Connecticut DEMHS Region 3
Tactical
Interoperable Communications Plan (TIC Plan)

September 2011

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Tactical Interoperable Communications Plan
Signature Page

Approved by:

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Name/Title — Date

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Change No.	Description	Change Date	Signature
001	Edited full document	August 2011	
002	TICP Workshop	September 2011	
003	Information Correction	December 2011	William D. Perkins III
004	Information update	November 2012	William D. Perkins III

This Tactical Interoperable Communications Plan (TIC Plan) is subject to information and/or equipment updates and changes. The use of this Record of Change helps manage TIC Plan modifications throughout the life of this document. All attempts have been made to ensure the accuracy of the information within this TIC Plan as of the initial distribution date. Any subsequent adjustments should be logged and coordinated with user agencies within Division of Emergency Management Homeland Security (DEMHS) Region 3.

Executive Overview

This document establishes a Tactical Interoperable Communications Plan (TIC Plan) for the 41 communities defined by the Connecticut Division of Emergency Management Homeland Security (DEMHS) Region 3, also called Region 3 or the Capitol Region. The TIC Plan is intended to document the interoperable communications resources available within the designated area, who controls each resource, and what rules of use or operational procedures exist for the activation and deactivation of each resource.

DEMHS Region 3 is a diverse community of 41 towns and cities with over 1 million residents. The area has large urban and suburban areas, farmland, woodland, international industrial and commercial corporate headquarters and manufacturing facilities, major waterways, highways and New England's second largest international airport.

Communications within Region 3 poses numerous problems. First and foremost is the lack of a central emergency response structure. The region consists of 41 towns and cities with 40 separate police departments, 59 fire departments, and 36 emergency medical service providers, with almost all operating on separate and distinct communication systems.

Despite the myriad of frequencies and bands in use throughout the region, Regional Emergency Support Function 2 (RESF-2) has developed a robust communications system that can and does easily interconnect dissimilar systems on a daily basis. Regional assists such as intercity for fire departments, and RAFS and the hotline for police are in use every day with great success. Statewide systems such as CSPERN, 8CALL/8TAC and STOCS are available to interconnect statewide. The region also supports four mobile communications vehicles with interconnect features and radios that are strategically placed around the region and available at all times.

In addition to the hardware, the region also supports manpower with the expertise to operate and coordinate all of the various systems. The Regional Incident Dispatch team consists of 20 certified dispatchers from all over the region who can assist at the scene or a dispatch center in the event of a major emergency. All are trained in fire, police and EMS dispatching, and have worked at numerous incidents. The RESF-2 staff also consists of FEMA certified Communications Unit Leaders (COML) that are available to assist any community with emergency communication needs. All of these assets are available by contacting the Regional Integrated Coordination System (RICS), located at Central Connecticut State University Police Department, by radio (use the intercity or RAFS channels) or phone at 860- 832-3477.

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1 Region/State Information

1.1 Participating Jurisdictions/Agencies/Disciplines

This Tactical Interoperability Communication Plan (TIC Plan) has been created for the Capitol Region. The plan is intended for use by first responders and may be used by governmental or non-governmental organizations and personnel requiring communications or coordination during an incident or planned event.

The jurisdictions, agencies, and disciplines represented in the TIC Plan are listed in Table 1. Additional contact information for each agency is listed in Appendix A.

Table 1. Jurisdictions, Agencies, and Disciplines Represented in the TIC Plan

Jurisdiction	Agency	Discipline
Andover	Andover Fire/EMS	Fire
Andover	Eastern Highlands Health District	Public Health
Andover	Town of Andover	Government
Avon	Avon EMA	Government
Avon	Avon Fire	Fire
Avon	Avon Police	Police
Avon	Town of Avon	Government
Avon	Valley Health District	Public Health
Berlin	Berlin Fire	Fire
Berlin	Berlin Police	Police
Berlin	East Berlin Fire	Fire
Berlin	South Kensington Fire	Fire
Berlin	Town of Berlin	Government
Berlin	Kensington Fire	Fire
Bloomfield	Bloomfield Center Fire	Fire
Bloomfield	Bloomfield EMS	EMS
Bloomfield	Bloomfield Police	Police
Bloomfield	Town of Bloomfield	Government
Bloomfield	Blue Hills Fire	Fire
Bolton	Bolton Fire	Fire
Bolton	Town of Bolton	Government
Bristol	Bristol EMS	EMS
Bristol	Bristol Fire	Fire

Jurisdiction	Agency	Discipline
Bristol	Bristol Police	Police
Bristol	City of Bristol	Government
Bristol	Emergency Management	Emergency Management
Bristol	Bristol Hospital	Hospital
Burlington	Burlington Fire/EMS	Fire
Burlington	Burlington Police	Police
Burlington	Town of Burlington	Government
Canton	Canton Fire/EMS	Fire
Canton	Canton Police	Police
Canton	Town of Canton	Government
Cromwell	Cromwell Fire/EMS	Fire
Cromwell	Cromwell Police	Police
Cromwell	Town of Cromwell	Government
East Granby	East Granby EMS	EMS
East Granby	East Granby Fire	Fire
East Granby	East Granby Police	Police
East Granby	Town of East Granby	Government
East Granby	Connecticut Air National Guard Fire	Fire
East Haddam	East Haddam Fire/EMS	Fire
East Haddam	Town of East Haddam	Government
East Hampton	East Hampton EMS	EMS
East Hampton	East Hampton Fire	Fire
East Hampton	East Hampton Police	Police
East Hampton	Town of East Hampton	Government
East Hartford	East Hartford Fire	Fire
East Hartford	East Hartford Health Department	Public Health
East Hartford	East Hartford Police	Police
East Hartford	Town of East Hartford	Government
East Windsor	Broad Brook Fire	Fire
East Windsor	East Windsor EMS	EMS
East Windsor	East Windsor Police	Police
East Windsor	Town of East Windsor	Government
East Windsor	Warehouse Point Fire	Fire
Ellington	Crystal Lake Fire	Fire

Jurisdiction	Agency	Discipline
Ellington	Ellington EMS	EMS
Ellington	Ellington Fire	Fire
Ellington	Ellington Police	Police
Ellington	Town of Ellington	Government
Enfield	Enfield EMS	EMS
Enfield	Enfield Fire	Fire
Enfield	Enfield Police	Police
Enfield	North Thompsonville Fire	Fire
Enfield	Shaker Pines Fire	Fire
Enfield	Town of Enfield	Government
Enfield	Hazardville Fire	Fire
Enfield	Thompsonville Fire	Fire
Farmington	Farmington Fire	Fire
Farmington	Farmington Police	Police
Farmington	Town of Farmington	Government
Farmington	UCONN Health Center	Public Safety Communications
Farmington	John Dempsey	Hospital
Glastonbury	Glastonbury EMA	Government
Glastonbury	Glastonbury EMS	EMS
Glastonbury	Glastonbury Fire	Fire
Glastonbury	Glastonbury Police	Police
Glastonbury	Town of Glastonbury	Government
Granby	Granby EMS	EMS
Granby	Granby Police	Police
Granby	Lost Acres Fire	Fire
Granby	Town of Granby	Government
Hartford	City of Hartford	Government
Hartford	Hartford Fire	Fire
Hartford	Hartford Police	Police
Hartford	State of Connecticut- Capitol Police	Police
Hartford	State of Connecticut- Judicial Branch	Police
Hartford	Hartford Hospital	Hospital
Hartford	St Francis Hospital	Hospital
Hartford	Mt Sinai Hospital	Hospital

Jurisdiction	Agency	Discipline
Hartford County	Aetna Ambulance Service	EMS
Hartford County	AMR Ambulance Service	EMS
Hartford County	Bristol-Burlington Health District	Public Health
Hartford County	Capitol Region Council Of Governments	Government
Hartford County	Central Connecticut Health District (Berlin, Newington, Rocky Hill, Wethersfield)	Public Health
Hartford County	Chatham Health District (Marlborough, East Hampton)	Public Health
Hartford County	Connecticut State Police Emergency Radio Network	Public Safety Communications
Hartford County	Hartford Hospital - Life Star	EMS
Hartford County	Ambulance Service of Manchester	EMS
Hartford County	North Central CMED	EMS
Hebron	Town of Hebron	Government
Hebron	Hebron Fire/EMS	Fire
Manchester	Manchester 8th Fire District	Fire
Manchester	CERT EMCOMM	Amateur Radio
Manchester	Manchester Fire	Fire
Manchester	Manchester Police	Police
Manchester	Town of Manchester	Government
Manchester	Ambulance Service of Manchester	EMS
Manchester	Manchester Memorial Hospital	Hospital
Marlborough	Marlborough Fire/EMS	Fire
Marlborough	Marlborough Police	Police
Marlborough	Town of Marlborough	Government
Middlesex County	Chatham Health District (Portland, Hebron, East Haddam)	Public Health
Middlesex County	Hunters Ambulance Service	EMS
Middlesex County	Middlesex Paramedics	Medical
Middletown	City of Middletown	Government
Middletown	Middletown Central Communications	Public Safety Communications
Middletown	Middletown Emergency Management	Emergency Management
Middletown	Middletown Fire	Fire
Middletown	Middletown Police	Police
Middletown	South Fire District	Fire
Middletown	Westfield Fire District	Fire

Jurisdiction	Agency	Discipline
Middletown	Middlesex Memorial Hospital	Hospital
New Britain	CCSU Police	Public Safety Communications
New Britain	City of New Britain	Government
New Britain	New Britain EMS	EMS
New Britain	New Britain Fire	Fire
New Britain	New Britain Police	Police
New Britain	New Britain General Hospital	Hospital
Newington	Newington EMS	EMS
Newington	Newington Fire	Fire
Newington	Newington Police	Police
Newington	Town of Newington	Government
Plainville	Plainville Fire	Fire
Plainville	Plainville Police	Police
Plainville	Town of Plainville	Government
Portland	Portland Fire	Fire
Portland	Portland Police	Police
Portland	Town of Portland	Government
Rocky Hill	Rocky Hill EMS	EMS
Rocky Hill	Rocky Hill Fire	Fire
Rocky Hill	Rocky Hill Police	Police
Rocky Hill	Town of Rocky Hill	Government
Simsbury	Simsbury EMS	EMS
Simsbury	Simsbury Fire District	Fire
Simsbury	Simsbury Police	Police
Simsbury	Town of Simsbury	Government
Somers	Somers Fire/EMS	Fire
Somers	Somers Police	Police
Somers	Town of Somers	Government
South Windsor	South Windsor EMS	EMS
South Windsor	South Windsor Fire	Fire
South Windsor	South Windsor Police	Police
South Windsor	Town of South Windsor	Government
Southington	Southington Fire	Fire
Southington	Southington Police	Police

Jurisdiction	Agency	Discipline
Southington	Plainville/Southington Public Health	Public Health
Southington	Town of Southington	Government
Southington	Bradley Memorial	Hospital
Stafford	Stafford EMS	EMS
Stafford	Stafford Fire	Fire
Stafford	Stafford Police	Police
Stafford	Town of Stafford	Government
Stafford	West Stafford Fire	Fire
Stafford	Johnson Memorial Hospital	Hospital
Suffield	Suffield EMS	EMS
Suffield	Suffield Fire	Fire
Suffield	Suffield Police	Police
Suffield	Town of Suffield	Government
Tolland	Tolland Fire/EMS	Fire
Tolland	Town of Tolland	Government
Tolland County	Tolland County Fire Mutual Aid Service	Public Safety Communications
Vernon	Town of Vernon	Government
Vernon	Vernon EMS	EMS
Vernon	Vernon Fire	Fire
Vernon	Vernon Police	Police
Vernon	Rockville General Hospital	Hospital
West Hartford	Town of West Hartford	Government
West Hartford	West Hartford Fire	Fire
West Hartford	West Hartford Police	Police
West Hartford	West Hartford-Bloomfield Public Health	Public Health
Wethersfield	Town of Wethersfield	Government
Wethersfield	Wethersfield EMS	EMS
Wethersfield	Wethersfield Fire	Fire
Wethersfield	Wethersfield Police	Police
Windsor	Town of Windsor	Government
Windsor	Windsor EMS	EMS
Windsor	Windsor Fire	Fire
Windsor	Windsor Police	Police
Windsor Locks	Bradley International Airport	Government

Jurisdiction	Agency	Discipline
Windsor Locks	Bradley International Airport Fire	Fire
Windsor Locks	Town of Windsor Locks	Government
Windsor Locks	Windsor Locks EMS	EMS
Windsor Locks	Windsor Locks Fire	Fire
Windsor Locks	Windsor Locks Police	Police

1.2 TIC Plan Points of Contact

The primary and alternate points of contact (POC) for copies of or questions regarding this Plan are:

Primary:

Agency Name:	Town of West Hartford/CREPC RESF-2 Chair
POC Name:	Keith Victor
Title:	Communications System Manager
Address:	103 Raymond Rd., West Hartford, CT 06107
Office Phone:	860-523-2085
Cell Phone:	860-982-5676
24/7 Phone:	860-523-5203
E-Mail:	kvictor@westhartford.org

Alternate:

Agency Name:	Manchester CERT
POC Name:	Chris Marvin
Title:	RESF-2 Co Chair
Address:	54 Strickland St., Manchester, CT 06040
Office Phone:	860-646-0510
Cell Phone:	860-977-6165
24/7 Phone:	
E-Mail:	cmarvin167@aol.com

2 Governance

2.1 Overview

The Region 3 TIC Plan addresses interoperable communications equipment and planning for the region. Though each agency, discipline, and jurisdiction participating in this plan is unique regarding its own interoperable communication needs and capabilities, proximity to one another, population, and shared incident/event responsibilities allow them to develop a single, consolidated regional TIC Plan rather than several individual, potentially incompatible plans.

The TIC Plan therefore consolidates information across agencies, disciplines, and jurisdictions by documenting regional communications capabilities in order to provide a usable and accurate regional tactical incident response tool.

The TIC Plan was developed under the authority of the Capitol Region Emergency Planning Committee (CREPC) RESF-2 Communications. CREPC RESF-2 members include representatives from the following public safety and public service disciplines:

- Communications
- Emergency Management
- Fire/Rescue
- Health/Medical
- Information Technology (IT)
- Law Enforcement
- Military
- Corrections
- Public Works
- Auxiliary Emergency Communications Groups
- Nongovernmental Organizations (NGOs)

The CREPC RESF-2 is comprised of voting agency representatives in addition to the following fixed committee positions:

- Chair
- Co-Chair
- Co-Chair

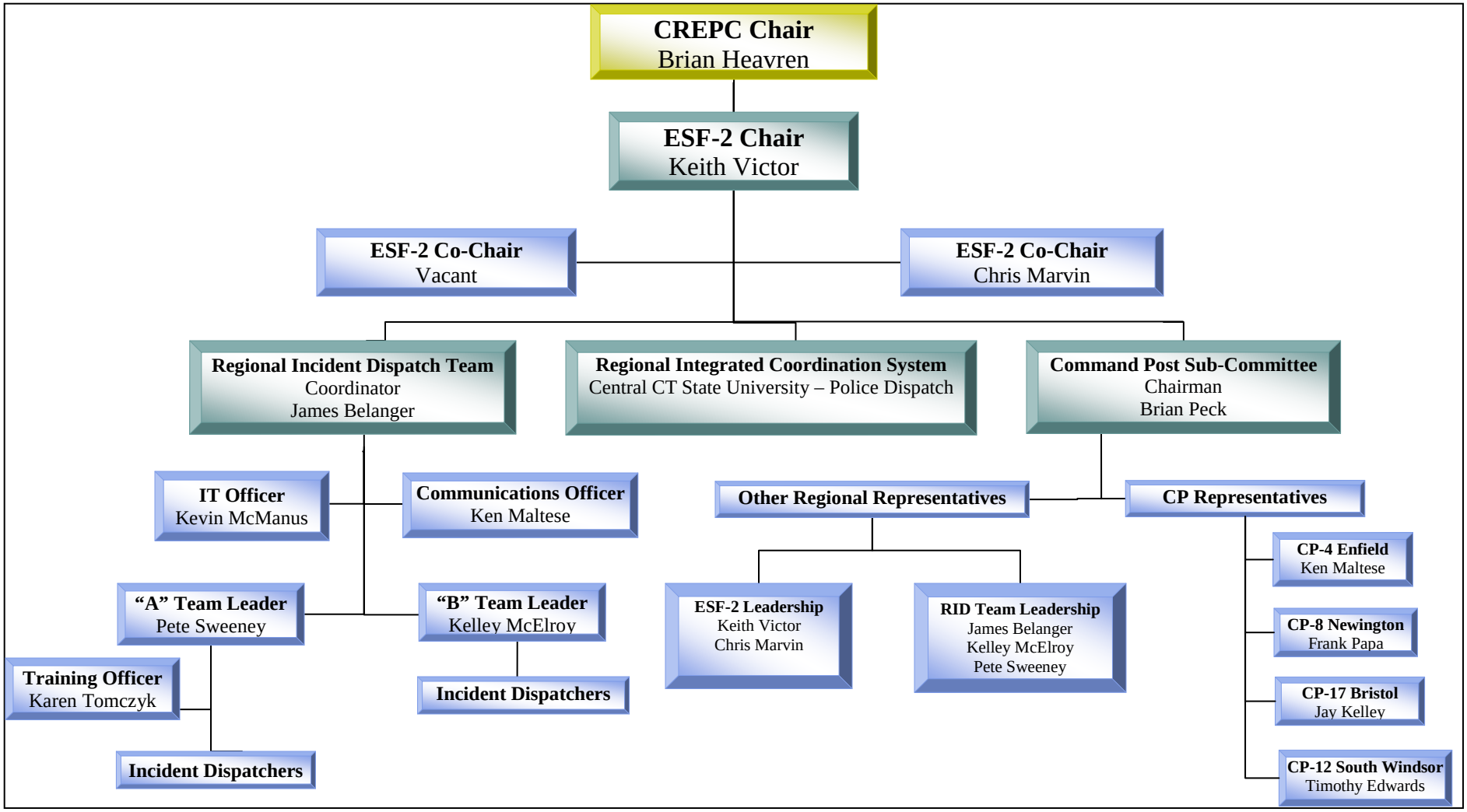


Figure 1. CREPC RESF-2 Governance Organization Chart

2.2 Membership

Appendix A provides POC information for members of the governing body and its subcommittees.

2.3 Responsibilities of the CREPC RESF-2

The CREPC RESF-2 will:

- Maintain and update the TIC Plan at regular intervals, or as critical updated information is identified.
- Disseminate updated plans to all participating agencies.
- Establish training requirements in support of the TIC Plan.
- Coordinate and deliver specific communications training to regional public safety agencies, communication centers, etc.
- Promote Interoperable Communications Capabilities through trained communications personnel.
- Initiate memoranda of understanding (MOUs) and agreements for interoperable communications.
- Promote regular interoperable equipment/solutions testing, assist agencies with test evaluations, and disseminate the results.
- Continually re-evaluate Region's requirements as technology evolves and circumstances dictate.
- Coordinate support to other ESFs as necessary.
- Maintain and coordinate intercity radio network.
- Maintain CREPC communications assets.
- Coordinate regional incident dispatch teams, command posts, and Regional Integrated Coordination System (RICS)
- Provide liaisons to various statewide committees (i.e., CMED) regarding Region 3 communications

2.4 Meeting Schedule

The CREPC RESF-2 meets on a quarterly basis, time, date and location to be determined.

2.5 TIC Plan Maintenance and Update

The CREPC RESF-2 has the responsibility to review this document at a meeting called annually by the TIC Plan POC. Requests for modifications or additions to this document should be submitted to the TIC Plan POC for distribution to the CREPC RESF-2. Updates to this document can be recommended by any of the participating agencies. Agencies participating in

this plan will be formally notified within 30 days of any approved modifications or additions to this TIC Plan.

2.6 Agency Responsibilities and Rights

Agencies will retain the following rights and responsibilities:

- Agencies are responsible for considering MOUs and Agreements developed by the CREPC RESF-2 in coordination with their respective jurisdictions, and are requested to comply with these MOUs and agreements.
- Authorized representatives of agencies participating in this plan have the authority to request the use of equipment, including systems and mobile assets, in accordance with Standard Operating Procedures (SOPs).
- Where applicable, agencies will be responsible for consistently maintaining, testing, and exercising connectivity to interoperable communications.
- Agencies retain the right to decide when and where to participate in interoperable communications. For example, agencies will retain the right to accept or decline a patch to a gateway system to provide interoperable communications during an incident.

