



Northeast Region Fire Control Points
STANDARD OPERATING GUIDELINES for:
District 5, 6, 14, and 15

Date of Original Issue: 10/31/12

Directive: Essex County Fire Chief's Association SOG 803.00

Version: 1.7

Issued: December 6, 2021

Rescinds: V1.6

Record of Changes

Version Number	Date of Change	Sections	Summary of Change	Change Made By (Title or Name)
1.6	5/4/2020	Entire Document	Edited entire document, verified telephone numbers, and verified community-specific resources	Christopher Ryan, NSR911 Deputy Director
1.7	12/6/2021	§9	Updated Andover FD's telephone number	Chief Michael Mansfield, Andover Fire Rescue

Table of Contents

SECTION I	OVERVIEW	1
SECTION II	MUTUAL AID AGREEMENT	1
SECTION III	DEFINITIONS	2
SECTION IV	RUN CARD USAGE	3
SECTION V	RADIO PROCEDURES	4
01	Daily Radio and Availability Test	4
02	Responding to a mutual aid incident.....	4
03	Radio use by other communities.....	4
04	Radio emergency message tone.....	5
05	Radio channel usage	6
06	Procedures – Fire Communications Center Control Point.....	6
07	Procedures – Local Communication Center	6
08	Procedures – Routine Availability Changes	7
09	Radio Announcements.....	7
SECTION VI	DISPATCHING OF MUTUAL AID.....	7
SECTION VII	PHASES OF MUTUAL AID CALLING	9
SECTION VIII	RESOURCE REQUESTS	9
01	Staffing	9
02	Specialized Teams / Apparatus.....	9
03	NERAC Equipment Cache	10
04	MEMA Resources	10
SECTION IX	NORTHEASTERN TECHNICAL RESCUE TEAM.....	10
SECTION X	DISTRICT 14 TECHNICAL RESCUE TEAM	14
01	Purpose	14
02	Scope	14
03	Procedures	14
04	Staging Area.....	14
05	SQUAD RESPONSE PER TYPE OF CALL	15
06	INITIAL RESPONSE SQUAD BY MONTH.....	15
SECTION XI	DISTRICT 14 DIVE TEAM.....	16
02	Purpose	16
02	Procedure.....	16
SECTION XII	DISTRICT 14 FIRE INVESTIGATION TEAM.....	17
01	Purpose	17
02	Procedure.....	17
SECTION XIII	DISTRICT 14 COMMUNICATIONS TEAM (CAR 14)	18
01	Procedure.....	18
SECTION XIV	DEPT OF FIRE SERVICES – INCIDENT SUPPORT UNIT	19
01	Purpose	19
02	Activation Procedure	19
SECTION XV	EMS SUPPORT TO MULTIPLE CASUALTY INCIDENTS.....	20
01	Purpose	20
02	Activation Procedure	20
03	MCI Trailer Activation Policy.....	21
04	Ambu-Bus & Evac-Bus Deployment	22
SECTION XVI	STATEWIDE MOBILIZATION PLAN	22
01	Incoming Aid.....	22
02	Outgoing Aid.....	23
SECTION XVII	HAZ-MAT RESPONSE TEAM ACTIVATION/NOTIFICATION	23
01	Purpose	23
02	Activation Procedure	23

03	Response Tiers.....	23
04	Policy.....	24
SECTION XVIII STATEWIDE MASS DECONTAMINATION UNIT		24
01	Purpose	24
02	Response Plans & Dispatch Operations Alert Levels.....	25
03	Notifications / Response for Fire Department	26
04	Notifications / Response for District Control Point	27
SECTION XIX EVACUATION / REHABILITATIONS BUSES		29
01	Purpose	29
SECTION XX STATE POLICE SPECIAL OPERATIONS		29
01	Purpose	29
02	Activation Procedure	30
SECTION XXI CORE RADIO SYSTEM		30
01	Overview	30
SECTION XXII NATIONAL WARNING SYSTEM.....		30
01	Overview	30
02	Policy.....	31
03	Severe Weather Notifications	31
04	Other Notifications	31
SECTION XXIII GENERAL INFORMATION.....		31
APPENDIX A RESOURCES		32
AIR SUPPLY – MOBILE UNITS		32
AMBULANCES.....		32
BOATS – FIREFIGHTING BOATS / RESCUE BOATS		32
BUSSES – REHABILITATION AND EVACUATION		34
01	Rehabilitation	34
02	Evacuation	34
COMMUNICATIONS VEHICLES.....		34
FOAM AND FOAM TRUCKS.....		35
01	Foam Banks & Foam Trailers.....	35
02	Crash Trucks.....	35
FOREST FIREFIGHTING UNITS		35
8-TAC RADIO SYSTEM		36
LIGHTING UNITS		37
RESCUE TRUCKS		38
01	Heavy-Duty Rescue Units	38
02	Light Duty Rescue Trucks	38
SPECIAL TEAMS		38
01	Confined Space Rescue Teams.....	38
02	Dive Rescue Teams	39
03	High Angle Rescue Teams	39
04	Hazardous Materials Team.....	39
05	Urban Search and Rescue Team #1	39
TANKERS (WATER).....		39
01	Ladders/Towers	40
MISCELLANEOUS EQUIPMENT.....		41
01	Airbags	41
02	Emergency Management Agency.....	41
03	Miscellaneous Equipment.....	41
04	Mass Casualty Incident.....	42
05	Oil Spill Containment Trailers.....	42
06	State Forestry Department	42
07	NERAC Cache Sites	43
APPENDIX B STATION COVER LOCATIONS		44
District 5		44
District 6.....		45

District 14	46
District 15	47
APPENDIX C FORMS.....	48
Resource Request	48
Mutual Aid Comment Form	49
Technical Rescue Team / Dive Team / Search & Rescue Dog Incident Information Form	50
Statewide Mass Decontamination Unit Activation Form	51
Run Card Change Request.....	52
APPENDIX D FIRE DEPARTMENT TELEPHONE DIRECTORY	53
APPENDIX E 10 ALARM RUN CARDS	59

The following sections contain the Standard Operating Guidelines for the Fire Control Points in the Northeast Homeland Security Region (NERAC).

SECTION I OVERVIEW

The following guidelines provide general guidance for the use of Mutual Aid Companies and do not cover every situation that may be encountered in a Mutual Aid Emergency.

In general, Mutual Aid will only be called in emergency situations for emergency duties, and the responding Mutual Aid Companies will be returned to their community in as timely a manner as conditions permit.

Coverage should commence only after the commitment of at least a First Alarm (or equivalent) response in the affected community. (This should not rule out calls for specialized equipment such as foam units, SCUBA teams, etc.)

The Chief Officer of the department **receiving** aid will make every effort to release Mutual Aid Companies, and to return such companies to their respective communities as soon as conditions permit. It is not the intent of the District Communities to hold Mutual Aid Companies throughout salvage operations or for other non-emergency duties.

Mutual Aid Companies are not required to assist the affected community in performing any non-emergency responsibilities such as packing hose, nor are they required to perform station housekeeping and maintenance functions except for regular desk watch.

The Chief Officer of the department **sending** Mutual Aid Companies may request through the District Control, the recall of covering apparatus (or companies not directly involved in fireground activities), when in his opinion, conditions in his community, warrants such action. Such recalls will only be affected when substitute apparatus has been dispatched by the Control Center, or the Chief Officer approves such release of the receiving community.

SECTION II MUTUAL AID AGREEMENT

Members of Essex and Middlesex County Fire Districts (5, 6, 14, & 15) have entered into a mutual aid agreement with their respective district; this establishes under Massachusetts General Law Chapter 48, Section 59A the legal basis for Mutual Aid among the District communities and the basis for its' operating plan. This agreement, signed by the Chiefs of each Department and the community's Executive Officer, is self-perpetuating for twenty years and supersedes all other such agreements among the communities involved.

The purpose of the Fire District system is to supply and control Mutual Aid support among its member communities for any emergency. The system has been designed to maintain flexibility and local autonomy, yet to provide a resource base that will ensure that when any member community needs assistance, that assistance will be provided. The basis of that system is a resource rotation system based on approximately one-third of each community's apparatus being available for Mutual Aid, both to provide adequate mutual aid and local coverage. All communities are required to provide no less than one company for membership in the system.

Nothing in this policy prevents the short-term operational use of "unable to respond" or "zero availability" due to activity or temporary conditions.

Nothing in this policy should be construed to read that mutual aid is matching or directly reciprocal; availability is defined as an overall system requirement.

Note that the District agreement is the Legal Mutual Aid Agreement Covering All Mutual Aid at All Alarm Levels. Unless other written annual agreements are maintained between you and other communities, it is your legal basis for mutual aid.

SECTION III DEFINITIONS

1. **Aerial Ladder Truck:** A vehicle equipped to respond and function as a ladder company with the minimum equipment listed below.
 - a) Ground ladders 115 feet minimum
 - b) Four SCBA units, 30 minutes minimum
 - c) Salvage and overhaul equipment
 - d) One smoke ejector
 - e) One generator
 - f) Aerial device at least 75 feet
 - g) Ventilation saw

2. **Engine:** A two- or four-wheel drive vehicle with:
 - a) 750 GPM class A pump
 - b) 500-gallon booster tank
 - c) 800 feet of feeder hose minimum
 - d) Two pre-connected attack lines
 - e) Three SCBA units, 30 minutes minimum
 - f) Provision for 2 ½" hand lines

3. **Forestry Truck:** A two or four-wheel drive vehicle designed or modified for handling brush fires.
 - a) Minimum of 200-gallon tank
 - b) Minimum of 500 feet of hose suitable for forestry fire fighting.
 - c) PTO or auxiliary pump.

4. **Heavy Rescue Truck:** A vehicle usually equipped with the following:

- a) Rescue extrication tool
- b) Jacks and/or airbags
- c) Cascade or air compressor system
- d) Four SCBA 30-minute units with spare bottles
- e) Lighting plant with minimum 3500-watt capacity
- f) Portable or mounted lighting equipment
- g) First-aid supplies
- h) Winch
- i) Small tool assortment
- j) Chain or circular saw
- k) Miscellaneous shovels, rope, bars, and cribbing

5. **Medium Rescue Truck:** A vehicle equipped basically like a heavy rescue truck, but which may not have as large a complement of equipment. The excluded equipment may include:

- a) Cascade or air system
- b) Winch
- c) Extensive lighting equipment

6. **Tanker:**

- a) Minimum of 1,000-gallon tank
- b) Minimum of 250-gallon pump
- c) Dump rate of at least 500 GPM
- d) 100 feet of 2 ½" hose
- e) 100 feet of 1 ½" or 1 ¾" hose

SECTION IV RUN CARD USAGE

The following information is supplied as a guide to the use of the Fire District – 10 Alarm Running Cards.

The **yellow line** on the alarm blocks indicates the point at which the Control Center takes over the dispatching function.

Units that are highlighted in **blue** and/or designated by **(R)** are the predetermined rapid intervention team or RIT.

Responsibility for and the dispatch of lower alarms below the third alarm level remain with the local community. Where standard assignments exist, they have been listed. Due to the different assignments within many communities at these lower levels, many of these are left blank to eliminate confusion. It is vital that reports of apparatus responding from mutual aid communities be made to the Control Center on these alarm levels.

