

TIERED EMERGENCY ASSET MANAGEMENT SYSTEM

T.E.A.M.S.

GENERAL OPERATING PROCEDURES

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TIERED EMERGENCY ASSETS MANAGEMENT SYSTEM GENERAL OPERATING PROCEDURES

I. PURPOSE

The primary purpose of the Tiered Emergency Assets Management System (TEAMS) is to coordinate the effective and efficient provision of mutual aid during emergencies, natural disasters, or manmade catastrophes. TEAMS is not intended to relieve a community of their responsibilities of providing adequate emergency services for all local emergencies, since all communities should have their own first line of defense. When a community exhausts its resources, TEAMS can be activated by the stricken community, and through a systematic plan, TEAMS will provide:

- Immediate assistance of personnel and equipment at the scene of an emergency or disaster
- Response teams of: Firefighters, EMS, Hazardous Materials, Technical Rescue (TRT), Divers, etc.
- Access to specialized equipment
- A contractual agreement covering responsibilities and liabilities for all its members
- Standardized policies and procedures for mutual aid responses
- Organization comprised Fire Departments from Polk County. IA.

II. DEFINITIONS

Following is a glossary of terms and terminology that relates to TEAMS in establishing mutual aid assistance:

ALARM LOG	The Alarm Log is a form which is used to record the times, equipment type, town name and vehicle number.
ALERTING ENCODERS	A tone encoder at the TEAMS Dispatch or Back-up Center. used to activate receivers.
ALERTING RECEIVERS	A receiver that is tone activated by the TEAMS Dispatch Center.
AMBULANCE (SQUAD)	A vehicle whose primary function is the care and transportation of sick or injured firefighters. An ambulance can be classified as ALS (Advanced Life Support) or BLS (Basic Life Support). Minimum staffing of two (2) EMT-B's (BLS) or one (1) paramedic and one (1) EMT-B (ALS) or two (2) paramedics (ALS).
ASSIGNMENT	The initial response to an incident. An Assignment may

involve mutual response or change of quarters. This response is left to the individual community's discretion. Minimum staffing is that personnel existing on apparatus at the time agreed upon by the communities.

AUTOMATIC AID

This is a contractual agreement between several Departments to respond with specific equipment and personnel to a special area or building in that town on an initial Alarm. This equipment should be listed in the initial "Assignment" column (or in a separate row between Assignment and 2nd Alarm) on the TEAMS Response Card as it is due prior to the calling of a 2nd Alarm. Mutual Response is sometimes referred to as Automatic Aid.

ALARM ADDRESS

The address of an intersection in the center of the Response Zone or the address of the emergency scene itself.

TEAMS ALARM

For the purpose of TEAMS, a TEAMS Alarm is a fire, EMS incident or other emergency incident requiring mutual aid. A 2nd Alarm is generally the first request for TEAMS assistance. A 3rd, 4th or 5th Alarm are additional calls for equipment to the same fire or incident area.

TEAMS RESPONSE CARD

A printed form containing details of equipment to respond to a given geographical area within a community.

RESPONSE CARD NUMBER

Each Department can use the same Response Card Numbers. The response zone number should begin with each specific department's Polk County fire department designator. For instance a typical Ankeny response cards would be 71-3.

CHANGE OF QUARTERS

Apparatus assigned; physically moving up to the stricken Department's quarters to be available for additional calls or to respond to the incident scene on additional alarms. Generally, units responding to a change of quarters or move up assignment will respond in a non-emergency mode.

COMMAND POST

The location of the Incident Commander of the fire, EMS MCI or emergency incident. The Command Post at the scene will be identified by a flag or green revolving light or both.

ENGINE (ENG)

A vehicle whose primary function is the delivery of water at increased pressures on the emergency scene. Reference is NFPA 1901 and ISO. Minimum staffing of three (3) firefighters is required on mutual aid engines – but the preferred staffing level is four.

ELEVATED PLATFORM

A vehicle whose primary function is the same as "Truck"

(see definition) and is equipped with a working platform attached to the extreme end of telescoping aerial device.

