



Training Bulletin

Developing Proficiency in Mayday Communications

Manchester

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This training has been adapted from a training bulletin developed for East County Fire and Rescue in Camas, Washington to assist members in developing effective mayday communication skills.

Purpose

The “who, what, where, needs” mayday conditions, actions, and needs (CAN) format for mayday communications is simple. However, transmitting a clear and concise mayday under the most stressful conditions that you are likely to encounter on the fireground is challenging and requires practice. During the month of May, we will start each shift by presenting incident circumstances where members must communicate a mayday message exactly as it would be transmitted.

Each of the incident scenarios used in this month’s training is based on an actual mayday incident. In some cases the mayday was resolved successfully without injury, in others the firefighters or officers involved suffered serious injury and in one incident, a firefighter lost his life in the line of duty. Links are provided for our members to dig deeper into these incidents to extend their learning and improve our ability to avoid maydays if at all possible, but if not to respond effectively to resolve the life threatening conditions that are presented.

Aims

Firefighters and fire officers:

- Recognize when they should call a mayday.
- Transmit clear and concise mayday communications using the Mayday CAN format.

Incident Commanders:

- Respond effectively to mayday communications using the help order.
- Transmit an appropriate emergency traffic radio message including reinforced resource determination.

Conducting the Drill

At the start of each shift during the month of May, practice mayday communications by stating a mayday message exactly as it should be transmitted based on a brief description of incident conditions resulting in the need to transmit the mayday.

Members who may serve as an IC should also take the opportunity to role play as the IC and respond to the mayday messages using the help order and transmitting an effective Emergency Traffic message to dispatch.

The previous training bulleting Mayday Communications-An Introduction, provided basic information on mayday communications and an opportunity for practice. During the first three days of May or if it is the first day of the month that one or more members on-shift have worked this month, start by asking:

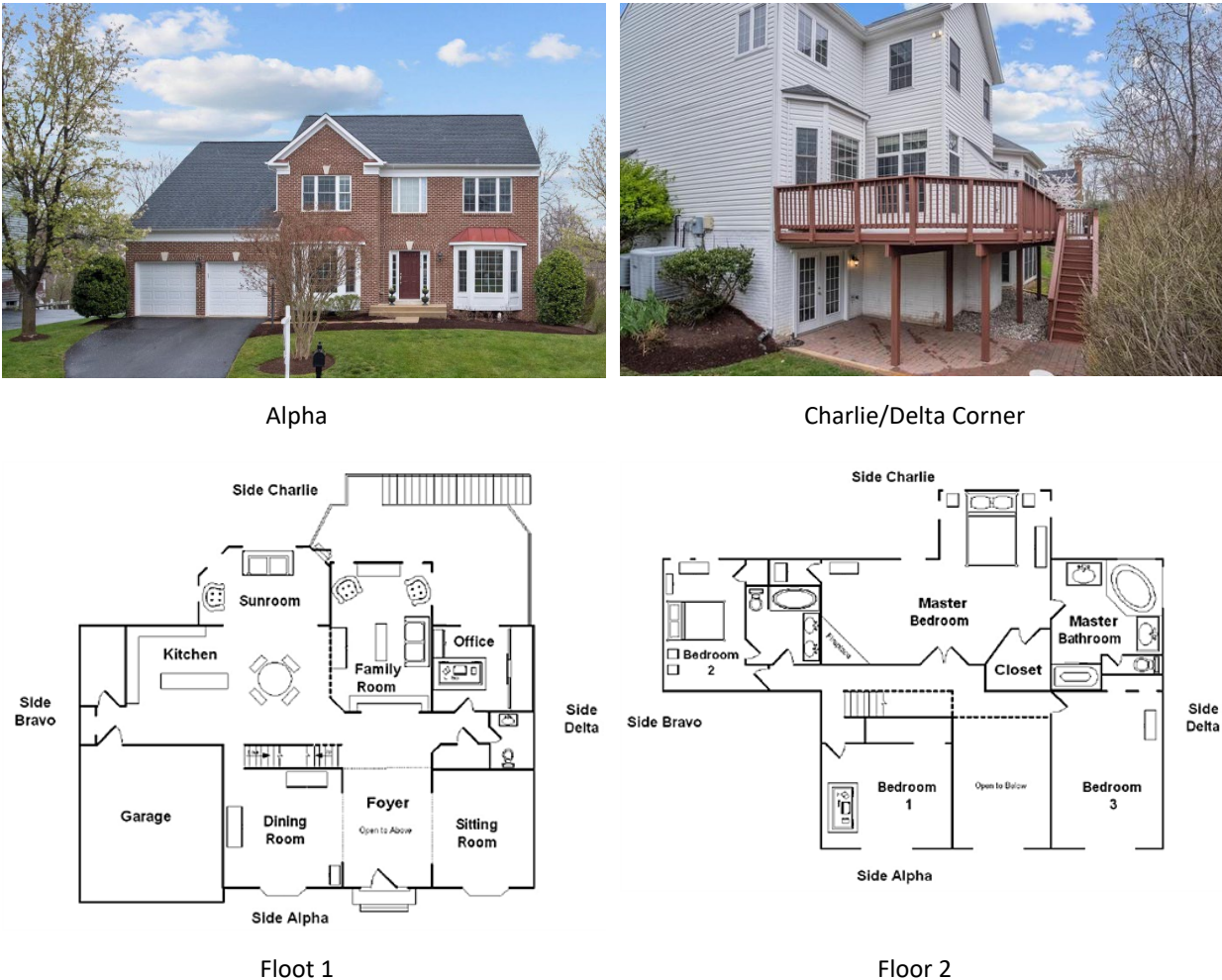
- What is a mayday?
- What are automatic mayday criteria?
- What is the format for a mayday message?
- What is the help order?
- What is the format for an emergency traffic message?