2.7 Prioritization and Shared Use of Regional Interoperability Assets

In response to events or incidents which cross over political jurisdictions, there may be competing demands and priorities for interoperable communications assets.

Until such time as Incident Command is established, the lead agency designee (i.e., communications supervisor/command personnel), in cooperation with his/her counterparts in other involved agencies, will have the authority to designate the use of interoperable assets. Once Incident Command has been established, Command Staff or Communication Unit Leaders (when designated) direct the further coordination and delegation of the interoperable communications assets assigned to the event or incident in question.

Agencies should judiciously activate needed interoperable assets so as to both effectively respond to the event and/or incident at hand and also minimize any negative impact on surrounding agencies or jurisdictions. Specifically, interoperable communications should be attempted with the following order of operations in mind (subject to variability based on the agencies involved and the nature of the event/incident):

1. Leverage face-to-face communications wherever appropriate. For example, the co-location of all Command and General Staff at the incident command post (ICP) provides the best direct communications and reduces the demand on interoperability resources.
2. Employ local communications assets until such time as either those assets become taxed or inadequate based on the nature and/or scope of the incident.
3. If response agencies are users of a shared system, utilize that shared system to establish interoperable communications.

4. If response agencies operate on disparate systems, utilize shared or mutual aid channels to establish interoperable communications.
5. If response agencies do not share systems or channels, utilize a gateway solution to establish interoperable communications.
6. Where interoperable communications cannot otherwise be established between response agencies, utilize swap or cache radios to establish operable communications for responders.
7. If no other method of interoperability can be established, relay communications through staff members.

When the same resources are requested for two or more incidents, resource assignments should be based on the priority levels listed below:

1. Disasters, large scale incidents, or extreme emergencies requiring mutual aid or interagency communications.
2. Incidents where imminent danger exists to life or property.
3. Incidents requiring the response of multiple agencies.
4. Pre-planned events requiring mutual aid or interagency communications.
5. Incidents involving a single agency where supplemental communications are needed for agency use.
6. Drills, tests and exercises.

In the event of multiple simultaneous incidents within the same priority level, the resources should be allocated with the following priorities in mind:

1. Incidents with the greatest level of exigency (e.g., greater threat to life or property, more immediate need, etc.) have priority over less exigent incidents.
2. Agencies with single/limited interoperable options have priority use of those options over agencies with multiple interoperable options.
3. When at all possible, agencies already using an interoperable asset during an event should not be redirected to another resource.

Reference to applicable policy documents, governing documents, MOUs, and sharing agreements can be found in Appendix G.

2.8 Emergency Support Function (ESF)-2 Communications

There may be incidents and/or planned events in Region 3 that exceed the scope of the policies and procedures laid out in the TIC Plan (for example, federal agency and/or neighboring state involvement). In those cases, communications for the incident/event will be governed by the applicable ESF-2 – Communications document.

The mission of ESF-2 is to provide interoperable communications guidance across multiple jurisdictions, agencies and disciplines. ESF-2 serves as a primary operational-level coordination mechanism to provide assistance in functional areas for regional communications.

ESF-2 addresses purpose, scope, policies, concept of operations, organization, actions, and other communication requirements for primary, support, and secondary public safety agencies. Some examples of ESF-2 uses are:

- For emergency operation centers (i.e. the Communication Annex to an Emergency Operations Plan)
- For the shared jurisdictional, agency and/or discipline use of mobile command and/or communication vehicles (MCVs)
- For organizing multiple jurisdictions and agencies for a planned event with a communication focus
- For other communication requirements that involve multiple jurisdictions and agencies with a common purpose, scope, and communication requirement

2.8.1 Regional Integrated Coordination System (RICS)

The primary answering center for Regional communications needs is located at Central Connecticut State University Public Safety Dispatch center located in New Britain. Backup centers are maintained at United Technologies Corporations Hamilton Sundstrand and Pratt and Whitney Aircraft Divisions Fire Department dispatch centers located in Windsor Locks and East Hartford respectively. RICS monitors the Intercity, UCALL40 and VCALL10 channels on a 24/7 basis.

2.8.2 Regional Incident Dispatch (RID) Team

The Regional Incident Dispatch Team consists of 20 professional public safety dispatchers from twelve agencies within the Capitol Region, who are specially trained to respond to the scene of an emergency and supplement on scene communications. Each dispatcher has police, fire and EMS dispatch experience and are all certified to operate COLLECT, NCIC, WEBEOC and numerous CAD programs. Two full teams are on call at all times and are available around the clock and respond with their own supervisor and support staff.

2.8.3 Mobile Communications Vehicles (MCV)

The Capitol Region at this time maintains four mobile communications vehicles available to respond region wide. Each MCV has all of the state and regional frequencies programmed in the multiple radios carried on board. In addition each vehicle contains standardized equipment to support command operations at an emergency scene. Printers, faxes (Partial Capability), generators, multiband radios and mobile gateways are carried on all MCV's. Other MCV's are located within the region but as of this time are not standardized or included in the regional response.

3 Interoperability Equipment and Policies and Procedures

This section describes all interoperable communications equipment and their associated policies and procedures in Connecticut Region 3.

3.1 Shared System

"Shared system" refers to a single radio system used to provide service to several public safety or public service agencies. The table below lists all radio systems shared by more than one public safety or service agency currently operating in Capitol Region 3. Details on each system are provided in Appendix B.

Note that intra-system "shared channels" refer to common frequencies established and programmed into radios to provide interoperable communications among agencies using the same shared radio system. "Channel," in this context, refers to the name of a common frequency visually displayed on a user's radio.

Table 2. Region 3 Shared System

Radio System Name	Make/Model	Type	Frequency Band	Owning Agency	Service Area
Tolland County Mutual Aid Fire Service	Tait/Daniels	Analog	33 & 450 MHz	Tolland County Mutual Aid Fire Service	Tolland County

3.1.1 Shared System Policies and Procedures

The CREPC ESF-2 has identified eight shared communication systems that provide service to Capitol Region 3. General interoperable communications rules of use, policies, and procedures that apply across these systems are detailed below.

Shared System Rules of Use

- **National Incident Management System** – Use an Incident Command System (ICS) compliant with the National Incident Management System (NIMS) when using any regional interoperability resource.
- **Plain Language** – All interoperable communications during multi-agency, multi-discipline incidents will be in plain language. Avoid using radio codes, acronyms, and abbreviations as they may cause confusion between agencies. Ensure that all requests for assistance or backup specify the reason for the request.
- **Unit Identification** – Announce your home agency prior to announcing your unit identifier during interoperable communication situations (i.e., East Hartford Engine 1).

Shared System Procedures

Use the following procedures when requesting, using, or discontinuing the use of shared communication systems:

- When an individual responder needs to interoperate with another agency on the same shared system, the responder will notify his/her dispatch center. The dispatcher can then identify and designate an appropriate channel. Note that in cases where no dispatcher intervention is required, responders still notify dispatch that they are switching to a shared channel to maintain responder safety.
- Notify dispatch when the interoperability channels are no longer required and announce the return to normal operations channels.
- For extended incidents:
    - The lead agency dispatcher notifies the Incident Commander or designee that interoperability channels are in use.
    - Involved dispatch centers inform additional en-route responders what interoperability channels are in use for the incident.
    - The Incident Commander determines when the interoperability channels are no longer required and notifies the appropriate dispatch center.

Shared System Problem ID and Resolution

During an incident:

- During activation, report shared system problems to the Incident Commander or designee assigned to the incident/event who will follow standard agency procedures to resolve the problem.

Following an incident, the following general problem ID and resolution processes apply to all shared systems:

- Agencies using a shared system will report any problems with that system directly to the municipality owning the system for resolution. The CREPC ESF-2 can work with the owning municipality to ensure effective resolution to reported shared system problems.

3.2 Inter-System Shared Channel

Definition of a Shared Channel

Inter-system "shared channels" refer to common frequencies established and programmed into radios to provide interoperable communications among agencies using different radio systems. "Channel," in this context, refers to the name of a common frequency visually displayed on a user's radio.

Specific shared interoperable communication channels available within the region are listed in the tables below. More detailed information on each channel is documented in Appendix C.

Designated Inter-System Interoperability Channels

Table 3. Inter-System Shared Channels

Channel Name	Primary Use	Agencies Supported
8CALL/ 8TAC	Command and Control	All agencies
UCALL/UTAC	Calling/Tactical	All agencies
VCALL/VTAC	Calling/Tactical	All agencies
STOCS	Tactical	All agencies
CSPERN	Mutual Aid	Law Enforcement
CMED	Medical Control and Tactical	EMS
INTERCITY	Mutual Aid	All agencies
INTERCITY TACTICAL	Tactical Repeater	Fire Service
CRCOG COMMAND	Command	All agencies
AVON INTERCITY	Mutual Aid	All agencies
BRADLEY INTERCITY	Mutual Aid	All agencies
HAZMAT	HAZMAT	Fire Service
RAFS-1	Mutual Aid	Law Enforcement
RAFS-2	Mutual Aid	Law Enforcement
FIREGROUND RED	Tactical	Fire Service (Tolland County)
FIREGROUND BLUE	Tactical	Fire Service (Tolland County)
INTERCITY COMMAND	Command	All Agencies
SWAT-1	Tactical	Law Enforcement
SWAT-2	Tactical	Law Enforcement
SWAT-3	Tactical	Law Enforcement
SWAT-4	Tactical	Law Enforcement
MED-10	Calling	EMS
MED TAC 11	Tactical	EMS
MED TAC 12	Tactical	EMS
MED TAC 13	Tactical	EMS
MED TAC 14	Tactical	EMS
MED-9	Calling	EMS
7 NAT 01	Tactical	Public Safety
7 NAT 02	Tactical	Public Safety
7 NAT 03	Tactical	Public Safety

STATE FIRE	Mutual Aid	Fire Service
POLICE HOTLINE	Mutual Aid	Law Enforcement
FIRE TACTICAL	Tactical	Fire Service
STATE MEDNET	Mutual Aid	EMS
WMLEC 1	Massachusetts Mutual Aid	Law Enforcement
WMLEC 2/INTERCITY	Massachusetts Mutual Aid	Fire Service

3.2.1 ITAC/ICALL (8CALL/8TAC)

Specific ICALL/ITAC Shared Channel Technology Overview

The ICALL/ITAC shared channel system is a statewide 800MHz conventional radio system designated for multi-agency interoperability communications in command and control of an incident. Over 1500 portable radios were distributed to Fire, Police and EMS chiefs, Emergency Management Directors and numerous other emergency response agencies throughout the state. In addition every PSAP within the state received a base station on the system. The system operates both repeaterized and simplex channels in the National plan governed by FCC rules and regulations. The system operates off of the State Police backbone and at present is operational in over 80% of the state and 95% of DEMHS Region 3 using handheld radios. The region also has repeaters maintained by local agencies on the system and portable repeaters are available on the states cache of decontamination trailers located throughout the region.

Specific ICALL/ITAC Shared Channel Policy and Procedure

Upon arrival at the scene of an incident and determining that use of the interoperability Mutual Aid Tactical channel repeaters is required the incident commander shall use the ICALL channel to request activation of the repeater function of the primary and/or secondary tactical channel for the area. This request will be made through the DPS Message Center in Middletown. Call-in language should be as follows: "(Rank)(Name) of the (Organization) calling the DPS Message Center on the ICALL channel". Wait for acknowledgement. "I am requesting the immediate activation of a tactical channel for the (Town/City calling from) for the operation at (Incident type)". Wait for acknowledgement. Upon acknowledgement by the DPS Message Center of the activation of the requested ITAC channel or channels, the incident commander shall respond as follows. "I will be switching to ITAC channel (Number) and establishing incident command. (Rank)(Name) clear on the ICALL channel". If the DPS Message Center does not respond to the ICALL request the incident commander shall call the DPS Message Center direct at 1-800-842-0200 or 1-860-685-8190 utilizing the same procedure detailed above. For further information on the 8CALL90/8TAC91 system see the State Communications Interoperability Plan. Inter-System Shared Channels Policies and Procedures

The policies and procedures in this section apply to the local, regional, State, and Federal channels shared across multiple systems.

Inter-system Shared Channel Rules of Use

Inter-system shared channels are reserved for situations that require interoperable communications to coordinate multiple public safety entities and/or activities across two or more separate radio systems. The following rules of use apply to these channels:

- **National Incident Management System** – Use an Incident Command System (ICS) compliant with the National Incident Management System (NIMS) when using any regional interoperability resource.
- **Plain Language** – All interoperable communications during multi-agency, multi-discipline incidents will be in plain language. Avoid using radio codes, acronyms, and abbreviations as they may cause confusion between agencies. Ensure that all requests for assistance or backup specify the reason for the request.
- **Unit Identification** – Announce your home agency identifier prior to announcing your unit identifier during interoperable communication situations (i.e., East Hartford Engine 1). Note that there are agencies that use specific asset identification numbers (i.e., Engine 143) rather than agency identifiers.

Inter-system Shared Channel Problem ID and Resolution

During an incident:

- During activation, report shared channels problems to the Incident Commander or designee assigned to the incident/event who will follow standard agency procedures to resolve the problem.

Following an incident, the following general problem ID and resolution processes apply to all shared channels:

- Agencies using a shared channel will report any problems with that channel directly to the CREPC ESF-2 Chair, who will ensure effective resolution to reported shared channel problems.

*(**Note:** Policies and procedures specific to a single shared channel are listed subsequent to that specific shared channel below)*

3.2.2 STOCS Shared Channel

Users must read Instructions provided in each unit for use of STOCS Box.

STOC's Shared Channel Technology Overview

The purpose of the Connecticut, State Tactical On-Scene Channel System (STOCS) is to provide an Interoperable Radio System for on scene tactical use. It is intended to allow individuals and groups of responders to communicate when working at the scene of an incident, using their existing portable radio equipment.

The STOCS System consists of three (3) VHF frequencies, three (3) UHF frequencies and five (5) 800Mhz frequencies combined into five (5) interoperability channel groups as follows:

CHANNEL ID	VHF	UHF	800 MHz	Operational Area
STOCS 1	154.4525	458.4625	855.9875	All Counties
STOCS 2	158.7375	458.7125	855.7125	ALL Counties except Fairfield
STOCS 3	159.4725	458.8625	858.4625	ALL counties except Fairfield and New London
STOCS 4	158.7375	458.7125	860.2375	ONLY in FAIRFIELD COUNTY
STOCS 5	159.4725	458.8625	856.2625	ONLY in FAIRFIELD and NEW LONDON counties

To insure consistency throughout the State, the standard Channel Identification STOCS 1 - 5 is the only authorized identification for these channels.

The FCC License for all frequencies is held by the State of Connecticut Division of Emergency Management and Homeland Security for Tactical Radio Interoperability by Local, Fire, Law Enforcement, Emergency Medical Service, Health Departments, Public Works Departments and Emergency Management as well as appropriate State and Federal Agencies.

Specific STOC's Shared Channel Policy and Procedure

These frequencies may be used only in Mobile/Portable Radios with a maximum output power of 5-watts. The power restriction is imperative because power over 5 watts will cause adjacent channel interference on other STOCS Channels and render the Cross Band Repeater (CBR) inoperative. To insure compatibility and maximum flexibility all five STOCS Channels shall be programmed into each portable radio. The **CTCSS** (Continuous Tone Coded Squelch System) Tone of 156.7 (5A) will be used in conjunction with these frequencies. Use of these frequencies with any other CTCSS Tone is prohibited. Questions regarding the use or implementation of STOC's should be directed to the Connecticut Division of Emergency Management and Homeland Security.

Specific STOC's Shared Channel Rules of Use

Fire, Law Enforcement, EMS, Local, State and Federal Government Agencies in Connecticut operate two way radio systems using a variety of frequency bands. The STOCS System is designed to use existing portable radio equipment in use daily to communicate at any incident regardless of their frequency band. To allow for full system capability Departments/Agencies will program all five STOCS Channels into their existing Portable Radios.

Immediate Tactical Radio Interoperability is critical when different Departments/Agencies come together to work at an Incident. Ideally each municipality in Connecticut will have at least one Cross Band Repeater (CBR) Unit immediately available in a regular response unit of its Fire, Police or EMS Department carried in a Supervisors vehicle. Thus when and if the Incident Commander requests aid from other agencies the means for Tactical Interoperability will already be on scene. The Incident Commander may call for additional CBR Unit(s), up to two for a total of three.

General

The STOCS System is capable of two modes of operation:
1. Total on scene Tactical Radio Interoperability using the Cross Band Repeater Unit (CBR),
2. Limited on scene Tactical Radio Interoperability with departments/agencies which share a common frequency band.

The Cross Band Repeater Unit (CBR) is designed to allow for cross banding of all three frequency bands. However, it appears as a single communications channel to the radio operator. Each CBR will be capable of providing full Tactical Radio Interoperability on one of the five STOCS channels. Output power of a CBR is restricted to 3-watts and allows interoperable communications on a single STOCS Channel. Each additional CBR on the scene will allow full Tactical Radio Interoperability on one of the other STOCS channels. When the CBR is activated, the Incident Commander will advise Department/Agency.

For further information see the State Communications Interoperability Plan.

4 Gateways

"Gateway" systems interconnect channels of disparate systems (whether on different frequency bands or radio operating modes), allowing first responders using their existing radios and channels to be interconnected with the channels of other users outside of their agency. Note all dispatch centers in Region 3 possess console patching capabilities that are detailed in Appendix D. Additional gateways are listed in the following table. More detailed information on each gateway is provided in Appendix D.