FIREGROUND FREQUENCY	TEAMS designated three fireground or tactical channels. Which are used to transmit and receive critical fireground information. This frequency may be used at the discretion of the Incident Commander. It is limited to 10 watts of transmission power.
FOAM	Incident Commander will advise which type of foam required.
MEMBER UNIT	A unit of local government including, but not limited to a city, town, or fire protection district having a fire department recognized by the State of Iowa; or an intergovernmental agency and the units of which the intergovernmental agency is comprised which is a party to the TEAMS agreement and has been appropriately authorized by the governing body to enter into such agreement.
MUTUAL RESPONSE	See Automatic Aid.
QUINT	A vehicle whose primary function is the same as a "Truck" (see definition) and is equipped and capable of functioning as an "Engine" (see definition).
REQUESTING TEAMS ALARM	It is the responsibility of the Department with the fire or other emergency incident to notify Polk County Dispatch Center or WESTCOM and request a 2nd Alarm and/or subsequent alarms. The Box Number, type of Alarm, address/ location, staging area, and the requesting authority are to be identified.
RETURNING EQUIPMENT	At some time after the 2nd Alarm (or greater) is struck out, the Incident Commander of the incident will return equipment. The order in which it is returned will be at the discretion of the Incident Commander.
DIVISION OR GROUP	Small, manageable unit of command delegated to provide management for specific functions or geographical areas.
RESCUE (RES)	A vehicle whose primary purpose is to provide personnel and/or heavy rescue support services on the emergency scene. Reference is NFPA 1901 and ISO. Minimum staffing is three (3) firefighters on rescues, but the preferred staffing level is four.
STAGING AREA	A location near the fire or emergency scene where additional equipment is directed to assemble for further instruction and organization.

STRIKING OUT A TEAMS ALARM

When the Incident Commander feels that the fire or other emergency is under control and he or she will not require any additional alarm levels, he or she is to "Strike Out the TEAMS Alarm". The striking out of the TEAMS Alarm is only done once and not for each level of the incident. The Incident Commander will notify the appropriate Dispatch Center and give the name, the address of the TEAMS Alarm and request that the TEAMS Alarm be struck out per his or her orders. This means that companies due to respond on additional Alarms will be advised by the striking out of the TEAMS Alarm, that they will not be needed.

TENDER (TANKER)

The minimum gallons for a tender (tanker) will be 1,000 gallons with a minimum staffing of two (2) firefighters.

TELE-SQUIRT

Engine equipped with an elevated master stream device.

TRUCK (TRK)

A vehicle whose primary function is performing rescue and/or the delivery of large volumes of water from an elevated height on the emergency scene. Reference is NFPA 1901 and ISO. Minimum staffing is four (4) firefighters.

III. RESPONSIBILITY

It shall be the responsibility of all member units to adhere to the policies and procedures of TEAMS as adopted by the Polk County Fire Chiefs and amended from time to time.

IV. AUTHORITY

The Polk County Fire Chief's Association shall have the authority and responsibility to insure that all members adhere to the policies and procedures of the TEAMS agreement.

Variances to the TEAMS procedures are not generally recommended, but under certain circumstances, a individual department will find it necessary to make minimal modifications. Any modification must be consistent with the existing procedures. All modifications must be agreed upon by two-thirds majority of the Polk County Chief's membership.

V. COMMUNICATIONS

The TEAMS organization operates on a system of radio frequencies as shown in Exhibit 1. All TEAMS alarms will be broadcast on the main Polk County Fire Channel (154.310) Prior to broadcast of the TEAMS alarm, the tones of all departments due to respond on the next alarm level will be transmitted.

To facilitate a TEAMS Alarm, the incident commander of the stricken department will contact the Polk County Dispatch Center. Polk County will dispatch the departments due at each corresponding alarm level of the incident. WESTCOM departments will make their request through WESTCOM, which will telephone the Polk County Dispatch Center with the TEAMS alarm request and other supporting information.