A form for requesting changes to Running Card assignments is provided at the end of the card set. Changes must be cleared through the Coordinator and approved by the appropriate District's Mutual Aid Committee before being put into effect.

SECTION V RADIO PROCEDURES

01 Daily Radio and Availability Test

Each day at a specified time, the Mutual Aid Control Center shall conduct a daily radio and availability test.

District 5 shall test daily at 1815hrs
District 6 shall test daily at 0930hrs
District 14 shall test daily at 0845hrs
District 15 shall test daily at 1000hrs

Procedure:

1. Perform a short tone burst on the radio channel to indicate the test is about to begin.
2. Next, announce the following: "This is the District (#) Mutual Aid Fire Network on with the daily availability and radio test. Testing with..."
3. Test each of the communities within the district and wait for a response. (e.g., District 15 testing with Amesbury... Amesbury answers loud and clear availability 1 AND 1)
4. At the conclusion of the radio test, say the following: "Test is complete - District (#) standing by."

02 Responding to a mutual aid incident

1. Companies responding to a mutual aid incident shall notify its own dispatcher that it is switching over to the District frequency. Upon arriving in the requesting department's town, the company may change to the requesting department's frequency or an assigned operations channel.
2. Departments sending units on mutual aid must notify the Control Center when their apparatus is responding, and when their apparatus has been released from the scene and back available.

03 Radio use by other communities

The Essex County Mutual Aid Committee, District 6, & 14 Mutual Aid Committees have approved the following policy regarding the use of the District Radio mutual aid coordination frequency 460.1375 and 154.0700 MHz (District 5 and 15 Operations) and 460.0375MHz (District 6 Operations).

1. Any non-approved communities with permission from the Essex County Fire Chiefs Association (ECFCA) or District 6 Mutual Aid Committee that is involved with mutual aid to or from a District community.
2. Usage of the radio is limited to mutual aid communications of an emergency nature with District communities or apparatus.
3. Any outside communities will not be included in the District radio and availability test.
4. Usage will be limited to mobiles and portables.
5. Any outside communities must obtain a proper license for the operation of its radios and follow the normal coordination procedure.
6. ECFCA and District 6 Mutual Aid Committees both recommend that all fire districts adopt similar policies for the use of their frequencies by adjacent communities as an aid to improved mutual aid and/or task force communications.

04 Radio emergency message tone

Purpose: The purpose of this procedure is to establish within the District a standard radio signal tone for the broadcast of an emergency message. The emergency notification signal will notify local and mutual aid firefighters at an incident or fire scene that an emergency message is forthcoming. The use of a wide standard tone that is readily recognized by all firefighters – will enhance the ability to distribute emergency safety messages. The high-low signal tone will be used for high priority or emergency messages that affect a safety concern on the fire ground. The tone is **not** specifically an evacuation tone but may be used in conjunction with an evacuation message. Examples are a mayday situation, dangerous chimney or roof structure situation, collapse zone establishment, or other specific hazards within the structure that creates a safety hazard.

Emergency Message Tone Procedure: When the Incident Commander determines a serious safety concern exists, that must be communicated to all those working on the fire ground, the high-low signal tone should be used before the announcement.

The local Fire Alarm Office shall notify the District Control, who shall use the Emergency Message Tone to announce the message over the District Radio Frequency. Those communities that do not have high-low tone capability shall preface their broadcasts with the following phrase: “STANDBY BY FOR AN EMERGENCY MESSAGE.”

05 Radio channel usage

1. Radio Frequency Usage Priority shall be in the following order:
 - a. Control Stations
 - b. Incident Community's Communications Center
 - c. Communications Centers of responding resources
 - d. Limited fireground communications

06 Procedures – Fire Communications Center Control Point

1. **Working Fire / All Companies Working** – Notify Control Station of your incident, including box number (if available), incident location, type of incident, 10 Alarm Sector Card if applicable, and availability change.
2. **Extensive Activities** - Notify the Control Station of the extensive brush or other activity that may cancel any availability for an extended time or that may escalate to a Phase Two Condition.
3. **Succeeding Multiple Alarm Levels** - Notify the Control Station of each additional alarm, including what apparatus has been called both to work and to cover.

Note - When you reach the "Phase Two" level, the Control Station should coordinate further mutual aid as per your 10 Alarm Running Card - for the remainder of your incident.

4. **Progress Reports** – Notify the Control Station periodically of progress being made on the incident(s) as well as when the fire is under control.
5. **Release of Apparatus** – Notify the Control Station when the mutual aid apparatus is released to its community.
6. **Return to Normal Availability** – Notify the Control Station when your community strikes the All Out or RECALL and when your availability returns to normal.

07 Procedures – Local Communication Center

1. **Response on Direct Request to Cover or to Work** – Notify the Control Station whenever your unit(s) responds on direct request. Include unit designation and its destination - fire or cover.

Note - this is not necessary on routine line box responses unless the unit goes to work.

2. **Release of Units** – Notify the Control Station when your unit has returned from the incident community and what your availability is.

08 Procedures – Routine Availability Changes

1. **Routine Availability Changes** – Notify the Control Station whenever your community's regular availability changes.
 - Non-availability for short-term purposes does not have to be reported – (routine drills, participation in out-of-town parades and drills, two minor incidents at once, a serious motor vehicle accident, regular apparatus maintenance, etc.).
 - If a community is not available at the moment when called to respond out-of-town, the Control Station will move on to the next available community.

09 Radio Announcements

On occasion, the Fire Control Point may need to make an announcement on the District radio to notify all Fire Departments regarding an event or a resource. This would also include notifications to all communities regarding a severe weather event (as outlined in Section XVII). It is strongly urged that the Fire Control Point preface the message with a brief tone to alert other communities of the impending message.

SECTION VI DISPATCHING OF MUTUAL AID

- 1.) Departments requesting Mutual Aid shall provide the following information when making the request:
 - a.) City or town where the incident is located;
 - b.) Type of incident;
 - c.) Exact address, including a cross-street;
 - d.) Location of staging area when required;
 - e.) Specifics on what is requested.

The Mutual Aid Dispatcher must confirm that this information is provided.

- 2.) Apparatus will be dispatched according to the appropriate Running Card, in the order shown, unless the requesting Department is “special calling” a specific piece of equipment.
- 3.) The Mutual Aid Dispatcher shall dispatch the closest available apparatus when requests for apparatus extend beyond the running card listings. The requesting Department must be specific as to the type and amount of equipment required.
- 4.) In a major emergency, the Mutual Aid Dispatcher may:
 - a.) Suggest staging of additional apparatus in locations close to the incident.
 - b.) Recommend specialized apparatus or equipment that the Incident Commander may not have considered or is not aware of.
- 5.) In cases where multiple pieces or types of special apparatus/equipment are needed, or the requesting Department does not know where to obtain the equipment, the Mutual Aid Center will be contacted for dispatching of such equipment. The Mutual Aid Center shall first consult the running card for the proper city or town, and dispatch the apparatus/equipment as follows:
 - a.) Closest by Department as listed on the appropriate running card for the requesting Department.
 - b.) When the equipment requested is not listed or is listed in insufficient quantities, the Mutual Aid Dispatcher shall consult the Resource Directory at the Center and dispatch the closest Department that has the equipment requested.
- 6.) When a Department wishes to call for special apparatus/equipment which is not in the typical sequence as listed on a card, the requesting Department must make this clear by using the term “special call.” This makes it clear to all that the situation is an exception to the normal procedure.
- 7.) If a Department cannot provide the requested apparatus, dispatchers shall find an alternate unit as listed on the mutual aid run card.
- 8.) Dispatchers shall monitor incident radio communications until the incident is declared to be under control.

SECTION VII PHASES OF MUTUAL AID CALLING

1. Phase One – Fire Community calls own mutual aid assistance on a direct call basis. Keeps Control Station advised of what communities have been called.
2. Phase Two – Control Station coordinates all further mutual aid for the fire community. Fire Control Points shall create an incident and/or record the phase two event in the official department logbook.
3. Phase Three – **Declared by Control Station Only** Control Station will coordinate all mutual aid resources for all district communities due to multiple extensive activities or multiple simultaneous incidents in progress within the district.

SECTION VIII RESOURCE REQUESTS

01 Staffing

1. A minimum of three individuals should be manning each piece of apparatus dispatched on mutual aid, whether it is to the scene or to cover.
2. If the apparatus is placed permanently in or out of service, the Mutual Aid Center shall be notified, and changes to all run cards involving that apparatus shall be made and relayed to all Fire Control Points.

02 Specialized Teams / Apparatus

1. Requests for special rescue teams or services, such as dive teams, technical rescue teams, or Essex County foam trailers, shall be provided in the order listed on the appropriate run card.
2. Where no listing is provided, the mutual aid center shall send the closest recognized special team.
3. Requests for apparatus or equipment, such as towers, tankers, or lighting units, should be sent according to the closest apparatus or equipment available.
4. See Appendix A for a list of specialized teams.

03 NERAC Equipment Cache

Several types of equipment are available at three equipment caches within the region. Caches are located at Beverly, Framingham, and Lexington. All requests for equipment should go through or on behalf of the municipality requesting aid.

04 MEMA Resources

Almost any equipment not listed in this SOG should be able to be acquired through the Massachusetts Emergency Management Agency (MEMA). Please call MEMA via the NAWAS phone or at 508-820-2000.

SECTION IX NORTHEASTERN TECHNICAL RESCUE TEAM

PURPOSE: The purpose of this procedure is to establish a guideline to affect an orderly dispatch of team members to an incident.

SCOPE: This Standard Operating Procedure shall apply to all members of the Northeastern Massachusetts Technical Rescue Team dispatch centers (District 5 & 15).

DEFINITIONS:

Control Point: Control Point is defined as the central dispatch center used for the deployment of the NEMTRT.

District 5 Control (Beverly) – 978-922-2424

District 15 Control (Andover) – 978-623-3700 Ext. 0

Incident Dispatch Center: Incident Dispatch center is defined as the home fire department dispatch center or the dispatch center where the incident is occurring.

Communications Device: Communication device is defined as any electronic device that can be utilized to receive a text notification of incident deployment and location (Pager, Cell Phone Blackberry, etc.) The device will be supplied by a team member.

PROCEDURES

Incident Dispatch Center Procedures

Upon receipt of a technical rescue incident in progress

1. Dispatch will notify the control point of the incident and provide the following information.
 - a. Type of Incident (Rope, Trench, Confined Space, Collapse Rescue)
 - b. Location of the incident and any cross-streets
 - c. The number of victims
 - d. Command post location
 - e. Incident commander and on-scene phone number

Team Member Dispatch Center

Upon notification from a team member of their response:

1. Dispatch Center will start and incident and/or record names of responding personnel and their time of response in the official department logbook.

CONTROL POINT PROCEDURES

1. Upon notification and location of an incident, the control point will page out the appropriate team(s) using the charts below.
2. If the incident is for a Technical Rescue involving a non-human, only the primary team shall be paged out.
3. Notify Incident Command to have an ALS ambulance on the scene just for team personnel.
4. Control Point will notify all Cities/Towns via District Radio of the technical rescue incident and the city/town where the incident is located.
5. Send information reported by the dispatch center (i.e., location of the incident, number and type of victims, Command post location, etc.)

