

MAINE ASSOCIATION FOR SEARCH AND RESCUE

MASAR Dispatching Procedure

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 in Maine, e.g. member Units of MASAR.

II. Agencies Requesting Resources

- A. Only the Maine Warden Service, Baxter State Park Authority, Acadia National Park, and Maine Marine Patrol may request MASAR resources directly through the MASAR dispatching system.
 - 1. All other State, County, and Federal agencies may contact the MASAR Duty Officer (DO) to request resources for search and rescue incidents.
 - 2. These requests must be passed on to the Maine Warden Service for approval before MASAR resources may be dispatched.
- B. 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 will contact a MASAR DO.
- C. Requesting agencies will be asked to provide the following information:
 - 1. Agency name
 - 2. Agency contact name
 - 3. Agency contact number
 - 4. Brief description of mission
 - 5. Type and number of resources needed
- D. MASAR shall provide a Duty Officer schedule, maintained and updated by the MASAR Resource Director, to all appropriate State, County, and Federal agencies.
- E. The following MASAR resources may be requested:
 - 1. Ground searchers
 - 2. Dog teams
 - 3. Mounted teams
 - 4. Rope rescue teams
 - 5. Resource transportation
 - 6. Drone(s)

III. Receiving a Request for Resources

- A. When receiving a request for MASAR assistance, the DO shall prepare a DO Incident Report Form.
- B. The form shall include at least the following information:
 - 1. When the DO system was activated;
 - 2. All information provided about the incident;
 - 3. All information provided about the subject;
 - 4. The location of the incident;

5. The types and quantities of resources requested;
 6. The types and quantities of resources responding.
- C. MASAR Duty Officers are authorized to recommend resources, based on their analysis of the incident and their familiarity with MASAR unit capabilities.
- D. If a request for resources is made, but their immediate dispatch is not required, the Response Incident Form shall note that this is a Standby Request.
1. All of the information listed in Section III, B above shall be included in the form.
 2. The approximate time when resources will be needed shall also be included.

IV. IV. Dispatching Resources

- A. The Duty Officer shall create an "Incident" on D4H, utilizing the title format of "Date Town Situation" (for example "2018-03-12 Unity Missing person").
- B. The DO shall enter in D4H the information collected from the agency requesting resources.
- C. The DO shall dispatch the selected resources via text messaging (SMS) on D4H. The message length shall not exceed 150 characters in length and shall include the following information:
1. A list of the units dispatched.
 2. The location of the staging area.
 3. The reporting time for units.
 4. The contact number for the DO.
 5. The phrase "**No email**" if the DO cannot send email to units, the phrase "**See email**" if they can, or "**Details in D4H**" if additional information is available there.
- D. If the DO does not have access to D4H, he or she shall do one of the following:
1. Ask WCRCC to page the specified Units, or
 2. Contact Units by phone, or
 3. Locate another DO or MASAR Officer with access to D4H who can create the "Incident" and dispatch the selected resources.
- E. DBAP SAR must be dispatched by phone. Call the SERE Duty Officer at 207-438-4330 (8 to 5) or 207-837-1736 after hours.

V. Providing Mission Information

- A. As soon as possible, the DO shall send an e-mail to all MASAR Units providing all available mission information including, at a minimum:
1. Brief description of the incident;
 2. Time(s) to respond;
 3. Staging area location;
 4. Directions to the staging area, including a 911 street address if available;
 5. Incident Command (IC) contact number and location;
 6. Any special equipment or expertise needed;
 7. Contact information for the DO;

8. Preferred response deadline and method of contact for DO, e.g. phone, e-mail, or text.
- B. The DO shall then update the "Incident" on D4H.

VI. Return Information

- A. The DO shall keep the IC or agency contact informed of the number and type of responding resources, and their approximate time of arrival, if the latter is available.

VII. 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.
- B. MASAR team members are volunteers and are not required to remain at a search and rescue operation until it is officially terminated.
- C. The requesting agency will release MASAR team members as soon as practical.