Exhibit 1 – TEAMS Radio Network

**Tiered Emergency Assets Management System (T.E.A.M.S.)
Elevated Emergency Incident Communications System**

(3/16/2005)

FUNCTION

RADIO CHANNELS

General Dispatching/Paging
TEAMS Dispatch

Polk County Fire Channel (154.310)

Command/Response*

Dispatch <> Unit/Incident Commander
Radio Traffic
mobile<> mobile
mobile<> base

Fire East
(155.745)

Pleasant Hill
Altoona
Boudurant
Mitchellville
Runnells

Fire Central
(154.130)

Ankeny
Delaware
Elkhart
Polk City
Saylor

Fire West
(154.815)

Clive
West Des Moines
Urbandale
Windsor Heights
Grimes
Granger
Johnston

** not fully implemented at this time*

Fireground/Tactical#

(10 watt limitation)

RED
(154.070)

WHITE
(154.010)

BLUE
(153.770)

Back-up Fire Ground Channel

GREEN
(156.015)

#CTCSS (PL) for all fireground channels will be 186.2 TX/RX

ALARM PROCEDURE

The following from the stricken town must be obtained when the alarm is requested:

- The name of the requesting Fire Department
- The type of Alarm (i.e. Fire, EMS, Haz-Mat, Rural Water-etc.) and the TEAMS Response Card number requested
- The level of the Alarm requested
- The location of the incident, address and the name of the building (hospital-school-factory-etc.)
- Staging location

It shall be the responsibility of all responding Departments to individually, upon receipt of a TEAMS, notify the TEAMS Dispatch Center (Polk County) that the Department has received the TEAMS Alarm information and the equipment requested will or will not be sent.

All vehicles shall inform the TEAMS Dispatch Center over the designated operational channel (Fire East, Fire Central or Fire West):

(Department Name-Type of Apparatus-Vehicle Number) to (Dispatching Town)

Responding to the 2nd (Number of 2nd Alarm and Name of Stricken Town)
(Address of the Emergency).

EXAMPLE: "Ankeny 1131 to Polk County, we're responding to Johnston's 2nd Alarm, 6400 Merle Hay Road".

DISPATCH CENTER PROCEDURES

1. Check the Response Card and start TEAMS Alarm Log.
2. To give out a TEAMS Alarm, the following must be done:
 - a. Use the Polk County Fire Frequency (154.310)
 - b. Activate the tones of all the departments due at the specific alarm level.
 - c. After all tones have cleared, announce:

"This is Polk County Dispatch to all locals, (Stricken Town) Fire Department is requesting TEAMS Box Number (Box Number) at (Location) to the 2nd Alarm level (Level of Alarm); the following departments are due (departments and type of apparatus that is due to respond), all Departments due to respond, switch to and acknowledge on the {designated operational channel}."

EXAMPLE: "This is Polk County Dispatch to all locals: the Urbandale Fire Department is requesting TEAMS Box Card 12-22 at 86th Street and Hickman Roads, to the 2nd Alarm level; all Departments due to respond, switch to and acknowledge on {the designated operational channel}. The following departments are due to respond: Clive, you are due with a truck, Johnston, you are due with an engine, Windsor Heights, you are due with an ambulance, West Des Moines, you are due with an engine and a chief for safety, Grimes you are due with a change of quarters engine to Urbandale Station 2."

- Departments that are due to respond and have not acknowledged the TEAMS Alarm must be notified by radio or telephone.
- If a Department that is due to respond on an Alarm cannot supply properly staffed apparatus because of an existing situation (i.e., present fire of their own, apparatus out of service, or lack of personnel), THEY MUST notify the requesting Polk County immediately so that the fill-in apparatus can be assigned from another department (usually this is done from the next level of Alarm).

- If a Department sends the wrong equipment, it is up to the dispatcher to return the equipment and advise them of the equipment that they were due to respond with on the appropriate alarm level.
 - When a TEAMS Alarm is called, all responding apparatus will use the assigned **Command/Response** Channel while responding or while in the staging area. Once assigned to tasks or a division or section at the scene, all companies will switch to the designated **Fireground** channel.
 - Polk County Dispatch Center has the authority to advise non-due apparatus that they were not to respond and that they should withdraw their response. This is important when agencies begin sending apparatus when then they hear a TEAMS Alarm dispatched.
3. Each request for additional Alarms will require the paging of the units (departments) due. If a fill-in was used on a previous Alarm level, then a dispatcher will have to provide a fill-in on each subsequent Alarm.
 4. The TEAMS Dispatcher will contact the Incident Commander Post every ten (10) minutes advising them of the amount of time into the alarm. At that time, the IC should provide a progress report on the incident. The ten minute interval notification will commence once the dispatch center feels that the incident will be a significant incident. The IC can at any time discontinue the ten minute notification.
 6. If a second, separate fire or emergency in the same area or town should require a TEAMS Alarm while the original extra alarm incident is still in progress, it may be to the advantage of the dispatcher to use the remaining equipment from the next level of Alarm from the existing alarm in progress. This should only be done after checking with the incident commander of the original incident to ensure if this is permissible.
 7. Personnel are to respond with Fire Department apparatus and not in their private vehicles.
 - a. On a change of quarters, the assigned vehicle must physically change to the designated station.
 8. When a TEAMS Alarm is struck out, the following information is needed:
 - a. The name of the Chief or the Incident Commander of the TEAMS Alarm
 - b. The location of the TEAMS Alarm
 9. Dispatching procedures for striking out a TEAMS Alarm:
 - a. On the main Polk County Fire frequency, the dispatcher should announce the following:

"This is Polk County Dispatch to all locals: (Name of Town with TEAMS Alarm) Fire Department has struck out (TEAMS Alarm Number) by authority of Chief (Name of Chief or Incident Commander)."
Repeat the message.

EXAMPLE: "This is Polk County Dispatch to all locals: The Altoona Fire Department has struck out TEAMS Alarm Number 14-11 by authority of 2500". Repeat the message.

- a. The dispatcher shall continue to control the designated Command/Response frequency until all companies at the scene are released and are returning.
- b. The order in which equipment is returned is at the discretion of the Incident Commander of the TEAMS Alarm.

TESTING OF THE TEAMS SYSTEM/ RADIO DRILLS

Testing of the TEAMS system will be done by conducting a radio drill once a month to test the extra alarm dispatch procedures and telecommunicator skills. Drills will be conducted by both the Polk County Dispatch Center and the WESTCOM communications center and will be done on the first Tuesday of each month. The test time will be rotated among the three different shifts in the dispatch center, as well as different department's TEAMS cards to ensure involvement with as many telecommunicators as possible. The date and time of the drill and the TEAMS response card to be used for the drill will be announced in advance.

An assumption of the drill is that the drill will start at the "assignment" level of the incident and will progress through various alarm levels per an established TEAMS response card. Dispatch of, and all subsequent pertinent traffic regarding the drill will indicate that it is for a radio drill.

The dispatch center will follow the Dispatch Center Procedures for the drill as detailed above. At the beginning of the drill the dispatch center will indicate that "Polk County is conducting a test of TEAMS and provide the name of the department and the TEAMS card being used in the drill. At the beginning of the dispatch of each extra alarm level, the dispatcher will announce that "This is a drill."

All departments due at each alarm level will acknowledge on the main Polk County Fire channel (In example – 'Polk City acknowledges.'). During the drill, it is necessary that a representative from each department involved in the drill be able to promptly acknowledge the request for a mutual aid unit.

All drills will generally involve a scenario that goes from the initial assignment level through the 5th Alarm level. There will be a three to five minute break between each alarm level to allow the responding departments to acknowledge the request for mutual aid. Drills can be terminated at any time during the drill if regular emergency call dispatching or call volume indicates that continuance of the drill is creating an impedance to radio traffic of a higher priority. It is anticipated that all drills will normally be concluded in about 20 minutes. Dispatchers will log the status of each unit assigned or requested during the drill. At the conclusion of the drill, dispatch will announce that the "drill is concluded."

F. EMERGENCY TRAFFIC PROCEDURE

The Emergency Traffic procedure was adopted to assure a quick and uninterrupted communication to the Incident Command or Dispatch. The term "EMERGENCY TRAFFIC" will be utilized by a unit encountering an immediately perilous situation and will receive the highest communications; priority from Command, Dispatch, and ALL OPERATING UNITS on the frequency (any frequency). Units may initiate emergency communications by verbally contacting Command or Dispatch.

EXAMPLE: "Engine 4930 to Command with EMERGENCY TRAFFIC". Command will transmit EMERGENCY TRAFFIC and "Unit with EMERGENCY TRAFFIC, go ahead". Command or Dispatch will then repeat the EMERGENCY TRAFFIC message.

At the transmission of EMERGENCY TRAFFIC, all units on the frequency are to cease transmissions. The frequency absolutely belongs to any unit giving the EMERGENCY TRAFFIC call.

