

MANAGING MAYDAYS

A Telecommunicators Guide



Presented by:
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"Because Experience Matters"



Bronx Box 3-3 2997
January 23, 2005

Black Sunday



0:04 / 4:53



Let's Start Where We Usually End





ABOUT ME

- Director of 4 Dispatch Centers
- Fire Officer in 3 States
- Fifty years of service
- APCO Life/Senior Member
- Past Pres TNAPCO
- Author/Lecturer
- Firehouse Hall of Fame

Covering All Services

While terms may differ, tactics used are similar between disciplines.



- Fire
- Law
- EMS



What's the *rarest* bird?

**A firefighter mortality report
that doesn't mention
communications.**

The LODDs That Started It All – Hackensack Ford

Five firefighter fatalities due to collapse.
Dispatchers advised on MAYDAYs by
scanner listener.



There Are Hidden Hazards in EVERY Community



**Three of 11 Injured LAFD
Firefighters in Critical
Condition**

MAYDAY! MAYDAY!! MAYDAY!!! – It Happens Here



NEWS

Dayton firefighter survives nearly 25-foot fall with just bruises

Chief Suttles says the roof was weak, and before the could get the ladder to secure the distribution of weight, the firefighter fell, a 'mayday' call went out.

Wednesday, May 13th 2020, 4:04 PM EDT



The Radio

The tool we use most

And practice with the least





"We spend time training on ladders, hose and related equipment but unfortunately we rarely train on radio usage and discipline. From probie school to regular drills, the radio and its use-when to-and when not to use-has proven to make a huge difference in the outcome of critical incidents"

Chief Billy Goldfeder

Let's Talk About Radios



- Fire conditions not communicated
- Units on different frequencies
- Fire location not communicated
- Responding units not monitoring fireground channel
- LODD member had a radio, but it was not turned on
- Emergency button could not be used because radio was not turned on

LUNAR Language

Many firefighters are taught to provide LUNAR information when declaring a MAYDAY.

- **Location**
- **Unit**
- **Name**
- **Assignment**
- **Resources**



EMERGENCY BUTTONS!




- Do you have them?
- How do they display?
- What is the SOP?
- Does every agency have them?
- Is there only one SOP?



**Your ladders don't
reach every fire.**

**Likely, neither does
your radio.**

What Do You Put in Your CAD Premise Alert File?

- 
- Hazardous Materials?
 - Previous fire damage?
 - Utility locations?
 - **Radio Dead spots???**



Managing Maydays

Ten Deadly Assumptions

Managing Maydays – Ten Deadly Assumptions

- Assuming that a Mayday plan is in place.
- Assuming that the Mayday plan is someone else's responsibility.
- Assuming that your Mayday plan works.
- Assuming everyone knows the Mayday plan.
- Assuming that all Mayday plans are the same.

Managing Maydays – Ten Deadly Assumptions

- Assuming that all resources are accounted for at all times.
- Assuming that anyone heard the Mayday.
- Assuming that the emergency is over.
- Assuming that when the Mayday is over, everything returns to normal.
- Assuming that communications personnel are not affected by Mayday situations..

WARNING SIGNS

Some are subtle.
Some are understated.

But they're **ALWAYS** there.