District 1	Primary	Secondary	District 2	Primary	Secondary
Amesbury	1	3	Andover	2	1
Georgetown	1	3	Boxford	2	1
Groveland	1	3	Lynn	2	3
Haverhill	1	2	Lynnfield	2	3
Lawrence	1	2	Middleton	2	3
Merrimac	1	2	Nahant	2	3
Methuen	1	2	North Andover	2	1
Newburyport	1	3	North Reading	2	1
Rowley	1	3	Reading	2	3
Salisbury	1	3	Saugus	2	3
West Newbury	1	3	Swampscott	2	3
			Wakefield	2	3

District 3	Primary	Secondary
Beverly	3	2
Danvers	3	2
Essex	3	1
Gloucester	3	2
Hamilton	3	1
Ipswich	3	1
Manchester	3	2
Marblehead	3	2
Peabody	3	2
Rockport	3	2
Salem	3	2
Topsfield	3	1
Wenham	3	1

DISPATCH SOFTWARE PROCEDURE

Method 1

1. Double Click Essex County Icon on Desktop
2. Click Sign in button (Contact Control Point for Username and Password)
3. Check off E-MAIL and NEMTRT 911 buttons
4. From the MEMBERS drop-down menu select ALL MEMBERS
5. Type dispatch message.
(Example: Trench Rescue 41 Lowell St Peabody Squads 1 & 2 Respond)
6. Repeat steps 5-8 to add further update messages
(Example: On scene IC Capt. Smith - command post 27 Lowell St - 1 victim trapped waist deep)

Method 2

1. Open a web browser
2. Type in NEMTRT.d4h.org
3. Click Sign in button (Contact Control Point for Username and Password)
4. Click LOGISTICS at the top of the page
5. Click COMMUNICATIONS from the down menu
6. Check off E-MAIL and NEMTRT 911 buttons
7. From the MEMBERS drop-down menu select ALL MEMBERS
8. Type dispatch message.
(Example: Trench Rescue 41 Lowell St Peabody Squads 1 & 2 Respond)
9. Repeat steps 5-8 to add further update messages
(Example: On scene IC Capt. Smith - command post 27 Lowell St - 1 victim trapped waist deep)

To view who is responding and their estimated time of arrival to the scene, click the INBOX tab.

Team members may call to find out how many members are responding.

MONTHLY TEST

1. The control points shall test the dispatch system once a month on a random day and time.
2. Double Click Essex County Icon on Desktop
3. Click Sign in button (Contact Control Point for Username and Password)
4. Check off E-MAIL and NEMTRT 911 buttons
5. From the MEMBERS drop-down menu select ALL MEMBERS
6. Type the message – *District (insert # here) Control Monthly Test - reply message received*

SECTION X DISTRICT 14 TECHNICAL RESCUE TEAM

01 Purpose

Purpose of this procedure is to establish a guideline for a District 14 Technical Rescue activation.

02 Scope

This Standard Operating Procedure shall apply to all team members and the District 14 Control Point.

03 Procedures

Upon receipt of a Technical Rescue incident, District 14 shall page out the appropriate response based on the following information:

The response shall be based on the operational capability of the requesting department. They may need an Advisory response for an ongoing emergency incident or request an Advisory response for a non-emergency incident. A non-emergency response may be to advise for a potential technical rescue response, may assist with planning a technical rescue response, offer recommendations on full or partial team response, or assist with developing a site safety plan for in Incident Commander.

Based on information received by the requesting community, the Control Point will page out the appropriate staff for either an Advisory Team Response, Single Squad Response or full Team Response.

Advisory Response: At least 1 Operational Chief and 1 or both Team Leaders.

Tech Level 1 Response: 1 or more Operational Chief(s), 2 Team Leaders, and the squad on call shall be paged out. The Squad Leader shall determine if his total members are trained to the requested technician level response and their availability. The Operational Chief(s), Team Leaders and / or Squad Leader(s) may request additional members and resources if the incident requires it.

Tech Level 2 response: All Operational Chiefs, and all team members.

04 Staging Area

The Control Point will ask the requesting department for a staging area location that is large enough to stage the Technical Rescue Team and their equipment required for the incident.

The Control Point will page out the incident location, local Incident Commander, staging area address, technical rescue discipline being requested, and proper vehicles / equipment that will be needed for the incident.

Confined space: Hopkinton Rescue 1, Ashland trailer, Car 14
 Rope Rescue: Hopkinton Rescue 1, Natick Rescue 1, Car 14
 Trench Rescue: Hopkinton Rescue 1, Natick Rescue 1, Framingham trailer, Ashland trailer, Milford trailer, Hudson trailer, Car 14
 Structural Collapse: Hopkinton Rescue 1, Natick Rescue 1, Framingham trailer, Ashland trailer, Hudson trailer, Marlborough trailer, Milford trailer, Car 14
 Large Area Search: Hopkinton Rescue 1, Natick Rescue 1, Car 14
 Tower rescue; Hopkinton Rescue 1, Natick Rescue 1, Car 14
 Large Animal Rescue: Hopkinton Rescue 1, Natick Rescue 1, Car 14
 Field Force extrication (protesters): Hopkinton Rescue 1, Westboro Rescue 1

05 SQUAD RESPONSE PER TYPE OF CALL

Confined space: 2 squads (minimum 12 technician trained members)
Rope Rescue: Low angle rescue (1 squad)
 High angle (2 squads)
Trench Rescue 2 squads to access, may require full team response
Structural Collapse: Full team response
Large area search: Full team response
Tower rescue: 1 squad
Large animal rescue: 1 squad
Field Force Extrication: special call of Field Force Extrication trained members

06 INITIAL RESPONSE SQUAD BY MONTH

Month	Primary squad	Secondary squad
January	Squad 1	Squad 2
February	Squad 3	Squad 4
March	Squad 2	Squad 1
April	Squad 4	Squad 3
May	Squad 1	Squad 3
June	Squad 2	Squad 4
July	Squad 3	Squad 1
August	Squad 4	Squad 2
September	Squad 1	Squad 4
October	Squad 2	Squad 3
November	Squad 4	Squad 1
December	Squad 3	Squad 2

SECTION XI DISTRICT 14 DIVE TEAM

02 Purpose

The purpose of this procedure is to establish a guideline to affect an orderly dispatch of members of the District 14 Dive Team to an incident. This procedure shall apply to all District dispatch centers.

02 Procedure

Incident Dispatch Center Procedures:

Upon receipt of a technical rescue incident in progress dispatch will notify control point of incident and provide the following information:

- a. Type of incident (Drowning, Missing Person in Water, Vehicle in Water, or Other);
- b. Location of the incident and any cross-streets;
- c. Number of Victims;
- d. Command post location;
- e. Staging Area, if any; and
- f. Incident Commander and on-scene phone number.

Control Point Procedures:

1. Complete District 14 Dive Team Incident Information Form (See Appendix C);
2. Upon notification and location of an incident the control point will page out the Team;
3. Notify Incident Community to have an ALS ambulance on the scene just for team personnel;
4. Control Point will then notify all Cities / Towns via District 14 Radio of the Dive Team incident and the city/town where the incident is happening;
5. Control Point should create an incident in CAD or on an official department logbook.

IAMRESPONDING Information

1. Open a web browser and type: www.iamresponding.com
2. In the upper right corner click: SUBSCRIBER LOGIN
3. Agency name is **DISTRICT 14**
4. Enter member username (Obtain from Fire Control Point)
5. Enter password (Obtain from Fire Control Point)

6. Check the box next to “Remember me for this session.”
7. Click the LOGIN button.
8. Click MAIN ADMINISTRATIVE PAGE
9. Click SEND TEXT/EMAIL MESSAGES

To Send a Message:

1. Type Message containing all received information obtained from requesting Department
2. Select “All” for Method of Delivery
3. Select Group “District 14 Dive Team”
4. Click SEND

Responding Team Members will respond to the www.iamresponding.com system, and those members are viewed on the HOME PAGE.

SECTION XII DISTRICT 14 FIRE INVESTIGATION TEAM

01 Purpose

The Investigation team is presently comprised of Firefighters and Police Officers from 11 communities in and around District 14. These 11 communities have been divided into 3 response groups.

02 Procedure

The lists of response groups and areas are listed below, bold communities have investigators:

- Group – A** Northborough, Southborough, Westborough, Shrewsbury, Hopkinton, Milford, and Hopedale
- Group – B** Concord, Lincoln, Wayland, Sudbury, Weston, Framingham, Natick, Sherborn, Ashland, and Holliston
- Group – C** Acton, Maynard, Stow, Hudson, Boxborough, Carlisle, and Marlborough

If one of the 24 communities is in need of the investigators, they should call District 14 Control Point @ 508-881-0119 to make the request. The Control Point Dispatcher will then send out a page on the MAFD14 I.A.R. to the F. I. T. advising them of the community and the appropriate address of the incident.

Example of the page: **FIT Group C requested in Maynard, 00 Brook Street. Call I.A.R.**

Each member of that group shall respond from the IAR App. or call the “I Am Responding” phone number 1-800-355-9745 (from the cell phone you have on file with the District), and indicate the appropriate response;

3 - To Scene

4 - At Scene

7 – Unavailable

By the Investigators calling into I A R the Control Point will know immediately who is available and responding to the scene, who is already at the scene and who is unavailable.

15 minutes after the page is sent out the Control Point will advise the requesting community as to how many investigators are responding.

If additional investigators are needed, the Control Point shall send out another page stating what is needed. Example of the Page: **All Groups, 2 Additional Investigators needed in Maynard, 00 Brooks Street. Call I.A.R.** When the additional investigators needed have responded through I.A.R., the Control Point will then send out a page stating that the request has been filled and by whom. Example: **Additional Investigators are filled by Jones and Smith.**

SECTION XIII DISTRICT 14 COMMUNICATIONS TEAM (CAR 14)

01 Procedure

Automatic Dispatch of Car 14 for all Tech Team, Dive Team, Dist. Assistance Team, Strike Team and Fire Mobilization Activations.

Page the **District 14 Communications Team.**

1. “Car 14 Activation”
2. Type of Incident.
3. Location of Incident, Rally Point and/or Staging Area.
4. Incident Commander/Team Leader.
5. Any other pertinent info obtained by the request.

Example page: **Car 14 Activation for Tech Team in Maynard, 00 Brook Street. Call I.A.R.**

Call Car 14 Host Department: Framingham Fire 508-532-5940 and tell the dispatcher of the activation and that operator(s) will be picking it up. *If operators cannot pick up the car give the dispatcher, the same information so the on duty personnel will drive Car 14 to the scene.*

5 minutes after the initial page to the Team, the dispatcher is to select the first 2 operators. And page out that the activation is complete and the names of the operators.

Call the Requesting Community/Team Leader and let them know Car 14 is responding with 2 operators en route.

AS OF OCTOBER 1, 2019: Car 14 is now located at Framingham Fire Station #2, 75 A Street. Car 14 operators can gain access to the station through the rear, man door. There is a lock box, with the key inside, located to the right of the door. The code to the lock box is 1652.

Important numbers

- Station 2- 508-532-5932
- Fire Alarm (non-emergency-) 508-532-5940
- Shift Commander (Deputy Chief)- 508-532-5938

SECTION XIV DEPT OF FIRE SERVICES – INCIDENT SUPPORT UNIT

01 Purpose

The purpose of this procedure is to establish within the District the use of the Department of Fire Services – Incident Support Unit (ISU).

