emergency Message Mauston Ambulance and New Lisbon First Responders, Respond to NXXXX Ferdon Road for Adult Male, Head injury... Emergency Message Mauston Ambulance and New Lisbon First Responders, Respond to NXXXX Ferdon Road for Adult Male, Head injury..."***

E) Send tones again, repeat above message and add additional info if available. Example: ***"Emergency Message Mauston Ambulance and New Lisbon First Responders, Respond to NXXXX Ferdon Road for Adult Male, having fallen and cut forehead, profuse bleeding, and victim is alert and conscious. Juneau County Clear 23:42*** (state time from radio computer).

F) At this time responding agencies should notify the communications center that the page was received. Once a g e n c i e s   a r e   e n   r o u t e   a d d i t i o n a l   i n f o r m a t i o n   a n d   directions may be given. Example: New Lisbon First Responders state they are en route, dispatch may state **"Copy that,, New Lisbon First responders, you are en route at 23:54 (state actual time from radio computer) Do you need directions?.** If the response is affirmative, be prepared to advise correct directions. Taking special note of any road closures or other difficulties they may incur. If t h e responding agencies states they do not need directions, state as much pertinent detail available. Example: ***Adult male subject in his 40's fell from a ladder and struck his forehead on a rock. Subject is alert and conscious and there is someone with him assisting with direct pressure. Victim is located on the east side of the residence.***

G)   Repeat above info as requested by responding agencies, state and log all times in the CAD call.

H)   Optional: If time allows dispatch may call the hospital in which subject will be taken, and give pertinent details to the emergency room staff.

NON-EMERGENCY SITUATIONS

A) From Radio Screen Computer: Select 'Fire Page'. On Fire Page screen, load (click on) appropriate agency or agencies required to respond to the call. You will see the 'stacked' agencies under the 'Pages Stacked' column. Once loaded, the screen will automatically be selected to the proper tower.

After appropriate agency or agencies are 'stacked', key the microphone and state type of message and agencies which are to respond, twice, example: **"Stand by for a Non-Emergency Message New Lisbon First Responders, Non-Emergency Message New Lisbon First Responders"**

Activate 'Send Tones' from stacked agencies on the radio computer.

Proceed with the announcement. Example: **"Non-Emergency message New Lisbon First Responders. Just a reminder of the meeting tonight at 7pm. Also to wear your uniform as pictures will be taken. Juneau County clear 17:49."**

Alterate Method: Ken wood Back-up System:

A) Make sure Ken wood is on and proper channel selected

B)   Depress numbered encoder buttons in proper sequence for organization or personnel being alerted in accordance with the Juneau County Emergency Pager list. **(Note:** If more than one sequence is needed per call .... depress numbered encoder buttons, one set of numbers agree the other allowing the encoder to complete each cycle before depressing the next set of numbers.)

c) Depress microphone button and speak clearly in to the microphone and say:

1) **"Stand-by for a Non-Emergency Message"**

3) Announce "THE *MESSAGE CLEARLY AND ACCURATELY."*

     4) Repeat A thru C of step A) **(above)**

     5) Announce **"STATION RADIO CALL SIGN AND SAY "CLEAR".**

NOTE: All Non-Emergency messages should be done by Home Base not Sheriff Telecommunicator if possible, done on a non repeater frequency 154.190.

    Frequency 155.985
    ENCODER AT COMMUNICATION CENTER
#1   SOUTH TOWER (PL 1 B)
    Wonewoc
    Union Center
    Elroy
    Lyndon Station
#2   NORTH TOWER (PL YZ)
    Necedah
    Armenia
    Cutler
    Camp Douglas
    New Lisbon
    Mauston *

SELECTIVE PAGING - NON-EMERGENCY

The following procedure will be used when using alerting system for alerting individual pagers for non-emergency messages when you have a message that must be conveyed to this person.

1) Place transmitter channel selector on the alerting frequency (North or South Tower).

2) Depress numbered encoder buttons in propersequence for organization or personnel being alerted in accordance with the Juneau County Emergency Pager list.(NOTE: If more than one sequence is needed per call ... depress numbered encoder buttons, one set of numbers after the other allowing the encoder to complete each cycle before depressing the next set of numbers.)

