

Standard Operating Procedure LAKE PLEASANT GENERAL OPERATIONS	PEORIA FIRE-MEDICAL DEPARTMENT Operations 204.16AP Rev. 01/27/2017 Page 1 of 7
--	--

PURPOSE

This procedure will establish the communications and general operational guidelines for personnel staffing Station 199 (Lake Pleasant).

POLICY

While personnel assigned to a duty assignment at Lake Pleasant operate under all normal department and city standard operating procedures, the geographical and operational uniqueness of this area demand a working understanding of specialized procedures exclusive to this area as outlined in this procedure.

CUSTOMER SERVICE PROCEDURES:

When not engaged in emergency activity, lake assigned personnel are expected to attend to and assist customers, as they are able. This includes:

- Assisting stranded motorists and boaters
- Aiding in searches for lost people
- Assisting with vehicle lock-outs (in accordance with SOP 206.22p)
- Providing directions and answering general services questions
- Assisting other agencies when requested and able

By providing these customer assistance services, fire department members are helping to establish the Peoria Fire Department as a reputable professional service entity in the lake area.

COMMUNICATIONS PROCEDURES:

Where applicable, personnel shall follow the communications guidelines as outlined in SOP 205.01. The geographical features of the Lake area may limit fire radio communications in some areas. If communication problems occur while operating on an incident, on-scene personnel may attempt contact on other channels and may request the AHQ Tactical Radio Operator to change the assigned channel to better facilitate clear communication capabilities. Other responding units should be aware that this situation might present itself, and should be alert for updated communications information.

The unique multiagency operational system in place in the Lake Pleasant area also necessitates interagency communications operability. Lake assigned personnel are

Standard Operating Procedure LAKE PLEASANT GENERAL OPERATIONS	PEORIA FIRE-MEDICAL DEPARTMENT Operations 204.16AP Rev. 01/27/2017 Page 2 of 7
--	--

expected to maintain familiarity with related outside agency communications protocols and how to operate the necessary equipment as outlined below:

Dual-deck Fire Radios: Fire department dual-deck radios (i.e.; VHF/800mhz) are programmed to maximize interagency communications to improve multiagency incident coordination. Consistent with all other parts of the city, hazard zone incidents (fires, Haz-Mat, etc.) will be dispatched on a VHF tactical channel (A-Deck). Non-hazard zone incidents (i.e. EMS, special duties, etc.) will be dispatched on an 800mhz tactical channel (K-Deck). In addition to Hazard and Non-Hazard capabilities , the Fire Radios are programmed to communicate over Marine Channels (C-Deck Channels 14, 15, 16).

Due to the expansive geography in the lake area, crews may experience communications difficulties. In coordination with the Alarmroom, incidents may be moved between the two decks as needed to maintain communications capabilities, It may be necessary to use human repeaters to relay information.

VHF Marine Radio: The Lake unit is assigned a VHF Marine portable radio for direct interagency and boater communications. A limited number of Marine channels (C-Deck, Channels 14, 15, & 16) are also available on fire department portable/vehicle radios as noted above.

- Marina/Civilian EMERGENCY Channel (Marine Channel 16 / Fire mobile/portable radio Channel C-16): This is non-repeated/line of sight communications. This channel is used for EMERGENCY communications with Marina personnel, as well as civilian boats. It is also used to establish initial radio contact for NON-EMERGENCY communications, then switching to another channel. Marina personnel, Vessel assist, public safety agencies, and civilians routinely monitor this channel.
- Marina/Civilian NON-EMERGENCY Channels: These channels are used for routine and non-emergency communications once contact has been established on Marine Channel 16. They may also be utilized as logistical and support channels during major incidents, or for interagency communications. Marina personnel utilize these channels for routine business communications as follows:

Standard Operating Procedure LAKE PLEASANT GENERAL OPERATIONS	PEORIA FIRE-MEDICAL DEPARTMENT Operations 204.16AP Rev. 01/27/2017 Page 3 of 7
--	--

- **Marine Channel 16** (Fire mobile/portable radio C-16): Hailing/initial contact
- **Marine Channel 10** (Fire mobile/portable radio C-15): Pleasant Harbor Marina General Operations
- **Marine Channel 12** (Fire mobile/portable radio C-14): Scorpion Bay Marina General Operations

Emergency Marine Hailing: When using the VHF Marine Radio on FB199 to contact another agency or individual for emergency communications, communications should be established and maintained on Marine Channel 16 (Fire mobile/portable radio Channel C-16). Multiple agencies may monitor and assist as needed.

Non-Emergency Marine Hailing: When using the VHF Marine Radio on FB199 to contact another agency or individual for non-emergency communications, the following procedure should be used:

- Establish contact on Marine Channel 16 (Fire mobile/portable radio Channel C-16).
- Once contact is established, request that the other party change to another (non-emergency) channel. Conduct the communications on this channel (Marine Radio Channel 10 or 12 for Marina personnel).
- When communications are completed, change back to/monitor Channel 16.

