

GUIDELINE TITLE: Shared System	DOCUMENT SECTION: Interoperable Standards	SUBSECTION: Shared System	NUMBER: 01-1.4
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New Hampshire Statewide Interoperable Communications System

I. Purpose/Objectives

Establish SOGs for the use of a shared system. The intent of this protocol is to establish an orderly, workable radio resource for the use of operational, as well as command and control, personnel in everyday response, mutual aid response, or in the event of a major response, ranging from an intra-discipline, intra-jurisdictional incident or event, to an inter-discipline, inter-jurisdictional incident or event in the State of New Hampshire. The communications capabilities provided by the shared system will be in operation for any participating Public Safety Agency using the New Hampshire Statewide Interoperable Communications System. The objective is to have an SOG in place for pre-established radio resources in support of incident driven interoperable communications as authorized by a pre-existing Shared System Use Authority MOU.

II. Technical Background

The New Hampshire Statewide Interoperable Communications System with shared, Mutual Aid and Interoperability Channels, has been designated the New Hampshire Statewide Interoperable Communications System to give communications capabilities to command and operational personnel responsible for the response to a regional incident requiring multiple jurisdictions and services.

This is intended to support multi-agency, multi-jurisdictional communications capabilities during mutual aid incidents and events.

This System also serves as a primary, local, everyday use system for the entire gamut of public safety and first responder agencies in the State.

III. Operational Context

Established mutual aid response protocols between Local and State Public Safety Agencies will provide the basis for operational use of the shared system. The following is a hierarchy of projected operational needs based on priority, with the first operation holding the highest priority:

1. A large-scale emergency incident that requires a multi-agency, multi-jurisdictional response (e.g., as defined in the Emergency Support Function [ESF]).
2. Everyday response-level communications from routine to emergency or urgent incidents that may or may not require mutual aid response from multiple agencies (e.g., high-speed pursuits crossing jurisdictional boundaries, a large warehouse fire requiring mutual aid response).
3. Special events, controlled activities, generally of a pre-planned or tactical nature involving joint participation of two or more agencies (e.g., a large sporting event such as a college football game, a dignitary visit from a high ranking government official).
4. Drills, communications maintenance, and test exercises.

IV. Recommended Standard

The following bullets define the basic standards that should be in place during the use of an interoperability resource within a shared system:

- **Establish National Incident Management System** – Depending on the size of the incident, the use of an Incident Command System (ICS) compliant with the National Incident Management System (NIMS) is recommended when using any regional interoperability resource for large-scale multi-agency, multi-jurisdictional incidents.
- **Plain Language** – All interoperable communications during multi-agency, multi-discipline incidents should be in plain language. Avoid using radio codes, acronyms, and abbreviations as they may cause confusion between agencies. Ensure that all verbal requests for assistance or backup specify the reason for the request.
- **Cellular Phones** - Are not to be considered an interoperable communications device for on scene incident management and communications. However, cell phones may be used for administrative purposes when one-on-one communications are required.
- **Unit Identification** – Announce your home agency prior to announcing your unit identifier during interoperable communications situations when utilizing the designated channel(s).
- **Encryption** – Encryption is not recommended for use on system interoperability channel(s). If all potential users have access to the encrypted system, then the use of encryption may be appropriate.
- **Monitoring** – If ICS is established and it is deemed appropriate, the Incident Commander, or his/her designee, will ensure that each interoperability channel is monitored while in use. In a smaller mutual aid response, the Agency Lead may also require that each interoperability channel be monitored.
- **Channel Mapping** – Mutual Aid and Interoperability Channel frequencies squelch tones, channel locations and names shall not be altered or modified in any way. The intent of this requirement is to ensure that all radios have consistent interoperability channel layout so that in times of emergency they can be effectively operated by anyone.
- **Radio ID** - The Radio ID scheme as identified on the “County – Town Astro ID Worksheet” published by the State of New Hampshire Department of Public Safety shall be adhered in accordance with the Originating Agency Identifier (ORI) numbers. See **Attachment A**.

V. Recommended Protocol Guideline

Dispatch Center Responsibility

The dispatch center of the agency initiating the incident is responsible for all primary dispatch tasks until the guidelines of the National Emergency Communications Plan are activated or the decision is made by the Incident Commander, Agency Lead, or the incident dispatch center to transfer the communications responsibilities.