Table 4. Region 3 Gateway Systems

Gateway Name	Owning Agency	Make / Model	Fixed / Mobile	No. of Simultaneous Nets	No. of Ports
Avon Dispatch	Avon Police	Orbacom Systems TDM 25	Console Patch	7	
Berlin Dispatch	Berlin Police	Motorola CENTRACOM Elite	Console Patch	3	
Bloomfield Dispatch	Town of Bloomfield	Motorola CENTRACOM Gold Series	Console Patch	8	
Bristol Dispatch	City of Bristol	Motorola MCC 5500	Console Patch	8	
Bristol CP-17	City of Bristol	NCS 250	Mobile	3	4
Canton Dispatch	Canton Police	Motorola CENTRACOM Elite	Console Patch	4	
CREPC RICS Dispatch	Capitol Region Council Of Governments	Motorola MCC 5500	Console Patch	6	
Cromwell Town Dispatch	Cromwell Police	Motorola CENTRACOM Gold Series	Console Patch	4	
Manchester Fire Car 2	Town of Manchester Fire Dept	NCS 250	Mobile	3	4
East Hampton Police Dispatch	East Hampton Police	Motorola Command Star Lite	Console Patch	2	
East Hartford Dispatch	East Hartford Police	Motorola CENTRACOM II	Console Patch	4	
East Windsor Town Dispatch	Town of East Windsor	Orbacom Systems TDM 25	Console Patch	4	
Enfield Control	Town of Enfield	Motorola MCC 7500	Console Patch	6	
Enfield CP-4	Enfield Police	NCS 250	Mobile	8	8
Farmington Dispatch	Farmington Police	Motorola CENTRACOM Gold Series	Console Patch	3	
Glastonbury Dispatch	Glastonbury Police	Motorola MCC 5500	Console Patch	7	
Granby Dispatch	Granby Police	Orbacom Systems TDM 25	Console Patch	4	
Hartford Dispatch	City of Hartford	M/A-COM C3 Maestro	Console Patch	19	
Manchester 911	Manchester Police	Motorola CENTRACOM Gold Series	Console Patch	6	
Manchester Fire Unit 8	Manchester 8th Fire	Motorola RICK	Mobile	2	2

Gateway Name	Owning Agency	Make / Model	Fixed / Mobile	No. of Simultaneous Nets	No. of Ports
Middletown Central Communications	City of Middletown	Zetron 4600 Series	Console Patch	2	
New Britain ERS	City of New Britain	Motorola	Console Patch	6	
Newington CP-8	Town of Newington	NCS 250	Mobile	3	4
Newington Dispatch	Town of Newington	Motorola MCC 7500	Console Patch	8	
North Central CMED	North Central CMED	Motorola MCC 5500	Console Patch	10	
Plainville Dispatch	Plainville Police	Motorola CENTRACOM II	Console Patch	3	
Rocky Hill Dispatch	Rocky Hill Police	Motorola CENTRACOM Gold Series	Console Patch	5	
Simsbury ERS	Simsbury Police	Motorola CENTRACOM Elite	Console Patch	5	
Simsbury Fire S-17	Simsbury Fire District	NCS 250	Mobile	3	4
South Windsor CP-12	South Windsor Police	NCS 250	Mobile	3	4
South Windsor Dispatch	South Windsor Police	Motorola CENTRACOM II	Console Patch	6	
South Windsor Fire Command	South Windsor Fire	NCS 250	Mobile	3	4
945gSouthington Police	Southington	RIOS	Mobile		
Southington Dispatch	Town of Southington	Motorola CENTRACOM Gold Series	Console Patch	6	
STOCS Box	East Hartford	NCS 250	Mobile	3	4
STOCS Box	West Hartford	NCS 250	Mobile	3	4
STOCS Box	Tolland County Mutual Aid	NCS 250	Mobile	3	4
STOCS Box	Wethersfield	NCS 250	Mobile	3	4
STOCS Box	Berlin	NCS 250	Mobile	3	4
STOCS Box	Bristol	NCS 250	Mobile	3	4
STOCS Box	Canton	NCS 250	Mobile	3	4
STOCS Box	Ellington	NCS 250	Mobile	3	4
STOCS Box	Enfield	NCS 250	Mobile	3	4
STOCS Box	Farmington	NCS 250	Mobile	3	4
STOCS Box	Granby	NCS 250	Mobile	3	4
STOCS Box	DOT BDL	NCS 250	Mobile	3	4
STOCS Box	Windsor	NCS 250	Mobile	3	4
STOCS Box	South Windsor	NCS 250	Mobile	3	4

Gateway Name	Owning Agency	Make / Model	Fixed / Mobile	No. of Simultaneous Nets	No. of Ports
STOCS Box	Rocky Hill	NCS 250	Mobile	3	4
STOCS Box	Middletown	NCS 250	Mobile	3	4
STOCS Box	Glastonbury	NCS 250	Mobile	3	4
STOCS Box	Bolton	NCS 250	Mobile	3	4
STOCS Box	Simsbury	NCS 250	Mobile	3	4
STOCS Box	IMT 3 Bloomfield	NCS 250	Mobile	3	4
STOCS Box	UCONN Health Center, Farmington	NCS 250	Mobile	3	4
STOCS Box	Marlborough	NCS 250	Mobile	3	4
SWAT 1	Capitol Region Chiefs of Police	Gatronics	Mobile		
SWAT 2	Capitol Region Chiefs of Police	Gatronics	Mobile		
Suffield Police Dispatch	Suffield Police	Motorola CENTRACOM Elite	Console Patch	5	
Tolland County Dispatch (Station TN)	Tolland County Fire Mutual Aid Service	Orbacom Systems TDM Series CRT	Console Patch	10	
Vernon Police Dispatch	Vernon Police	Orbacom Systems TDM Series CRT	Console Patch	2	
West Hartford HAZMAT	West Hartford Fire	NCS 250	Mobile	3	4
West Hartford ERC	Town of West Hartford	Motorola CENTRACOM Gold Series	Console Patch	12	
Wethersfield Dispatch	Town of Wethersfield	Motorola CENTRACOM Elite	Console Patch	5	
Windsor Dispatch	Town of Windsor	Orbacom Systems TDM 25	Console Patch	6	
Windsor Locks Dispatch	Windsor Locks Police	Motorola MCC 5500	Console Patch	6	
Windsor Locks Fire Car 1	Windsor Locks Fire	Motorola RICK	Mobile	2	2
Windsor Locks Fire Engine 2	Windsor Locks Fire	Motorola RICK	Mobile	2	2
Windsor Locks Fire Engine 6	Windsor Locks Fire	Motorola RICK	Mobile	2	2
Windsor Locks Fire Rescue 4	Windsor Locks Fire	Motorola RICK	Mobile	2	2
Windsor Locks Fire Utility	Windsor Locks Fire	Motorola RICK	Mobile	2	2

3.3.1 Region-Wide Gateway Policies and Procedures

Region-Wide Gateway Rules of Use

The following rules of use shall govern interoperable communications between agencies via gateways:

- **National Incident Management System** – Use an Incident Command System (ICS) compliant with the National Incident Management System (NIMS) when using any regional interoperability resource.
- **Plain Language** – All interoperable communications during multi-agency, multi-discipline incidents will be in plain language. Avoid using radio codes, acronyms, and abbreviations as they may cause confusion between agencies. Ensure that all requests for assistance or backup specify the reason for the request.
- **Unit Identification** – Announce your home agency prior to announcing your unit identifier during interoperable communication situations. (i.e., East Hartford Engine 1)
- **Encryption** – All encrypted radios users must operate in a "clear" mode when a gateway is used, unless otherwise arranged in advance. **Never assume encryption carries across the gateway.**
- **Monitoring** – The Incident Commander or designee will ensure that each activated interoperability channel is monitored consistently while in use.

Region-Wide Gateway Communications Request

The COML and/or Incident Commander must be aware that activating multiple gateways to support an incident can result in mutual interference. Interference issues are best resolved by the technical support team assigned to the gateways.

The agency requesting the use of a fixed or mobile gateway device for incident/event communications support should document and provide the following information to the owning gateway agency POC, on request:

- Requesting agency
- On-scene agencies requiring interoperability
- Reason for request/type of event (i.e. wild land fire, etc.)
- Equipment required
- Expected duration of event
- Location required/access information
- Incident POC
- User/requestor and/or servicing dispatch contact phone number
- Additional support services requested (e.g., gateway operator, generator, etc.)

STOCS boxes do not require that an operator from the owning agency remain with the equipment.

Region-Wide Fixed Gateway Activation

Once the operating agency grants authorization to use their fixed gateway, the region-wide procedures for establishing communications connectivity are:

- Select a channel or talkgroup on the home system for use in the gateway patch.
- Verify the system-wide availability of required resources (coordinate among control point dispatchers).
- Provide radio call sign/designator information to connected agencies as needed.
- Assign the requested unit/agency to that channel or talkgroup.
- Connect the agency to the appropriate talkgroup.
- Announce to users that interoperability is activated.
- Identify users on the interoperability channel using their agency name and unit identifier through a roll call of units.
- Monitor the interoperability channel to address requests.

Region-Wide Mobile Gateway Deployment Procedure

Upon receiving a request for the deployment of a mobile gateway, the operating agency **dispatcher** should follow these deployment procedures:

- Contact the on-call mobile gateway operator/technician responsible for mobile gateway deployment.
- Dispatch the mobile gateway operator to the incident scene.
- Inform the requesting agency that the mobile gateway is en route and provide an estimated time of arrival (ETA), if available.

The **mobile gateway operator** should follow these deployment procedures:

- Provide dispatch with an ETA at the incident.
- Retrieve the dedicated vehicle and mobile gateway from its storage location and deliver it to the incident scene
- Report to the Incident Commander on arrival.
- Once on-scene, establish patches via the mobile gateway in accordance with the Gateway Activation Procedures listed above.

Region-Wide Gateway Deactivation

When the gateway connection(s) is (are) no longer required, agencies should follow these deactivation procedures:

- Contact the monitoring dispatcher (for fixed gateways) or the mobile gateway operator (for mobile gateways) to request patch/gateway deactivation.
- Announce over all patched channels that connections will be deactivated prior to the connection being disabled.
- Return all personnel to their appropriate home system channel assignments.

Region-Wide Gateway Problem ID and Resolution

During an incident:

- Report gateway problems to the operating agency dispatcher (for fixed gateways) or mobile gateway operator (for mobile gateways) that will follow standard agency procedures to resolve the problem.

Following an incident, the following general problem ID and resolution processes apply to all regional gateways:

- Report any problems with the gateway to the appropriate POC for that agency listed in Appendix D. The POC will be responsible for ensuring effective resolution to problems that exist with the gateway.
- Report unresolved gateway problems directly to the CREPC ESF-2 Chair who ensures effective resolution to reported gateway problems.

Region-Wide Gateway Limitations

Interoperability provided through a gateway can connect participating agency responders but has the following limitations:

- The number of simultaneous patches that can be supported by the gateway will be limited by switch capacity and the number of lines connecting control centers and consoles. As a result, a limited number of patches involving resources at different control points can be supported simultaneously. Likewise, a limited number of patches involving resources that are accessed through a communications center console may be supported simultaneously.
- Home system coverage may limit communications. Gateway users must be within the footprint of their coverage area.
- Agencies not permanently configured on a given gateway will require additional planning to establish interoperable communications through that gateway.

Region-Wide Gateway Test Procedures

To ensure that equipment components of the gateway operate properly, each agency will participate in the following testing procedure:

- Representatives from multiple agencies should meet on a regular basis to test each gateway.
- Testing should include deployment (mobile only), setup, operation, and deactivation of each gateway.
- If an issue or problem is identified during the testing procedure, determine who will take corrective action. If the issue or problem cannot be resolved, contact the appropriate technical personnel to address the issue or problem.

*(**Note:** Policies and procedures specific to a single gateway are listed subsequent to that specific gateway below)*

3.3.2 Individual Emergency Service Gateways

This section provides individualized guidance on how to request, deploy, and use specific Region 3 gateways. Further detailed information on all Region 3 gateways is listed in Appendix D.

4.1 Radio Caches

Cache radios, also known as "swapped radios," refer to maintaining a cache of standby radios that can be deployed to support regional incidents. These radios may be from a regional cache or from a participating agency. These radios allow all responders to use common, compatible equipment during an incident. To qualify as a cache a minimum of six radios is required. Specific caches within Region 3 are listed in the following table. Detailed information on cache radios can be found in Appendix E.

Table 5. Region 3 Radio Cache(s)

Radio Cache Name	Make/Model	Owning / Managing Agency	Frequency Band	Quantity
Bradley Fire Decon Trailer	Motorola/MT 2000	Bradley International Airport Fire	800 (851/806-860/815 MHz)	6
Bristol Fire Decon Trailer	Motorola/MT 2000	Bristol Fire	800 (851/806-860/815 MHz)	6
CRCOPA/SWAT	Motorola/HT 1250	Capitol Region Chiefs of Police	UHF (450-470 MHz)	120
CREPC/HAZMAT Team	Motorola/PR 1500	CRCOG	UHF (450-470 MHz)	20
CREPC/RID Team	Kenwood/TK 380	CRCOG	UHF (450-470 MHz)	10
East Hartford Fire	Motorola/HT 1000	East Hartford Fire	UHF (450-470 MHz)	27
East Hartford Fire Decon Trailer	Motorola/MT 2000	East Hartford Fire	800 (851/806-860/815 MHz)	10
Farmington Police	Motorola/MTS 2000-I	Farmington	800 (851/806-860/815 MHz)	6
Hartford Fire Decon Trailer	Motorola MT2000	Hartford Fire	800(851/806-860/815 MHz)	6
City of Hartford	EDACS P7100	Hartford Fire	800(851/806-860/815 MHz)	150
Middletown Fire Decon Trailer	Motorola/MT 2000	Middletown Fire	800 (851/806-860/815 MHz)	6
Southington Fire	Motorola/MTX 8250	Southington Fire	800 (851/806-860/815 MHz)	18
Southington Fire Decon Trailer	Motorola/MT 2000	Southington Fire	800 (851/806-860/815 MHz)	6
Tolland County Mutual Aid	Motorola/HT 1250	Tolland County	UHF (450-470 MHz)	6
Town of West Hartford	Motorola/XTS2500	Town of West Hartford	800 (851/806-860/815 MHz)	12
UCONN Fire Decon Trailer	Motorola/MT 2000	UCONN Health Center	800 (851/806-860/815 MHz)	6
West Hartford Fire Decon Trailer	Motorola/MT 2000	West Hartford Fire	800 (851/806-860/815 MHz)	6
West Stafford Fire Decon Trailer	Motorola/MT 2000	West Stafford Fire	800 (851/806-860/815 MHz)	6

4.1.1 Region-wide Cache Radio Policies and Procedures

Region 3 radio caches have the following characteristics:

- Portable radios are fully charged and maintained, ready for immediate deployment.
- Personnel are available to transport equipment to the incident scene.
- Technicians may be requested for on-scene support during the deployment, if available.

800 MHz Cache Radios

All radio caches are required to have the following channels programmed:

Table 6. Region 3 800 MHz Cache Radio(s) Requirements

Channel Name	Primary Use	Repeater/Direct	Radio Frequency
8 CALL 90	Command and Control	Both	851/806.0125
8 TAC 91	Command and Control	Both	851/806.5125
8 TAC 92	Command and Control	Both	852/807.0125
8 TAC 93	Command and Control	Both	852/807.5125
8 TAC 94	Command and Control	Both	853/808.0125
STOCS1	Tactical	Direct	855.9875
STOCS2	Tactical	Direct	855.7125
STOCS3	Tactical	Direct	858.4625
STOCS4	Tactical	Direct	860.2375
STOCS5	Tactical	Direct	856.2625

If possible, the following channels should also be programmed into cached radios:

Table 7. Region 3 800 MHz Cache Radio(s)

Channel Name	Primary Use	Repeater/Direct	Radio Frequency
RAFS-1	Law Enforcement	Both	857/812.4125
RAFS-2	Law Enforcement	Both	854/809.9125
Intercity	Mutual Aid	Repeater	859/814.3875
Fire Tactical	Tactical	Direct	857.2625
CRCOG Command	Tactical	Both	857/812.9625
CSPERN	Law Enforcement	Both	858/813.2625
HARTTAC 1	Hartford Interoperability	Both	851/806.3500
HARTTAC 2	Hartford Interoperability	Both	851.806.6750
HARTTAC 3	Hartford Interoperability	Both	853/808.1375
HARTTAC 4	Hartford Interoperability	Both	853/808.7000
New Britain Fire 1	New Britain Interoperability	Both	855/810.9625
New Britain PD Backup	New Britain Interoperability	Both	854/809.3625
W. Hartford PD Backup	W. Hartford Interoperability	Both	851/806.0750
West Hartford Fire 4	W. Hartford Interoperability	Both	855/810.4875
W. Hartford Townwide	W. Hartford Interoperability	Both	854/809.4625

VHF Cache Radios

At this time there are no VHF Cache Radios in Region 3.

All Region 3 VHF radio caches are required to have the following channels programmed:

Table 8. Region 3 VHF Cache Radio(s)

Channel Name	Primary Use	Repeater/Direct	Radio Frequency
V CALL 10	Calling	Direct	155.7525
VTAC 11	Tactical	Direct	151.1375
STOCS 1/VTAC 12	Tactical	Direct	154.4525
STOCS 2/VTAC 13	Tactical	Direct	158.7375
STOCS 3/VTAC 14	Tactical	Direct	159.4725

STOCS 4/VTAC 13	Tactical	Direct	158.7375
STOCS 5/VTAC 14	Tactical	Direct	159.4725

If possible, the following channels should also be programmed into Region 3 VHF cached radios:

Table 9. Additional Region 3 VHF Cache Radio(s)

Channel Name	Primary Use	Repeater/Direct	Radio Frequency
Intercity VHF	Calling	Both	154.2650/159.7950
Intercity VHF Command	Tactical	Direct	159.9000
Intercity Tactical Repeater	Tactical	Both	153.1400/158.3250
VHF HAZMAT	Tactical	Direct	154.5850
Region III EMA	Command	Direct	153.9350
State MEDNET	Command	Direct	155.3400

UHF Cache Radios

All Region 3 UHF radio caches are required to have the following channels programmed:

Table 10. Region 3 UHF Cache Radio(s)

Channel Name	Primary Use	Repeater/Direct	Radio Frequency
U CALL 40	Calling	Both	453/458.2125
STOCS 1/UTAC 41	Tactical	Direct	458.4625
STOCS 2/UTAC 42	Tactical	Direct	458.7125
STOCS 3/UTAC 43	Tactical	Direct	458.8625
STOCS 4/UTAC 42	Tactical	Direct	458.7125
STOCS 5/UTAC 43	Tactical	Direct	458.8625

If possible, the following channels should also be programmed into Region 3 UHF cached radios:

Table 11. Additional Region 3 UHF Cache Radio(s)

Channel Name	Primary Use	Repeater/Direct	Radio Frequency
Intercity UHF	Calling	Repeat	452/457.1375
Avon Intercity	Calling	Direct	459.0000
UHF HAZMAT	Tactical	Direct	454.0000
CMED TAC 11	Tactical	Both	453/458.0250
CMED TAC 12	Tactical	Both	453/458.0750
CMED TAC 13	Tactical	Both	453/458.1250
CMED TAC 14	Tactical	Both	453/458.1750
Fireground RED (Tolland)	Tactical	Direct	458.4125
Fireground BLUE (Tolland)	Tactical	Direct	465.5875
North Central CMED 10	Calling	Repeat	462/467.9750
Eastern CMED 9	Calling	Repeat	462/467.9500
RAFS – 1	Calling	Both	460/465.0750

RAFS – 2	Tactical	Both	460/465.1750
SWAT 1	Tactical	Direct	453.1125
SWAT 2	Tactical	Direct	453.4375
SWAT 3	Tactical	Direct	453.9375
SWAT 4	Tactical	Direct	460.1375
CRCOPA Truck Repeater 8	Tactical	Repeat	460/465.0750
CRCOPA Truck Repeater 9	Tactical	Repeat	460/465.1750
Massachusetts WMLEC 1	Calling	Both	460/465.2250
Massachusetts Intercity	Calling	Both	460/465.4750

Region-Wide Radio Cache Rules of Use

The following are general rules of use and apply to all Region 3 radio caches:

- **National Incident Management System** – Use an Incident Command System (ICS) compliant with the National Incident Management System (NIMS) when using any regional interoperability resource.
- **Plain Language** – All interoperable communications during multi-agency, multi-discipline incidents will be in plain language. Avoid using radio codes, acronyms, and abbreviations as they may cause confusion between agencies. Ensure that all requests for assistance or backup specify the reason for the request.
- **Unit Identification** – Announce your home agency prior to announcing your unit identifier during interoperable communication situations. (i.e., East Hartford Engine 1).
- **Equipment Return** – The requesting agency is responsible for the return of any cache radios/equipment in the condition that they were received. Responsibilities for lost or damaged equipment lie with the requesting agency.

Region-Wide Radio Cache Request

The Incident Commander or designee determines when a situation exists that requires the use of a regional radio cache and notifies the appropriate dispatch center. The dispatch center will follow internal agency procedures to contact the COML or Radio Cache Agency POC and relay pertinent information regarding the event. The requesting agency documents and provides the following information to the Radio Cache Agency POC, on request:

- Requesting agency
- On-scene agencies requiring interoperability
- Reason for request/type of event (e.g., wild land fire, etc.)
- Equipment required
- Expected duration of event
- Location required/access information
- Incident POC
- User/requestor and/or servicing dispatch contact phone number

- Additional support services requested (e.g., technician, chargers, etc.)

The Radio Cache Agency determines what radio caches are available for use, identifies a specific cache, activates that cache, and coordinates the cache deployment with the requesting agency Incident Commander or their designee.

Region-wide Radio Cache Equipment Activation

Upon receiving a request for the deployment of a radio cache, the owning agency **dispatcher** should follow these deployment procedures:

- Contact the POC responsible for radio cache deployment.
- Dispatch the radio cache technician (or an approved designee) to the incident scene, if available.
- Inform the requesting agency that the radio cache is en route and provide an estimated time of arrival (ETA), if available.

The **radio cache POC/designee** should follow these deployment procedures:

- Provide dispatch with an ETA at the incident.
- Retrieve the radio cache from its storage location and deliver it to the incident scene.
- Report to the Incident Commander on arrival.
- Once on-scene, sign the cache over to the requesting agency for incident use or, if assigned to remain on scene, coordinate radio cache deployment procedures with the Communications Unit.
    - Each radio in the radio cache will have a unique identification number for inventory tracking. Ask the receiving agency to sign a property transfer form if they take responsibility for managing the radio cache on scene.
    - The requesting Incident Commander, or their designee, will be responsible for:
        - Supporting radio deployments on-scene
        - Maintaining a record of each user and agency to whom a radio and associated accessories have been distributed
        - Documenting the identification number of each radio deployed
        - Documenting the channel(s) in use
- Each user and/or agency that receives a radio from the radio cache will be responsible for returning that radio and all associated accessories to the cache at the end of the incident.