If needed, review the key elements covered in the previous training bulletin, [Mayday Communications-An Introduction](#).

May 1-3, 2024- Meadowood Court

This incident involved a residential fire at 43238 Meadowood Ct, Leesburg, Virginia on May 25, 2008 (Loudoun County Fire, Rescue, and Emergency Management, 2008)). Figure 1 illustrates the building exterior and floor plan of the structure involved in this incident.

Figure 1. 43238 Meadowood Court, Leesburg, Virginia



Note: Adapted from Redfin. (2022). 43238 Meadowood Ct, Leesburg, VA 20176. <https://bit.ly/3JE3h4e>. Loudoun County Fire, Rescue, and Emergency Management. (2008). Significant injury investigative report 43238 Meadowood Court May 25, 2008. <https://bit.ly/4bfuiXs>.

The scenario presented in this training activity is somewhat different than that occurring in the actual incident due to differences in resource deployment and staffing. The scenario was modified to place you in similar circumstances and location within the building.

You have responded to a residential fire at 43238 Meadowood Court at 13:01. Your initial radio report stated that you were on scene of a small, two-story house with a working fire in the attic or on Side Charlie stretching an attack line on Side Alpha for fire control and primary search, establishing Meadowood Command, and requested two additional engines. You observed Sides Bravo and Alpha on

approach. You did not do a complete 360 but checked conditions on Side Charlie from the Charlie/Delta Corner and transmitted the following update report. 360 complete, two stories all sides, walkout basement on Side Charlie with a working fire on Floor 2 with extension to the attic, [your engine] is Side Alpha accountability.

You assigned the second arriving engine to forward lay to your engine, pull a second attack line off your engine and go on-deck Side Alpha. You then stretched your attack line through Side Alpha to Floor 2 for fire control and primary search. You encountered moderate temperatures and thick smoke with limited visibility and located a fire in the master bedroom and have water on the fire.

A command officer arrived and completed the command transfer. IC #2 advised you that there were flames from the gable ends of the roof. Shortly after this transmission, fire extends up the interior stairwell to Floor 2, cutting off your egress. You lose water in your attack line and take refuge in a bedroom adjacent to the top of the stairs. You are separated, from the other firefighter who was on the attack line with you and do not know where they are (you were last with them in the hallway). Your air status is 50%.

Transmit the mayday!

Evaluate the mayday report using the Mayday Communications and IC's Help Order & Emergency Traffic Rubrics (Appendices A and B) How did you do?

Have the other members of your crew transmit and respond to the mayday, working to improve conciseness, clarity, and consistency with the who, what, where, and needs format.

For additional information watch the [Meadowood Video](#) (Loudoun County Fire and Rescue, 2017) and read the [Significant Injury Investigative Report 43238 Meadowood Court May 25, 2008](#) (Loudoun County Fire, Rescue, and Emergency Management, 2008).

May 4-6, Josephine Street

This incident involved a residential fire at 11846 Josephine Street in Thornton, Colorado on April 24, 2018 (Thornton Fire Department, 2018). Figure 2 illustrates the building exterior of the structure involved in this incident.

Figure 2. 11846 Josephine Street in Thornton, Colorado



Alpha



Charlie/Delta Corner

Note: Adapted from Google. (2012a). [Google street view, 11846 Josephine Street, Thornton, CO] <https://bit.ly/3ATBw16>. Google. (2012b). [Google street view, 11846 Josephine Street, Thornton, CO] <https://bit.ly/2W47AAZ>.

The scenario presented in this training activity is somewhat different than that occurring in the actual incident due to differences in resource deployment and staffing. The scenario was modified to place you in similar circumstances and location within the building.

You have responded to a residential fire at 11846 Josephine Street at 11:42. Your initial radio report stated that you were on-scene of a small two-story house with a working fire, small amount of smoke from the eaves on Side Alpha, stretching an attack line on Side Alpha for fire control, offensive strategy, dispatch two additional engines, initiating Josephine Command. Your update report stated 360 complete, two stories all sides, window well basement, continuing offensive, Engine 1 will be accountability on Side Alpha.

The second engine arrived and you assigned them to forward lay to your engine, stretch a second attack line off your engine and go on deck Side Alpha. You then stretched your attack line through Side Alpha to Floor 1 for fire control and primary search. A command officer arrives, and you complete the command transfer, advising that you have smoke to the floor, moderate heat, 10-15' visibility, possible basement fire, you are looking for interior basement access, air status 4500, need a company for primary search and check for extension on Floors 1 and 2. IC #2 assigns the third engine to go on deck on Side Alpha and the second engine to perform primary search and check for extension on Floors 1 and 2.