The Incident Support Unit will respond to a request from the Incident Commander at any incident within the District. The mission of the ISU is to be deployed to support the local command structure with specialized resources necessary to coordinate the response of multiple agencies to significant events within the District. The goal is to promote and deliver exceptional operations support to the operations of the fire service by providing professional, efficient, high-quality support services to the local incident commander in a timely and proactive manner. The unit is available to respond for support at major fires, searches for a missing person, manmade and natural disasters, large-scale public events, multiple fatalities, long-term duration events, as well as any incident where numerous agencies are operating.

02 Activation Procedure

The activation of this resource will be initiated by the Chief of Department or his designee. The unit will be delivered and operated by a support team, trained in its operation by the Department of Fire Services. ***Chiefs should activate this resource as early as possible.***

All requests will be made to the DISTRICT CONTROL CENTER, who will activate the delivery of the INCIDENT SUPPORT UNIT by contacting the Massachusetts

Emergency Management Agency (MEMA) on the National Warning System (NAWAS) line or at 508-820-2000.

Requests to the District Control Center will require the following information from the requesting community:

1. Location of Incident;
2. Requesting Department and a callback number;
3. Incident Commander;
4. Nature/Extent of the incident;
5. Staging area for the Incident Response Unit.

You will receive a phone call advising you of the status and the estimated time of arrival (ETA) of the unit.

SECTION XV EMS SUPPORT TO MULTIPLE CASUALTY INCIDENTS

01 Purpose

The purpose of this procedure is to establish a set of guidelines that member communities within the Fire District and the Control Center can use to obtain EMS units to respond to a Mass Casualty Incidents (MCI).

An MCI is defined as any incident requiring EMS beyond the level that can be readily obtained at the community level.

02 Activation Procedure

The activation of multiple ambulances may be initiated by the member community themselves or through the Fire District Control Center. Requests initiated by the member community shall adhere to local policies and procedures.

Any community requesting MCI ambulance coordination assistance through the CONTROL CENTER shall provide the following information:

1. Location of the incident
2. Requesting Department and a callback number
3. Incident Commander
4. Nature/extent of the incident
5. Estimated number of casualties
6. Staging area for the EMS Units

The CONTROL CENTER shall take the following steps:

1. Gather all required information from the requesting community;

2. If possible, utilize ambulances within the fire district;
3. Once district ambulances are depleted, follow appropriate Fire & Ambulance Mobilization procedures, including an announcement on the NAWAS phone and MEMA notification.
4. Contact appropriate C-MED control center and advise them of incident and casualty count via the Region 3 EMS radio channel or via the following;
 - a. Region 3 Northeast C-MED at 978-946-8130
 - b. Region 2 Central Mass C-MED at 508-854-0100
5. Ambulances shall report to the staging area.

03 MCI Trailer Activation Policy

The NERAC region has 5 MCI trailers placed at Departments/Agencies throughout the region for use by all regional EMS services when needed during an MCI. The trailers are equipped to handle approximately 100 patients of varying priorities. This policy is being implemented to facilitate the use of the trailers and deliver them to the requested locations they are needed as quickly as possible.

The trailers are located at:

- Amesbury Fire Department – 978-646-8402
- Dracut Fire Department – 978-454-2113
- Beverly Emergency Management – 978-922-5680

When a community responds to an MCI, and it is determined that they will need one or more MCI trailers, they are to notify their respective Fire Control Point (FCP) for the deployment of the closest trailer(s).

Incident Community Requesting MCI Trailer:

Contact your Fire Control Point with request

1. Provide the name of department/agency requesting the trailer
2. Type of incident
3. Level of MCI / Approximate # of patients and how many trailers requested
4. Location of incident
5. The location you want the trailer to respond to
6. Any other info (e.g., Haz-Mat incident or road closures)
7. Operations/radio channel of incident

Control Point Receiving the Request:

1. Upon receipt of a request notify the closest appropriate department for the deployment of the MCI trailers
2. Notify the regional CMED center via phone or radio
3. Create an incident for the event

04 Ambu-Bus & Evac-Bus Deployment

1. Northeast CMED will be the activation point for the Merrimack Valley Regional Transit Authority's (MVRTA) Ambu-Bus and Evac-Bus. Upon receipt of a request for these resources, CMED needs the following information:
 - a. Requesting agency (including contact name, number, or radiofrequency);
 - b. Incident location;
 - c. Incident type;
 - d. Suspected number of casualties;
 - e. Staging area to report for assignment; and
 - f. Which vehicle(s) is being requested.
2. NECMED will notify the MVRTA and obtain the ETA;
3. The MVRTA will contact NECMED via radio on the Region III EMS Mutual Aid frequency when enroute to the incident;
4. After the MVRTA has confirmed that they are responding, NECMED will notify the requesting agency that the unit(s) is enroute;
5. NECMED will notify the EMS Region Staff in which the incident is occurring (FOR AMBU-BUS RESPONSES ONLY);
6. NECMED will notify the appropriate Fire District Control Point (FCP) for the community in which the incident is occurring.

Note If the FCP receives the request, the FCP will contact NECMED via radio or phone, and NECMED will follow the same procedures outlined above.

SECTION XVI STATEWIDE MOBILIZATION PLAN

01 Incoming Aid

At the start of the ninth (9th) alarm, notify the Incident Commander that their resources are almost exhausted and see if a task force will be needed.

When the local 10 ALARM RUNNING CARD ASSIGNMENT is exhausted, the Local Fire Incident commander shall be notified by the Control Center. If the Incident Commander anticipates the need for additional companies, he shall order the request of a Task Force per the Statewide Plan through the Control Center. The Incident Commander shall designate a Staging Area. Note that the Statewide Task Forces cannot be utilized for cover assignments – that remains the responsibility of the local communities.

Special calls can be made for the Forestry and Disaster Task Forces.

02 Outgoing Aid

Task Forces will be dispatched upon the request from any other District Control Center. Upon receipt of a request, the District Control Center dispatcher shall notify each assigned community of the designated area. The Task Force Commander shall be notified of the Staging Area. The Task Force shall travel in convoy to that Staging Area to receive orders.

If the Primary Commander or any Primary Company is not available to respond, then the Control Center will dispatch alternate replacements.

SECTION XVII HAZ-MAT RESPONSE TEAM ACTIVATION/NOTIFICATION

01 Purpose

The purpose of this procedure is to define the general procedures for notification of the Hazardous Materials Emergency Response Team to affect its activation for each tiered response. Hazmat Team requests typically must be made directly by the individual communities to the Statewide Team Activation Telephone Number, unless the District Control Point is already coordinating a Phase Two situation for that community. This is for expediting communications with the teams (eliminating extensive relaying of information).

02 Activation Procedure

The local community, through its Incident Commander, will determine the need for the Hazmat Response Team and request the local dispatch center to request its activation through the Statewide Team Activation Telephone Number 877-385-0822 #2. The request will include whether a partial (Tier 1 or Tier 2) or full team (Tier 3) response is required.

03 Response Tiers

The four defined Tiers of response for the Hazmat Response Team are:

- Tier 1 – Hazard and Risk Assessment
- Tier 2 – Short Term Operations
- Tier 3 – Long Term Operations
- Tier 4 – Multiple Team Operations
- Tier 5 – All State Hazmat Teams

04 Policy

Tier 1 is defined as Hazard and Risk Assessment. A Tier 1 request would activate (5) five Technicians to be assigned to the Incident. The Department of Fire Services Hazmat Control Center, through their paging system, can determine the number of technicians responding, the vehicle driver, and the confirmation of any cancellation notice or change or assignment.

Tier 2 is defined as Short Term Operations. A Tier 2 request would initially activate (16) sixteen Technicians to be assigned to the incident. (A minimum of sixteen are needed for entry operations). The Haz-Mat Team Leader may, with the approval of the Incident Commander, request additional technicians through the Department of Fire Services Hazmat Control Center if the number of Technicians on the scene is insufficient to mitigate the incident.

Tier 3 is defined as Long Term Operations. A Tier 3 request would activate the full District 6 Hazmat Team. At a Tier 3 request, one TOM's (Tactical Operations Module) and one ORU (Operational Response Unit) will be dispatched.

Tier 4 is defined as Multiple Team Operations. If the incident exceeds the resources of the District Hazmat Team, additional resources from other Hazmat Districts would be assigned.

Tier 5 is defined as a single event or incident involving mass contaminations / mass casualty operations. The response will be three Hazmat Teams to the incident and deploy the remaining three Teams into coverage assignments per DFS Directive #2001-03.

SECTION XVIII STATEWIDE MASS DECONTAMINATION UNIT

01 Purpose

The purpose of the Mass Decontamination Units is to: remove contamination from the victim's skin, remove and replace clothing, thereby reducing further possible agent exposure and effects among victims, protect emergency responders, medical personnel, ambulances, and other transport equipment from secondary contamination transfer exposures, and protect existing medical facilities. Once facilities are contaminated, these assets will be out of service until decontaminated.

This Standard Operating Guideline has been developed to assist local fire departments and district control points in the activation of a Mass Decontamination Unit. Activation will be by the local incident commander and based upon the response plan outlined in the next section, or upon request from an individual medical facility.

Requests from individual medical facilities should be based upon a volume or potential volume of contaminated persons at that facility which exceed the hospital's internal decontamination capacity as established in an agreement between the hospital and the fire department and/or based upon criteria established by the Massachusetts Department of Public Health in accordance with hospital emergency planning guidance.

A hospital requesting response of an MDU by the fire department to that facility should notify the fire department, to the extent possible, of the source of contaminated patients, including the address and, if known, the cause of contamination.

CMED must be advised of the hospital's commitment to the MDU so they can communicate this information to neighboring hospital facilities.

02 Response Plans & Dispatch Operations Alert Levels

Response	Description	Decon Units Activated	Hazmat Tier
Alpha	Small scale event with a limited and controlled number of persons at a fixed facility who require decontamination as a precaution	Limited, specific units activated by the incident commander for the site and specific hospitals as/if needed	Tier Three – 1 Full Team 45 Hazmat Technicians 1 TOMs Unit 1-2 ORUs
Bravo	Contained event in “non-public access” facility (i.e., school or private company) with good control possible of self extricating victims	1 District Decon Company responds to the scene, hospitals in the affected community and immediately adjoining or closest hospitals protected by decon companies	Tier Three – 1 Full Team 45 Hazmat Technicians 1 TOMs Unit 1-2 ORUs
Charlie	Large private or limited public use facility where control of self extricating and transporting victims will not be fully effective	3-4 District Decon Companies respond to the scene, hospitals in the affected and adjoining fire districts are protected	Tier Five – full system Three Teams to the incident 120 Hazmat Technicians 3 TOMs Units ORUs Three Teams activate and Stage 120 Hazmat Technicians 3 TOMs Units ORUs Support Units from DFS activated
Delta	Major event involving large numbers of casualties, geographic areas with	7 + Decon Companies to the community, most or all the	Tier Five – full system Three Teams to the incident 120 Hazmat Technicians

multiple building or public areas	hospitals in the state will be protected by Decon companies	3 TOMs Units ORUs Three Teams activate and Stage 120 Hazmat Technicians 3 TOMs Units 4 ORUs Support Units from DFS activated
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03 Notifications / Response for Fire Department

Requesting Fire Department:

A Fire Department requesting a Mass Decontamination Response will notify their respective Fire District Control Center, through normal means, of the level of requested response, nature of the incident, location of the incident, and, when possible, staging areas for responding decontamination companies and Hazardous Materials Response Teams.