Mutual Aid and Interoperability Channels as identified in the statewide public safety frequencies matrix as identified as Lawnet Frequency matrix * that defines squelch tones, radio ID, channel locations and names shall not be altered or modified in any way. The intent of this requirement is to ensure that all radios have consistent interoperability channel layout so that in times of emergency they can be effectively utilized. **Agencies violating this requirement will jeopardize their receipt of future grant funding.**

Shared System Interoperability Resource Request

The agency requesting the use of interoperability resources of the shared system for incident or event communications support should provide the following information to the agency supporting the operation:

- What agencies and entities are involved?
- Who has the responsibility for incident command and where is the staging area or, who is the lead relevant to the mutual aid request?
- Which interoperability resources are required?
- Do the designated channel(s) require monitoring? If so, who (e.g., dispatch center, incident command, Radio Operator [RADO]) will serve as the responsible agent?

Shared System Interoperability Resource Activation

Once interoperability resources of the shared system are identified, the Guidelines for establishing communications connectivity are:

- The requesting agency will identify the reporting interoperable channel(s) for the incident which will be relayed to the responders via their local dispatch center(s).
- The responding agency dispatch center(s) will be responsible for notifying all responding units of the reporting communications assignment for the incident.
- Provide plain language radio protocol identifying the municipality and type of responding apparatus or resource unit.
- Identify users on the channel(s) using their agency name and unit identifier through a *roll call* when appropriate. (Users in a secure setting or a mutual aid response may not require dispatcher validation.)
- Monitor the channel(s) to address requests as required.
- Monitor the channel(s) for problems that may require technician intervention.
- Document the channel(s), if required or where appropriate.

Shared System Interoperability Resource Deactivation

When the interoperability resources of the shared system are no longer required, agencies should follow these deactivation Guidelines:

- As the responding units are relieved of assignment(s) they shall notify the appropriate on scene command that they are leaving the incident and returning to their primary home channel. Agencies may want to periodically conduct an incident roll call to confirm the remaining on-scene units.
- After deactivation of the interoperability resources, normal operations should be resumed.

Shared Channel Problem ID and Resolution

- Report any problems with the shared system to the appropriate point of contact (POC) for that agency.
- A routine shared system test schedule should be established regularly to confirm availability and operational use.
- After action reports should be utilized to help identify potential problems and prospective solutions.

VI. Management

The cooperating agencies are responsible for the operational management of their system.

Mutual Aid and Interoperability Channel's frequencies, squelch tones, radio ID, channel locations and names shall not be altered or modified in any way. The intent of this requirement is to ensure that all radios have consistent interoperability channel layout so that in times of emergency they can be effectively operated by any first responder. **Agencies violating this requirement will jeopardize their receipt of future grant funding.**

The Radio ID scheme as identified on the "County – Town Astro ID Worksheet" published by the State of New Hampshire Department of Safety shall be adhered to in accordance with the Originating Agency Identifier (ORI) numbers. See attachment A. **Agencies failing to adhere to this requirement will jeopardize their receipt of future grant funding.**

* see contact list below under "Radio Frequency Matrix" for more information.

Attachment A

County/Town Prefix Primary unit ID (xxx=0-999)
 (reserved)

Belknap	0	100	xxx
Alton	0	102	xxx
Barnstead	0	104	xxx
Belmont	0	106	xxx
Center Harbor	0	108	xxx
Gilford	0	110	xxx
Gilmanton	0	112	xxx
Laconia	0	114	xxx
Meredith	0	116	xxx
New Hampton	0	118	xxx
Sanbornton	0	120	xxx
Tilton	0	122	xxx
LRFMA	0	190	xxx
Carroll	0	200	xxx
Albany	0	202	xxx
Bartlett	0	204	xxx
Brookfield	0	206	xxx
Chatham	0	208	xxx
Conway	0	210	xxx
Eaton	0	212	xxx
Effingham	0	214	xxx
Freedom	0	216	xxx
Harts Location	0	218	xxx
Jackson	0	220	xxx
Madison	0	222	xxx
Moultonboro	0	224	xxx
Ossipee	0	226	xxx
Sandwich	0	228	xxx
Eidelweiss	0	229	xxx
Tamworth	0	230	xxx
Tuftonboro	0	232	xxx
Wakefield	0	234	xxx
Wolfeboro	0	236	xxx
Probation & Parole	0	239	xxx
OVMA	0	290	xxx
Cheshire	0	300	xxx
Alstead	0	302	xxx
Chesterfield	0	304	xxx
Dublin	0	306	xxx
Fitzwilliam	0	308	xxx
Gilsum	0	310	xxx
Harrisville	0	312	xxx
Hinsdale	0	314	xxx
Jaffrey	0	316	xxx