You are 10' to 15' inside the building (through Side Alpha) and fall through the floor into the basement. Your air status is just below 75%.

Transmit the mayday!

Evaluate the mayday report using the Mayday Communications and Help Order & Emergency Traffic Rubrics (Appendices A and B) How did you do?

Have the other members of your crew transmit and respond to the mayday, working to improve conciseness, clarity, and consistency with the who, what, where, and needs format.

For additional information watch [Thornton Fire Department Josephine Fire Mayday](#) (2018). This video provides a concise look at this incident and Fire-Medic Roy Lapid's Mayday.

For a deeper dive into this incident watch the following three video blog posts on Situational Awareness Matters (SAM) by Dr. Rich Gassaway. Dr. Gassaway's conversation with members involved in this mayday incident provide a greater depth of understanding related to how situational awareness impacted this incident and response to the Mayday.

- [Thornton Fire Mayday Story. Part 1](#) (Gassaway, 2019a).
- [Thornton Fire Mayday Story. Part 2](#) (Gassaway, 2019b).
- [Thornton Fire Mayday Story. Part 3](#) (Gassaway, 2019c).

This incident was previously presented in [10-Minute Training 21-37a Residential Fire Mayday](#) (Hartin, 2021).

May 7-9, Worcester, Massachusetts

This incident involved an apartment fire at 5-7 Lowell Street, Worcester, Massachusetts on December 9, 2018 (Sullivan & Wiley, 2018, Hanson, 2018). Figure 3 illustrates the building exterior of the structure involved in this incident.

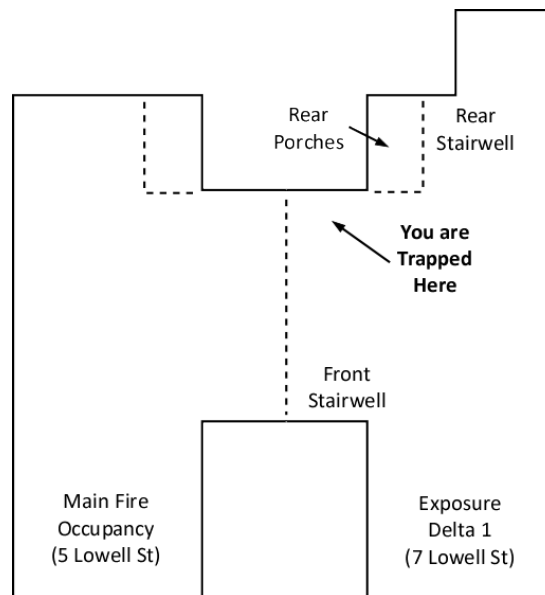
Figure 3. 5-7 Lowell Street, Worcester, Massachusetts.



Alpha/Bravo Corner



Side Charlie 3D



Building Configuration

Note: Adapted from Google. (2018). [Google street view, 7 Lowell Street in Worcester, MA]. <http://bit.ly/2B8yAAL>. Google. (2019a). [Google 3d aerial view, 7 Lowell Street in Worcester, MA]. <http://bit.ly/2B9Ybcx>. Hartin, E. (2020b). *Basement fire mayday*. Coupeville, WA: Author: Central Whidbey Island Fire and Rescue. Hartin, E. (2020c). *Basement fire firefighter rescue*. Coupeville, WA: Author: Central Whidbey Island Fire and Rescue.

The scenario presented in this training activity is somewhat different than that occurring in the actual incident due to differences in resource deployment and staffing. The scenario was modified to place you in similar circumstances and location within the building.

You have responded to a residential fire at 5-7 Lowell Street and are the second arriving engine. The first arriving engine transmitted the following initial radio report. On-scene of a medium, two and a half story apartment with a working fire in the basement, stretching an attack line on Side Charlie for fire control and primary search, give me a second alarm with level two staging at Main and Freeland Streets, [first arriving engine] is Lowell Command. As you Level 1 stage, the first arriving engine transmits an update report, stating three stories all sides with a walkup basement on Side Charlie, working fire in the basement, with extension to floors 2 and 3, [first arriving engine] is accountability on Side Alpha.

You assisted the first arriving engine in gaining access to the basement and were subsequently assigned to primary search and check for extension on Floor 2 of #7 Lowell Street (units on Side Delta). As you work on completing primary search of the units on Floor 2, your egress is cut off by fire development on Floor 1. You move away from the front stairwell, taking refuge from developing fire conditions in a room with a window on Side Charlie.

Evaluate the mayday report using the Mayday Communications and IC's Help Order & Emergency Traffic Rubrics (Appendices A and B) How did you do?

Have the other members of your crew transmit and respond to the mayday, working to improve conciseness, clarity, and consistency with the who, what, where, and needs format.

This activity is based on a mayday incident that occurred in Worcester, Massachusetts in 2018. Two trapped firefighters were rescued and a third, Firefighter Christopher Roy died in the line of duty.

“This incident impacted me personally, as Chris Roy was the father of my granddaughter Lily’s friend Ava and I spent much of the next several days trying to explain to Lily how her friend’s dad could have died while fighting a fire.” Chief Ed Hartin

For additional information read National Institute for Occupational Safety and Health (NIOSH) [*Death in the Line of Duty Report 2028-18*](#) and watch [*Fatal Fire Lowell Street Worcester Ma*](#) (Udizy1969, 2018).