Requests for a response of the mass decontamination system will utilize the four (4) level response plan established in Section Two (2) in order to provide uniformity of request and allow an integrated system response.

When requesting a mass decon response, the requesting fire department should provide the following information to their fire district control center (See also Appendix C – Forms):

1. Name of the community
2. Decon Response level (see Decon response activation levels section two)
3. Location of the incident
4. Description of the incident
5. Location of staging area(s)
6. Hourly situational updates

Responding Fire Department/MDU:

Upon receipt of a mass decontamination unit activation notification from your fire district:

1. Acknowledge the activation from the fire district control center
2. Refer to local department procedures for the response of the MDU
3. Implement procedures per local department policy
4. Report unit(s) responding to the fire district control center

Fire Departments operating Mass Decontamination Companies designated to protect hospitals will notify the hospitals that they are designated to protect upon initiation

of the response to that hospital. Specific procedures for this notification and action to be taken by the hospital are subject to local plans. Still, they should include dispatch of assigned hospital personnel to assist in the setup and operation of the decon unit and initiation of security procedures at the hospital.

Unit Out-of-Service Notification:

1. Any fire department operating a district and or hospital mass decon unit should immediately notify their fire district control center whenever a mass decon unit is out-of-service due to repair.
2. Fire departments should notify their district control center when any out-of-service mass decon unit is returned to service
3. Fire District Control Centers should record the out of service status of any mass decon unit and post such notice for all subsequent shifts until notified that the unit is back in service.

04 Notifications / Response for District Control Point

Fire District Control Center Activating the Response:

The Fire District Control Center of the requesting fire department is defined as the Fire District Control Center Activating the Request. **FOR LEVEL “A” RESPONSE REQUESTS ONLY, SKIP TO “FIRE DISTRICT CONTROL CENTERS RECEIVING ACTIVATION NOTIFICATION.”**

Activation of the Mass Decontamination Response Plan will be initiated upon request of the Incident Commander to the Fire District Control Center.

1. The Fire Control Point will gather all information needed to include (see Appendix C – Forms):
 - a.) Name of the community
 - b.) Decon Response level (see Decon response activation levels section two)
 - c.) Location of the incident
 - d.) Description of the incident
 - e.) Location of staging area(s)
 - f.) Hourly situational updates
2. Upon request, the Fire District Control Center will immediately broadcast, over the NAWAS system the following message, inserting the specific information where indicated:

“ATTENTION ALL STATIONS, FIRE DISTRICT (your fire district #) IS ACTIVATING A MASS DECON RESPONSE LEVEL (response level requested) FOR (city or town requesting). RESPONSE IS FOR (provide a brief description) AT ((location). STAGING FOR UNITS RESPONDING TO THE INCIDENT IS LOCATED (provide staging location if given otherwise state location to follow).”

3. Repeat/Re-broadcast message.
4. Refer to the Mass Decontamination system Response Plan for the requested Alert level for the requesting community and notify those fire departments designated to respond in the response plan for that community and at the requested level in that Fire District of the response.
5. The Requesting Fire District Control Center will also notify the Hazardous Materials Statewide Team Activation Number at 877-385-0822 and provide the level of response and location.

Fire District Control Centers Receiving Activation Notification:

Upon receipt of a mass decontamination alert over the NAWAS system, each fire district control center should:

1. Acknowledge the request – including the requesting department and response level over the NAWAS!
2. Broadcast the following information via the **DISTRICT RADIO NETWORK:**

“ATTENTION ALL STATIONS, FIRE DISTRICT (insert requesting district #) IS ACTIVATING A MASS DECON RESPONSE LEVEL (response level requested) FOR (city or town requesting). RESPONSE IS FOR (provide a brief description) AT ((location). STAGING FOR UNITS RESPONDING TO THE INCIDENT IS LOCATED (provide staging location if given otherwise state location to follow).”

3. Refer to the Massachusetts Statewide Mass Decontamination Response Plan located in the control center
4. Find the response plan for the requesting city or town.
5. Identify **DISTRICT DECON COMPANIES** from your district listed under the response for that community at the requested level and notify departments to respond to the incident location or staging location stated over the NAWAS broadcast.
6. Identify **HOSPITAL DECON COMPANIES** from your district listed under the response for that community at the requested level and notify fire departments to respond to **THEIR DESIGNATED HOSPITALS**.

7. Note their ability to respond.
8. Upon roll call over NAWAS from MEMA, report the following:
 - a. If no response is required from your district, report, NO RESPONSE
 - b. If the response is required, report any district or hospital decon companies or departments that are unable or unavailable to respond.

SECTION XIX EVACUATION / REHABILITATIONS BUSES

01 Purpose

The District Control Center can assist member communities in obtaining busses for evacuation and / or rehabilitation. The activation of these resources may be initiated by the Chief of Department or his designee during an incident where their use can assist in the mitigation of an emergency situation. Requests may be made to the Control Center, who will activate the dispatch of the units.

The requesting community must specify the need for Evacuation / Rehabilitation Buses and indicate the approximate number of people to be evacuated, or the need for the Rehab bus or both. A list of available buses is in Appendix A.

Requests to the Control Center will require the following information from the requesting community:

1. Location of the incident;
2. Requesting Department and a callback number;
3. Incident Commander;
4. Nature/extent of the incident;
5. Staging area for the Units.

The host community must supply EMS personnel!

SECTION XX STATE POLICE SPECIAL OPERATIONS

01 Purpose

The purpose of this procedure is to establish within the District an expeditious method of obtaining the services of the Department of State Police, Bureau of Tactical Operations resources.

These resources include:

- Air Wing - Aerial observations
- Marine Section
- Underwater Recovery Section
- Arson Investigations

02 Activation Procedure

The activation of any of these resources may be initiated by the Chief of Department or his designee during an incident.

All requests will be made to the District Control Center who will activate the requested resource through procedures established with the State Police Communications Center.

Requests to the District Control Center shall include the specific resource requested, and will require the following information from the requesting community:

- 1 Location of the incident
- 2 Requesting Department and a call-back number
- 3 Incident Commander's name
- 4 Nature/extent of the incident
- 5 Assembly point/staging area for the resource requested

SECTION XXI CORE RADIO SYSTEM

01 Overview

All Control Points in the Northeast Region Homeland Security Advisory Council (NERAC) are interconnected using Motorola MCC7500 dispatch consoles connected to the Statewide CORE Controller at Boston Police Department Headquarters via point-to-point microwave systems and/or fiber.

The system architecture was developed to deliver true interoperability between districts and redundancy in operations amongst the districts

SECTION XXII NATIONAL WARNING SYSTEM

01 Overview

The National Warning System (NAWAS) is a 24-hour continuous private line telephone system used to convey warnings to Federal, State, and local governments, as well as the military and civilian population. Initially, the primary mission of the NAWAS was to warn of an imminent enemy attack or an actual missile launch upon the United States. NAWAS still supports this mission, but the emphasis is on natural and technological disasters.

02 Policy

The District Fire Control Point will have a NAWAS telephone located in the Control Point. Please see the National Warning System Operations Manual by the Federal Emergency Management Agency for information on the policies and procedures of this system. A copy will always remain in the District Control Center.

03 Severe Weather Notifications

The District Fire Control Point will have a NAWAS telephone located in the Control Point. One of the primary uses of the NAWAS phone is to serve as an early warning notification system for severe weather events. Upon receipt of a severe weather event, the control point shall repeat the message over the District. It is strongly suggested that this message should be prefaced with an emergency alert tone to warn all users of the upcoming message.

04 Other Notifications

Upon receiving an informational message from MEMA for communities within each district, the Fire Control Point shall relay messages to all communities via the District radio channel.

SECTION XXIII GENERAL INFORMATION

- 1.) All Departments shall be provided with “mutual aid comment” forms. These forms are to be used for any comments, questions, concerns, or complaints regarding mutual aid operations. The form is meant to provide a means to identify, correct, improve, and answer questions about the system. Personnel should use the form to lessen the chance that issues will remain unresolved. Completed forms are to be directed to the Chairman of the Mutual Aid Committee for proper routing.
- 2.) Departments shall attempt to adhere to a set configuration of apparatus for response to calls. Special calls should be reserved for specialized equipment or unusual situations only. Use the alarm structure we have in place.

When requesting alarms, try to indicate future needs so the center can be ready to respond.

APPENDIX A RESOURCES

The following section contains a list of resources available for the region.

AIR SUPPLY – MOBILE UNITS

Gloucester	Can Fill to 4500 capacity	D5/15 Radio
Hamilton	Can Fill to 4500 capacity	D5/15 Radio
Haverhill	Cascade System on Heavy Rescue	D5/15 Radio
Lynnfield	Can Fill to 4500 capacity	D5/15 Radio
Peabody	Air Supply Trailer (2)	D5/15 Radio
Rockport	Can Fill 26 - 2.5 bottles	D5/15 Radio
Wenham	Full Air Trailer	D5/15 Radio
Andover	Can Fill to 4500 capacity	D6 or 15 Radio
Billerica	Can Fill to 4500 capacity	D6 Radio
Chelmsford	Can Fill to 4500 capacity	D6 Radio
Devens	Can Fill to 4500 capacity	D6 Radio
Littleton	Can Fill to 4500 capacity	D6 Radio
Tewksbury	Can Fill to 4500 capacity	D6 Radio
Tyngsboro	Can Fill to 4500 & Compressor on Trailer for Diving	D6 Radio

AMBULANCES

The Fire Control Point may coordinate mutual aid requests for mass casualty incidents. It is recommended that every control point establish in-district Ambulance Task Forces to utilize in the event of a local emergency. Fire Control Points are also able to activate Ambulance Task Forces according to the Statewide Fire and Ambulance Mobilization Plan.

Upon activation of an out of district task force, Control Points must contact Northeast CMED and advise them of the situation via Med-102 or telephone at 978-946-8131.