Region-Wide Radio Cache Equipment Deactivation

When the radio cache is no longer required, agencies should follow these deactivation procedures:

- Coordinate the return of all cache radios to the Communications Unit through the Incident Commander or their designee.

- The Communications Unit will be responsible for inventorying all radios and accessories returned to the cache. Before leaving the incident scene, the Communications Unit will determine if any radios have not been returned to the radio cache and note the user and agency to which the radio was distributed. Provide this information to the Incident Commander or their designee.
- If the missing radios cannot be recovered at the incident scene, the Communications Unit will provide this information to the Radio Cache Agency POC for resolution.

Region-Wide Radio Cache Problem ID and Resolution

During an incident:

- Report radio cache problems to the COML or their designee who will follow standard agency procedures to resolve the problem.

Following an incident, the following general problem ID and resolution processes apply to all regional radio caches:

- Report any problems with the radio cache to the appropriate POC for the owning agency listed in Appendix D. The POC will be responsible for ensuring effective resolution to problems that exist with the radio cache.
- Report unresolved radio cache problems directly to the CREPC ESF-2 Chair who ensures effective resolution to reported radio cache problems.

4.2 Mobile Communications Vehicles

A mobile communications vehicle (MCV) (also known as a Mobile Communications Center (MCC) or Mobile EOC) refers to any vehicular asset that can be deployed to provide or supplement communications capabilities in an incident area. Examples of the types of communications devices an MCV can house are: subscriber and base station radios of various frequency bands, gateway devices, satellite phones, wireless computer networks, video broadcasting/receiving equipment, etc. Typically these communications devices are permanently located/stored in the MCVs when not used. The MCV should also be able to temporarily provide the electrical power required to operate the communications devices. More detailed information on each Mobile Communications Vehicle is provided in Appendix F.

Table 12. Region 3 Mobile Communications Vehicle(s)

Vehicle ID/Designator	FEMA Type	Owning Agency	Deployment Area
CP-4	Type IV	Enfield Police	Region 3
CP-8	Type II	Newington Fire	Region 3
CP-17	Type IV	Bristol Fire	Region 3
CP-12	Type IV	South Windsor Police	Region 3

CRCOPA Unit 1	Type IV	Capitol Region Chiefs of Police	Region 3
CRCOPA Unit 2	Type IV	Capitol Region Chiefs of Police	Region 3
CP-64	Type II	Hartford Police	Region 3
Southington Fire	Type II	Southington Fire	Region 3

4.2.1 CP-4, CP-8, CP-12, CP-17 Mobile Communications Vehicle Policies and Procedures

CP-4, CP-8, CP-12 and CP-17 Mobile Communications Vehicles Rules of Use

The Region at present has four Mobile Communications Vehicles that are available for use within by any agency. Each MCV is owned by the individual town that houses it and is subject to the individual municipality's rules and regulations.

Mobile Communications Vehicle Interoperable Communication Request

The Incident Commander or designee determines when a situation exists that requires the use of an MCV and notifies the appropriate dispatch center. The dispatch center will follow internal agency procedures to contact the COML or MCV POC and relay pertinent information regarding the event. The requesting agency documents and provides the following information to the MCV POC, on request:

- Requesting agency
- On-scene agencies requiring interoperability
- Reason for request/type of event (e.g., wild land fire, etc.)
- Expected duration of event
- Location required/access information

- Incident POC
- User/requestor and/or servicing dispatch contact phone number
- Additional support services requested, (RID team, COML etc.)

The MCV Agency determines if the MCV is available for use and coordinates the deployment with the requesting agency Incident Commander or their designee.

Mobile Communications Vehicle Activation Method

Contact the agency that owns the vehicle directly or contact RICS by radio (Intercity or RAFS) or phone 860-832-3477 and request the individual vehicle. REQUEST THE RID TEAM AT THE SAME TIME, YOU WILL NEED SOMEONE TO OPERATE THE VEHICLE.

Mobile Communications Vehicle Deactivation Method

Ensure that all users are aware that the vehicle is deactivating and take a roll call of all users prior to deactivation. When all units still operating at the scene are accounted for, the vehicle can be deactivated, inventoried, replenished and returned to service

Mobile Communications Vehicle Problem ID and Resolution

Notify the COML, Incident Commander or vehicle operator prior to placing the vehicle back into service.

5 Regional Emergency Resource Staffing

Emergency Resource Directory

The Emergency Resource Directory establishes a list of personnel who will respond to fill the Communication Unit positions. Identified personnel must train and exercise to a regional response level. The RICS maintains this Emergency Resource Directory and contact information which is backed up at Pratt & Whitney Aircraft (Control 1) and Hamilton Sundstrand (Control 2).

Contact numbers are:

RICS Center – 860-832-3477	Central Connecticut State University, New Britain
Control 1 – 860-565-5907	Pratt & Whitney Fire, East Hartford
Control 2 – 860-654-5501	Hamilton Sundstrand Fire, Windsor Locks

Job descriptions and qualified personnel for each Communications Unit position are detailed below.

Dispatch Center

Communications Coordinator (COMC) – The COML will work with the COMC to coordinate communications with other dispatch centers and the incident communication plan. Locally, the jurisdictional dispatch center supervisor or dispatcher will act as the Communications Coordinator. Coordinators may also be located at the region/county, State, and Federal level.

At an Incident/Event

Communications Unit Leader (COML) **–**Manages the technical and operational aspects of the Communications Function during an incident or event. Develops National Incident Management System (NIMS)/Incident Command System (ICS) Form 205 Incident Radio Communications Plan and supervises the communication unit.

Technical Specialist (THSP) – Allows for the incorporation of personnel who may not be formally certified in any specific NIMS/ICS position. THSPs may include Local Agency Radio Technicians (as opposed to the COMT), Telephone Specialists, Gateway Specialists, Data/IT Specialists, and or Cache Radio Specialists.

Incident Communications Technician (COMT) – Deploys advanced equipment and keeps it operational throughout the incident/event.

Communications Coordinator (COMC) – Supervises the operational aspects of the Incident Communications Center (ICC) (Mobile Unit and/or Fixed Facility). During an incident, the ICC is designed to absorb incident traffic in order to separate that traffic from the day-to-day activities of the dispatch center. The ICC is typically located at the Incident Command Post (ICP) in a fixed site, tent, trailer, mobile communications vehicle.

Radio Operator (RADO) - Staffs a radio at the ICC and is responsible for documenting incoming radio and telephone messages. Incident Dispatchers or Tactical Dispatchers are used as RADOs.

6 CASM

6.1 Overview

The Communication Assets Survey and Mapping (CASM) tool provides the ability for representatives of public safety agencies within an urban area or State to collect, store, and visualize data about agencies, communication assets, and how agencies use those assets.

The purpose of CASM is to:

- Provide a single repository for information about land mobile radio systems, other interoperability methods, and how they are used by public safety agencies within a state or urban area.
- Provide a method to display the data.
- Provide tools to analyze the data and visualize interoperability gaps in accordance with the Interoperability Continuum framework.

The CASM tool is composed of two components: the Communication Assets Survey (CAS) and the Communication Assets Mapping (CAM) tool. The CAS component provides a means to enter, edit, and delete information about agencies, communication assets (such as radio systems, dispatch centers, mutual aid channels/systems, gateways and radio caches), and agency usage of those assets. The CAM component provides a means to display this information in a map-based interface and provides analysis tools for displaying agency-to-agency interoperability, including interoperability gaps, in various ways.

The CASM tool is web-based and requires the user to have an active internet connection in order to access both the CAS and CAM components. CAS is a website that may be accessed via any internet browser, such as Internet Explorer, Netscape Navigator, or Mozilla Firefox. CAM is a client application that must be downloaded, installed, and executed on the user's computer. A user must have internet access in order to operate CAM.

Authorization to view data for a particular urban area or State is controlled by the Connecticut DEMHS Region 3 Administrative Manager (AM); each user must have a user name and password in order to login.

The CASM AM POC is listed in the following below table:

Table 13. CASM AM POC Information

Name	Phone	Email
Mike Varney	860-622-2462	Michael.Varney@ct.gov
Keith Victor	860-523-2085	KVictor@westhartford.org

Appendix A Points of Contacts

A.1 Dispatch Centers

Table A - 1. Dispatch Center Points of Contact

Name	24/7 Contact	Organizations/Agencies Served
Avon Dispatch	860-677-9746	Avon Police, Fire
Berlin Dispatch	860-828-7080	Berlin Police, Berlin, East Berlin, Kensington, South Kensington Fire
Bloomfield Dispatch	860-242-5501	Bloomfield Police, Fire, EMS, Blue Hills Fire
Bristol Dispatch	860-584-7915	Bristol Police, Fire, EMS
Canton Dispatch	860-693-0221	Canton Police, Fire, EMS
Cromwell Dispatch	860-635-2256	Cromwell Police, Fire, EMS
East Hampton Dispatch	860-267-9922	East Hampton Police, Fire, EMS
East Hartford Dispatch	860-528-4401	East Hartford Police, Fire, EMS
East Windsor Dispatch	860-292-8240	East Windsor Police
Enfield Dispatch	860-763-6400	Enfield Police, Fire, EMS, Thompsonville, North Thompsonville, Hazardville, Shaker Pines Fire
Farmington Fire	860-675-2400	Farmington Police, Fire, EMS, Unionville, East Farms, Oakland Gardens, UCONN Fire
Glastonbury Dispatch	860-633-8301	Glastonbury Police, Fire, EMS
Granby Dispatch	860-844-5335	Granby Police, Fire, EMS, East Granby Police, Fire, EMS, Lost Acres Fire
Hartford Dispatch	860-527-6300	Hartford Police, Fire, EMS
Manchester Dispatch	860-647-5500	Manchester Police, Fire, EMS, 8th District Fire
Middletown Dispatch	860-347-6941	Middletown Police, Fire, EMS, South Fire District, Westfield Fire District, Portland Police, Fire, EMS
New Britain Dispatch	860-826-3000	New Britain Police, Fire, EMS
Newington Dispatch	860-666-8445	Newington Police, Fire, EMS
Plainville Dispatch	860-747-1616	Plainville Police, Fire, EMS
Rocky Hill Dispatch	860-258-7640	Rocky Hill Police, Fire, EMS
Simsbury Dispatch	860-658-1971	Simsbury Police, Fire, EMS

South Windsor Dispatch	860-644-2551	South Windsor Police, Fire, EMS
Southington Dispatch	860-621-1699	Southington Police, Fire, EMS
Suffield Dispatch	860-668-3870	Suffield Police, Fire, EMS
Tolland County Dispatch	860-875-2543	Andover, Bolton, Broadbrook, Crystal Lake, Ellington, Somers, Stafford, Tolland, Vernon, Warehouse Point, West Stafford Fire, EMS
Vernon Dispatch	860-872-9126	Vernon Police
West Hartford Dispatch	860-523-5203	West Hartford Police, Fire, EMS
Wethersfield Dispatch	860-721-2900	Wethersfield Police, Fire, EMS
Windsor Dispatch	860-688-5273	Windsor Police, Fire, EMS
Windsor Locks Dispatch	860-627-1461	Windsor Locks Police, Fire, EMS
CT State Police Trp C Tolland	860-896-3200	Ellington, Somers, Stafford, Tolland Police
CT State Police Trp H Hartford	860-534-1000	Regional Highways
CT State Police Trp K Colchester	860-537-7500	Andover, Bolton Police, East Haddam, Hebron, Marlborough Police, Fire, EMS
CT State Police Trp W Bradley International Airport	860-29-7400	Airport Police, Fire, EMS, CT National Guard Security Police Fire, EMS
Aetna Ambulance	860-247-6792	Regionwide EMS
AMR Ambulance	860-522-1612	Regionwide EMS
Ambulance Service Of Manchester	860-649-9015	Regionwide EMS
Hunters Ambulance	860-443-6334	Regionwide EMS

A.2 TIC Plan Working Group Contact Information

Table A - 2. TIC Plan Working Group Contact Information

Agency	Name	Position	Phone	Email
West Hartford	Keith Victor	ESF-2 Chairman	860-523-2085	KVictor@Westhartford.org
Farmington	Mike Boucher	ESF-2 Co-Chair	860-673-2806	Mboucher@bvfdct.net
East Hartford	Chris Marvin	ESF-2 Co-Chair	860-977-6165	Cmarvin167@aol.com

A.3 CREPC ESF-2 Member Information

Table A - 3. CREPC ESF-2 Contact Information

Name	Organization/Agency	Subcommittee(s)
David A. Scales	Wethersfield Police Department	9-15-11 TICP Workshop/Plan Update
Marc P. Rozyn	NC-CMED	9-15-11 TICP Workshop/Plan Update
Tony D'Onofrio	ESF-2/RID	9-15-11 TICP Workshop/Plan Update
Ken Maltese	ESF-2/RID	9-15-11 TICP Workshop/Plan Update
Jay McCaffrey	Avon Fire Dept/RID	9-15-11 TICP Workshop/Plan Update
Josh Levin	UCONN Fire Dept	9-15-11 TICP Workshop/Plan Update
Brian Peck	RESF-2 MCV Subcommittee	9-15-11 TICP Workshop/Plan Update
Chris Marvin	EHPD/RESF-2	9-15-11 TICP Workshop/Plan Update
John G. Gustafson	DESPP/DEMHS	9-15-11 TICP Workshop/Plan Update
George Carbonnell	Southington/Plainville Health District	9-15-11 TICP Workshop/Plan Update
Bill Austin	CRCOG	9-15-11 TICP Workshop/Plan Update
Bill Perkins	CRCOG	9-15-11 TICP Workshop/Plan Update
Carmine Centrella	CRCOG	9-15-11 TICP Workshop/Plan Update
Daniel R. Scace	CRCOG	9-15-11 TICP Workshop/Plan Update
John C. Blackmon	City of Hartford	9-15-11 TICP Workshop/Plan Update
John Meany	City of Hartford	9-15-11 TICP Workshop/Plan Update
Rick Peruta	Hartford County	9-15-11 TICP Workshop/Plan Update

Appendix B Shared Systems

B.1 Shared Systems Responsible Agency

This radio system is owned or managed by: Tolland County Mutual Aid Fire Service

Name: Tyler F. Millix
Title: Operations Director
Phone: 860-872-2421
24/7 Phone:
Email: tmillix@tollandcounty911.org

Number of Radios

No. of Mobile Radios on this System:	500
No. of Portable Radios on this System:	1000

System Type

Radio System Make:	Daniels/Tait
Trunked/Conventional/Both:	Conventional
Radio System Model:	
Radio System Frequency Band:	33 MHz / 450 MHz
P25 Compliancy:	None
Number of Channels:	50
Encryption Protocol:	None
Year Installed:	1980
Repeated/Simplex/Both:	Both
Analog/Digital/Both:	Analog
Wideband/Narrowband/Both:	Both
Voted:	Yes
Simulcast:	Yes

Service Area

Tolland County and vicinity

Participating Agencies

Agency Name	Primary / Secondary System	System Owner	No. of Mobiles / Portables	Agency Use Notes
Andover Fire/EMS	Primary	No		
Ashford Fire/EMS	Primary	No		
Bolton Fire	Primary	No		
Broad Brook Fire	Primary	No		East Windsor
Columbia Fire/EMS	Primary	No		
Crystal Lake Fire	Primary	No		Ellington
East Windsor EMS	Primary	No		East Windsor
Ellington Fire/EMS	Primary	No		
Mansfield Fire/EMS	Primary	No		
North Coventry Fire	Primary	No		Coventry
Somers Fire/EMS	Primary	No		
South Coventry Fire/EMS	Primary	No		Coventry
Stafford EMS	Primary	No		
Staffordville Fire	Primary	No		Stafford
Tolland Fire/EMS	Primary	No		
UCONN, Storrs	Secondary	No		Mansfield
Vernon Fire/EMS	Primary	No		
Warehouse Point Fire	Primary	No		East Windsor
West Stafford Fire	Primary	No		Stafford
Willington Fire/EMS	Primary	No		
Union Fire/EMS	Primary	No		

Tolland County Mutual Aid Fire Service Shared Channel Information

Channel Name	Analog / Digital	Wide / Narrow	Tx and Tone	Rx and Tone	Primary Use	Agencies Supported
TN 44	Analog	Wide	33.4400[179.9]	33.44000[179.9]	Operations	Tolland County
TN 78	Analog	Wide	33.7800[179.9]	33.7800[179.9]	Mobile	Tolland County
TN 80	Analog	Wide	33.8000[179.9]	33.8000[179.9]	Dispatch	Tolland County
TN 84	Analog	Wide	33.8400[179.9]	33.8400[179.9]	Operations	Tolland County
TN 86	Analog	Wide	33.8600[179.9]	33.8600[179.9]	Operations	Tolland County
TN 88	Analog	Wide	33.8800[179.9]	33.8800[179.9]	Rescue	Tolland County
TN 90	Analog	Wide	33.9000[179.9]	33.9000[179.9]	Mutual Aid	Eastern Connecticut
TN 94	Analog	Wide	33.9400[179.9]	33.9400[179.9]	Mutual Aid	Hartford County
TN 275	Analog	Narrow	458.2750[141.3]	453.2750[141.3]	Admin	Tolland County
TN 350	Analog	Narrow	458.3500[79.7]	453.3500[79.7]	Admin	Town of Tolland
TN 375	Analog	Narrow	458.3750[[141.3]	453.3750[141.3]	Admin	Tolland County
Bolton UHF	Analog	Narrow	469.8500[151.4]	464.8500[151.4]	Operations	Tolland County
Gates Hill UHF	Analog	Narrow	466.7000[173.8]	461.7000[173.8]	Operations	Tolland County
Mansfield UHF	Analog	Narrow	469.4750[151.4]	464.4750[151.4]	Operations	Tolland County

Pumpkin Hill UHF	Analog	Narrow	468.3750[151.4]	463.3750[151.4]	Operations	Tolland County
Coventry UHF	Analog	Narrow	466.2000[192.8]	461.2000[192.8]	Operations	Tolland County
Andover Tac	Analog	Narrow	453.0375{CSQ]	453.0375[82.5]	Tactical	Andover
Union Tac	Analog	Narrow	453.0375[CSQ]	453.0375[141.3]	Tactical	Union
Crystal Lake Tac	Analog	Narrow	453.0625[CSQ]	453.0625[107.2]	Tactical	Ellington
Broad Brook Tac	Analog	Narrow	453.0875[CSQ]	453.0875[107.2]	Tactical	East Windsor
Tolland Tac	Analog	Narrow	453.0875{CSQ]	453.0875[141.3]	Tactical	Town of Tolland
North Coventry Tac	Analog	Narrow	453.9375[CSQ]	453.9375[107.2]	Tactical	Coventry
Ashford Tac	Analog	Narrow	453.9375[CSQ]	453.9375[151.4]	Tactical	Ashford
Willington Co 1 Tac	Analog	Narrow	458.0375[CSQ]	458.0375[141.3]	Tactical	Willington
West Stafford Tac	Analog	Narrow	458.0375[CSQ]	458.0375[151.4]	Tactical	Stafford
Ellington EMS Tac	Analog	Narrow	458.0375[CSQ]	458.0375[107.2]	Tactical	Ellington
Ellington Tac	Analog	Narrow	458.0625[CSQ]	458.0625[141.3]	Tactical	Ellington
Stafford EMS Tac	Analog	Narrow	458.0625[CSQ]	458.0625[107.2]	Tactical	Stafford
Willington Tac	Analog	Narrow	458.0625[CSQ}	458.0625[107.2]	Tactical	Willington
South Coventry Tac	Analog	Narrow	458.0625{CSQ]	458.0625[85.4]	Tactical	Coventry
Vernon Tac	Analog	Narrow	458.0875[CSQ]	458.0875[141.3]	Tactical	Vernon
Columbia Tac	Analog	Narrow	458.0875[CSQ]	458.0875[107.2]	Tactical	Columbia
Fireground Blue	Analog	Narrow	458.4125[179.9]	458.4125[179.9]	Tactical	Tolland County
Mansfield Tac	Analog	Narrow	458.8625[CSQ]	458.8625[123.0]	Tactical	Mansfield
Bolton Tac	Analog	Narrow	458.8875[CSQ]	458.8875[141.3]	Tactical	Bolton
Warehouse Pt Tac	Analog	Narrow	458.8875[CSQ]	458.8875[131.8]	Tactical	East Windsor
Staffordville Tac	Analog	Narrow	458.9375[CSQ]	458.9375[107.2]	Tactical	Stafford
Somers Tac	Analog	Narrow	458.9375[CSQ]	458.9375[114.8]	Tactical	Somers
Fireground Red	Analog	Narrow	458.4125[179.9]	458.4125[179.9]	Tactical	Tolland County
Fireground Blue	Analog	Narrow	465.5875[179.9]	465.5875[179.0]	Tactical	Tolland County

Appendix C Inter-system Shared Channels

Detailed information on shared channels available for use within the region is listed in the following table to include shared channel name(s) and frequency/ details for each shared channel.