The following are important radio channels available on the Peoria Fire Medical Department dual-deck mobile and portable radios:

A-Deck (VHF Frequency):

- Channel A-1: Main fire department incident dispatch channel
- Channel A-2 to contact Alarm
- Channel A-4: Medical helicopter landing zone contact.(Mutual Aid)

K-Deck (800 Mhz Frequency):

- Channel K-1: Main fire department incident dispatch channel
- Channel K-2 to contact Alarm

Standard Operating Procedure LAKE PLEASANT GENERAL OPERATIONS	PEORIA FIRE-MEDICAL DEPARTMENT Operations 204.16AP Rev. 01/27/2017 Page 4 of 7
--	--

C-Deck (Combination VHF/800mhz Frequencies):

- Channel C-1: Peoria Police Primary (800mhz)
- Channel C-3: Peoria Police Tactical Channel A3 (800mhz)
- Channel C-4: Peoria Police Tactical Channel A4 (800mhz)
- Channel C-14: Scorpion Bay Marina Operations (Marine Channel 12)
- Channel C-15: Pleasant Harbor Marina Operations (Marine Channel 14)
- Channel C-16: EMERGENCY / Hailing (Marine Channel 16)

CAD LANDMARKS:

CAD commonplace entries have been made for many of the most common landmarks. These landmarks correspond to the map pages. Dispatch information should provide the responding companies with the following critical response information:

- Address: Distinguishes the appropriate park entrance to use.
- Common Place: Identifies the closest landmark on the maps.
- MCT messages may provide responding personnel with more precise directions. Responding units should attempt to contact the requesting agency on THEIR channel (when possible) on all lake area responses for additional pertinent information and routing/location instructions.

Common Rendezvous Locations:

The use of commonly known meeting locations can be a valuable communications tool, which reduces confusion and speeds the initiation of patient care. This provides a *known* meeting location for responding Fire Department units and personnel who are transporting patients from “on” the Lake (regardless of their agency affiliation). The meeting location must be effectively communicated between all agencies early in the incident. Fire personnel should be familiar with access to the most commonly used locations. *This list is not all-inclusive.* Other rendezvous locations may be identified using the area maps, as dictated by the incident and through cross agency communications.

Standard Operating Procedure LAKE PLEASANT GENERAL OPERATIONS	PEORIA FIRE-MEDICAL DEPARTMENT Operations 204.16AP Rev. 01/27/2017 Page 5 of 7
--	--

Commonly used meeting locations are:

Pleasant Harbor Marina (40202 North 87th Ave.):

- Marina (accessed via the pedestrian ramp)
- Main Boat Ramp (near Marina pedestrian ramp)
- Marina Courtesy Dock (located at the bottom of the main boat ramp)
- North Boat Ramp (north of the dry storage area)
- South Boat Ramp (south of the Marina, past the RV Park)

County Park South Side (41835 North Castle Hot Springs Rd.):

- 10-Lane Boat Ramp
- County Operations Center & and Helipad
- Contact Station (Main Entrance/Pay Gate)

County Park South Side (10970 W. Peninsula Rd.):

- Scorpion Bay Marina
- MCSO Boat House

County Park North Side (44000 North Castle Hot Springs Rd.):

- North Contact Station (Entrance/Pay Gate)
- 4-Lane Boat Ramp

Due to the lack of streets and geographical landmarks in the area, callers may not provide accurate location information. Personnel who arrive first to an incident should determine the exact location as soon as possible and relay the location and best access routing to other responding units. If meeting other responding units from the water (*i.e.*, via boat) personnel should relay the *exact* rendezvous location, especially if different than the dispatched location (*i.e.*, “MEET US AT THE 10 LANE BOAT RAMP ON THE COUNTY–SOUTH SIDE . . .”). Other agency personnel and/or reliable bystanders may be used to direct responding units to the correct location.

The first fire unit arriving on the scene of any multiple unit response will broadcast the correct location and any important routing information as part of their on-scene report. This is done to clarify the incident location, due to the confusing and expansive geographic nature of the lake area.

Standard Operating Procedure LAKE PLEASANT GENERAL OPERATIONS	PEORIA FIRE-MEDICAL DEPARTMENT Operations 204.16AP Rev. 01/27/2017 Page 7 of 7
--	--

APPENDIX: EMERGENCY TELEPHONE NUMBERS:

Personnel may find it necessary to utilize outside agency support, even though radio contact is unavailable. Below is a list of commonly used agency contact numbers:

Fire Station 199 (Landline): 623-773-8795
 (Cell Phone): 602-809-0621

Pleasant Harbor Marina:

Downtown Office: 602-977-7377
 Marina Store/office Main Phone Number: 928-501-5266
 Marina Office Fax: 602-977-7366
 Marina Manager: (Chad Case) 623-221-3882

Scorpion Bay Marina:

Operations: 928-501-2628
 Fuel Dock: 928-501-2631
 Marina Manager (Cris McSparen): 623-297-9920

Maricopa County Parks; Lake Pleasant:

Main Entry Station: 928-501-1710
 Operations Center, Main Number: 602-506-2930
 Operations Center, Fax Number: 602-372-7465
 Lake Pleasant County Park Managers Office: 602-372-7460 #201
 County Parks; Lake Pleasant Special Events Coordinator: 602-372-7460 #200

Maricopa County Sherriff's Office:

MCSO Dispatch: 602-876-1030 or 602-876-1011
 MCSO Lake Pleasant (not manned 24-hours): 928-501-1783

Maricopa County Water District:

Main Office: 623-546-8226
 After-Hours Security Cell Phone: 623-764-2474

US Coast Guard Auxiliary: 800-368-5647

Arizona Fish and Game Department: 602-942-3000

Peoria Police Department – Dispatch: 623-773-8311

Fire Department Alarm Room

Main Number: 602-262-6595
 Alarm Room – Supervisor: 602-262-7496