This incident was previously presented in 10-Minute Trainings [*20-42 Basement Fire*](#) (Hartin, 2020a), [*20-43 Basement Fire Mayday*](#) (Hartin, 2020b), and [*20-44 Basement Fire Firefighter Rescue*](#) (Hartin, 2020c).

May 10-12, Manchester, New Hampshire

This incident involved an apartment fire at 10 Dutton Street in Manchester, New Hampshire on November 6, 2021. Figure 4 illustrates the building exterior of the structure involved in this incident.

Figure 4. 10 Dutton Street, Manchester, New Hampshire



Alpha/Bravo Corner



Side Charlie 3D

Note: Adapted from Google. (2019b). [Google street view, 10 Dutton Street, Manchester, NH]. <https://bit.ly/31AFWh6>. Google. (2021a). [Google 3d aerial view, 10 Dutton Street, Manchester, NH]. <https://bit.ly/3ofr0N0>.

The scenario presented in this training activity is somewhat different than that occurring in the actual incident due to differences in resource deployment and staffing. The scenario was modified to place you in similar circumstances and location within the building.

You have responded to an apartment fire at 10 Dutton Street at 18:08 and are the fourth arriving engine. The first arriving engine transmitted the following initial radio report.

On-scene of a medium two and a half-story apartment with a working fire on Floor 1 Alpha/Delta Corner, with likely extension to two, three, and the attic, stretching an attack line on Side Alpha for fire control, offensive strategy, give me a second alarm, Level Two Staging will be at Concord and Dutton Streets, initiating Dutton Command. IC #1 transmits an update stating 360 complete, three stories all sides, lookout basement, trapped occupants in windows floor 3, Side Alpha and Bravo, report of trapped occupants on Side Charlie., deploying a ladder on Side Alpha for rescue continuing offensive, [first arriving engine] will be accountability on Side Alpha.

IC #1 assigns the second arriving engine to forward lay into [the first arriving engine] and stretch an additional attack line off Engine 1, through Side Alpha for fire control and primary search, control the stairwell. A command officer arrives and completes the command transfer with IC #1. IC #2 assigns the third arriving engine to rescue the occupants from windows on the third floor on Side Bravo.

You are assigned to rescue the occupants on Floor 3, Side Charlie. You deploy a portable ladder to the third-floor rear porch on Side Charlie and one member of your crew goes to the porch to perform the rescue. As your crew member climbs back onto the ladder from the porch flames blow out windows on the first floor behind the ladder. As your crew member attempts to get down the ladder, his breathing apparatus becomes stuck on the ladder, and he is trapped in the flames. You are uncertain of the trapped firefighter's air status.

Transmit the Mayday!

Evaluate the mayday report using the Mayday Communications and IC's Help Order & Emergency Traffic Rubrics (Appendices A and B) How did you do?

Have the other members of your crew transmit and respond to the mayday, working to improve conciseness, clarity, and consistency with the who, what, where, and needs format.

There were multiple other challenges encountered during this incident. To gain additional perspective listen to the [incident audio](#) (Fireground Audio Archive - a 911 ERV Channel, 2021). This audio has been compressed by removing all the dead air between radio transmissions, making it far faster than actual incident communications.

This incident was previously presented in [10-Minute Training 22-01 Multiple Occupants](#) (Hartin, 2022a) and [22-01a Mayday, Mayday, Mayday!](#) (Hartin 2022b).

May 13-15, Middletown, Pennsylvania

This incident involved a residential fire at 506 E Water Street, Middletown, Pennsylvania on January 23, 2022. Figure 5 illustrates the building exterior of the structure involved in this incident.

Figure 5. 506 E Water Street, Middletown, Pennsylvania



Alpha/Bravo Corner



Side Charlie 3D

Note: Adapted from Google. (2011a). [Google street view, 506 E Water Street, Middletown, PA]. <https://bit.ly/34fvsVF>. Google. (2011b). [Google street view, 506 E Water Street, Middletown, PA]. <https://bit.ly/3rVx7YL>.

The scenario presented in this training activity is somewhat different than that occurring in the actual incident due to differences in resource deployment and staffing. The scenario was modified to place you in similar circumstances and location within the building.

You have responded as the first arriving engine to an residential fire with report of a trapped elderly occupant at 506 E Water Street at 21:15. Your initial radio report stated on-scene of a small two-story house with a working fire on Side Alpha Floors 1 and 2, stretching an attack line on Side Alpha for fire control, offensive strategy, give me a second alarm with level two staging on Canal Street at Shippen Street, initiating Water Command. You provided the following update report, stating 360 complete, two stories all sides, look out basement, continuing offensive. Power lines down across Market Street. All first alarm companies access via Water Street. [First arriving engine] is Alpha accountability.

After you make a quick hit knocking down the fire on Floor 1, Side Alpha, a command officer arrives and completes transfer of command. IC #2, assigns the second arriving engine to forward lay to the first arriving engine, pull an additional attack line off the first arriving engine and go on-deck Side Alpha. You were then tasked with stretching through Side Alpha for fire control and primary search. Before stretching through Alpha, you observe flames from the windows on Floor 2, Side Alpha, you also observe smoke pushing from the eaves on Sides Bravo and Delta and observe flames from the eaves on the Alpha/Delta corner of the building. After making entry you discover that the interior stairs to Floor 2 have been compromised and you transmit priority traffic to command, reporting the need for a company to access Floor 2 over a ladder for fire control and primary search.