BOATS – FIREFIGHTING BOATS / RESCUE BOATS

Community	Equipment	Contact
Amesbury	Trailer Boat (Rescue Only)	D5/15 Radio
Beverly	Non-Trailer Boat (FF & Rescue)	D5/15 Radio
Boxford	2 Trailer Boats (Rescue Only)	D5/15 Radio
Danvers	Trailer Boat (Rescue Only)	D5/15 Radio
Essex	Trailer Boat (Rescue Only)	D5/15 Radio
Georgetown	Trailer Boat (Rescue Only)	D5/15 Radio
Gloucester	Trailer Boat (Rescue Only)	D5/15 Radio
Hamilton	Trailer Boat (Rescue Only)	D5/15 Radio

Haverhill	Trailer Boat (Rescue Only) (2)	D5/15 Radio
Ipswich	Trailer Boat (FF & Rescue)	D5/15 Radio
Lawrence	Trailer Boat (Rescue Only)	D5/15 Radio
Lynnfield	Trailer Boat (Rescue Only)	D5/15 Radio
Manchester	Trailer and Non-Trailer (Rescue Only)	D5/15 Radio
Marblehead	Non-Trailer Boat (FF)	D5/15 Radio
	Trailer Boat (Rescue Only)	
Merrimac	Trailer Boat (Rescue Only)	D5/15 Radio
Methuen	Trailer Boat (Rescue Only)	D5/15 Radio
Middleton	Trailer Boat (Rescue Only)	D5/15 Radio
Nahant	Trailer Boat (Rescue Only)	D5/15 Radio
Newburyport	Non-trailer Boat (FF & Rescue)	D5/15 Radio
North Andover	2 Trailer Boat (Rescue Only)	D5/15 Radio
North Reading	Trailer Boat (Rescue Only)	D5/15 Radio
Peabody	2 Trailer Boats (Rescue Only)	D5/15 Radio
Salem	Trailer Boat (Rescue Only)	D5/15 Radio
Salisbury	Trailer Boat (FF & Rescue)	D5/15 Radio
Swampscott	Trailer Boat (Rescue Only)	D5/15 Radio
Wakefield	Trailer Boat (Rescue Only)	D5/15 Radio
Wenham	Trailer Boat (Rescue Only)	D5/15 Radio
West Newbury	Trailer Boat (Rescue Only)	D5/15 Radio
Andover	3 Trailer Boats (Rescue Only)	D6 or 15 Radio
Ayer	Trailer Boat (Rescue Only)	D6 Radio
Bedford	2 Trailer Boats (Rescue Only)	D6 Radio
Billerica	3 Trailer Boats (Rescue Only)	D6 Radio
Chelmsford	3 Trailer Boats (Rescue Only)	D6 Radio
Dracut	2 Trailer Boat (Rescue Only)	D6 Radio
Groton	2 Trailer Boats (Rescue Only)	D6 Radio
	Hovercraft – Trailer (Rescue Only)	
Littleton	Trailer Boat (Rescue Only)	D6 Radio
Lowell	Trailer Boat (Rescue Only)	D6 Radio
Pepperell	Trailer Boat (Rescue Only)	D6 Radio
Shirley	2 Trailer Boat (Rescue Only)	D6 Radio
Stoneham	Trailer Boat (Rescue Only)	
Tewksbury	Trailer Boat (Rescue Only)	D6 Radio
Tyngsboro	Trailer Boat (Rescue Only)	D6 Radio
Westford	Trailer Boat (Rescue Only)	D6 Radio
Wilmington	Trailer Boat (Rescue Only)	D6 Radio
Boston Fire Dept.		Metro Radio
Massport Fire		Metro Radio
Saugus	Trailer Boat (Rescue Only)	Metro Radio

Waterfront Communities Most Harbormasters have firefighting capabilities

U. S. Coast Guard	Boston	617-223-5750
	Gloucester	978-283-0704
	Newburyport	978-465-5921

BUSSES – REHABILITATION AND EVACUATION

01 Rehabilitation

<u>Name</u>	<u>Contact #</u>
DFS – Rehab Bus	508-820-2000 or NAWAS
Rehab 5 bus	978-833-0143

02 Evacuation

<u>Name</u>	<u>Contact #</u>
Cape Ann RTA	M-F 5A-7P & Sat 8A-7P
	978-283-7916
	978-210-6008 (Paul Cell)
	781-665-0931 Paul Home
	978-290-8629 Bob Cell
	978-283-7670 Bob Home

Local School Department Transportation Depts.

Lowell RTA	781-848-4098 (George Cell)
	978-454-1745 (Dawn Cell)
	978-761-6443 (Jeff Cell)

MBTA Bus Dispatch	617-222-5777
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MVRTA	M-F 0330-2030	978-469-6878 x112
	Sat 0730-1900	
		978-304-3568 (Jesus Guillermo)
		978-618-5170 (Dan Flaherty)
		508-207-2018 (Tim Hegarty)

COMMUNICATIONS VEHICLES

<u>Name</u>	<u>Contact #</u>
DFS – Incident Support Unit	508-820-2000 or NAWAS
Field Comm 60	978-458-4588
District 13 Field Comm (Waltham)	781-314-3700
NEMLEC Command Post	978-683-3168
Middlesex Sheriff's Command Post	978-667-1711

See also the NERAC Tactical Interoperability Communications Plan (TICP)

FOAM AND FOAM TRUCKS

01 Foam Banks & Foam Trailers

<u>Community</u>	<u>Equipment</u>	<u>Contact</u>
Andover	Foam Bank	D5/15 Radio
Danvers	Foam Bank	D5/15 Radio
Gloucester	Foam Bank	D5/15 Radio
North Andover (ECFCA)	Foam Trailer	D5/15 Radio
Ayer (D6 Trailer)	Foam Trailer	D6 Radio
Chelmsford	Foam Trailer	D6 Radio
Hanscom AFB	Foam Trailer	D6 Radio
Hudson (District 14)	Foam Trailer	D14 Radio
Chelsea	Foam Trailer	Metro Radio
Metro Fire	Foam Banks	Metro Radio
Revere	Foam Trailer	Metro Radio
Somerville	Foam Trailer	Metro Radio

02 Crash Trucks

<u>Community</u>	<u>Equipment</u>	<u>Contact</u>
Massport – Logan Airport	Crash Trucks	617-567-2020
Hanscom AFB	Crash Trucks	781-377-3330

FOREST FIREFIGHTING UNITS

Amesbury	1 – 4WD unit	D5/15 Radio
Beverly	1 – 4WD unit	D5/15 Radio
Boxford	1 – AWD Unit w/500-gal tank & 125 GPM pump	D5/15 Radio
Byfield	1 – 4WD unit	D5/15 Radio
Essex	1 – 4WD unit	D5/15 Radio
	1 – 2250-gal tanker w/1250GPM pump	
Gloucester	3 – 4WD units	D5/15 Radio
Groveland	2 – 4WD units	D5/15 Radio
Hamilton	1 – 4WD unit	D5/15 Radio
Haverhill	2 – 4WD units	D5/15 Radio
Ipswich	1 – 4WD unit	D5/15 Radio
Lawrence	2 – 4WD units	D5/15 Radio
Lynnfield	2 – 4WD unit	D5/15 Radio
Manchester	1 – 4WD unit	D5/15 Radio
Merrimac	1 – 4WD unit and 1 – 500-gal forestry pumper	D5/15 Radio
Methuen	1 – 4WD unit	D5/15 Radio
Middleton	1 – 4WD units	D5/15 Radio

Newbury	2 – 4WD unit	D5/15 Radio
Newburyport	1 – 4WD unit	D5/15 Radio
North Andover	1 – 4WD unit with foam	D5/15 Radio
No Reading	1 – 4WD unit	D5/15 Radio
Rockport	5 units – 2 – 4WD, 2 – 2 WD 1 – trailer unit (pump and hose) in separate forestry fire dept.	978-546-3444
Rowley	1 – 4WD units (with foam)	D5/15 Radio
Salisbury	1 – 4WD unit	D5/15 Radio
Topsfield	1 – 4WD unit	D5/15 Radio
Wenham	2 – 4WD unit	D5/15 Radio
West Newbury	2 – 4WD units	D5/15 Radio
Andover	2 – 4WD units	D6 or 15 Radio
Ayer	2 – 4WD units 1 – 6 Wheel ATV with skid unit	D6 Radio
Bedford	1 – 4WD unit	D6 Radio
Billerica	1 – 4WD unit	D6 Radio
Chelmsford	1 – 4WD unit	D6 Radio
Devens	1 – Deuce and a half 600 gal AWD	D6 Radio
Dracut	3 – 4WD units	D6 Radio
Dunstable	1 – 4WD / 1 6WD AWD 750gal	D6 Radio
Groton	3 – 4WD units	D6 Radio
Littleton	1 – 6WD unit	D6 Radio
Lowell	1 – 4WD unit	D6 Radio
Pepperell	2 – 4WD units	D6 Radio
Shirley	5-ton Military truck with 1200gal 2 Small Forestry w/ skid pumps 1 – 1200-gal tanker	D6 Radio
Stoneham	1 – 4WD unit	D6 Radio
Tewksbury	2 – 4WD units	D6 Radio
Tyngsboro	1 – 4WD unit 1 – 6x6 5 ton with 1200gal	D6 Radio
Westford	1 – 6WD / 1 roll of skid pump-tank tools	D6 Radio
Wilmington	1 – 4WD unit	D6 Radio
State Forestry	Several 4WD units	978-887-5931

8-TAC RADIO SYSTEM

800 MHz Radio System (4 Caches)

Each cache consists of:

30 – Portable Radios

1 – Mobile Repeater

Caches located at:

Topsfield Fire Department	978-887-5148
Topsfield Police Department	978-887-2116
Andover Fire Department	978-623-3700 Ext. 0

If the 8-TAC RADIO SYSTEM is needed - call the closest agency that has a cache and request that they deliver the cache to the required location. This would usually be to the command post at an incident.

LIGHTING UNITS

Amesbury	2 trailered	978-646-8402
Beverly	Dedicated Vehicles (Emerg Mgt)	978-922-5680
Danvers	Dedicated Vehicle	D5/15 Radio
Gloucester	Trailered	D5/15 Radio
Groveland	Dedicated Vehicle	D5/15 Radio
Hamilton	Trailered	D5/15 Radio
Ipswich	Dedicated Vehicle (Emerg Mgt)	D5/15 Radio
Lawrence	Dedicated Vehicle	D5/15 Radio
Manchester	Trailered	D5/15 Radio
Marblehead	Dedicated Vehicle	D5/15 Radio
Merrimac	Dedicated Vehicle (2)	D5/15 Radio
Methuen	Dedicated Vehicle	D5/15 Radio
Middleton	Trailer	D5/15 Radio
Newbury	Dedicated Vehicle	D5/15 Radio
Newburyport	Trailered (2)	D5/15 Radio
North Reading	Trailered	D5/15 Radio
Peabody	Trailered (2)	D5/15 Radio
Rowley	2- Trailer	D5/15 Radio
Salem	Trailered	D5/15 Radio
Salisbury	Trailered	D5/15 Radio
Swampscott	Trailered (2)	D5/15 Radio
Topsfield	Trailered	D5/15 Radio
Wakefield	Dedicated Vehicle	D5/15 Radio
Billerica	on Heavy Rescue	D6 Radio
Chelmsford	Trailer	D6 Radio
Dracut	Trailer	D6 Radio
Groton	Dedicated Vehicle (Emerg Mgt)	D6 Radio
Littleton	Trailer	D6 Radio
Shirley	Trailer	D6 Radio
Stoneham	Dedicated Vehicle	D6 Radio
Tyngsboro	Trailer	D6 Radio
Westford	Skid-Mounted	D6 Radio
Wilmington	Trailer	D6 Radio

RESCUE TRUCKS

01 Heavy-Duty Rescue Units

Beverly Urban Search & Rescue*	District 5	978-922-5680
Ayer	District 6	D6 Radio
Billerica	District 6	D6 Radio
Chelmsford	District 6	D6 Radio
Dracut	District 6	D6 Radio
Groton	District 6	D6 Radio
Littleton	District 6	D6 Radio
Lowell	District 6	D6 Radio
Boston	District 13	Metro Fire
Lawrence	District 15	D5/15 Radio
Methuen	District 15	D5/15 Radio
Salem NH	New Hampshire	603-890-2200