where

xxx = 001 - 249 Police Mobiles
 250 - 499 Fire/EMS Mobiles
 500 - 749 Police Portables
 750 - 999 Fire/EMS Portables

Keene	0	318	xxx
Marlborough	0	320	xxx
Marlow	0	322	xxx
Nelson	0	324	xxx
Richmond	0	326	xxx
Rindge	0	328	xxx
Roxbury	0	330	xxx
Stoddard	0	332	xxx
Sullivan	0	334	xxx
Surry	0	336	xxx
Swanzey	0	338	xxx
Troy	0	340	xxx
Walpole	0	342	xxx
Westmoreland	0	344	xxx
Winchester	0	346	xxx
Spofford	0	348	xxx
SWMA	0	390	xxx
Coos	0	400	xxx
Beans Grant	0	402	xxx
Beans Purchase	0	404	xxx
Berlin	0	406	xxx
Cambridge	0	408	xxx
Carroll	0	410	xxx
Chandlers Purchase	0	412	xxx
Clarksville	0	414	xxx
Colebrook	0	416	xxx
Columbia	0	418	xxx
Crawfords Purchase	0	420	xxx
Dalton	0	422	xxx
Dixville	0	424	xxx
Dummer	0	426	xxx
Errol	0	428	xxx
Gorham	0	430	xxx
Greens Grant	0	432	xxx
Jefferson	0	434	xxx
Kilkenney	0	436	xxx
Lancaster	0	438	xxx
Low & Burbank	0	440	xxx
Martins Location	0	442	xxx
Milan	0	444	xxx
Millsfield	0	446	xxx
Northumberland	0	448	xxx
Pinkhams Grant	0	450	xxx
Pittsburg	0	452	xxx
Randolph	0	454	xxx
Sargents Purchase	0	456	xxx
Shelburne	0	458	xxx
Stark	0	460	xxx

where

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Stewartstown	0	462	xxx
Strafford	0	464	xxx
Whitefield	0	470	xxx
Grafton	0	500	xxx
Alexandria	0	502	xxx
Ashland	0	504	xxx
Bath	0	506	xxx
Benton	0	508	xxx
Bethlehem	0	510	xxx
Bridgewater	0	512	xxx
Bristol	0	514	xxx
Campton	0	516	xxx
Canaan	0	518	xxx
Dorchester	0	520	xxx
Easton	0	522	xxx
Ellsworth	0	524	xxx
Enfield	0	526	xxx
Franconia	0	528	xxx
Grafton	0	530	xxx
Groton	0	532	xxx
Hanover	0	534	xxx
Haverhill	0	536	xxx
Holderness	0	538	xxx
Hebron	0	540	xxx
Landaff	0	542	xxx
Lebanon	0	544	xxx
Lincoln	0	546	xxx
Lisbon	0	548	xxx
Littleton	0	550	xxx
Livermore	0	552	xxx
Lyman	0	554	xxx
Lyme	0	556	xxx
Monroe	0	558	xxx
Orange	0	560	xxx
Orford	0	562	xxx
Piermont	0	564	xxx
Plymouth	0	566	xxx
Rumney	0	568	xxx
Sugar Hill	0	570	xxx
Thornton	0	572	xxx
Warren	0	574	xxx
WatervilleValley	0	576	xxx
Wentworth	0	578	xxx
Woodstock	0	580	xxx
Hillsborough	0	600	xxx
Amherst	0	602	xxx
MAC Base	0	602	xxx
Antrim	0	604	xxx