Region 3 Inter-system Shared Channels

Channel Name	Analog / Digital	Wide / Narrow	Tx and Tone	Rx and Tone	Frequency	Agencies Supported
8 CALL/8 TAC/ STOCKS	Analog	Wide	156.7	156.7	Command and Control	All agencies
UCALL/UTAC/ STOCKS	Analog	Narrow	156.7	156.7	UHF Mutual Aid	All agencies
VCALL/UTAC/ STOCKS	Analog	Narrow	156.7	156.7	VHF Mutual Aid	All agencies
STOCS	Analog	Narrow	156.7	156.7	Tactical	All agencies
CSPERN	Analog	Wide	156.7	156.7	Mutual Aid	Law Enforcement
CMED	Analog	Narrow	118.8	118.8	Medical Control	EMS
FIRE TACTICAL	Analog	Wide	167.9	167.9	Tactical	Fire Service
CRCOG COMMAND	Analog	Wide	D223	D223	Command	All agencies
HAZMAT	Analog	Narrow	167.9	167.9	HAZMAT	Fire Service
HARTTAC 1-4	Analog	Wide	114.8	114.8	Hartford Mutual Aid	Public Safety
RAFS 1-2	Analog	Wide	114.8	114.8	Mutual Aid	Law Enforcement
FIREGROUND RED (TC)	Analog	Narrow	179.9	179.9	Tactical	Fire Service
FIREGROUND BLUE (TC)	Analog	Narrow	179.9	179.9	Tactical	Fire Service
STATE MEDNET	Analog	Narrow	203.5	203.5	Medical	Medical Command
SWAT-1	Analog	Narrow	D025	D025	Tactical	Law Enforcement
SWAT-2	Analog	Narrow	D031	D031	Tactical	Law Enforcement
SWAT-3	Analog	Narrow	88.5	88.5	Tactical	Law Enforcement
SWAT-4	Analog	Narrow	100.0	100.0	Tactical	Law Enforcement
Truck Repeater 8	Analog	Narrow	D025	D025	Tactical	Law Enforcement
Truck Repeater 9	Analog	Narrow	D031	D031	Tactical	Law Enforcement
MED 9-10	Analog	Wide	118.8	118.8	Calling	EMS
MED TAC 11	Analog	Wide	118.8	118.8	Tactical	EMS
MED TAC 12	Analog	Wide	118.8	118.8	Tactical	EMS
MED TAC 13	Analog	Wide	118.8	118.8	Tactical	EMS
MED TAC 14	Analog	Wide	118.8	118.8	Tactical	EMS
7 NAT 01-03	Analog	Narrow	156.7	156.7	Mutual Aid	Public Safety
STATE FIRE	Analog	Wide	141.3	141.3	Mutual Aid	Fire Service
POLICE HOTLINE	Analog	Wide	136.5	136.5	Mutual Aid	Law Enforcement
REGION III EMA	Analog	Narrow	162.2	162.2	Mutual Aid	Emergency Management
WMLEC 1-2	Analog	Narrow	206.5	206.5	MA Mutual Aid	Public Safety

Channel Name	Analog / Digital	Wide / Narrow	Tx and Tone	Rx and Tone	Frequency	Agencies Supported
INTERCITY UHF	Analog	Narrow	167.9	167.9	UHF Mutual Aid	Public Safety
INTERCITY VHF	Analog	Narrow	107.2	107.2	VHF Mutual Aid	Public Safety
INTERCITY 800	Analog	Wide	167.9	167.9	800 Mutual Aid	Public Safety
TASK FORCE	Analog	Narrow	131.8	131.8	Mutual Aid	Fire Service

Appendix D Gateways

Detailed information on gateways available for use within the region is listed in subsequent pages of Appendix D. The table below lists the owning or managing agency, gateway name(s), make/model and whether the device is fixed or mobile.

Region 3 Gateway Systems

Gateway Name	Owning Agency	Make / Model	Fixed / Mobile	No. of Simultaneous Nets	No. of Ports
Avon Dispatch	Avon Police	Orbacom Systems TDM 25	Console Patch	7	
Berlin Dispatch	Berlin Police	Motorola CENTRACOM Elite	Console Patch	3	
Bloomfield Dispatch	Town of Bloomfield	Motorola CENTRACOM Gold Series	Console Patch	8	
Bristol Dispatch	City of Bristol	Motorola MCC 5500	Console Patch	8	
Bristol CP-17	City of Bristol	NCS250	Mobile	3	4
Canton Dispatch	Canton Police	Motorola CENTRACOM Elite	Console Patch	4	
CREPC RICS Dispatch	Capitol Region Council Of Governments	Motorola MCC 5500	Console Patch	6	
Cromwell Town Dispatch	Cromwell Police	Motorola CENTRACOM Gold Series	Console Patch	4	
Manchester Fire Car 2	Town of Manchester Fire Dept	NCS 250	Mobile	3	4
East Hampton Police Dispatch	East Hampton Police	Motorola Command Star Lite	Console Patch	2	
East Hartford Dispatch	East Hartford Police	Motorola CENTRACOM II	Console Patch	4	
East Windsor Town Dispatch	Town of East Windsor	Orbacom Systems TDM 25	Console Patch	4	
Enfield Control	Town of Enfield	Motorola MCC 7500	Console Patch	6	
Enfield CP-4	Enfield Police	NCS 250	Mobile	8	8
Farmington Dispatch	Farmington Police	Motorola CENTRACOM Gold Series	Console Patch	3	
Glastonbury Dispatch	Glastonbury Police	Motorola MCC 5500	Console Patch	7	

Gateway Name	Owning Agency	Make / Model	Fixed / Mobile	No. of Simultaneous Nets	No. of Ports
Granby Dispatch	Granby Police	Orbacom Systems TDM 25	Console Patch	4	
Hartford Dispatch	City of Hartford	M/A-COM C3 Maestro	Console Patch	19	
Manchester 911	Manchester Police	Motorola CENTRACOM Gold Series	Console Patch	6	
Manchester Fire Unit 8	Manchester 8th Fire	Motorola RICK	Mobile	2	2
Middletown Central Communications	City of Middletown	Zetron 4600 Series	Console Patch	2	
New Britain ERS	City of New Britain	Motorola	Console Patch	6	
Newington CP-8	Town of Newington	NCS 250	Mobile	3	4
Newington Dispatch	Town of Newington	Motorola MCC 7500	Console Patch	8	
North Central CMED	North Central CMED	Motorola MCC 5500	Console Patch	10	
Plainville Dispatch	Plainville Police	Motorola CENTRACOM II	Console Patch	3	
Rocky Hill Dispatch	Rocky Hill Police	Motorola CENTRACOM Gold Series	Console Patch	5	
Simsbury ERS	Simsbury Police	Motorola CENTRACOM Elite	Console Patch	5	
Simsbury Fire S-17	Simsbury Fire District	NCS 250	Mobile	3	4
South Windsor CP-12	South Windsor Police	NCS 250	Mobile	3	4
South Windsor Dispatch	South Windsor Police	Motorola CENTRACOM II	Console Patch	6	
South Windsor Fire Command	South Windsor Fire	NCS 250	Console Patch	3	4
Southington Police	Southington	RIOS	Mobile		
Southington Dispatch	Town of Southington	Motorola CENTRACOM Gold Series	Console Patch	6	
STOCS	East Hartford	NCS 250	Mobile	3	4
STOCS	West Hartford HAZMAT	NCS 250	Mobile	3	4
STOCS	Tolland County Mutual Aid	NCS 250	Mobile	3	4
STOCS	Berlin	NCS 250	Mobile	3	4
STOCS	Canton	NCS 250	Mobile	3	4

Gateway Name	Owning Agency	Make / Model	Fixed / Mobile	No. of Simultaneous Nets	No. of Ports
STOCS	Ellington	NCS 250	Mobile	3	4
STOCS	Enfield	NCS 250	Mobile	3	4
STOCS	Farmington	NCS 250	Mobile	3	4
STOCS	Granby	NCS 250	Mobile	3	4
STOCS	DOT BDL	NCS 250	Mobile	3	4
STOCS	Wethersfield	NCS 250	Mobile	3	4
STOCS	Windsor	NCS 250	Mobile	3	4
STOCS	South Windsor	NCS 250	Mobile	3	4
STOCS	Rocky Hill	NCS 250	Mobile	3	4
STOCS	Middletown	NCS 250	Mobile	3	4
STOCS	Glastonbury	NCS 250	Mobile	3	4
STOCS	Bolton	NCS 250	Mobile	3	4
STOCS	Simsbury	NCS 250	Mobile	3	4
STOCS	IMT 3 Bloomfield	NCS 250	Mobile	3	4
STOCS	UCONN Health Center, Farmington	NCS 250	Mobile	3	4
STOCS	Marlborough	NCS 250	Mobile	3	4
CRCOPA Unit 1	Capitol Region Chiefs of Police	Gatronics	Mobile		
CRCOPA Unit 2	Capitol Region Chiefs of Police	Gatronics	Mobile		
Suffield Police Dispatch	Suffield Police	Motorola CENTRACOM Elite	Console Patch	5	
Tolland County Dispatch (Station TN)	Tolland County Fire Mutual Aid Service	Orbacom Systems TDM Series CRT	Console Patch	10	
Troop W Dispatch	Bradley International Airport	Motorola MCC 5500	Console Patch	4	
Vernon Police Dispatch	Vernon Police	Orbacom Systems TDM Series CRT	Console Patch	2	
West Hartford HAZMAT	West Hartford Fire	NCS 250	Mobile	3	4
West Hartford ERC	Town of West Hartford	Motorola CENTRACOM Gold Series	Console Patch	12	
Wethersfield Dispatch	Town of Wethersfield	Motorola CENTRACOM Elite	Console Patch	5	
Windsor Dispatch	Town of Windsor	Motorola MCC 5500	Console Patch	6	
Windsor Locks Dispatch	Windsor Locks Police	Motorola MCC 5500	Console Patch	6	

Gateway Name	Owning Agency	Make / Model	Fixed / Mobile	No. of Simultaneous Nets	No. of Ports
Windsor Locks Fire Car 1	Windsor Locks Fire	Motorola RICK	Mobile	2	2
Windsor Locks Fire Engine 2	Windsor Locks Fire	Motorola RICK	Mobile	2	2
Windsor Locks Fire Engine 6	Windsor Locks Fire	Motorola RICK	Mobile	2	2
Windsor Locks Fire Rescue 4	Windsor Locks Fire	Motorola RICK	Mobile	2	2
Windsor Locks Fire Utility	Windsor Locks Fire	Motorola RICK	Mobile	2	2

Appendix E Mobile Communications Vehicles

Detailed information on mobile communications vehicle (MCV) (also known as a Mobile Communications Center (MSS) or Mobile EOC) available within the region is listed in subsequent pages Appendix F.

Region 3 Mobile Communications Vehicles

Vehicle ID/Designator	FEMA Type	Owning Agency	Deployment Area
CP-4	Type II	Enfield Police/Fire	Region 3
CP-8	Type I	Newington Police/Fire	Region 3
CP-12	Type I	South Windsor Police	Region 3
CP-17	Type II	Bristol Police/Fire	Region 3
CRCOPA Unit 1	Type III	Capitol Region Chiefs of Police	Region 3
CRCOPA Unit 1	Type III	Capitol Region Chiefs of Police	Region 3
HARTFORD CP-64 *	Type I	Hartford Police	Region 3
SOUTHINGTON Fire *	Type I	Southington Police	Region 3

*Not considered a regional asset but may be available as a mutual aid resource.

E.1 CP-4 Enfield Mobile Communications Vehicle

Equipment Location

This Mobile Communication Vehicle equipment is stored 239 Elm St, Enfield, CT.

Responsible Agency

This Mobile Communication Vehicle is owned or managed by:

Name: Steve Hall
Title: Dispatch Supervisor
Phone:
24/7 Phone: 860-763-6400
Email:

Deployment Area

This Mobile Communication Vehicle is available for deployment throughout Region 3.

Vehicle ID/Designator:	CP-4
Owning Agency	Enfield Police/Fire
Type/Make/Model:	1997 Isuzu Chassis/Homebuilt
Quantity:	1
Primary Deployment Method (Other)	Self-Contained
Deployment Method	Self-propelled
MCV Storage Address	239 Elm St Enfield, CT
Latitude	
Longitude	
Year Activated	2008
FEMA Type	Type IV
Activation Method	Contact Enfield Dispatch
General Comments	
Time to Setup	10 minutes
Chassis Size	medium
Capability to Extend a Regional LMR System	Yes
Dispatch Capability	Yes
Number of Dispatch Consoles	2
SATCOM Capability	No
SATCOM Type	N/A
Number of Phone/Data Lines	4
Microwave Connectivity Capability	No
PBX Capability	Yes
Cellular PBX	Yes
Capability FAX Capability	Yes
Computer Server Capability	Yes
LAN Capability	Yes
Number of Workstations	3
Conference	No
Internet Access	Yes
Network Access Speed in KBPS	[#]
Video Teleconference Capability	No
On Scene Video Monitoring Capability	Yes
Self-contained Power Supply Capacity (Watts)	7.5 Kw

TV Reception Capability	Yes
Expandable Mast	No

E.2 CP-8 Newington Mobile Communications Vehicle

Equipment Location

This Mobile Communication Vehicle equipment is stored 190 Richard St, Newington, CT.

Responsible Agency

This Mobile Communication Vehicle is owned or managed by:

Name: Chris Schroeder
Title: Fire Chief
Phone:
24/7 Phone: 860-666-8445
Email: cschroeder@newingtonct.gov

Deployment Area

This Mobile Communication Vehicle is available for deployment throughout Region 3.

Vehicle ID/Designator:	CP-8
Owning Agency	Newington Police/Fire
Type/Make/Model:	1997
Quantity:	1
Primary Deployment Method (Other)	Self-Contained
Deployment Method	Self-propelled
MCV Storage Address	190 Richard Street (Fire Station 2), Newington, CT
Latitude	
Longitude	
Year Activated	1998
FEMA Type	Type II

Activation Method	Contact Newington Dispatch
General Comments	
Time to Setup	10 minutes
Chassis Size	37 ft
Capability to Extend a Regional LMR System	Yes
Dispatch Capability	Yes
Number of Dispatch Consoles	6
SATCOM Capability	No
SATCOM Type	N/A
Number of Phone/Data Lines	8
Microwave Connectivity Capability	No
PBX Capability	Yes
Cellular PBX	Yes
Capability FAX Capability	Yes
Computer Server Capability	Yes
LAN Capability	Yes
Number of Workstations	6
Conference	Yes
Internet Access	Yes
Network Access Speed in KBPS	[#]
Video Teleconference Capability	No
On Scene Video Monitoring Capability	Yes
Self-contained Power Supply Capacity (Watts)	15 Kw
TV Reception Capability	Yes
Expandable Mast	Yes

E.3 CP-12 South Windsor Mobile Communications Vehicle

Equipment Location

This Mobile Communication Vehicle equipment is stored 151 Sand Hill Rd, South Windsor, CT.

Responsible Agency

This Mobile Communication Vehicle is owned or managed by:

Name: Timothy Edwards
Title: Lieutenant
Phone:
24/7 Phone: 860-644-2551
Email:

Deployment Area

This Mobile Communication Vehicle is available for deployment throughout Region 3.

Vehicle ID/Designator:	CP-12
Owning Agency	South Windsor Police
Type/Make/Model:	2012 Ford F53 Super Duty
Quantity:	1
Primary Deployment Method (Other)	Self-Contained
Deployment Method	Self-propelled
MCV Storage Address	82 West Rd., South Windsor, CT
Latitude	
Longitude	
Year Activated	2012

FEMA Type	Type I
Activation Method	Contact South Windsor Dispatch
General Comments	
Time to Setup	20 minutes
Chassis Size	38 ft
Capability to Extend a Regional LMR System	Yes
Dispatch Capability	Yes
Number of Dispatch Consoles	2
SATCOM Capability	Yes
SATCOM Type	Telephone
Number of Phone/Data Lines	3
Microwave Connectivity Capability	No
PBX Capability	Yes
Cellular PBX	Yes
Capability FAX Capability	Yes
Computer Server Capability	Yes
LAN Capability	Yes
Number of Workstations	2
Conference	Yes
Internet Access	Yes
Network Access Speed in KBPS	3G
Video Teleconference Capability	No
On Scene Video Monitoring Capability	Yes
Self-contained Power Supply Capacity (Watts)	12.5 Kw
TV Reception Capability	Yes
Expandable Mast	Yes

E.4 CP-17 Bristol Mobile Communications Vehicle

Equipment Location

This Mobile Communication Vehicle equipment is stored Eng. Co. 2 Hill Rd and Matthews St, Bristol, CT.

Responsible Agency

This Mobile Communication Vehicle is owned or managed by:

Name: James Blaschke
Title: Fire Captain
Phone:
24/7 Phone: 860-584-7915
Email:

Deployment Area

This Mobile Communication Vehicle is available for deployment throughout Region 3.

Vehicle ID/Designator:	CP-17
Owning Agency	Bristol Police/Fire
Type/Make/Model:	2008
Quantity:	1
Primary Deployment Method (Other)	Self-Contained
Deployment Method	Self-propelled
MCV Storage Address	Eng. Co2 Hill Rd and Matthews St, Bristol
Latitude	
Longitude	
Year Activated	20078

FEMA Type	Type IV
Activation Method	Contact Bristol Dispatch
General Comments	
Time to Setup	10 minutes
Chassis Size	28 ft
Capability to Extend a Regional LMR System	Yes
Dispatch Capability	Yes
Number of Dispatch Consoles	2
SATCOM Capability	No
SATCOM Type	N/A
Number of Phone/Data Lines	4
Microwave Connectivity Capability	No
PBX Capability	Yes
Cellular PBX	Yes
Capability FAX Capability	Yes
Computer Server Capability	Yes
LAN Capability	Yes
Number of Workstations	2
Conference	Yes
Internet Access	Yes
Network Access Speed in KBPS	[#]
Video Teleconference Capability	No
On Scene Video Monitoring Capability	No
Self-contained Power Supply Capacity (Watts)	7.5 Kw
TV Reception Capability	Yes
Expandable Mast	Yes

Appendix F Policy Documents, Governing Documents, MOUs, and Agreements

Note: Reference any policy document(s), governing document(s), MOU(s) and agreement(s) by a link to a website if available.

F.1 Capitol Region Emergency Planning Council Interoperability Channel Plan MOU

This MOU establishes permissions and guidelines for the use of the interoperability or mutual aid radio channels.

MEMORANDUM OF UNDERSTANDING

Capitol Region Emergency Planning Council Interoperability Channel Plan

Original issue July 30, 2003

Capitol Region Emergency Planning Council (CREPC)

And

Name of Organization

_____

(Federal Agency, State or Local Jurisdiction, Emergency Organization)

Purpose

This Memorandum of Understand (MOU) establishes permissions and guidelines for the use of the interoperability or mutual aid radio channels by

- Local government jurisdiction and their associated emergency response agencies.
- State agencies in Connecticut and their associated emergency response organizations.
- Federal agency local unit in Connecticut and associated emergency response organizations.
- Private sector emergency response organizations license or otherwise entitled to operate in the Public Safety Pool as defined in Part 90 of the FCC Rules (47CFR subpart B paragraphs 90.15-90.20)

It imposes certain protocols, procedures, and obligations upon jurisdictions hereby authorized to use both CREPC/CRCOG licensed radio channels held by the Capitol Region Council of Governments Emergency Planning Council.