3) Depress microphone button and speak clearly into the microphone and announce:

   a) "Stand by for a Non-Emergency Message (desired Agency).

   b) Announce "NAME OF PERSON BEING ALERTED".

c) Announce only one of these two messages:

   1) REPORT TO (THE LOCATION MESSAGE IS BEING TRANSMITTED FROM.)

   2) ANNOUNCE PHONE NUMBER TO BE CALLED.

d) Announce "STATION RADIO CALL SIGN AND SAY CLEAR".

EXAMPLE:
The Village President wants to talk to the Necedah Fire Department Assistant Chief about a flat tire on an old fire engine, which he found. The Fire Department dispatcher will make the call for him.

   1) Place transmitter channel selector on the alerting frequency 2.

   2) Depress buttons 50 (Necedah Fire Department Assistant Chief) and let encoder cycle.

      Depress microphone button and say: " NAME, PLEASE CALL THE NECEDAH FIRE STATION, 565-2412 AS SOON AS POSSIBLE. (REPEAT) THEN SAY, "STATION # CLEAR".

EMERGENCY WEATHER TRAFFIC PROCEDURE

    a)   Place transmitter channel selector on the alerting frequency #2 (North or #1 South Tower) depress microphone state, Stand-by for a weather page.

    b)   Depress numbered encoder buttons in people sequence for organization or personnel being alerted in accordance with the Juneau County Emergency Pager list. **(Note:** If more than one sequence is needed per emergency call, depress numbered encoder buttons, one set of numbers after the other allowing the encoder to complete each cycle before depressing the next set of numbers.)

    c)   Depress the microphone button and speak clearly into microphone and say:

        A) Stand-by for a weather page.

        B) Announce "NAME OF ORGANIZATON OR PERSONNEL CALLED."

        C)   Announce "THE MESSAGE CLEARLY AND ACCURATELY."

        D)   Repeat steps A thru C of step #3.

        E)   Announce "STATION RADIO CALL SIGN" and say "CLEAR".

    EXAMPLE:

    The Juneau County Communications Center has just received a teletype message from Monroe County that a tornado and water spout was sited.

        1.   Place transmitter on frequency #2 (North Tower).

        2.   Depress buttons 50 (Necedah Fire Dept.) and let encoder cycle. Depress buttons 05 (Armenia Fire Dept.) and let encoder cycle.

        3.   Depress microphone button and
           announce: "ATTENTION, NECEDAH FIRE DEPT. AND ARMENIA FIRE DEPT., WE HAVE A REPORT THAT A FUNNEL CLOUD HAS BEEN SITED AT FORT MCCOY HEADING EAST IN THE VICINITY OF PETENWELL DAM AREA. YOU ARE ADVISED THAT YOU ARE TO BE PREPARED TO TAKE APPROPRIATE ACTION SHOULD YOU BE NEEDED. YOU WILL BE KEPT INFORMED OF ANY OTHER INFORMATION AS WE RECEIVE IT. (REPEAT) Then say,

           Juneau County clear at: 00:00; WNMX669.

TEST OF THE JUNEAU COUNTY EMERGENCY ALERTING SYSTEM

    The daily test will be performed by the Juneau County Sheriff's Department Telecommunicator at the same time, the time will be 1900 hrs (7:00pm) (Unless the

communication levels are too high)

The Juneau County Back up System will be tested on a monthly basis. The back up system test will be done the first Wednesday of every month on every shift.

  A)   ounce "NAME OF ORGANIZATION OR

TRANSMITTER DESIGNATIONS

The Juneau County Communications Center will use the Designation of "Sheriff Department" when using the County-wide paging system.

Fire base and mobile units will use the designation assigned to their respective organizations. Use community name and style of truck, then last two (3) numbers assigned to that unit.