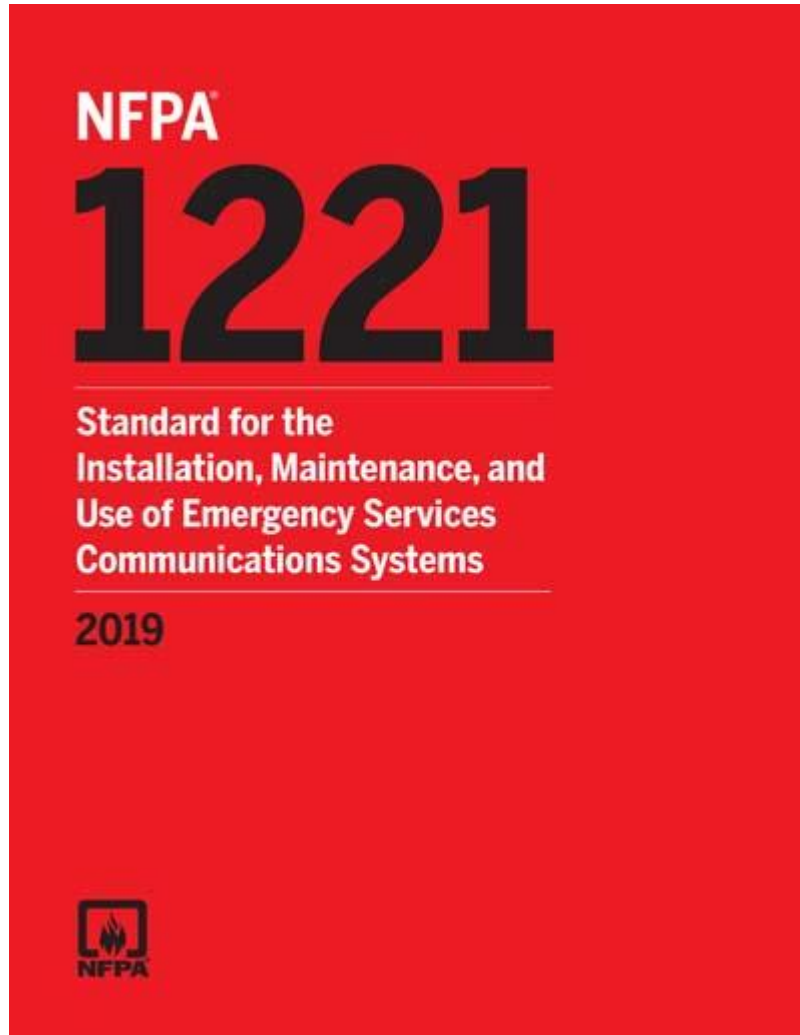
COMMUNICATIONS CLUES – FIREHOUSE MAGAZINE

1. “We have zero-visibility conditions”
2. “We have fire above our heads”
3. “We have fire below us”
4. “We need more line to reach the fire; extend our line”
5. “We have not found the seat of the fire”
6. “We are running out of air” (or indications of a “low-air alarm”)
7. “This is a hoarder structure”
8. “We have had a flashover”

COMMUNICATIONS CLUES – FIREHOUSE MAGAZINE

9. “We have had a ceiling/roof collapse”
10. “We have lost multiple windows”
11. “It’s really getting hot in here; we are backing out”
12. “Our exit has been blocked”
13. Interior: “We are sending a firefighter out with a problem”
14. “We have a hole in the floor” or “we have had a floor collapse”
15. “Command has lost communications with multiple crews”
16. “We have a lot of sprinkler heads going off in here”

NFPA 1221



“When requested by the incident commander, a telecommunicator shall be dedicated to the incident and relieved of other duties within the communications center.”

A photograph of a firefighter on a ladder against a house. The firefighter is positioned high up on the ladder, which is leaning against the side of a light-colored house. Thick smoke is rising from the roofline, partially obscuring the upper part of the house. Other firefighters are visible at the base of the ladder, their heads and shoulders visible in the foreground. The scene is an emergency response to a fire.

VALIDATE ALL MAYDAYS

- **V** Verify
- **A** Acknowledge
- **L** Listen
- **I** Inform
- **D** Divert
- **A** Account
- **T** Terminate
- **E** Evaluate

VERIFY



V - Verify that a Mayday has been transmitted and confirm the unit number or personal identification and location.

ACKNOWLEDGE



A - Acknowledge and announce the Mayday information on all appropriate channels. Make sure that everyone who needs to know is advised and that they confirm receipt of the correct information.

LISTEN



L - Listen for additional calls for help or pertinent transmissions. If initial contact cannot be established, then continue to check at regular intervals.

INFORM



I - Inform all agencies and personnel required to respond. Make sure the notifications specified under policy are carried out. Know ahead of time what will be expected.

DIVERT

D - Divert all non-essential radio traffic to other channels, if available. Keep the air clear for those directly involved in the emergency. While the wholesale switching of an entire in-progress operation is always difficult and seldom recommended since someone may get "lost in the shuffle," this is one time when this should be considered.

ACCOUNT

A - Account for all companies/teams involved in the incident. It is imperative to keep track of assigned resources. Some assignments may change in response to the Mayday. Make sure you stay abreast of these changes and know where everyone is.

TERMINATE



T - Terminate the Mayday when advised to do so. Know who has the authority to call for a cancellation, and once again make sure that everyone gets the message to pull back.

EVALUATE



E - Evaluate the process as soon as possible after completion. What worked? What didn't? What should be done differently next time?

If you want the play to work ...