Search is slowed by substantial contents. Shortly after hearing the engine on Floor 2 report that they have fire control, the second floor and chimney collapse on top of you. You are unable to free yourself

and are being burned as the fire begins to regrow under the debris from the second floor. Your air status is below 50%.

Transmit the Mayday!

Evaluate the mayday report using the Mayday Communications and IC's Help Order & Emergency Traffic Rubrics (Appendices A and B) How did you do?

Have the other members of your crew transmit and respond to the mayday, working to improve conciseness, clarity, and consistency with the who, what, where, and needs format.

Listen to the [mayday audio](#) (Saratoga County Fire Wire scfw518, 2022) to gain additional insight into this incident (audio starts shortly before the mayday). This incident occurred on January 23, 2022, and Firefighter Shawn Menear was trapped under the chimney, receiving second and third-degree burns. He was transported to the burn unit at Thomas Jefferson University Hospital in Philadelphia, Pennsylvania where he received surgery for muscle damage to his leg and skin grafts to repair his burn injuries (Wise, 2022). Firefighter Menear was released from the hospital to return home in early April 2022 (Gleiter, 2022).

This incident was previously presented in [10-Minute Training 22-33a Residential Fire Mayday](#) (Hartin, 2022c).

May 16-18, Mill Creek, Delaware

This incident involved a residential fire at 3200 Mill Creek Road in New Castle County, Delaware on March 14, 2019. Figure 6 illustrates the building exterior of the structure involved in this incident.

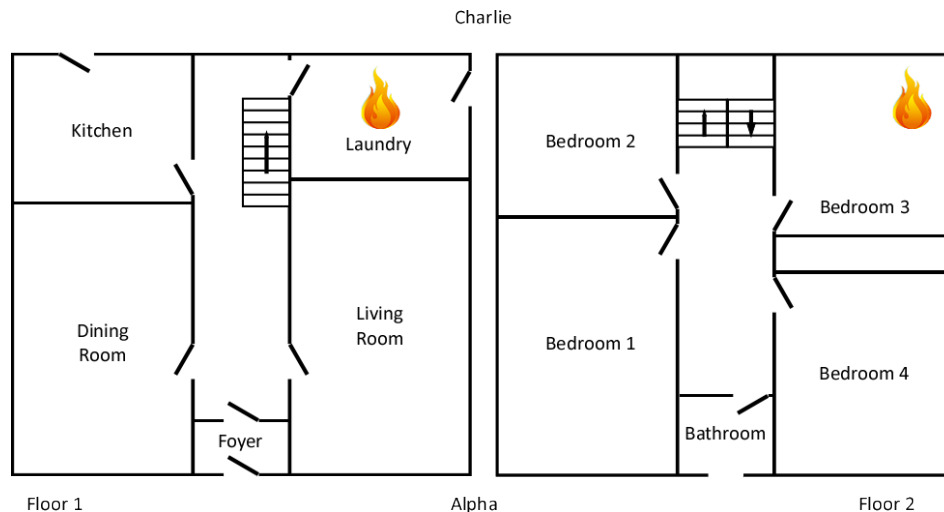
Figure 6. 3200 Mill Creek Road, New Castle County, Delaware



Alpha/Bravo Corner



Side Charlie 3D



Note: Adapted from Google. (2017). [Google street view, 3200 Mill Creek Road, New Castle County, DE]. <https://bit.ly/3208h16>. Google. (2021b). [Google 3d aerial view, 3200 Mill Creek Road, New Castle County, DE]. <https://bit.ly/31KJOvV>. Delaware State Fire School (n.d.). Incident Review 3200 Mill Creek Road. <https://bit.ly/3zHOeAJ>.

The scenario presented in this training activity is somewhat different than that occurring in the actual incident due to differences in resource deployment and staffing. The scenario was modified to place you in similar circumstances and location within the building.

You have responded as the second arriving engine to a residential fire at 3200 Mill Creek Road at 08:36. The first arriving engine's initial radio report stated on-scene of a small two and a half-story house with a working fire on Floor 2, flames from a single window on Side Delta, forward lay, stretching an attack line on Side Delta for fire control, offensive strategy, give me two additional engines, initiating Mill Creek Command. The first arriving engine subsequently provided an update report, stating 360 complete, two

and a half stories all sides, walk up basement, continuing offensive, Engine 1 will be accountability on Side Delta.

When you advise IC #1 that you are Level 1, you are assigned to provide water supply to the first arriving engine, stretch a second attack line off Engine 1 through Side Delta to Floor 2 for fire control and primary search. As you stretch through Side Alpha to Floor 2, a command officer arrives and completes the command transfer.

You reach the fire located in the bedroom on the Charlie/Delta corner of the house (Bedroom 3 in Figure 6). There is a moderate amount of smoke with some visibility, you complete a primary search of the bedroom and observe flames from a wall on Side Delta. Your firefighter moves to open the wall with a tools and falls partially through the floor. He attempts to push himself out of the hole but is unable to do so, he is screaming. You are uncertain of the mayday firefighter's air status.

