**Subject: Jefferson County 911 - MAYDAY Procedures**

**Purpose**

Fire dispatchers must be familiar with MAYDAY procedures, certain definitions, and acronyms associated with a MAYDAY in the event of transmission on the main fire ground channel. The dispatcher must also know how to handle a MAYDAY when one is transmitted by the Incident Commander.

**Scope**

This standard operating guideline is designed to give dispatchers at Jefferson County 911 a guideline as to what will happen during a mayday on a structure fire. It is recommended that the administration of Jefferson County 911 adopt this SOG as one of their General Orders for their dispatch procedures

**Definitions**

*MAYDAY:* is a nationally accepted term used when emergency services **PERSONNEL ARE IN IMMEDIATE DANGER.** This term is used to gain immediate priority on the fire ground. The “MAYDAY” call can come from the Incident Commander or any unit operating on the incident scene.

*WWW Report:* WWW is an acronym used when a MAYDAY is transmitted on the fire ground by the firefighter involved in the MAYDAY. It is important that a dispatcher knows the definition of WWW report in case they hear one transmitted. When a firefighter is trapped, and transmits a MAYDAY he/she is to verbalize the following information or WWW Report:

**Who has the problem**

**Where is the problem**

**What do you need to solve the problem?**

Example:Mayday, Mayday, Mayday, Firefighter Smith, trapped in the basement on the A/B corner, I need assistance getting out

*CAN:* A CAN report might also be heard by a dispatcher. A CAN report may be given by a firefighter to describe the conditions for which they are trapped, what they are doing to attempt to free themselves, and what other resources they need.

**C**onditions

**A**ctions

**N**eeds

PAR**:** A personnel accountability report or PAR is done at set intervals on a fire ground to ensure that all firefighters are accounted for and working in their assigned location. A PAR might also be performed after command evacuates a building, a building collapse, or some other catastrophic event on the alarm. The term PAR replaces the term Status Check.

**P**ersonnel

**A**ccountability

**R**eport

**Guideline**

Upon the receipt of a MAYDAY, an additional dispatcher shall be assigned to assist with the incident, with **one** dispatcher dedicated solely to the MAYDAY operation.

The Dispatcher will Time Stamp the start and conclusion of the MAYDAY.

***Dispatcher Received Mayday:*** If the firefighter calling the MAYDAY comes up on the Jeffco (1,2, or 3) channel, the Incident Commander shall be advised, and the dispatcher shall remain with the firefighter on that channel and continue with the rest of the MAYDAY protocol.

1. Attempt to Identify the unit if not already identified by radio number designation and listen for a WWW report or a CAN report.

***Incident Commander Received Mayday***: The Dispatcher shall perform the following tasks:

1. Repeat the transmission of the Incident Commander
2. On the Dispatch channel - Transmit the County-wide alert tone and state, “All agencies dispatched by Jefferson County, we have a MAYDAY in progress. Move all radio traffic to (frequency) until further notice.” – repeat twice
3. Ask the Incident Commander if any additional resources are needed.
4. Ask the Incident Command if an Immediate PAR needs to be completed.
5. Keep radio traffic to a minimum.
6. When the MAYDAY is terminated, Clear the MAYDAY on the Dispatch Channel – Transmit the County-wide alert tone and state, “All agencies dispatched by Jefferson County, we have Cleared the MAYDAY.” – repeat twice

By the order of: ­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_