Get the
WHOLE TEAM
in the huddle!



Because... This!!!

FDNY MAYDAY STATISTICS

Average elapsed time from 10-75 until MAYDAY transmitted	19 MINUTES
Average time to locate missing member	5 minutes, 18 seconds
Average elapsed time from MAYDAY to removal	12 minutes, 41 seconds
Who found member?	1 st Alarm Units – 76.47% S.O.C. – 11.76% F.A.S.T. Unit – 5.88% Other – 5.88%
Was removal “technical”? *Required units with special training)	67.74%
What direction was member moved?	Horizontal – 53.12% Up – 21.87% Down – 21.87% Other (bucket) – 2.12%
Face piece found on or off?	Off – 54.54%
Was air left in SCBA?	No – 76.47% Yes – 23.53%
What position was member found in?	Prone – 57.89% Supine – 26.31% Other – 21.05%
Was PPE torn from the victim during removal?	Yes – 83.33%

- Five plus minutes to locate.
- Another seven plus minutes to remove.
- More than $\frac{3}{4}$ found by first alarm units.
- More than $\frac{3}{4}$ no air left.



**"TELL MY FAMILY I LOVE"
THEM**

OFFICER ANTHONY DIA

EOW: SATURDAY, JULY 4, 2020

Sp. Sgt.



-1:19



SOBERING STATISTICS



55% OCCURRED IN THE SOUTH

Officer Down



- Confirm the incident
- Confirm the location
- Confirm the officer(s) involved
- Confirm the reason
- Confirm scene safety (is actor still there)
- Description – weapon(s) – direction of travel

Officer Down



- CLEAR THE AIR – alert tones as utilized
- Dispatch LE Assistance
- Be sure to pass on intelligence to other agencies
- Be sure to pass on updates to ALL
- Dispatch EMS (stage if needed)

Officer Down



- Notify command
- Secure special teams/vehicles (SWAT, etc.)
- Secure PIO
- Make notifications as per SOP
 - Hospitals
 - Government officials

Officer Down



- Repeat & Rebroadcast as needed
- Designate primary dispatcher
- Coordinate channel assignments
- Set up patches, as required
- **KEEP TRACK OF YOUR RESOURCES!!!**

Officer Down



- Get assistance to injured officers
- Protect others from injury
- Complete initial call
- Maintain response to other emergencies

MEDIC NEEDS ASSIST



Every year, on average, more than one **EMS** professional in the U.S. is violently killed on duty. ... The rate of violence related injuries with lost work days for **EMS personnel** is 22 times higher than the national average for all **workers**.



NHTSA analyzed data from the past 20 years and found that each year, the nation averages 29 fatal crashes involving an ambulance, resulting in an average of 33 fatalities annually.

Don't forget the dangers faced by flight medics!

MEDIC NEEDS ASSIST



- **Validate scene security**
- **Share premise history**
- **Conduct periodic check-ins**
- **Alert to travel issues**

Determine the nature of “assistance” needed.

CURRENT NUMBERS



- MAYDAY events have increased 35% during the COVID-19 pandemic and recent civil unrest.
- 81% of Maydays occurred between 9:00 p.m. and 6:00 a.m.



**Standard 3000
Active Shooter**

**Communicating to
all stakeholders**

What Does It Mean?



Will cutbacks in law enforcement put other services at risk?

Protect Yourself!

Man Who Threatened Dispatcher Arrested

WICKLIFFE, Ohio (WOIO) - A 33-year-old man who threatened to shoot a Wickliffe Police Department dispatcher in mid-July has been identified and arrested, according to Wickliffe police.

Police said the man threatened a female dispatcher by describing his gun and claiming he would shoot her in the head when she tried to leave work.

Situational Awareness for TCs



- Attacks on public safety officers are no longer limited to police.
- There is no reason to believe that telecommunicators are immune from violence.
- Where TCs share facilities with law enforcement, they may face similar dangers from collateral damage to attacks on police.
- Wearing of similar looking uniforms may further enhance danger.

Super Dispatcher



- SWAT baseball cap
- T-shirt with Star, Badge or SHERIFF
- Military belt with cellphone and mace
- Cargo pants – black or CAMO
- Black Doc Martens
- Wardrobe by GALLS
- “Tactical” in the description of one or more items

Dresses more like a cop than a cop.



Next Session Starts in FIVE Minutes

**LET'S TAKE A
BREAK**