Transmit the Mayday!

Evaluate the mayday report using the Mayday Communications and IC's Help Order & Emergency Traffic Rubrics (Appendices A and B) How did you do?

Have the other members of your crew transmit and respond to the mayday, working to improve conciseness, clarity, and consistency with the who, what, where, and needs format.

For additional information on this incident, watch [My Journey from Mill Creek Road- Mayday Helmet Cam Video](#) (Smiley, D., 2021) and read [Incident Review 3200 Mill Creek Road](#) (Delaware State Fire School, n.d.).

This incident was previously presented in [10-Minute Training 22-09 Fire on Floor 2](#) (Hartin, 2022d) and [10-Minute Training 22-09a Mill Creek Mayday](#) (Hartin 2022e).

May 19-21, Lancaster, Pennsylvania

This incident involved a residential fire at 225 East Madison Street in Lancaster PA on February 18, 2013. Figure 7 illustrates the building exterior of the structure involved in this incident.

Figure 7. 225 East Madison Street in Lancaster PA



Alpha/Bravo Corner



Side Charlie 3D

Note: Adapted from Google. (2011c). [Google street view 225 East Madison Street, Lancaster PA] <http://bit.ly/2ETTLGm>. Google. (2011d). Google street view 225 East Madison Street, Lancaster PA]. <http://bit.ly/2JOkAiV>.

The scenario presented in this training activity is somewhat different than that occurring in the actual incident due to differences in resource deployment and staffing. The scenario was modified to place you in similar circumstances and location within the building.

You have responded as the first arriving engine to an residential fire with report of trapped occupants at 225 East Madison Street at 04:25. Your initial radio report stated on-scene of a small two-story row house, middle of the row, working fire, smoke showing from Floors 1 and 2 Side Alpha, stretching an attack line through Alpha for fire control and primary search, offensive strategy, transmit a second alarm, initiating Madison Command. Your update report states no 360 due to position in the block, report of two trapped occupants on Floor 2, Side Alpha, continuing offensive, [first arriving engine] is Alpha accountability.

You stretch through Side Alpha, locate the stairwell and go to Floor 2 to rescue the trapped occupants. While conducting a primary search, Floor 1 flashes over with flames extending up the interior stairway, trapping you in the second floor hallway. Your air status is 50%.

Transmit the Mayday!

Evaluate the mayday report using the Mayday Communications and IC's Help Order & Emergency Traffic Rubrics (Appendices A and B) How did you do?

Have the other members of your crew transmit and respond to the mayday, working to improve conciseness, clarity, and consistency with the who, what, where, and needs format.

For additional information on this incident, listen to the [incident audio](#) (Alertpage, 2013) and read the [After-Action Report](#) (Smith & Shouldis, 2013). The after-action report is no longer available on-line, a copy of this document has been distributed with this training bulletin.

This incident was previously presented in [10-Minute Training 18-20 Lancaster PA Mayday](#) (Hartin, 2018).

May 22-24, Columbus, Ohio

This incident involved a residential fire at 1831 Robert Street, Columbus in Ohio on February 6, 2010. Figure 8 illustrates the building exterior of the structure involved in this incident.

Figure 8. 1831 Robert Street, Columbus, Ohio



Alpha/Bravo Corner



Side Charlie 3D

Note: Adapted from Google. (2019c). [Street view 1831 Robert Street, Columbus, OH]. <https://bit.ly/3rTJCEu>. Google. (2015). [Street view 1831 Robert Street, Columbus, OH]. <http://bit.ly/2BpjUhz>.

The scenario presented in this training activity is somewhat different than that occurring in the actual incident due to differences in resource deployment and staffing. The scenario was modified to place you in similar circumstances and location within the building.

You have responded as the first arriving engine to 1831 Robert Street for a residential fire at 22:55. Your initial radio report stated on-scene of a small one and a half story house with a working fire, stretching an attack line on Side Alpha for fire control and primary search, offensive strategy, give me two additional engines, initiating Robert Command. Your update states 360 complete, one and a half story all sides, lookout basement with a working fire in the basement on Side Charlie, redeploying the attack line to Charlie for fire control in the basement.

After making a quick hit on the basement fire, you make entry through a door on Side Delta and access the basement via an extremely narrow stairway located just inside your entry point on Side Delta. You knock the fire down. During overhaul and checking for extension a member of your crew collapses and is unresponsive. The mayday firefighter's air status is less than 50%.

Transmit the Mayday!

Evaluate the mayday report using the Mayday Communications and IC's Help Order & Emergency Traffic Rubrics (Appendices A and B). How did you do?

Have the other members of your crew transmit and respond to the mayday, working to improve conciseness, clarity, and consistency with the who, what, where, and needs format.

For additional information on this incident, watch [Polaski Basement Rescue Columbus](#) (CFD Training, 2018). Examine Figure 9 and discuss how you would approach removing a downed firefighter from a similar basement.

Figure 9. Basement of 1831 Robert Street, Columbus, OH



Note: Adapted from CFD Training. (n.d.) Polaski Basement Rescue Columbus. <https://bit.ly/3DPX7Mj>.