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Bedford	0	606	xxx
Bennington	0	608	xxx
Brookline	0	610	xxx
Deering	0	612	xxx
Fracestown	0	614	xxx
Goffstown	0	616	xxx
Greenfield	0	618	xxx
Greenville	0	620	xxx
Hancock	0	622	xxx
Hillsboro	0	624	xxx
Hollis	0	626	xxx
Hudson	0	628	xxx
Litchfield	0	630	xxx
Lyndeborough	0	632	xxx
Manchester	0	634	xxx
Mason	0	638	xxx
Merrimack	0	640	xxx
Milford	0	642	xxx
Mont Vernon	0	644	xxx
Nashua	0	646	xxx
New Boston	0	648	xxx
New Ipswich	0	650	xxx
Pelham	0	652	xxx
Peterborough	0	654	xxx
Sharon	0	656	xxx
Temple	0	658	xxx
Weare	0	660	xxx
Wilton	0	662	xxx
Windsor	0	664	xxx
Merrimack	0	700	xxx
Allenstown	0	702	xxx
Andover	0	704	xxx
Boscawen	0	706	xxx
Bow	0	708	xxx
Bradford	0	710	xxx
Canterbury	0	712	xxx
Chichester	0	714	xxx
Concord	0	716	xxx
Danbury	0	718	xxx
Dunbarton	0	720	xxx
Epsom	0	722	xxx
Franklin	0	724	xxx
Henniker	0	726	xxx
Hill	0	728	xxx
Hooksett	0	730	xxx
Hopkinton	0	732	xxx
Loudon	0	734	xxx
Newbury	0	736	xxx

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New London	0	738	xxx
Northfield	0	740	xxx
Pembroke	0	742	xxx
Pittsfield	0	744	xxx
Salisbury	0	746	xxx
Sutton	0	748	xxx
Warner	0	750	xxx
Webster	0	752	xxx
Wilmot	0	756	xxx
CAFMA	0	790	xxx
Rockingham	0	800	xxx
Atkinson	0	802	xxx
Auburn	0	804	xxx
Brentwood	0	806	xxx
Candia	0	808	xxx
Chester	0	810	xxx
Danville	0	812	xxx
Deerfield	0	814	xxx
Derry	0	816	xxx
East Kingston	0	818	xxx
Epping	0	820	xxx
Exeter	0	822	xxx
Fremont	0	824	xxx
Greenland	0	826	xxx
Hampstead	0	828	xxx
Hampton	0	830	xxx
Hampton Falls	0	832	xxx
Kensington	0	834	xxx
Kingston	0	836	xxx
Londonderry	0	838	xxx
New Castle	0	840	xxx
Newfields	0	842	xxx
Newington	0	844	xxx
Newmarket	0	846	xxx
Newton	0	848	xxx
North Hampton	0	850	xxx
Northwood	0	852	xxx
Nottingham	0	854	xxx
Plaistow	0	856	xxx
Portsmouth	0	858	xxx
Raymond	0	860	xxx
Rye	0	862	xxx
Salem	0	864	xxx
Sandown	0	866	xxx
Seabrook	0	868	xxx
South Hampton	0	870	xxx
Stratham	0	872	xxx
Windham	0	874	xxx

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Strafford	0	900	xxx
Barrington	0	902	xxx
Dover	0	904	xxx
Durham	0	906	xxx
Farmington	0	908	xxx
Lee	0	910	xxx
Madbury	0	912	xxx
Middleton	0	914	xxx
Milton	0	916	xxx
New Durham	0	918	xxx
Rochester	0	920	xxx
Rollinsford	0	922	xxx
Somersworth	0	924	xxx
Strafford	0	926	xxx
UNH	0	927	xxx
Sullivan	0	1000	xxx
Acworth	0	1002	xxx
Charlestown	0	1004	xxx
Claremont	0	1006	xxx
Croydon	0	1008	xxx
Goshen	0	1010	xxx
Grantham	0	1012	xxx
Langdon	0	1014	xxx
Lempster	0	1016	xxx
Newport	0	1018	xxx
Plainfield	0	1020	xxx
Springfield	0	1022	xxx
Sunapee	0	1024	xxx
Unity	0	1026	xxx
Washington	0	1028	xxx
Cornish	0	1030	xxx

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