G. STRUCTURE EVACUATION PROCEDURE

For an emergency evacuation of a building, the protocol is:

1. Three consecutive air horn blasts of 5-7 seconds each
2. A radio broadcast of "EVACUATE, EVACUATE, EVACUATE" on the designated operations and/or fireground channel being used at the incident.
3. Initiation of a Personnel Accountability Report (PAR).
4. Incident Command will re-implement attack crews in an orderly fashion.

VI. RESPONSE CARDS

UNIFORM RESPONSE CARD PROCEDURE

1. Even though the other types of Response Cards have merit, the Polk County Fire Chiefs agree the standard use of a fixed format for Response Cards used in the TEAMS General Operating Procedures, with certain allowable modifications.
2. The Polk County Fire Chiefs will make available a computer-based format to any Department or Division that wishes to use that option. This format will be provided in Microsoft Excel format.
3. The TEAMS Response Card hard copy format should be 8-1/2 " x 11" three-hole punched for placement in three-ring binders - eliminating hard card stock on smaller paper. Only one TEAMS Response Card per page is allowed. Formats could be traditional, across the page, or sideways.
4. Departments that provide additional information, for example, an area map with each TEAMS Response Card, could be placed on the bottom or the back of the TEAMS Response Card, or both.
5. The area between Assignment and 2ND Alarm on the TEAMS Response Card may be used for additional responses that are not intended to activate the TEAMS system.
6. All Response Cards must show an effective date or revised date in the lower right hand corner, with the Department Chief's initials.
7. Departments placed on a card must be given the opportunity to approve/disapprove their assignment before the Response Card goes into effect.
8. Response Cards sent out for comment/approval, and not intended for implementation, must be stamped DRAFT across the face of the 2nd Card.

DESIGNATED RESPONSE CARDS

As TEAMS modified itself, it became necessary to address specific emergency situations that warrant special equipment, therefore, designated Response Cards are used for: underwater rescue, medical emergencies, hazardous materials, special high-rise rescue, tankers, etc.

SAMPLE TEAMS MUTUAL AID RESPONSE CARD

T.E.A.M.S. TIERED EMERGENCY ASSET MANAGEMENT SYSTEM								
Department:	Johnston	AS OF	11/1/2005	CAD Grid:				
Box #:	C - 1	Location:	City Wide	Type: Commercial				
Assignment	Engine	Ladder	Rescue	Tanker	Medic	RIT	Chiefs	Special/COQ's
	JON GRM	JON GRM			JON	WHT	JON - 2 GRM	ANK Med* SAY Eng*
2nd Alarm	JON SAY	URB	ALT**		FRA		ANK URB	PCY Eng*
3rd Alarm	PCY WDM	ANK	URB%		MDW ANK	DSM	CLV	CLV Eng* WAU Med*
4th Alarm	CLV ANK	DSM			URB SAY		WDM	ALT Eng*
5th Alarm	ALT WAU	CLV					ALT	
Special								
Notes:								
* Change of quarters			% - Squad Company					
** Air unit								

The above is a sample Response Card in use by the Johnston Fire Department in which you will see the different towns, how they are marked and where they go on the TEAMS Alarm.

Special instructions for a specific town or piece of equipment would be done as follows:

CANTEEN* - On the bottom of the Card you will find, *By request of Incident Commander. Anything is possible, but it must be spelled out in full.

Departments that need to be called by phone must have all phone numbers on the card.

All special instructions must be marked on all Response Cards along with addresses of stations to be filled on change of quarters.

VII. INCIDENT COMMAND SYSTEM

In order to establish a standardized system of incident command, the Polk County Fire Chiefs has adopted the National Incident Management System (NIMS) as the standard operating procedure for all TEAMS members.

VIII. ACCOUNTABILITY

It is the policy of TEAMS to account for the location and safety of all personnel within an EMERGENCY INCIDENT PERIMETER at an emergency incident. Participation by members of any Fire Department in emergency incident mitigation without entering the PASSPORT ACCOUNTABILITY SYSTEM is unauthorized.

IX. SEARCH AND RESCUE MARKING SYSTEM

The search and rescue marking system is to be used in times of local and area wide disasters, when numerous buildings/vehicles/etc. need to be searched. A uniform marking system used by all responding and/or assisting Fire Departments is necessary for efficiency and control.

FIRST SEARCH	- OK1
SECOND SEARCH	- OK12
THIRD SEARCH	- OK123
FOURTH SEARCH	- OK1234
ETC.	- OK1234 ETC.