This incident was previously presented in [10-Minute Training 22-46 Residential Fire Mayday](#) (Hartin, 2022f).

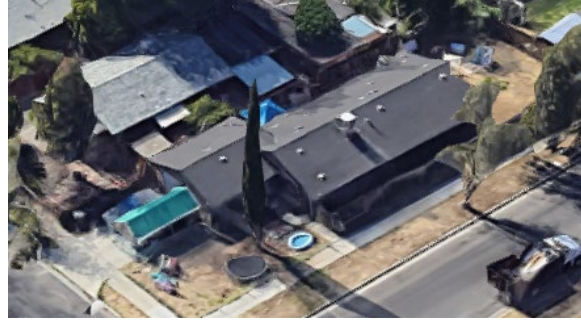
May 25-27, Fresno, CA

This incident involved a residential fire at 1310 E. Cortland Avenue, Fresno, California on March 29, 2015. Figure 10 illustrates the building exterior of the structure involved in this incident.

Figure 10. 1310 E. Cortland Avenue, Fresno, California



Side Bravo Corner



Alpha/Bravo Corner 3D

Note: Adapted from Google. (2014a). [Street view 1310 E Cortland Avenue, Fresno, CA].

<https://bit.ly/4aTnwHj>. Google. (2014b). [3d aerial view 1310 E Cortland Avenue, Fresno, CA].

<https://bit.ly/4aTKQES>.

The scenario presented in this training activity is somewhat different than that occurring in the actual incident due to differences in resource deployment and staffing. The scenario was modified to place you in similar circumstances and location within and on top of the building.

You have responded as the third arriving engine to 1310 E Cortland Avenue for a residential fire with trapped occupants at 13:22. The first arriving engine's initial radio report stated on scene of a small, one-story house with a working attic fire, stretching an attack line on Side Alpha for fire control and primary search, on a hydrant, offensive strategy, give me two additional engines, initiating Cortland Command. IC #1's update report stated no 360 due to obstructions, one story all sides, no basement, occupants report that everyone has evacuated, continuing offensive, [first arriving engine] is accountability on Side Alpha.

IC #1 assigned the second arriving engine to pull an additional attack line off the first arriving engine and go on-deck Side Alpha. A command officer arrived and completed the command transfer with IC #1. As you arrive, you observe pressurized turbulent brown and gray smoke exiting the door on Side Alpha. IC #2 assigns you to perform vertical ventilation. A member of your crew is sounding the roof and moving along the ridgeline towards the garage. As they reach the transition of the roofline from the house to the garage, they fall through the roof into the garage and a large volume of fire pushes out through the opening in the roof. You are uncertain of the mayday firefighter's air status.

Transmit the Mayday!

Evaluate the mayday report using the Mayday Communications and IC's Help Order & Emergency Traffic Rubrics (Appendices A and B) How did you do?

Have the other members of your crew transmit and respond to the mayday, working to improve conciseness, clarity, and consistency with the who, what, where, and needs format.

For additional information on this incident watch [Firefighter Falls Through Burning Roof](#), read the [Multi-Agency Serious Accident Review Team Investigation Report](#) (SART, 2015), and watch The Pete Dern Story: The day life changed (KSFN, 2019).

May 28-30, Glendale, California

This incident involved an apartment fire at 140 Carr Drive, Glendale, California on January 16, 2020. Figure 11 illustrates the building exterior of the structure involved in this incident.

Figure 11. 140 Carr Drive, Glendale, California



Alpha/Delta Corner



Charlie/Delta Corner 3D

Note: Adapted from Google. (2011). [Street view 140 Carr Drive, Glendale, CA]. <https://bit.ly/3UBxKpP>. Google. (2024). [3d aerial view 140 Carr Drive, Glendale, CA]. <https://bit.ly/44ijkhl>.

The scenario presented in this training activity is somewhat different than that occurring in the actual incident due to differences in resource deployment and staffing. The scenario was modified to place you in similar circumstances and location within and on top of the building.

You have responded as the first arriving engine on a smoke in the area incident at 14:48. On arrival at 140 Carr Drive you determined that the incident was an apartment fire with trapped occupants. Your initial radio report stated that you were on-scene of a medium, two-story, center hallway apartment, with a working fire, smoke showing from Floor 1, Side Delta, stretching an attack line through Side Alpha for fire control and primary search, offensive strategy, transmit a second alarm with Level 2 Staging at Carr and Broadway, initiating Carr Command. You update report indicates no 360 due size, two stories all sides, walkout basement on Side Delta with a working fire in the basement, report of multiple trapped occupants on Floor 2, repositioning the attack line to Side Delta for fire control and deploying a ladder to Floor 2 for rescue, [first arriving engine] is Alpha accountability.

After rescuing three adults and one child, performing fire control operations, and cylinder changes, you are reassigned from rehab to Division 1 for primary search. Your company makes entry through Side Alpha and begin search in the apartment on the Alpha/Bravo corner. Shortly after entry, two members of your crew fall through the floor into the fire area in the basement (you are still on Floor 1 with the attack line). You see black turbulent smoke and flames through the hole in the floor and you hear your crew members screaming. You are uncertain of the mayday firefighters' air status, but your company just made entry with full cylinders

Transmit the Mayday!