FCC Radio station licenses: **WPXD 997, WNNU 947, WPPE 860, WPYE 954, WQGN 728, WQJM 332**

Authority

This MOU satisfies Federal Communications Commission Part 90 rules for extending license privileges to

Others by agreement

Federal agencies are permitted access to interoperability channels as authorized by 47 CRR 2.102 © & 2.103

And Part 7.12 of the NTIA Manual. Federal agencies may execute this MOU and shall adhere to the attached

Guidelines.

Applicability

This MOU authorizes the use of certain radio frequencies by emergency response organizations as defined by Department of Homeland Security and Emergency Management. Generally, this includes organizations in the Following governmental disciplines:

Emergency Management	**Public Safety Communications**
Law Enforcement	**Public Health**
Fire Service	**Health Care**
Emergency Medical Services	**Hazardous Materials**
Public Works / Transportation	**Governmental Administration**

This MOU authorizes use of

859/814.3875 MHz	**Conventional Repeater**	**PL 167.9**	**WPXD 997**
154.265/159.795 MHz	**Conventional Repeater**	**PL 107.2**	**WNNU 947**
153.9350 MHz	**Conventional**	**PL 162.2**	**WNNU 947**
452/457.1375 MHz	**Conventional Repeater**	**PL 167.9**	**WQGN 728**
454.0000 MHz	**Conventional**	**PL 167.9**	**WQGN 728**
459.0000 MHz	**Conventional**	**PL 167.9**	**WQGN 728**
154.5850 MHz	**Conventional**	**PL 94.8**	**WQGN 728**
458.6875 MHz	**Conventional**	**PL 167.9**	**WPPE 860**
769/799.05625 MHz	**Conventional**	**PL 156.7**	**WQJM 332**
769/799.06875 MHz	**Conventional**	**PL 156.7**	**WQJM 332**
774/804.99375 MHz	**Conventional**	**PL 156.7**	**WQJM 332**
855/810.9875 MHz	**Conventional Repeater**	**PL 156.7**	**WPYE 954**

Keith B. Victor, Chairman
ESF-2 Communications
CRCOG/CREPC

F.2 Technician's Guidelines for Configuring Radio Equipment

CHANNEL SPECIFICATIONS AND NONEMCLATURE:

CTCSS is found on both the transmitter and receiver of the radio for portables and mobiles on both narrow and wideband frequencies. If a command van is used, or a base (control) station is used for regional reception it is highly recommended that the CTCSS is programmed in.

Freq: TX/RX	CTCSS Tone	Name	Bandwidth
153.9350	162.2	**Area III Emergency Management**	Narrow
154.2650/159.7950	107.2	**VHF Intercity**	Narrow
154.5850	94.8	**VHF Hazmat**	Narrow
452/457.1375	167.9	**UHF Intercity**	Narrow
453/458.2125	156.7	**UHF CALL 40**	Narrow
454.0000	167.9	**UHF Hazmat**	Narrow
459.0000	167.9	**Avon Intercity**	Narrow
458.6875	167.9	**Bradley Intercity**	Narrow
769/799.05625	156.7	**7 NAT 01**	Narrow
769/799.06875	156.7	**7 NAT 02**	Narrow
774/804.99375	156.7	**7 NAT 03**	Narrow
857.2625	167.9	**Fire Tactical**	Wide
857/812.9625	D223	**CRCOG Command**	Wide
859/814.3875	167.9	**800 MHz Intercity**	Wide

CHANNEL GUIDE:

Because most popular radios are multi-channel, it is recommended that a channel guide be available to the operators. A laminated card, label, or engraved plate should be available on the front of the radio case, or on the radio's holster. Mobile radios should have a similar guide in plain view near the radio.

Mobile and portable radios with alpha-numeric displays my not require any type of placard, car, or label unless special instructions are desired.

MOBILE RADIO ANTENNAS:

Glass mounted antennas: There are various manufactures that make on-the-glass antennas for all bands. Many do not perform to public-safety-grade standards. This leads to poor reception, decreased transmit power, interference to other mobile radios, poor ground, and other problems. These antennas, if used at all, should be used with a high degree of caution.

Mounting positions of permanent antennas: Antennas mounted on the body of a vehicle should be as high as possible, and as centered as possible for best performance.

Mobiles that require more than one radio antennas should consider antenna spacing based on 1/8-wavelentgh null. This helps to reduce in-band and cross-band interference between radios.

MOBILE RADIO POWER SETTINGS:

It is recommended that mobile radios be programmed or adjusted with the power setting not to exceed 5 watts on STOCS or tactical (Fire ground) channels. High power settings should not exceed 25 watts on UHF, 45 watts on VHF, and 35 watts on 800 MHz.

Power should be programmed or adjusted using good engineering practices with trained personnel using professional grade test equipment such as dummy loads, service monitors, and watt meters.

CONCLUSION:

This guideline should be useful radio technicians, or those who are competent in the use of radio programming software, in properly setting up mobile and portable radios to ensure CREPC interoperability. It is hoped that technicians can use this guideline to counsel the users so that optimal radio performance is achieved.

F.3 Intercity SOP

INTERCITY MUTUAL AID S.O.P.'S

INTRODUCTION:

The Capitol Region Council of Governments (CRCOG) and all Region 3 public safety agencies recognize the need for interagency communication, interoperability, and cooperation. Region 3/CRCOG police, fire response, and Emergency Medical Services (EMS) have well-established interoperability capabilities and mutual aid agreements in place. While these plans and agreements formally extend beyond jurisdictions, they tend to remain intra-discipline in practice. Today's public safety realities highlight the need for agencies to work together to establish communications interoperability and mutual aid plans-not only across traditional jurisdictional boundaries-but across disciplines as well.

To remedy the lack of ability to communicate among disciplines the Region 3 public safety agencies have worked cooperatively to develop and intra-jurisdictional interoperability solution. This solution establishes dedicated radio channels with procedures that are accessible on communication equipment used by key public service official, public safety officials, and public/private service executives.

PURPOSE:

The principal objective of the Intercity Mutual Aid channel is to provide key decision makers from various agencies a real-time means of direct voice communications. Not only will this enhance the efficiency of a multi-agency response, it will save lives by quickly disseminating critical information to participating emergency responder agencies at the scene of a significant incident anywhere in the region.

The purpose of this SOP is to delineate the authority, roles, and procedures for regional agency supervisory personnel to use Intercity Mutual Aid channel. This SOP also recognizes a number of interoperable communications alternatives to the Intercity Mutual Aid channel, which allow the Region 3 public safety and public service personnel to communicate during critical incidents.

SCOPE:

The scope of this SOP includes all Region 3 public safety agencies including all police, fire, EMS, and public service agencies. These agencies have worked cooperatively to develop the Intercity Mutual Aid channel and standard operating

procedures, which will be used at the agency command level during critical incidents or at the discretion of the mayor or chief elected official. In the future, other agencies may enter into a Memorandum of Understanding (MOU) with Region 3 for the use of the channel and will agree to operate according to the procedures outlined in this document.

CHANNEL PATCHING AND MONITORING:

The Intercity Mutual Aid channel consists of a dedicated VHF, UHF and 800 MHz repeaters patched together. These cross-bands are located at Avon Mountain, Sunset Ridge in East Hartford, and Hamilton Sundstrand in Windsor Locks. This patch network permits users operating on any of the three radio bands to communicate directly with other Intercity Mutual Aid channel users. These continuous patches alleviate the need to set up during an actual incident. Should any of the three patches become separated they would still serve as a valuable interoperability resource. While VHF, UHF or 800 MHz users lose the ability to communicate directly with each other, they still will be able to communicate with others operating within the same radio band.

VHF: 154.2650/159.7950 MHz (N) PL 107.2

UHF: 452.1375/457.1375 MHz (N) PL 167.9

800: 859.3875/814.3875 MHz PL 167.9

FCC Call sign: WNNU 947: WQGN 728, WPXD 997

CHANNEL MONITORING

All agencies' dispatch/radio communications centers will monitor the Intercity Mutual Aid channel. Once it is activated, all dispatch/radio communications center will be required to monitor the channel on a priority basis until its use is discontinued.

PLAIN LANGUAGE:

Plain language is to be used when communicating on the Intercity Mutual Aid channel. When necessary, the phonetic alphabet may be used to communicate over this channel.

INCIDENT COMMAND SYSTEM (ICS)

Each agency will use ICS as an operational guide at incidents where the Intercity Mutual Aid channel is activated.

EMERGENCY INFORMATION TRAMISSION:

Once the Intercity Mutual Aid channel is activated, information that poses and imminent danger condition should be communicated between dispatch/radio communications centers. The receiving dispatch/radio communications center is required to acknowledge receipt of this emergency information. Additionally, each agency is responsible for disseminating this information to its respective personnel.

In the case of an imminent danger condition where the Intercity Mutual Aid channel cannot be activated for reasons beyond operational control, agencies operating at the scene will be notified of the situation as quickly as possible. Some options for this notification are to use a computer-aided dispatch (CAD) center, telephone, or emergency hotline.

LIMITED ACTIVATION:

Limited activation is appropriate when an incident can be resolved by the resources of public safety or public service agencies. During these incidents, public safety or public service agencies can use the Intercity Mutual Aid channel.

FULL ACTIVATION:

Full activation is appropriate when an incident requires the activation of the Regional Coordinating Center (RCC) as ordered by the chief elected official, the emergency management director, and/or and ESF-5 Duty Officer. During a large-scale incident, previously defined procedures will be on the Intercity Mutual Aid channel until the RCC is fully staffed. Agency heads will be able to speak to each other for acquisition of resources. Once the RCC is fully staffed, the ESF-2 officer, or his designee, at the RCC will be the primary source for acquisition of resources. At this point, the Intercity Mutual Aid channel's function will be shift to unified command, incident mitigation, and personnel safety.

INTERCITY MUTUAL AID CHANNEL ACTIVATION:

Use of the Intercity Mutual Aid channel may be requested whenever an agency's incident commander (IC), the highest-ranking officer of the controlling agency, determines the need to communicate directly with other agency representatives who have access to the channel. Each agency has the right to use the channel as necessary for public safety and availability of necessary resources. It is important to note that the use of the channel is not intended to replace the establishment of an on-scene unified command post among responding agencies. The Intercity Mutual Aid channel is intended to assist communications until a command post can be established or to speak with an agency representative not yet on the scene.

TRANSFER OF CONTROL:

The IC, identifying the need for interoperable communications, will contact his/her respective dispatch/radio communications center. The IC will request that specific agencies switch their radio to the Intercity Mutual Aid channel. The dispatch/radio communications centers of the agency, after verifying that the channel is clear to use, that initiates use of the interoperability channel has the responsibility to notify all other required agencies by radio or telephone in accordance with the procedures outline in this SOP. The dispatch/radio communications center can become the lead dispatch/radio communications center with Control # 2, at Hamilton Sundstrand as backup.

The designation of the lead dispatch/radio communications center may be changed as the lead agency requires or requests.

If the IC is transferred, the new IC will notify his/her respective dispatch/radio communications center by radio or telephone that he or she is the new IC for the agency. That dispatch/radio communications center will then become the lead dispatch/radio communications center for the Intercity Mutual Aid channel.

ESTABLISHING COMMAND CONTROL:

Each agency participating in the Intercity Mutual Aid channel will follow its own internal notification procedures for establishing command and control. The chief elected official, police chief, fire chief, EMS chief, and the emergency management agency (EMS) director or their designees are authorized to activate the Intercity Mutual Aid channel.

DEACTIVATION:

At such time that communications on the Intercity Mutual Aid channel is no longer required, the IC of the lead agency will notify his/her respective dispatch/radio communications center to discontinue active use of the Intercity Mutual Aid channel, and normal monitoring will resume. The lead dispatch/radio communications center after notifying all emergency personnel using the channel that the use of the channel is being terminated, will then notify all participating dispatch/radio communications centers that the Intercity Mutual Aid channel is no longer in use.

TRAINING:

Participating agencies will be responsible for ensuring that their personnel are familiar with this SOP and are properly trained in accordance with the guiding principles.

TESTING REQUIREMENTS:

During standardized testing, the testing agency will communicate with participating public safety and public service agencies on the Intercity Mutual Aid channel.

There will be two different phases of radio testing:

1. *COMMUNICATIONS CENTER TESTING*:

This semi-weekly test of the Intercity Mutual Aid channel Wednesday @ 1900 hours and Sunday @ 1200 hours will be done between the public safety and public service dispatch/radio communications centers by the Regional Integrated Communications Center at CCSU on Sunday, and Hamilton Control Center on Wednesday. The agency radio technician will monitor the three radio bands during the testing.

2. *OPERATIONAL TESTING*:

Each agency will decide when testing should take place. All agency heads or designated representatives with radios pre-set with the Intercity Mutual Aid channel will participate in this testing. During this test, the technical support will be checking the accuracy and performance of the various sites.

RESPONSIBIITY:

It will be the responsibility of agency heads to ensure that these SOPs are followed when necessary.

It will be the responsibility of all communication personnel to be familiar with and comply with these SOPs.

Dated May 8, 2008

F.4 National 700 MHz Itinerant Channels

NATIONWIDE 700 MHZ ITINERANT S.O.P.'S

INTRODUCTION:

The Capitol Region Council of Governments (CRCOG) and all Region 3 public safety agencies recognize the need for interagency communication, interoperability, and cooperation. Region 3/CRCOG police, fire response, and Emergency Medical Services (EMS) have well-established interoperability capabilities and mutual aid agreements in place. While these plans and agreements formally extend beyond jurisdictions, they tend to remain intra-discipline in practice. Today's public safety realities highlight the need for agencies to work together to establish communications interoperability and mutual aid plans-not only across traditional jurisdictional boundaries-but across disciplines as well.

To remedy the lack of ability to communicate among disciplines the Region 3 public safety agencies have worked cooperatively to develop and intra-jurisdictional interoperability solution. This solution establishes dedicated radio channels with procedures that are accessible on communication equipment used by key public service official, public safety officials, and public/private service executives.

PURPOSE:

The principal objective of the Nationwide 700 MHz itinerant channels is to provide key decision makers from various agencies a real-time means of direct voice communications. Not only will this enhance the efficiency of a multi-agency response, it will save lives by quickly disseminating critical information to participating emergency responder agencies at the scene of a significant incident anywhere in the region. This will also assist when those communities in the 821 MHz reband with the new equipment can start to install and utilize these channels after February 2009.

The purpose of this SOP is to delineate the authority, roles, and procedures for regional agency supervisory personnel to use Nationwide 700 MHz channels, which allow the Region 3 public safety and public service personnel to communicate during critical incidents.

SCOPE:

The scope of this SOP includes all Region 3 public safety agencies including all police, fire, EMS, and public service agencies. These agencies have worked cooperatively to develop the Nationwide 700 MHz itinerant channels and standard operating procedures, which will be used at the agency command level during critical incidents or at the discretion of the mayor or chief elected official. In the future, other agencies may enter into a Memorandum of Understanding (MOU) with Region 3 for the use of the channel and will agree to operate according to the procedures outlined in this document.

CHANNEL AND IDENTIFIERS:

The Nationwide 700 MHz itinerant channels consist of three (3) dedicated 700 MHz radio pairs for **on scene analog** radio communications. These radio channels are narrow band (12.5 KHz) and shall be in the analog mode and have a two (2) watt power restriction:

7-NAT-01D:	**769.05625 MHz**	**PL 156.7**
7-NAT-02D:	**769.06875 MHz**	**PL 156.7**
7-NAT-03D:	**774.99375 MHz**	**PL 156.7**

NOTE: These should be used in the direct (talk around mode for on scene purposes and will be programmed so that this is possible.

FCC Radio License: WQJM 332

PLAIN LANGUAGE:

Plain language is to be used when communicating on the Nationwide 700 MHz itinerant channels. When necessary, the phonetic alphabet may be used to communicate over this channel.

INCIDENT COMMAND SYSTEM (ICS)

Each agency will use ICS as an operational guide at incidents where the Nationwide 700 MHz itinerant channels are activated.

NATIONWIDE 700 MHZ ITINERANT CHANNEL ACTIVATION:

Use of the Nationwide 700 MHz itinerant channels may be requested whenever an agency's incident commander (IC), the highest-ranking officer of the controlling agency, determines the need to communicate directly with other agency representatives who have access to the channel. Each agency has the right to use the channel as necessary for public safety and availability of necessary resources. It is important to note that the use of the channel is not intended to replace the

establishment of an on-scene unified command post among responding agencies.

TRANSFER OF CONTROL:

The IC, identifying the need for interoperable communications, will contact his/her respective dispatch/radio communications center. The IC will request that specific agencies switch their radio to the Nationwide 700 MHz itinerant channels. The RICS communications center, after verifying that the channel is clear to use, that initiates use of the interoperability channel has the responsibility to notify all other required agencies by radio or telephone in accordance with the procedures outline in this SOP.

The designation of the RICS/RCC may be changed as the lead agency requires or requests.

If the IC is transferred, the new IC will notify his/her RICS/RCC by radio or telephone that he or she is the new IC for the agency.

ESTABLISHING COMMAND CONTROL:

Each agency participating in the Nationwide 700 MHz itinerant channels will follow its own internal notification procedures for establishing command and control. The chief elected official, police chief, fire chief, EMS chief, and the emergency management agency (EMS) director or their designees are authorized to activate the use of the Nationwide 700 MHz itinerant channels.

DEACTIVATION:

At such time that communications on the Nationwide 700 MHz Itinerant channels are no longer required, the IC of the lead agency will notify RICS to discontinue active use of the Nationwide 700 MHz itinerant channels, and normal monitoring will resume. RICS and/or the RCC after notifying all emergency personnel using the channel that the use of the channel is being terminated, will then notify all participating dispatch/radio communications centers that the Nationwide 700 MHz itinerant channels are no longer in use.

TRAINING:

Participating agencies will be responsible for ensuring that their personnel are familiar with this SOP and are properly trained in accordance with the guiding principles.

RESPONSIBIITY:

It will be the responsibility of agency heads to ensure that these SOPs are followed when necessary.

It will be the responsibility of all communication personnel to be familiar with and comply with these SOPs.

Dated: October 31, 2008

F.5 HARTTAC System (City of Hartford)

HARTTAC RADIO S.O.P's

INTRODUCTION:

The City of Hartford and all area public safety agencies recognize the need for interagency communication, interoperability, and cooperation. The City of Hartford police, fire response, and Emergency Medical Services (EMS) have well-established interoperability capabilities and mutual aid agreements in place. While these plans and agreements formally extend beyond jurisdictions, they tend to remain intra-discipline in practice. Today's public safety realities highlight the need for agencies to work together to establish communications interoperability and mutual aid plans-not only across traditional jurisdictional boundaries-but across disciplines as well.

To remedy the lack of ability to communicate among disciplines the City of Hartford public safety agencies, and surrounding communities, as well as CREPC public safety agencies, have worked cooperatively to develop and intra-jurisdictional interoperability solution. This solution establishes dedicated radio channels with procedures that are accessible on communication equipment used by key public service official, public safety officials, and public/private service executives.

PURPOSE:

The principal objective of the HARTTAC radio channels is to provide key decision makers from various agencies a real-time means of direct voice communications. Not only will this enhance the efficiency of a multi-agency response, it will save lives by quickly disseminating critical information to participating emergency responder agencies at the scene of a significant incident anywhere in the region. This will also assist when those communities in the 800 MHz radio band with the new equipment can start to install and utilize these channels after January 2010.

The purpose of this SOP is to delineate the authority, roles, and procedures for regional agency supervisory personnel to use HARTTAC radio channels. This SOP also recognizes a number of interoperable communications alternatives to the HARTTAC channels, which allows the area public safety and public service personnel to communicate during critical incidents.

SCOPE:

The scope of this SOP includes all City of Hartford public safety agencies including all surrounding communities' police, fire, EMS, and CREPC public service agencies. These agencies have worked cooperatively to develop the HARTTAC radio channels and standard operating procedures, which will be used at the agency command level during critical incidents or at the discretion of the mayor or chief elected official. In the future, other agencies may enter into a Memorandum of Understanding (MOU) with the City of Hartford for the use of the channel and will agree to operate according to the procedures outlined in this document.

CHANNEL AND IDENTIFIERS:

The HARTTAC radio channels consist of four (4) dedicated 800 MHz radio pairs for operations within the City of Hartford and are **analog** radio communications.