EXAMPLE

"NECEDAH" BASE (BASE UNITS) NECEDAH PUMPER 44
NECEDAH TANKER 48 - (MOBILE UNITS)

(LOCAL) FIRE BASE RADIO DISPATCHER RESPONSIBILITIES

a)   After receiving an emergency alert, the (local) fire base radio dispatchers; upon arriving at the Fire base dispatch location, will call the Sheriff's Department telecommunicator by phone or radio to confirm location and other data of the emergency and then local fire base dispatcher will take over and confirm location and other data to units in route, if necessary. Radio Communications from mobile units or fire bases to the Juneau County Communications Center will be kept at a minimum and only used in an emergency.

b)   The Sheriff's Telecommunicator at the main transmitter location will alert and dispatch organizations in accordance with information they receive, and in accordance with procedures in the paging system. When in doubt, their judgment will be observed as the best that could be done at that time. In any given situation, the telecommunicators will expect professional actions from each organization and representatives.

Any organization with a problem due to the manner in which an alert or dispatch was handled by the telecommunicator at the main transmitter location or problems with the procedures used will attempt to resolve the problem by contacting the telecommunicator who was on duty at the time of the problem. If this fails to solve the problem, the dispatch administrator should be contacted as soon as possible to rectify the problem. The Juneau County Sheriff will be notified if further resolution is required.

c) It will be the responsibility of the radio operator to be sure the proper transmitting frequency is used at all times.

d) All radios in the system, when done using them, will leave the transmitter selector on Channel #1, County Fire NET TACT 1 with the exception of the main transmitter at the Sheriff's Department to be left on Channel 1. (The paging frequency) Receiver selection will be the option of each organizations SOP's.

e) All transmissions will be as brief as possible. **PAGING LOGS**

The localfire base radio operator will keep a radio log of all communication between their base station and respective units, to include:
 a) Times
b) Unit calling/Base calling
c) Condensed message

The Communication Center Telecommunicator will log: a) Time call received b) Time units dispatched c) Time of units arrival d) Time of completion of call

NOTE: Emergency repair testing due to breakdown will be conducted when needed until system is repaired.

PAGE INTERVALS/NOTIFICATION

1) The Communications Center Telecommunicator will page the required emergency services as soon as possible after receiving notification of the emergency. The telecommunicator will wait **five (5)** minutes after the 1st page to receive notification from the paged agency. This notification may be by any means from any member of the responding agency.

If no notification is received, the telecommunicator will **repeat** the page to the same agency. If this 2nd page(final notice page) is not answered the closest adjoining agency will be paged until an agency to respond is contacted. A notification that mutual aid has been called will be announced.

a) The paged responding agency will notify the Communications Center Telecommunicator when the responding agency is on duty. The responding agency will advise the telecommunicator when the unit/s are in service (at the fire base) and differentiate when the responding unit/s are actually enroute to the scene (The telecommunicator needs to know when the unit/s are enroute to the

scene, as well as when the agency members are in service, but not enroute)

SITUATION PAGING

1) **(ACCIDENT)** When an accident where injuries are unknown is reported to the Communications Center, the telecommunicator will page the designated ambulance service and First Responders, **with exception of Necedah, Elroy and Wonewoc Fire Departments** along with law enforcement personnel.

2) **(FIRE)** Fire agencies will not be paged to unknown injury accidents unless a fire is suspected or reported by the complainant/law enforcement officer, with the exception of Necedah, Elroy and Wonewoc Fire Departments.

3) **(SPECIAL CIRCUMSTANCES)** If special circumstances require fire, ambulance, and/or other expertise units from the same agency -The telecommunicator will activate separate pages for each entity.

4) **(AMBULANCE)** When paging Ambulance Services, the telecommunicator will not advise the responding unit of non-emergency/emergency response. The type of response decision will be left up to the responding agency.

   a) The telecommunicator on duty will page Ambulance units for the designated areas for routine nursing home transfers. The telecommunicator will verbalize on the page this a nursing home transfer only, and the agency first responders will not be paged.

5) **(JAWS PAGING)** When "The Jaws" are paged, the fire department from the servicing agency will also be paged (Simultaneously).

   a) The Juneau County Agencies who have "JAWS" equipment are:

      1) Necedah Fire Department

      2) New Lisbon Fire Dept

3) Camp Douglas **Fire Department-**

4) Elroy Fire Department

5) Lyndon Station Fire Department

(See "JAWS" map located at Dispatch for coverage areas).