Evaluate the mayday report using the Mayday Communications and IC's Help Order & Emergency Traffic Rubrics (Appendices A and B) How did you do?

Have the other members of your crew transmit and respond to the mayday, working to improve conciseness, clarity, and consistency with the who, what, where, and needs format.

For additional information regarding this incident, watch the [Carr Incident After Action Review](#) (Glendale Fire Training Videos, 2021) and read the [Carr Incident After Action Review](#) (Glendale Fire Department, 2020).

Lessons Learned

During the month of May you had the opportunity to practice mayday communications, working on transmitting clear and concise messages in the “who, what, where, needs” format. This practice was done in a low stress environment to build proficiency. In each of the mayday incidents used for this month’s practice in transmitting mayday messages, the firefighters and officers involved were under the stress presented by a life threatening situation.

Discuss the lessons learned from this communications practice and review of additional information on these incidents with your crew. Consider how you can reinforce and extend the skills developed during the last month.

References

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Appendix A - Mayday Communication Rubric

Dimension	Developing (1)	Competent (3)	Exemplary (5)
Radio Operation: The mayday is transmitted on the assigned talk group. If no contact, the mayday is repeated on the mayday talk group.	Unable to access the portable radio to transmit the mayday. Failed to push the transmit button. Mayday transmitted on other than the assigned talk group.	Accessed the portable radio to transmit the mayday message. Pushed the transmit button prior to talking and waited for the repeater to key up. Mayday transmitted on the assigned talk group.	Accessed the portable radio to transmit the mayday message. Pushed the transmit button prior to talking and waited for the repeater to key up. Did not release the transmit button until the mayday message was fully transmitted. Mayday transmitted on the assigned talk group. Positioned the radio microphone for maximum clarity of communication.
Mayday Message: A mayday is communicated using the mayday CAN format: who, what, where, needs.	No Mayday transmitted. The mayday was incomplete and did not include several of the required elements. The mayday was verbose and/or unclear.	Included all required elements of the mayday CAN including needs.	Included all required elements in the correct sequence. The mayday was concise with maximum information density and clarity of needs.
Self-Control and Presence: Communications are calm, clear, and controlled.	Screaming. Lack of control. Personal alert safety system (PASS) activated prior to the mayday transmission.	Remained calm.	Remained calm. Maintained poise and responded appropriately to direction provided by the IC. Activated the PASS after the mayday transmission. Shut off the PASS when transmitting on the radio.
PASS Activation Activation of the personal alert safety system without hesitation.	Unable to activate the PASS or activated the PASS prior to transmitting the Mayday	Activated the PASS without hesitation after transmitting the mayday message.	Activated the PASS without hesitation after transmitting the mayday message. Shut off the PASS during ongoing communication, reactivated after communication was completed.



Appendix B – IC's Help Order & Emergency Traffic Rubric

Dimension	Developing (1)	Competent (3)	Exemplary (5)
Acknowledging the Mayday: The IC acknowledges the mayday message in a timely manner.	The mayday firefighter transmits the mayday message more than once before being acknowledged by the IC.	The IC recognizes the mayday message and acknowledges it.	The IC recognizes the mayday message and acknowledges it immediately.
Help Order: The IC provides guidance to the mayday firefighter and tasks assigned resources to provide assistance.	Does not provide action-oriented guidance to the mayday firefighter. Does not assign nearby companies to assist the mayday firefighter or assigns working companies while failing to maintain tactical operations to establish fire control. Does not task the on-deck company to assist the mayday firefighter.	Provides action-oriented guidance to the mayday firefighter. Assigns companies to assist the mayday firefighter while maintaining tactical operations Tasks the on-deck company to assist the mayday firefighter.	Provides clear and concise action-oriented guidance to the mayday firefighter. Assigns companies to assist the mayday firefighter while maintaining tactical operations Provides a clear and concise task, location, and objective order to the on-deck company to assist the mayday firefighter and maintains one or more on-deck companies.
Emergency Traffic: Transmits an emergency traffic radio message to dispatch.	Does not transmit an emergency traffic radio message.	Transmits an emergency traffic radio message including summary of the mayday and updated resource determination.	Transmits a clear and concise emergency traffic radio message including summary of the mayday and updated resource determination. Clears emergency traffic once the mayday has been resolved.
Resource Determination: Updates the resource determination based on the nature of the mayday and anticipated resource requirements.	Does not update the resource determination or the resource determination does not match incident needs.	Updates the resource determination appropriately (generally at least one additional alarm and additional EMS transport resource)	Updates the resource determination appropriately based on the needs of the incident and nature of the mayday.

Dimension	Developing (1)	Competent (3)	Exemplary (5)
Command Presence: The IC maintained control of themselves as well as the resources being managed.	Presented a significant lack of confidence in communicating. Did not maintain control of incident operations or lost focus.	Communicated in a calm and confident manner.	Communicated a calm and confident manner (i.e., highly poised). Maintained effective ongoing control of incident operations and responded to changing incident conditions effectively and in a proactive manner
Contingency Planning: The IC must anticipate that things will not go as planned and must be able to adapt to changes in conditions.	Did not consider potential contingencies.	Considered and reacted appropriately to changes in conditions.	Anticipated and proactively addressed potential changes in conditions requiring immediate action.