HARTTAC 1:	**853/808.7000 MHz**	**PL 114.8 ***
HARTTAC 2:	**851/806.3500 MHz**	**PL 114.8 ***
HARTTAC 3:	**853/808.0500 MHz**	**PL 114.8**
HARTTAC 4:	**851/806.6750 MHz**	**PL 114.8**

- **These are the contact channels for the Hartford Dispatch Center.**

FCC Call sign: WQJJ 315

CHANNEL MONITORING:

All agencies' radio communications center will monitor the HARTTAC channels. Once they are activated, all radio communication centers will be required to monitor the assigned channel on a priority basis until its use is discontinued.

PLAIN LANGUAGE:

Plain language is to be used when communicating on the HARTTAC radio channels.

INCIDENT COMMAND SYSTEM (ICS)

Each agency will use ICS as an operational guide at incidents where the HARTTAC radio channels are activated.

EMERGENCY INFORMATION TRANSMISSION:

Once the HARTTAC channels are activated, information that poses an imminent danger condition should be communicated between radio communications centers.

In case of an imminent danger condition where the HARTTAC channels cannot be activated for reasons beyond operational control, agencies operating at an incident will be notified of the situation as quickly as possible.

HARTTAC RADIO CHANNEL ACTIVATION:

Use of the HARTTAC radio channels may be requested whenever the City of Hartford's incident commander (IC), the highest-ranking officer of the controlling agency, determines the need to communicate directly with other agency representatives who have access to the channel. Each agency has the right to use the channel as necessary for public safety and availability of necessary resources. It is important to note that the use of the channel is not intended to replace the establishment of an on-scene unified command post among responding agencies. The HARTTAC channels are intended to assist communications until a command post can be established or to speak with and agency representative not yet on the scene.

TRANSFER OF CONTROL:

The IC, identifying the need for interoperable communications, will contact his/her respective dispatch/radio communications center. The IC will request that specific agencies switch their radio to the HARTAC radio channels. The City of Hartford communications center, after verifying that the channel is clear to use, that initiates use of the interoperability channel has the responsibility to notify all other required agencies by radio or telephone in accordance with the procedures outline in this SOP.

The designation of the Hartford Communications may be changed as the lead agency requires or requests.

If the IC is transferred, the new IC will notify his/her Dispatch by radio or telephone that he or she is the new IC for the agency.

ESTABLISHING COMMAND CONTROL:

Each agency participating in the HARTTAC radio channels will follow its own internal notification procedures for establishing command and control. The chief elected official, police chief, fire chief, EMS chief, and the emergency management agency (EMS) director or their designees are authorized to activate the use of the HARTAC radio channels.

DEACTIVATION:

At such time that communications on the HARTTAC radio channels are no longer required, the IC of the lead agency will

notify Hartford Communications to discontinue active use of the HARTTAC radio channels, and normal monitoring will resume. Hartford Communications after notifying all emergency personnel using the channel that the use of the channel is being terminated, will then notify all participating dispatch/radio communications centers that the HARTAC radio channels are no longer in use.

INTERFERENCE:

In the event that there is intentional or unintentional interference with the HARTTAC channel assigned, the radio communications center and/or IC should notify the Communications Supervisor by telephone. The Communications Supervisor will assign a different HARTTAC channel for the incident.

TRAINING:

Participating agencies will be responsible for ensuring that their personnel are familiar with this SOP and are properly trained in accordance with the guiding principles.

COMMUNICATIONS CENTER TESTING:

A monthly test of the HARTTAC channels shall be done between the surrounding community's radio communication centers.

OPERATION TESTING:

Each agency will decide when testing should take place. All agency heads or designated representatives with radios pre-set with the HARTTAC channels will participate in this testing.

RESPONSIBIITY:

It will be the responsibility of agency heads to ensure that these SOPs are followed when necessary.

It will be the responsibility of all communication personnel to be familiar with and comply with these SOPs.

Dated: 2/26/2010

F.6 UCALL/VCALL Channels

UCALL40 & VCALL10 MUTUAL AID S.O.P.'S

INTRODUCTION:

The Capitol Region Council of Governments (CRCOG) and all Region 3 public safety agencies recognize the need for interagency communication, interoperability, and cooperation. Region 3/CRCOG police, fire response, and Emergency Medical Services (EMS) have well-established interoperability capabilities and mutual aid agreements in place. While these plans and agreements formally extend beyond jurisdictions, they tend to remain intra-discipline in practice. Today's public safety realities highlight the need for agencies to work together to establish communications interoperability and mutual aid plans-not only across traditional jurisdictional boundaries-but across disciplines as well.

To remedy the lack of ability to communicate among disciplines the Region 3 public safety agencies have worked cooperatively to develop and intra-jurisdictional interoperability solution. This solution establishes dedicated radio channels with procedures that are accessible on communication equipment used by key public service official, public safety officials, and public/private service executives.

PURPOSE:

The principal objective of the UCALL40/VCALL10 channels is to provide key decision makers from various agencies a real-time means of direct voice communications. Not only will this enhance the efficiency of a multi-agency response, it will save lives by quickly disseminating critical information to participating emergency responder agencies at the scene of a significant incident anywhere in the region. Also to be the mobile unit side of the statewide STOCS program.

The purpose of this SOP is to delineate the authority, roles, and procedures for regional agency supervisory personnel to use UCALL40/VCALL10 channels. This SOP also recognizes a number of interoperable communications alternatives to the UCALL40/VCALL10 channels, which allow the Region 3 public safety and public service personnel to communicate during critical incidents.

SCOPE:

The scope of this SOP includes all Region 3 public safety agencies including all police, fire, EMS, and public service agencies. These agencies have worked cooperatively to develop

the UCALL40/VCALL10 channels and standard operating procedures, which will be used at the agency command level during critical incidents or at the discretion of the mayor or chief elected official. In the future, other agencies may enter into a Memorandum of Understanding (MOU) with Region 3 for the use of the channel and will agree to operate according to the procedures outlined in this document.

CHANNEL PATCHING AND MONITORING:

The UCALL40/VCALL10 channels consist of a dedicated VHF simplex and a UHF repeater patched together. These cross-bands are located at RICS (Regional Incident Communications System) Dispatch and Manchester RCC (Regional Coordinating Center). This patch network permits users operating on any of the two radio bands to communicate directly with other UCAL40/VCALL10 channel users. These patches alleviate the need to set up during an actual incident. Should any of the two patches become separated they would still serve as a valuable interoperability resource. While VHF or UHF users lose the ability to communicate directly with each other, they still will be able to communicate with others operating within the same radio band.

VCALL 10: 155.7525 MHz (N) PL 156.7

UCALL 40: 453.2125/458.2125 MHz (N) PL 156.7

FCC Call sign: WQIS 678

CHANNEL MONITORING

RICS and Manchester RCC dispatch/radio communications centers will monitor the UCALL40/VCALL10 channels.

PLAIN LANGUAGE:

Plain language is to be used when communicating on the UCALL40/VCALL10 channels. When necessary, the phonetic alphabet may be used to communicate over this channel.

INCIDENT COMMAND SYSTEM (ICS)

Each agency will use ICS as an operational guide at incidents where the UCALL40/VCALL10 channels are activated.

EMERGENCY INFORMATION TRAMISSION:

Once the UCALL40/VCALL10 channels are activated, information related and imminent danger conditions should be communicated between RICS/Manchester RCC and the mobile units responding to the incident. The receiving dispatch/radio communications center is required to acknowledge receipt of this emergency information. Additionally, each agency is responsible for disseminating this information to its respective personnel.

In the case of an imminent danger condition where the UHF/VHF Calling channels cannot be activated for reasons beyond operational control, agencies operating at the scene will be notified of the situation as quickly as possible. Some options for this notification are to use a computer-aided dispatch (CAD) center, telephone, or emergency hotline.

LIMITED ACTIVATION:

Limited activation is appropriate when an incident can be resolved by the resources of public safety or public service agencies. During these incidents, public safety or public service agencies can use the UCALL40/VCALL10 channels.

FULL ACTIVATION:

Full activation is appropriate when an incident requires the activation of the Regional Coordinating Center (RCC) as ordered by the chief elected official, the emergency management director, and/or and ESF-5 Duty Officer. During a large-scale incident, previously defined procedures will be on the UHF/VHF Calling channels until the RCC is fully staffed. Agency heads will be able to speak to each other for acquisition of resources. Once the RCC is fully staffed, the ESF-2 officer, or his designee, at the RCC will be the primary source for acquisition of resources. At this point, the UHF/VHF Calling channel's function will be shift to unified command, incident mitigation, and personnel safety.

UCALL40 VCALL10 CHANNEL ACTIVATION:

Use of the UCALL40/VCALL10 channels may be requested whenever an agency's incident commander (IC), the highest-ranking officer of the controlling agency, determines the need to communicate directly with other agency representatives who have access to the channel. Each agency has the right to use the channel as necessary for public safety and availability of necessary resources. It is important to note that the use of the channel is not intended to replace the establishment of an on-scene unified command post among responding agencies. The UCALL40/VACLL10 channels are intended to assist communications, between the ESF-5 Duty Officer and RICS, until a command post can be established or to speak with an agency representative not yet on the scene. These channels are to be used in conjunction with the statewide STOCS channels for mobile use. Use of the UHF Calling channel in the direct or talk-around mode, or the VHF Calling channel, is to be used when responding as a task force or strike team, as the convoy channel.

TRANSFER OF CONTROL:

The IC, identifying the need for interoperable communications, will contact his/her respective dispatch/radio

communications center. The IC will request that specific agencies switch their radio to the UCALL40/VALL10 channels. The RICS communications center, after verifying that the channel is clear to use, that initiates use of the interoperability channel has the responsibility to notify all other required agencies by radio or telephone in accordance with the procedures outline in this SOP.

The designation of the RICS/RCC may be changed as the lead agency requires or requests.

If the IC is transferred, the new IC will notify his/her RICS/RCC by radio or telephone that he or she is the new IC for the agency.

ESTABLISHING COMMAND CONTROL:

Each agency participating in the UCALL40/VCALL10 channels will follow its own internal notification procedures for establishing command and control. The chief elected official, police chief, fire chief, EMS chief, and the emergency management agency (EMS) director or their designees are authorized to activate the UCALL40/VCALL10 channels.

DEACTIVATION:

At such time that communications on the UCALL40/VCALL10 channels are no longer required, the IC of the lead agency will notify RICS to discontinue active use of the UCALL40/VALL10 channels, and normal monitoring will resume. RICS and/or the RCC after notifying all emergency personnel using the channel that the use of the channel is being terminated, will then notify all participating dispatch/radio communications centers that the UCALL40/VCALL10 Channels are no longer in use and disconnect the cross patch between the UHF and VHF channels.

TRAINING:

Participating agencies will be responsible for ensuring that their personnel are familiar with this SOP and are properly trained in accordance with the guiding principles.

RESPONSIBIITY:

It will be the responsibility of agency heads to ensure that these SOPs are followed when necessary.

It will be the responsibility of all communication personnel to be familiar with and comply with these SOPs.

Dated December 1, 2008

Appendix G Incident Command System Planning

ICS 201

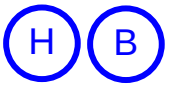
INCIDENT BRIEFING	**1. INCIDENT NAME**	**2. DATE**	**3. TIME PREPARED**

4. MAP SKETCH (NTS)

Function	**Frequency or Talkgroup Name**	**Assignment**	**Function**	**Frequency or Talkgroup Name**	**Assignment**
Command			Tactical		
			Tactical		
Tactical			Tactical		
Tactical					
Tactical			Staging		

Staging Area Name

Number (H-1, etc.) and Name



Camp Name

Hazard (Identify type, e.g. Power lines)

5. PREPARED BY (NAME AND POSITION)

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6. SUMMARY OF CURRENT ACTIONS	
Time	**Summary of Action**
	Continue on NIMS/ICS Form 214 Unit Log

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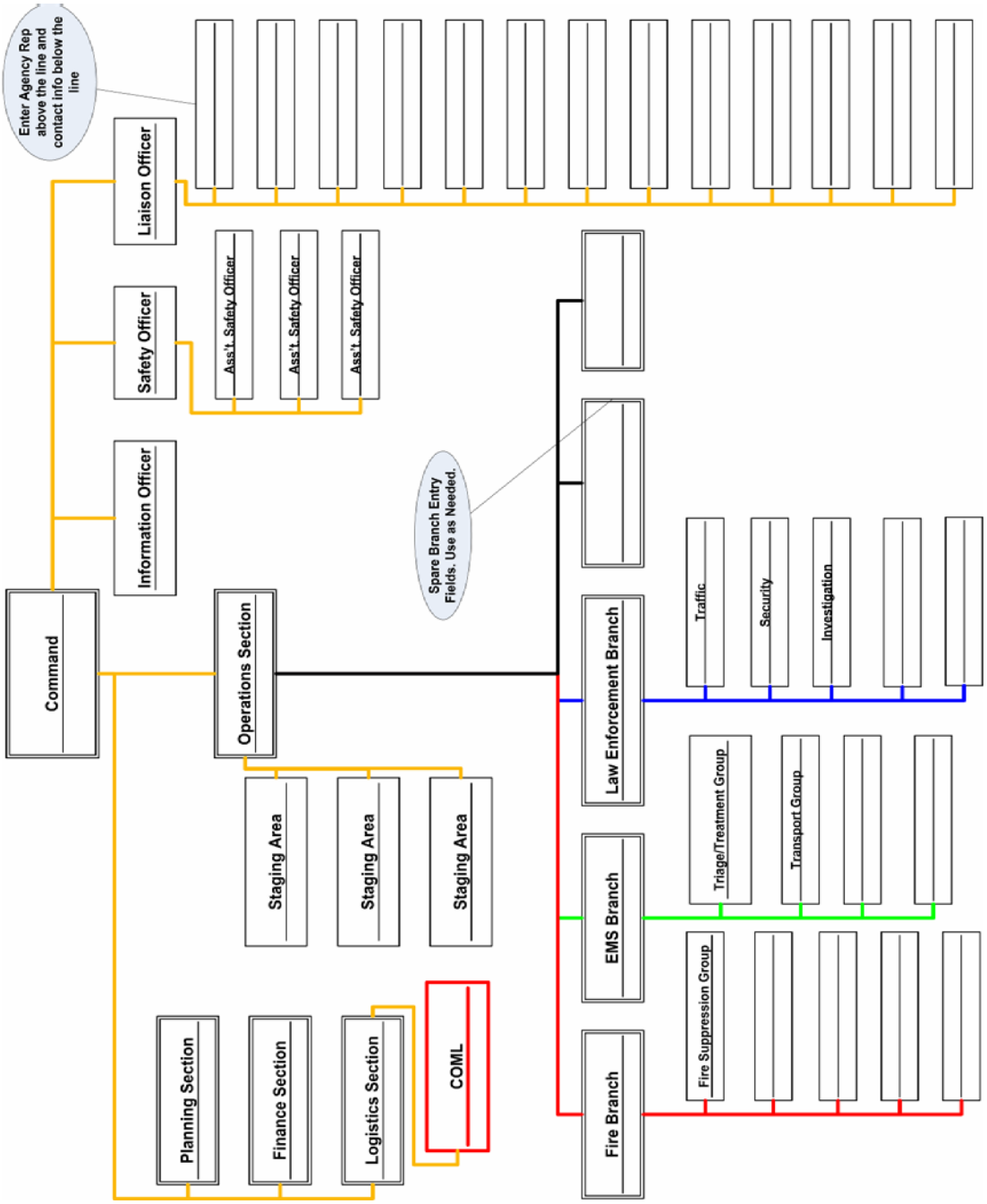
7. CURRENT ORGANIZATION – Place name and contact information (talkgroup/channel name, numbers, etc.) below the dividing line.



8. RESOURCES SUMMARY

RESOURCES ORDERED	RESOURCES IDENTIFICATION	ETA	ON SCENE ✓	LOCATION/ASSIGNMENT

201 ICS (7/2006) **PAGE G-4 of 115** **NFES 1325**

Instructions for Completing the Incident Briefing (ICS 201 Form)

ITEM NUMBER	ITEM TITLE	INSTRUCTIONS
1.	Incident Name	Print the name assigned to the incident.
2.	Date Prepared	Enter date prepared (month, day, and year).
3.	Time Prepared	Enter time prepared (24-hour clock).
4.	Map Sketch	Show perimeter and control lines, resources assignments, incident facilities, and other special; information on a sketch map or attached to the topographic or orthophoto map.
5.	Resources Summary	Enter the following information about the resources allocated to the incident. Enter the number and type of resource ordered.
	Resources Ordered	Enter the number and type of resource ordered.
	Resource Identification	Enter the agency three letter designator, S/T, Kind/Type and resource designator.
	ETA/On Scene	Enter the estimated arrival time and place the arrival time or a checkmark in the “on scene” column upon arrival.
	Location/Assignment	Enter the assigned location of the resource and/or the actual assignment.
6.	Current Organization	Enter on the organization chart the names of the individuals assigned to each position. Modify the chart as necessary.
7.	Summary of Current Actions	Enter the name and position of the person completing the form.
8.	Prepared By	Enter Name and position of the person completing the form.
*Note		Additional pages maybe to ICS Form 201 if needed.

Purpose: The incident Briefing form provides the Incident Commander (and the Command and General Staffs assuming command of the incident) with basic information regarding the incident situation and the resources allocated to the incident. It also serves as a permanent record of the initial response to the incident.

Preparation: The briefing form is prepared by the Incident Commander for presentation to the incoming Incident Commander along with a more detailed oral briefing. Proper symbology should be used when preparing a map of the incident.

Distribution: After the initial briefing of the Incident Commander and General Staff members, the Incident Briefing is duplicated and distributed to the Command Staff, Section Chiefs, Branch Directors, Division/Group Supervisors, and appropriate Planning and Logistic Section Unit Leaders. The sketch map and summary of current action Resources Summary portion are given to the Resources Unit.