* Note – for long term incidents

02 Light Duty Rescue Trucks

Hamilton (2)	District 5	D5/15 Radio
Haverhill	District 5	D5/15 Radio
Lawrence	District 5	D5/15 Radio
Manchester	District 5	D5/15 Radio
North Reading	District 5	D5/15 Radio
Boxford	District 15 (Has Two Rescues)	D5/15 Radio
Merrimac	District 15	D5/15 Radio
Methuen	District 15	D5/15 Radio
Newburyport	District 15	D5/15 Radio
Topsfield	District 5	D5/15 Radio
Wenham	District 5	D5/15 Radio
West Newbury	District 15 (Medium Duty)	D5/15 Radio
Rockport	District 5	978-546-3444
Bedford	District 6 (Medium Duty)	D6 Radio
Tewksbury	District 6	D6 Radio
Massport	District 13	Metro Fire
Salisbury	District 15	D5/15 Radio
Saugus	District 13	Metro Fire

SPECIAL TEAMS

01 Confined Space Rescue Teams

<u>Agency</u>	<u>Contact</u>
Hamilton (technical rescue trailer housed)	D5/15 Radio
NE Massachusetts Technical Rescue Team	D5/15 Radio

Devens Fire Dept
Tewksbury Fire Dept
District 14 Technical Rescue
Saugus Fire Dept

D6 Radio
D6 Radio
866-347-8714
Metro Fire

02 Dive Rescue Teams

Beverly Fire Dept
District 14 Dive Rescue
Lowell Fire Dept
Mass State Police
Nashua, NH Fire Dept
Salem Police Dept

978-922-2424
866-347-8714
978-458-4588
508-820-2121
603-594-3637
978-744-1212

03 High Angle Rescue Teams

Agency

NE Massachusetts Technical Rescue Team
Nahant Fire Dept

Tewksbury Fire Dept
District 14 Technical Rescue
Saugus Fire Dept
US Coast Guard Boston Base

Contact

D5/15 Radio
D5/15 Radio
781-581-1234
D6 Radio
866-347-8714
Metro Fire
617-223-5750

04 Hazardous Materials Team

District 6 Hazmat Team Contact via telephone at 877-385-0822 #2

05 Urban Search and Rescue Team #1

FEMA Urban Search and Rescue Team # 1 - Beverly MA
Contact via Beverly Emergency Management Agency
(978) 922-5680 - Mark Foster

TANKERS (WATER)

Community

Boxford

Essex

Groveland

Equipment

1 – 2500-gallon w/1500 GPM pump

1 – 2500-gallon w/ 1250 GPM pump

1 – 2250-gallon w/1250 GPM pump

1 – 3000-gallon w/1500 GPM pump

Contact

D5/15 Radio

D5/15 Radio

D5/15 Radio

	1 – 2500-gallon w/750 GPM pump	
Haverhill	1 – 3000-gallon w/500 GPM pump	D5/15 Radio
Lynnfield	1 – 1850-gallon w/no pump	D5/15 Radio
Middleton	1 – 2500-gallon w/no pump	D5/15 Radio
Newbury	1 – 3000-gallon w/ 750 GPM pump	D5/15 Radio
West Newbury	1 – 3000-gallon w/ 1000 GPM pump	D5/15 Radio
Billerica	1 – 1800-gallon tanker	D6 Radio
Dunstable	1 – 3000-gallon w/1250GPM pump	D6 Radio
Groton	1 – 2250-gallon w/ 1500GPM pump	D6 Radio
Shirley	1 – 2500-gallon tanker	D6 Radio
Tyngsboro	1 – 3300-gallon w/ 1250GPM pump	D6 Radio
State Forestry	1 – 1200-gallon w/small pump	978-887-5931

01 Ladders/Towers

Community	Equipment	Contact
Amesbury	110 foot – no pump	D5/15 Radio
Beverly	105 foot – <u>with</u> pump	D5/15 Radio
	75 foot – <u>with</u> pump	D5/15 Radio
Byfield	75 foot – <u>with</u> pump	D5/15 Radio
Danvers	102 foot – with pump	D5/15 Radio
Essex	100 foot – <u>with</u> pump	D5/15 Radio
Georgetown	107 foot – no pump	D5/15 Radio
Gloucester	100 foot – no pump 75 foot – with pump	D5/15 Radio
Groveland	75 foot – with pump	D5/15 Radio
Hamilton	110 foot – no pump	D5/15 Radio
Haverhill	105 and 104 foot – no pump	D5/15 Radio
Ipswich	100 foot – <u>with</u> pump	D5/15 Radio
Lawrence	100 foot – <u>with</u> pump 100 foot – <u>with</u> pump 100 foot – with pump	D5/15 Radio
Lynnfield	100 foot – no pump	D5/15 Radio
Lynn	95 foot – no pump	D5/15 Radio
Manchester	100 foot – with pump	D5/15 Radio
Marblehead	105 foot – <u>with</u> pump	D5/15 Radio
Merrimac	102 foot – <u>with</u> pump	D5/15 Radio
Methuen	105 foot – no pump	D5/15 Radio
Middleton	105 foot – no pump	D5/15 Radio
Nahant	100 foot – with pump	D5/15 Radio
Newbury	103 foot – no pump	D5/15 Radio
Newburyport	100 foot – no pump 100 foot – with pump	D5/15 Radio
North Andover	100 foot – no pump	D5/15 Radio

North Reading	105 foot – no pump	D5/15 Radio
Peabody	105 foot – no pump 95 foot – no pump	D5/15 Radio
Rowley	100 foot – no pump	D5/15 Radio
Salem	110 foot – no pump 95 foot – no pump	D5/15 Radio
Salisbury	103 foot – no pump	D5/15 Radio
Swampscott	93 foot – no pump	D5/15 Radio
Topsfield	100 foot – <u>with</u> pump	D5/15 Radio
Wenham	75 foot – <u>with</u> pump	D5/15 Radio
West Newbury	95 foot – no pump	D5/15 Radio
Andover	105 foot – no pump	D6 or 15 Radio
Chelmsford	100 foot <u>with</u> pump (rear mount)	D6 Radio
Lowell	95-foot platform	D6 Radio
Westford	100 foot – <u>with</u> pump	D6 Radio
Wilmington	100 foot no pump no water	D6 Radio
Boston	100 foot – no pump	Metro Radio
Burlington	95 foot – <u>with</u> pump	Metro Radio
Chelsea	75 foot – no pump	Metro Radio
Massport	105 foot – <u>with</u> pump	Metro Radio
Somerville	105 foot – no pump	Metro Radio
Wellesley	102 foot – no pump	Metro Radio
Atkinson, NH	75 foot – <u>with</u> pump	603-362-5311
Plaistow NH	85 foot – <u>with</u> pump	603-382-5200

MISCELLANEOUS EQUIPMENT

01 Airbags

To obtain airbags for up-righting overturned heavy motor vehicles and other purposes, contact the State Police at:

Coady's Towing	978-685-4138
Danvers	978-538-6161
Framingham	508-820-2121

02 Emergency Management Agency

Obtain emergency services through the local Emergency Management Director.

03 Miscellaneous Equipment

Community	Equipment	Contact
Merrimac	ATV	D5/15 Radio

Newbury	ARGO amphibious Track vehicle	D5/15 Radio
Newburyport	ARGO	D5/15 Radio
Salisbury	Gator	D5/15 Radio
West Newbury	John Deere Gator (Off Road)	D5/15 Radio
Peabody	ATV/Gator	D5/15 Radio
Salem	UTV/ATV	D5/15 Radio
Devens	6 Wheel ATV or tracks in Winter	D6 Radio
Groton	Hose Wagon 3200' 5-inch hose on reels	D6 Radio
Westford	6-Wheeler ATV / 2 snowmobiles on skid	D6 Radio
Stoneham	Gator/dive team	

04 Mass Casualty Incident

Community	Equipment	Contact
Amesbury	Region III MCI Trailer	D5/15 Radio
Beverly	Region III MCI Trailer	D5/15 Radio
Dracut	Region III MCI Trailer	D6 Radio

05 Oil Spill Containment Trailers

Community	Equipment	Contact
Essex	Oil Spill Response Trailer	D5/15 Radio
Newburyport	Spill Control Trailer (1000' float booms)	D5/15 Radio
Billerica	NERAC Containment Trailer	D6 Radio
Hudson	NERAC Containment Trailer	D14 Radio
Andover	NERAC Containment Trailer	D15 Radio
Boxford	NERAC Containment Trailer	D15 Radio
Medford	NERAC Containment Trailer	Metro Radio

06 State Forestry Department

List of available equipment

- Fire Trucks – off-road, 4-wheel drive, with 2 Pacific Marine pumps, 250-300-gallon booster tanks, 1 1/8-inch forestry hose, 1 ½ inch hose, 1-inch hose.
- Tanker Truck – off-road, 4-wheel drive tanker truck with 80 GPM pump and 1200 gallons of water and 1000 feet of 1 ½ inch hose
- Flootation pump
- Fold-A-Tank - 2500-gallon capacity
- 20-man tool kits

Note: May also coordinate airdrops of water if needed.

Contact for assistance:

DEM Radio Room 800-831-0569 X6

Bradley Palmer 978-887-0620 (District 5 Office)
Or 978-887-5931 (State Forest Number)

Fire Towers

Andover Fire Tower 978-475-5700

Chelmsford Fire Tower 978-256-2651

Georgetown Fire Tower 978-352-8181

Manchester Fire Tower 978-768-6406

Radio Frequency 151.2350 MHz

07 NERAC Cache Sites

Community	Equipment	Contact
Beverly	Various	978-922-5680
Framingham	Various	508-532-6044
Lexington	Various	781-862-1618

APPENDIX B STATION COVER LOCATIONS

District 5

City or Town	Station Name	Address
Beverly	HQ North Beverly Beverly Farms	15 Hale St (Near Cabot St) 2 Dodge St (1A @ 97) 2 West St
Danvers	HQ	64 High St
Essex	HQ	24 Martin St
Gloucester	HQ	8 School St
Hamilton	HQ	265 Bay Rd (Rte. 1A)
Ipswich	HQ Linebrook	55 Central St 330 Linebrook Rd
Lynn	E3-L2 (Western Ave) E5-L1 (Fayette St) E10 (Wyoma SQ)	725 Western Ave (@Center) 101 Fayette St (@ Essex) 424 Broadway
Lynnfield	HQ South Station	59 Summer St 600 Salem St
Manchester	HQ	12 School St
Marblehead	HQ Franklin St	1 Ocean Ave 1 Franklin St
Middleton	HQ	4 Lake St (Rte. 114 @ 62)
Nahant	HQ	67 Flash Rd
North Reading	HQ	152 Park St
Peabody	HQ South Peabody (E5) West Peabody	41 Lowell St 37A Lynn St 597 Lowell St
Rockport	HQ	37 Broadway
Salem	HQ	47 Lafayette St
Swampscott	HQ	76 Burrill St
Topsfield	HQ	27 High St (Rte. 97)
Wakefield	HQ	1 Union St
Wenham	HQ	140 Main St (Rte. 1A)

