

MAINE ASSOCIATION FOR SEARCH AND RESCUE

MASAR Dispatching Procedure¹

I. Purpose

- A. This procedure, developed by the Board of Directors of the Maine Association for Search and Rescue (MASAR), is intended to provide for the orderly and rapid dispatch of volunteer SAR resources, i.e. member Units of MASAR.

II. Dispatch Procedure

A. Initial Contact By Requesting Agency

1. Requesting agencies shall contact the MASAR Duty Officer (DO).
 - i. MASAR Duty Officer schedules, maintained by the MASAR Resource Director, shall be provided to State and Federal agencies and updated as necessary.
 - ii. If the requesting agency does not have the contact information for the current DO, they should contact the Waldo County Regional Communications Center (WCRCC) at 207-338-3040, which should be able to contact a MASAR DO.
2. Requesting agencies shall be asked to provide the following information:
 - i. Agency name
 - ii. Agency contact name
 - iii. Agency contact number
 - iv. Brief description of mission
3. The DO shall obtain at least the following minimum mission details from the requesting agency:
 - i. Resources requested:
 - 1) Ground search;
 - 2) Dog teams;
 - 3) Mounted teams;
 - 4) Rescue teams;
 - 5) Other.
 - ii. Location and time for responding resources to report;
 - iii. Directions to the staging area or reporting location, including a 911 street address if available;
 - iv. Incident Command (IC) contact information, including location and telephone number;
 - v. Any special equipment requirements or other considerations such as subject medical problems, significant known or pending weather conditions, etc.;
 - vi. Incident urgency;
 - vii. Agency contact name, call back number, and position or rank.

¹ Original title was "MASAR Dispatching Policy"

B. Dispatching Resources

1. The Duty Officer shall create an "Incident" on D4H, utilizing the title format of "Date, Town" (for example "10/3/12, Unity").
2. The DO shall enter the appropriate information collected above.
3. The DO shall compose a text page (SMS) message of not more than 150 characters. The message shall include:
 - i. A list of the units dispatched.
 - ii. The location of the staging area.
 - iii. The reporting time for units.
 - iv. The contact number for the DO.
 - v. The words "**No e-mail**" if the DO cannot send e-mail to units, or "**See email**" if they can, or "**Details in D4H**" if further information is available there.
4. The DO shall transmit the page via D4H SMS to the appropriate Units.
5. If the DO does not have access to D4H, he or she shall do one of the following:
 - i. Ask WCRCC to page specified Units;
 - ii. Contact Units by phone, or;
 - iii. Try to locate another DO or MASAR Officer with access to D4H.
6. DBAP (formerly SERE School SAR) must be called by phone, as they only receive e-mail at work. Call them through the SERE Duty Officer at 207-438-4330 (8 to 5) and 207-837-1736 after hours.

C. Providing Mission Information

1. As soon as possible, the DO shall send an e-mail to all MASAR Units providing all available mission information including, at a minimum:
 - i. Brief description of the incident;
 - ii. Time(s) to respond;
 - iii. Staging area location;
 - iv. Directions to the staging area, including a 911 street address if available;
 - v. Incident Command (IC) contact number and location;
 - vi. Any special equipment or expertise needed;
 - vii. Contact information for the DO, and preferred method of contact, e.g. phone, e-mail, text.
2. The DO shall then update the "Incident" on D4H.

D. Return Information

1. The DO shall keep the IC, or agency contact, informed of the number and type of responding resources.

III. Incident Termination

- A.** When notified that an incident has been terminated, the DO shall compose a termination text message and send it out using D4H or WCRCC. Units that don't receive text pages shall be informed by telephone by the DO.

IV. Test Paging

- A.** The DO assuming watch for the week shall send out a test page each Sunday evening at approximately 1700.
- B.** The text of the page must include:
 - 1. The DO's name;
 - 2. The start date and end date of the DO's duty;
 - 3. The DO's contact phone number or numbers;
 - 4. The statement that this is the weekly test message from D4H.
- C.** Another short message may be added, up to the D4H limit of 150 characters.
- D.** When the test page is sent the DO assuming watch for the week shall put the same information on the D4H whiteboard, selecting the option for a period of 7 days.
- E.** If the DO going off duty does not receive a test page, he or she must contact the DO assuming duty and be sure that he or she knows that they are:
 - 1. On duty;
 - 2. Need to send out a test page;
 - 3. Need to post their information on the D4H whiteboard.
- F.** The DO going off duty is not relieved until the test page has been sent and the whiteboard updated.
- G.** If a DO cannot assume the week's duty, it is his or her responsibility to find a replacement and notify others by doing the following:
 - 1. Post notification on the D4H Whiteboard;
 - 2. Revise the DO schedule;
 - 3. Send an update e-mail to:
 - i. The Warden Service SAR Coordinator (Lt. Kevin Adam)
 - ii. The IF&W Safety Officer (Mike Sawyer);
 - iii. The MASAR Resource Officer;
 - 4. Notify the WCRCC at 207-338-2040.
- H.** WCRCC will also send out a weekly test page to check their system.