G.1 ICS 205 (New)

INCIDENT RADIO COMMUNICATIONS PLAN		Incident Name		Date/Time Prepared		Date/Time Prepared		
Ch #	Function	Channel Name/Trunked Radio System Talkgroup	Assignment	RX Freq N or W	RX Tone/NAC	TX Freq N or W	Tx Tone/NAC	Mode	Remarks
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
5. Prepared by (Communications Unit)					Incident Location County/State			Lat/Long	

The convention calls for frequency lists to show four digits after the decimal place, followed by either an "N" or a "W", depending on whether the frequency is narrow or wide band. Mode refers to either "A" or "D" indicating analog or digital (Project 25)

G.2 ICS 205 Current Version

INCIDENT RADIO COMMUNICATIONS PLAN	1. Incident Name	2. Date/Time Prepared	3. Operational Period Date/Time

4. Basic Radio Channel Utilization					
Radio Type/Cache	Channel	Function	Frequency/Tone	Assignment	Remarks

5. Prepared by (Communications Unit)

Instructions for Completing the Incident Radio Communications Plan (ICS 205 Form)

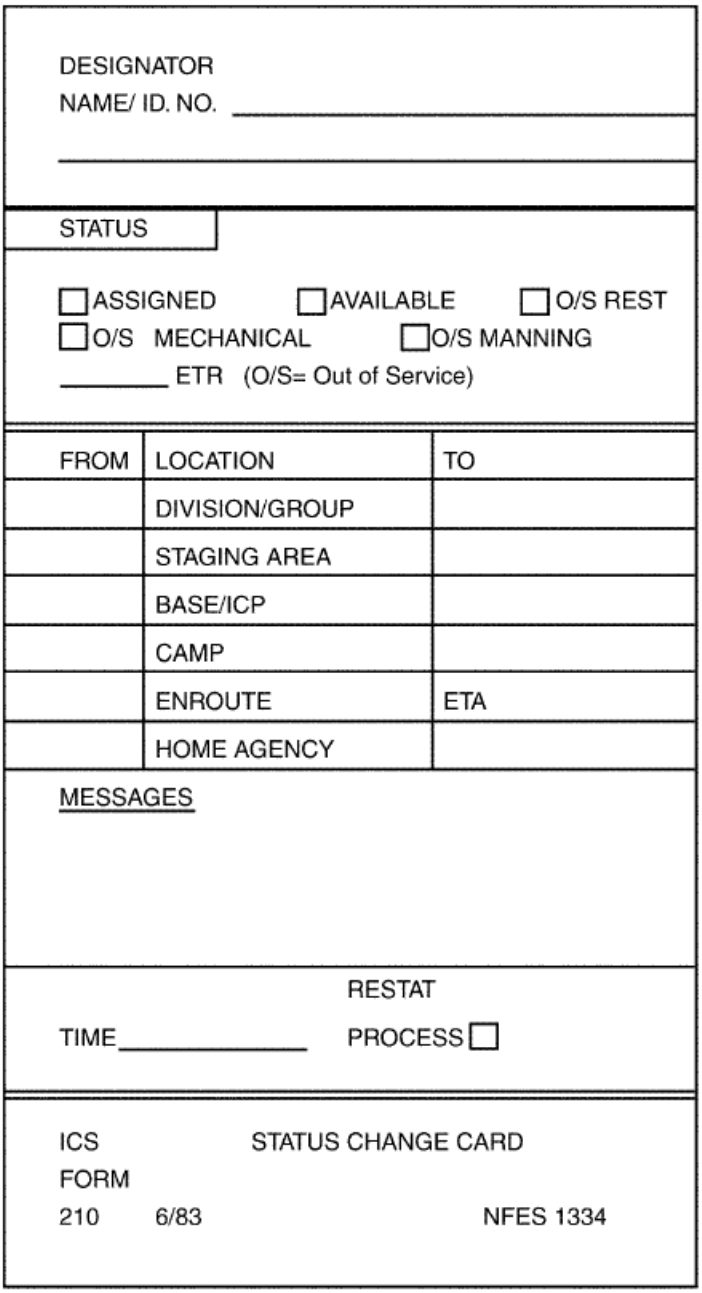
ITEM NUMBER	ITEM TITLE	INSTRUCTIONS
1.	Incident Name	Print the name assigned to the incident.
2.	Date/Time Prepared	Enter date (month, day, year) and time prepared (24-hour clock).
3.	Operational Period Date/Time	Enter the date and time. Interval for which the Radio Communications Plan applies. Record the start time and end time and include date(s).
4.	Basic Radio Channel Utilization System/Cache	Enter the radio cache system(s) assigned and used on the incident (e.g., Boise Cache, FIREARMS, Region 5 Emergency Cache, etc).
	Channel Number	Enter the radio channel numbers assigned.
	Function	Enter the function each channel number is assigned (i.e., command, support, division tactical, and ground-to-air).
	Frequency	Enter the radio frequency tone number assigned to each specified function (e.g., 153.400).
	Assignment	Enter the ICS organization assigned to each of the designated frequencies (e.g., Branch I, Division A).
	Remarks	This section should include narrative information regarding special situations
5.	Prepared By	Enter the name of the Communications Unit Leader preparing the form.

Purpose: The Incident Radio Communications Plan provides in one location information on all radio frequencies assignments for each operational period. The plan is a summary of information obtained from the Radio Requirement Worksheet (ICS Form 216) and the Radio Frequency Assignment Worksheet (ICS Form 217). Information from the Radio Communications Plan on frequency assignment is normally placed on the appropriate Assignment List (ICS Form 204).

Preparation: The Incident Radio Communications Plan is prepared by the Communications Unit Leader and given to the Planning Section Chief.

Distribution: The Incident Radio Communications Plan is duplicated and given to all recipients of the Incident Objectives form including the Incident Communications Center. Information from the plan is placed on Assignment List.

G.3 ICS Form 210 (Status Change Card)



DESIGNATOR
NAME/ ID. NO. _____

_____

STATUS

☐ ASSIGNED ☐ AVAILABLE ☐ O/S REST
☐ O/S MECHANICAL ☐ O/S MANNING
_____ ETR (O/S= Out of Service)

FROM	LOCATION	TO
	DIVISION/GROUP	
	STAGING AREA	
	BASE/ICP	
	CAMP	
	ENROUTE	ETA
	HOME AGENCY	

MESSAGES

RESTAT

TIME_____ PROCESS ☐

ICS FORM 210 6/83 STATUS CHANGE CARD NFES 1334

Instructions for Completing the Status Change Card (ICS Form 210)

ITEM NUMBER	INSTRUCTIONS
Designator Name/ID No.	Enter the appropriate designator for the kind of resource. The resource type code are in ICS 020-1, Resource Listings
Status	Determine the current status of the resource. If out-of-service status is checked, enter the time when the resource will return to service.
From/Location/To	Place ad checkmark in the FORM column indicating the current location of the resource (where it came from). Also place a check in the TO column indicating the assigned location of the resource. When more than one Division, Staging Area, or Camp is used, identify the specific location (e.g., Division A, Redfern, Staging Area, Camp Hood).
Message	Enter any special information provided by the resource or dispatch center such as individual designator of strike teams and task forces.
Time	Enter the time of the status change (24-hour clock).
Resources Process	This box is checked by Resources Unit personnel after the Unit has transferred the information to a Resource Status Card (ICS Form 219).

Purpose: The Status Change form is used by the Incident Communications Center Message to record status change information received on resources assigned to the incident.

Preparation: The form is completed by radio/telephone operators who receive status change information from individual resources, Task Forces, Strike Teams, and Division/Group Supervisors. Status information could also be reported by Staging Area and Helibase Managers or fixed-wing facilities.

Distribution: The Status Change Card is a two-part form. The original is given to the Resources Unit, and the Communications Unit retains a second (pink) copy.

G.4 ICS 213

GENERAL MESSAGE			
TO:		POSITION:	
FROM:		POSITION:	
SUBJECT:		DATE:	TIME:
MESSAGE:			
SIGNATURE:		POSITION:	
REPLY:			
DATE:	TIME:	SIGNATURE/ POSITION:	

Instructions for Completing the General Message (ICS 213 Form)

ITEM NUMBER	INSTRUCTIONS
To	Indicate Unit/Person the General Message is intended for. Be specific.
Office	Indicate the location where the Unit/Person is located, e.g., Ground Support Unit Leader, Simpson Camp, Communications, etc.
From	Indicate appropriate designation and location sender.
Subject	Fill in if applicable.
Date	List the date and time.
Message	Briefly complete. Think through the message before writing it down. Try to be concise as possible.
Reply	This section is intended to be used by the Unit/Person who receives the message to reply to your message.
Date	Record the date and time of reply.
Signature	Record signature and title of person who initiates the message.
White Copy/Pink Copy	Both copies are sent by person who initiates the message.
Yellow Copy	Retained by the person who initiates the message.
Pink Copy	May be returned to the person who initiates the message.

The General Message form in use within the ICS is a three-part form.

Purpose: The General Message form is used by:

1. Incident dispatchers to records incoming messages which cannot be orally transmitted to the intended recipients.
2. Command Post and other incident personnel to transmit messages to the Incident Communications Center for transmission via radio or telephone to the addressee.
3. Incident personnel to send any message or notification to incident personnel which required a hard-copy delivery.

Initiation of the Form: The General Message form may be initiated by incident dispatchers and any other personnel on an incident.

Distribution: upon completion, the General Message may be:

1. Hand carried to the addressee.
2. Hand carried to the incident Communications Center for transmission.

G.5 ICS 214

UNIT LOG	1. Incident Name	2. Date Prepared	3. Time Prepared
4. Unit Name/Designators	5. Unit Leader (Name and Position)		6. Operational Period

7. Personnel Roster Assigned

Name	ICS Position	Home Base

8. Activity Log

Time	Major Events

9. Prepared by (Name and Position)

Instructions for Completing the Unit Log (ICS 214 Form)

ITEM NUMBER	ITEM TITLE	INSTRUCTIONS
1.	Incident Name	Print the name assigned to the incident.
2.	Date Prepared	Enter date prepared (month, day, and year).
3.	Time Prepared	Enter time prepared (24-hour clock).
4.	Unit Name	Enter the title of the organizational unit resource designator (e.g., Facilities Unit, Safety Officer, and Strike Team).
5.	Unit Leader	Enter the name of the individual in charge of the unit.
6.	Operational Period	Enter the time span covered by the log (e.g., 1800 Oct.12 to 0600 Oct.13).
7.	Personnel Roster	List the name, position, and home based of each member assigned to the unit during the operational period..
8.	Activity Log	Enter the time and briefly describe each significant occurrence or event (e.g., task assignments, task completions, injuries, difficulties encountered, etc.)
9.	Prepared By	Enter Name and title of the person approving the log. Provide log to immediate supervisor at the end of each operational period.

Purpose: The Unit Log is used to record details of unit activity strike team activity. The file of these logs provides a basic reference which to extract information for inclusion in any after-action report.

Preparation: A Unit Log is initiated and maintained by Command Staff members, Division/Group Supervisors, Air Operations Group/Strike Team/Task Force Leaders, and Unit Leaders. Completed logs are forwarded to supervisors who provide to the Documentation Unit.

Distribution: The Documentation Unit maintains a file of all Unit Logs. It is necessary that one copy of each log be submitted to the Documentation Unit.

G.6 ICS Form 216

RADIO REQUIREMENTS WORKSHEET			1. Incident Name			2. Date			3. Time		
4. Branch			5. Agency			6. Operational Period			7. Tactical Frequency		
8. Division/Group			Division/Group			Division/Group			Division/Group		
Agency			Agency			Agency			Agency		
9. Agency	ID No.	Radio Requirement	Agency	ID No.	Radio Requirement	Agency	ID No.	Radio Requirement	Agency	ID No.	Radio Requirement
Page G-15 of			10. Prepared by (Name and Position)								

Instructions for Completing the Radio Requirements Worksheet (ICS 216 Form)

ITEM NUMBER	ITEM TITLE	INSTRUCTIONS
1.	Incident Name	Print the name assigned to the incident.
2.	Date Prepared	Enter date (month, day, year) prepared.
3.	Time Prepared	Enter time prepared (24-hour clock).
4.	Branch	Enter Branch number (I, II, etc.) for which radio requirements are being prepared.
5.	Agency	Enter the three-letter designator of the agency staffing the Branch Director position (e.g., VNC, CDF, ANF, LFD, etc.).
6.	Operational Period	Enter the time interval for which the assignment applies. Record the start date/time and end date/time.
7.	Tactical Frequency	Enter the radio frequency to be used by the Branch Director to communicate with each Division/Group Supervisor in the Branch.
8.	Division/Group	Enter for each Division/Group in the Branch the Division/Group identifier (A, B, etc.) and the agency assigned (e.g., LAC, VNC, etc.).
9.	Agency/ID No./Radio Requirements	List all units assigned to each Division/Group. Record the agency designator, unit or resource identification, and total number of radios needed for each unit resource.
10.	Prepared By	Enter the name and position of the person completing the worksheet.

Purpose: The Radio Requirements Worksheet is used to develop the total number of personnel portable radios required for each Division/Group and Branch. It provides a listing of all units assigned to each Division, and thus depicts the total incident radio needs.

Preparation: The worksheet is prepared by the Communications' Unit for each operational period and can only be completed after specific resource assignments are made and designated on Assignment Lists. This worksheet need not be used if the Communications Unit Leader can easily obtain the information directly from Assignment Lists.

Distribution: The worksheet is for internal use by the Communications Unit and therefore there is no distribution of the form.

G.7 ICS Form 217

RADIO FREQUENCY ASSIGNMENT WORKSHEET

1. INCIDNET NAME	2. DATE	3. OPERATIONAL PERIOD (DATE/TIME) From:

4. INCIDENT ORGANIZATION 5. RADIO DATA				BRANCH	DIVISION	DIVISION	DIVISION	BRANCH	DIVISION	DIVISION	DIVISION	BRANCH	DIVISION	DIVISION	DIVISION	INCIDENT COMMANDER	SAFETY OFFICER	OPERATION SECTION	AIR OPERATION	AIR TACTICAL SUPERVISO	PLANNING SECTION	GROUND SUPPORT	BASE UNIT							COMM CENTER	TOTAL BY REQ.
SOURCE	FUNCTION	CH#	FREQUENCY																													
6. AGENCY	ID		CH#	FREQUENCY																												
7. TOTAL RADIOS REQUIRED																																
217 ICS																									8. PREPARED BY (NAME/POSITION)								

G.8 ICS Form 217A

COMMUNICATIONS RESOURCE AVAILABILITY WORKSHEET ICS 217A						Frequency Band		Description	
	Channel Configuration	**Channel Name/Trunked Radio System Talkgroup**	**Eligible Users/Assignments**	**RX Freq N or W**	**RX Tone/NAC**	**TX Freq N or W**	**Tx Tone/NAC**	**Mode A, D. or M**	**Remarks**
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									
21									
22									
23									
24									
25									

The convention calls for frequency lists to show four digits after the decimal place, followed by either an "N" or a "W", depending on whether the frequency is narrow or wide band. Mode refers to either "A" or "D" indicating analog or digital (e.g. Project 25). All channels are shown as if programmed in a portable or mobile radio. Repeater and base stations must be programmed with the Rx and TX reversed.

G.9 SAMPLE ICS 217A

COMMUNICATIONS RESOURCE AVAILABILITY WORKSHEET ICS 217A			Frequency Band		Description				
	Channel Configuration	**Channel Name/Trunked Radio System Talkgroup**	**Eligible Users/Assignments**	**RX Freq N or W**	**RX Tone/NAC**	**TX Freq N or W**	**Tx Tone/NAC**	**Mode A, D. or M**	**Remarks**
	List – Identify Tactical Nets								
			Operations						
			Operations						
			Operations						
			Operations						
	List – Identify Command Nets								
			Command & General Staff						
			Command & General Staff						
			Command & General Staff						
	List – Identify Air-to-Ground Nets								
			Air Ops & Ops						
	List – Identify Dispatch Nets								
			Initial Attack						
			Initial Attack						
			Initial Attack						
			Initial Attack						
			Initial Attack						
			Initial Attack						
	List – Identify Support Nets								
			Logistics						

The convention calls for frequency lists to show four digits after the decimal place, followed by either an "N" or a "W", depending on whether the frequency is narrow or wide band. Mode refers to either "A" or "D" indicating analog or digital (e.g. Project 25). All channels are shown as if programmed in a portable or mobile radio. Repeater and base stations must be programmed with the Rx and TX reversed.

Instructions for Completing the Radio Frequency Assignment Worksheet (ICS 217 Form)

ITEM NUMBER	ITEM TITLE	INSTRUCTIONS
1.	Incident Name	Print the name assigned to the incident.
2.	Date	Enter date (month, day, year) prepared.
3.	Operational Period	Enter the time interval for which the assignment applies. Record the start date/time and end date/time (e.g., 9/17/96-0600 to 9/18/96-0600).
4.	Incident Organization	List frequencies allocated for each channel for each organizational element activated, record the number of radios required to perform the designated function on the specified frequency.
5.	Radio Data	For each radio cache and frequency assigned, record the associated function. Functional assignment for: a. Command b. Support c. Division tactical d. Ground-to-air
6.	Agency	List the frequencies for each major agency assigned to the incident. Also list the function and channel number assigned.
7.	Total Radios Required	Total each column. This provides the number of radios required by each organizational unit. Also total each row which provides the number of radios using each available frequency.
8.	Prepared By	Enter the name and position of the person completing the worksheet.

Purpose: The Radio Frequency Assignment Worksheet is used by the Communications Unit Leader to assist in determining frequency allocation.

Preparation: Cache radio frequencies available to the incident are listed on the form. Major agency frequencies assigned to the incident should be added to the bottom of the worksheet.

Distribution: The worksheet, prepared by the Communications Unit, is for internal use.

G.10 ICS Form 309

COMMUNICATIONS LOG	**TASK #**	DATE PREPARED: TIME PREPARED:
FOR OPERATIONAL PERIOD #	TASK NAME:	
RADIO OPERATOR NAME (LOGISTICS):	STATION I.D.	

LOG

TIME	STATION I.D. FROM	STATION I.D. TO	SUBJECT

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Appendix H Reference Materials

Reference Sources

- SAFECOM. http://www.safecomprogram.gov

  The *National Emergency Communications Plan* (NECP) is a strategic plan that sets goals and identifies key national priorities to enhance governance, planning, technology, training and exercises, and disaster communications capabilities. The NECP provides recommendations, including milestones, to help emergency response providers and relevant government officials make measurable improvements in emergency communications over the next three years.

- National Public Safety Telecommunications Council (NPSTC). http://www.npstc.org

  The *National Interoperability Field Operations Guide* (NIFOG) is a collection of technical reference material for radio technicians responsible for radios that will be used in disaster response applications. The NIFOG includes information from the National Interoperability Frequency Guide (NIFG), the instructions for use of the NIFG, and other reference material; formatted as a pocket-sized guide for radio technicians to carry with them.

- Federal Emergency Management Agency (FEMA). http://www.fema.gov

  The Department of Homeland Security *Target Capability List* (TCL describes the capabilities related to the four homeland security mission areas: Prevent, Protect, Respond, and Recover. It defines and provides the basis for assessing preparedness. It also establishes national guidance for preparing the Nation for major all-hazards events, such as those defined by the National Planning Scenarios.

- [State]. *(include website link, if applicable)*

  The [State] *Statewide Communications Interoperability Plan* (SCIP) is a strategic plan designed to provide a framework for the state to identify strategic initiatives intended to enhance emergency communications interoperability throughout the State. [State] has an approved SCIP that addresses designated critical elements for statewide interoperability and a process to frequently update the SCIP as progress is made and new initiatives emerge.

Appendix I Acronyms

Item/Acronym	Definition
ACU-1000	Audio bridge used in fixed and mobile configurations. Requires radio from each connected communications system. Gateway device used to link disparate radio systems.
AM	Administrative Manager
AUDIO BRIDGE	Connects four-wire audio from disparate radio systems to provide interoperability.
CASM	Communication Assets Survey and Mapping
CAM	Communication Assets Mapping
CAS	Communication Assets Survey
CERT	Community Emergency Response Team
COM-L	Communications Unit Leader
COM-M	Communications Manager
COM-T	Incident Communications Technician
CONSOLE PATCH	Ability to connect channels via dispatch consoles
DEMHS	State Homeland Security & Emergency Management
DHS	Department of Homeland Security
EMS	Emergency Medical Services
EOC	Emergency Operations Center
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
FCC	Federal Communication Commission
IC	Incident Command
ICC	Incident Communications Center
7 NAT 1-3	National 700 MHz tactical channels
8 CALL 90	Calling Channel for 800 MHz
ICP	Incident Command Post
ICS	Incident Command System
ICTAP	Interoperable Communications Technology Assistance Program
ID	Identification
INTER-AGENCY	Located or occurring between two or more agencies
IINTEROPERABLE	Ability of a system to use the parts or equipment of another system
IT	Information Technology

Item/Acronym	Definition
8 TAC 91-94	Conventional mutual aid channel 800 MHz
JFO	Joint Field Office
MCC	Mobile Communicaiton Center
MCV	Mobile Communications Vehicle
MHz	Abbreviation for megahertz. 5 MHz = 5,000,000 Hz or 5,000 kHz.
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
MUTUAL AID	Personnel, equipment, or services provided to another jurisdiction
NIMS	National Incident Management System
NPSPAC	National Public Safety Planning Advisory Committee
NSSE	National Special Security Event
POC	Point of Contact
RACES	Radio Amateur Civil Emergency Service
RCC	Regional Coordinating Centers (Manchester,New Britain,Windsor Locks)
RADO	Radio Operator
RF	Radio Frequency
RICS	Regional Integrated Coordination System (CCSU Dispatch, Control 2 Dispatch)
SHARES	Shared Resources High Frequency Radio Program
SOP	Standard Operating Procedure
SPAWAR	Space and Naval Warfare
STOCS	CT Statewide Tactical On-Scene Communications System
TALKGROUP	Term ususally used with trunked radio systems. A talkgroup is a predefined list of radios/users assigned a unique ID which allows them to communicate with each other over the trunked radio system.
THSP	Technical Specialist
TIC PLAN	Tactical Interoperable Communications Plan
UHF	Ultra High Frequency – Range of 300 to 3,000 MHz. For public safety LMR, usually refers to two bands. 380 to 460 MHz (low) and 460 to 512 MHz (high).
UCALL 40	Calling Channel for 450-470 MHz (UHF)
UTAC 41-43	Conventional mutual aid channel 450-470 MHz (UHF)
USCG	United States Coast Guard
VCALL 10	Calling Channel for 150-174 MHz (VHF)
VTAC 11-14	Conventional mutual aid channel for 150-174 MHZ (UHF)