APPENDIX B STATION COVER LOCATIONS

District 6

City or Town	Station Name	Address
Andover	HQ	32 North Main St
	Ballardvale	169 Andover St
	West Station	200 Greenwood St
Ayer	HQ	1 West Main St
Bedford	HQ	55 The Great Rd
Billerica	HQ	8 Good St
	E2	21 Lowell St
	E3	832 Boston Rd
	E4	295 Salem Rd
	E5	359 Treble Cove Rd
Chelmsford	HQ	50 Billerica Rd
	2	35 Princeton St
	3	260 Old Westford Rd
	4	115 Riverneck Rd
	5	295 Acton Rd
Devens	HQ	182 Jackson Rd
Dracut	HQ	488 Pleasant St
	2	15 Jones Ave
	3	1990 Lakeview Ave
Dunstable	HQ	28 Pleasant St
Groton	Station 1	45 Farmers Row
	Station 2	185 Lost Lake Dr.
	Station 3	44 West Main St
Littleton	HQ	20 Foster St
Lowell	HQ	JFK 99 Moody Street
	1	795 Gorham St
	2	45 Branch St
	4	198 High St
	6	West 6 th St
	7	273 Stevens St
	10	Old Ferry Rd
	11	741 Lawrence St
Pepperell	HQ	38 Park St
	Station 3	47 Lowell Rd
Shirley	HQ	8 Leominster Rd
	2	158 Great Rd
Tewksbury	HQ	21 Town Hall Ave
	E2	2342 Main Street
	E3	839 North Street
Tyngsborough	HQ	26 Kendall Rd
	2	145 Lakeview Ave
	3	27 Chestnut St
Westford	HQ	51 Main St
	3	39 Town Farm Rd
	4	14 Oak Hill Rd
Wilmington	HQ	1 Adelaide St

APPENDIX B STATION COVER LOCATIONS

District 14

City or Town	Station Name	Address
Acton	HQ Station 2 Station 3	7 Concord Rd 54 School St 256 Central St
Ashland	HQ	70 Cedar St
Boxborough	HQ	502 Massachusetts Ave
Carlisle	HQ	80 Westford Rd
Concord	HQ Station 2	209 Walden St 1209 Main St
Framingham	HQ Station 2 Station 3 Station 4 Station 5	10 Loring Dr 1055 Worcester Rd Watson Place, Saxonville 520 Concord St 789 Water St, Nobscott
Hanscom AFB	HQ	3 Robins St
Holliston	HQ	59 Central St
Hopedale	HQ	40 Dutcher St
Hopkinton	HQ	73 Main St
Hudson	HQ Station 2	296 Cox St 1 Washington St
Lincoln	HQ	169 Lincoln Rd
Marlborough	HQ Station 2 Station 3	215 Maple St 98 Pleasant St 260 Boston Post Road East
Maynard	HQ	1 Summer St
Milford	HQ Station 2	21 Birch St 1 Spruce St
Natick	HQ Station 2 Station 3 Station 4	22 East Central St 210 Union St 2 Rhode Island Ave 268 Speen St
Northborough	HQ	11 Pierce St
Sherborn	HQ	22 North Main St
Shrewsbury	HQ Station 2 Station 3	11 Church Rd 11 Harrington Ave 20 Centech Blvd
Southborough	HQ	21 Main St
Stow	HQ	16 Crescent St
Sudbury	HQ Station 2 Station 3	77 Hudson Rd 550 Boston Post Rd 268 North Rd
Wayland	HQ Station 2	38 Cochituate Rd 145 Main St
Westborough	HQ	42 Milk St

APPENDIX B STATION COVER LOCATIONS

District 15

City or Town	Station Name	Address
Amesbury	HQ	17 School Street
	Elm Street Station	124 Elm Street
Andover	HQ	32 North Main St
	Ballardvale	169 Andover St
	West Station	200 Greenwood St
Boxford	West Station	585 Main St
	East Station	6 Middleton Rd
Byfield	HQ	44 Central St
Georgetown	HQ	47 Central St (Rte. 97)
Groveland	HQ	181 Main St
Haverhill	HQ	131 Water St
Lawrence	Central (HQ)	65 Lowell St
	South Broadway (L4/E9)	71 South Broadway
	E6	480 Howard Street
	E7	290 Park St
Merrimac	HQ	16 East Main St (Rte. 110)
Methuen	HQ	24 Lowell St (Railroad SQ)
Newbury	HQ	3 Morgan Ave
Newburyport	HQ	0 Greenleaf St (At State St)
North Andover	HQ	795 Chickering Rd
	Station 2	9 Salem St
Rowley	HQ	7 Hammond St
Salisbury	HQ	37 Lafayette Rd (Rte. 1A)
West Newbury	HQ	403 Main St (Rte. 113)

APPENDIX C FORMS

Resource Request

Date: _____ Time: _____

Requesting Department: _____

Call-back #: _____

Incident Commander: _____

Nature / Extent of the incident: _____

Incident Location: _____

Assembly Point / Staging Area for the Resource Requested: _____

Resource(s) Requested: _____

Control Point – Action Taken:

Resource procured by (name of town responding): _____

ETA: _____

APPENDIX C FORMS

Mutual Aid Comment Form

Agency: _____ Date: _____

Agency Contact: _____

Call-back #: _____

Date and Time of Incident (if applicable): _____

Incident Location (if applicable): _____

Please let us know what your question, concern, or complaint is (use more pages if necessary): _____

Change(s) Requested: _____

For District Mutual Aid Committee Use Only:

Date Received: _____

Referred to: _____

Action taken: _____

Date respondent notified of action: _____

APPENDIX C FORMS

Technical Rescue Team / Dive Team / Search & Rescue Dog Incident Information Form

Date: _____ Time: _____

Incident Type: _____

(Rope, Confined Space, Building Collapse, Trench, or other)

(Drowning, Lost Swimmer, Vehicle in Water, etc.)

(Missing Person, Lost Person, etc.)

Incident Address: _____

Cross Street(s): _____

City: _____

Business Name: _____

Number of Victims: _____

Command Post Location: _____

Incident Commander: _____

On-Site Phone Number: _____

APPENDIX C FORMS

Statewide Mass Decontamination Unit Activation Form

Date: _____ Time: _____

Requesting Department: _____

Incident Address: _____

Level of Decon Response: ALPHA BRAVO CHARLIE DELTA

Staging Location: _____

Brief Description of incident: _____

Hourly Situation Report to Fire Control Point:

Time:

Description:

APPENDIX C FORMS

Run Card Change Request

Requesting Department: _____

Call-back #: _____

Requested Change(s): _____

Signature of Chief: _____

Date: _____

Mutual Aid Committee – Action Taken

 Circle One

Change approved: YES NO

Date Run Card Updated: _____

Date Requesting Department Notified: _____

Notification Method: _____

APPENDIX D FIRE DEPARTMENT TELEPHONE DIRECTORY

*** This directory is for Emergency Use Only ***

City or Town	Telephone Number
Acton	978-263-9191
Amesbury	978-646-8402
Amherst, NH	603-673-4900
Andover	978-470-3766
Arlington	781-643-4000
Atkinson, NH	603-362-5311
Ayer	978-772-3111
Bedford	781-275-7240
Berlin	978-838-2444
Beverly	978-922-4000
Billerica	978-663-3433
Bolton	978-779-5500
Boston	617-343-2880
Boxborough	978-263-7546
Boxford	978-887-8133
Brookline	617-730-2277
Brookline, NH	603-465-3636
Burlington	781-272-2211
Byfield	978-462-2244
Cambridge	617-876-5800

Carlisle	978-369-1442
Chelmsford	978-250-5265
Chelsea	617-466-4662
Clinton	978-365-4165
Concord	978-318-3488
Danvers	978-774-2424
Derry, NH	603-537-9217
Devens	978-772-7200
Dracut	978-957-3131
Dunstable	978-433-6666
East Kingston, NH	603-679-2225
Essex	978-768-6363
Everett	617-387-0018
Exeter, NH	603-772-1212
Fitchburg	978-345-9660
Georgetown	978-352-5757
Gloucester	978-283-2424
Greenland, NH	603-679-2225
Groton	978-448-5555
Groveland	978-374-1922
Hamilton	978-468-4421
Hampton Falls, NH	603-926-3315
Hampton, NH	603-926-3315
Hanscom AFB	781-377-3330

Harvard	978-456-3648
Haverhill	978-373-3833
Holden	508-829-0266
Hollis, NH	603-465-7637
Hudson, Ma	978-562-7069
Hudson, NH	603-883-7707
Ipswich	978-356-4321
Kensington, NH	603-679-2225
Kingston, NH	603-679-2225
Kittery, ME	207-439-2262
Lancaster	978-368-1380
Lawrence	978-794-1200
Lee, NH	603-862-1392
Leominster	978-534-7541
Lexington	781-862-0270
Lincoln	781-259-8113
Litchfield, NH	603-886-6021
Littleton	978-952-2310
Londonderry, NH	603-432-1122
Lowell	978-458-4588
Lunenburg	978-582-4155
Lynn	781-592-1000
Lynnfield	781-334-5151
Malden	781-322-2500

Manchester-by-the-Sea	978-526-1772
Marblehead	781-631-1234
Mason, NH	800-562-8201
Massport	617-567-2020
Maynard	978-897-1015
Medford	781-396-3900
Melrose	781-665-0501
Merrimac	978-346-8231
Merrimack, NH	603-424-2331
Methuen	978-983-8940
Metro Fire – Boston	617-343-2880
Middleton	978-774-2466
Milford, NH	603-673-1414
Nahant	781-581-1234
Nashua, NH	603-594-3636
Newbury	978-462-2282
Newburyport	978-462-6611
Newington, NH	603-679-2225
Newton, NH	603-679-2225
North Andover	978-683-3168
North Hampton, NH	603-964-8282
North Reading	978-664-3111
Peabody	978-531-2244

Pease Air Guard	603-430-2601
Pelham, NH	603-635-2421
Pepperell	978-433-2113
Plaistow, NH	603-382-5200
Portsmouth, NH	603-436-2145
Reading	781-942-9190
Revere	781-284-0014
Rockport	978-546-3444
Rowley	978-948-3311
Rye, NH	603-679-2225
Salem, MA	978-744-1234
Salem, NH	603-890-2200
Salisbury	978-462-2411
Saugus	781-233-1515
Seabrook, NH	603-474-3434
Shirley	978-425-2642
Somerville	617-623-1500
South Hampton, NH	603-679-2225
Sterling	978-422-6633
Stoneham	781-438-1313
Stow	978-897-4537
Stratham, NH	603-679-2225
Sudbury	978-443-2239
Swampscott	781-592-2121

Tewksbury	978-851-7355
Topsfield	978-887-2116
Townsend	978-597-8150
Tyngsboro	978-649-7504
Wakefield	781-245-1313
Waltham	781-893-4100
Wenham	978-468-4421
West Newbury	978-363-1111
Westford	978-692-6374
Wilmington	978-658-3200
Winchester	781-729-1801
Windham, NH	603-537-9217
Winthrop	617-846-3473
Woburn	781-932-4560

*** This directory is for Emergency Use Only ***

APPENDIX E 10 ALARM RUN CARDS

The following pages contain the 10 Alarm Run Cards for your Fire Control Point.