



# In-Station Training

**TM 22-01a Mayday, Mayday, Mayday!**



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## Purpose

The significant challenges presented by multiple trapped occupants and rapidly developing fire conditions and limited resource are magnified if a firefighter or company is unable to safely exit the hazard zone (a Mayday) as occurred in this incident.

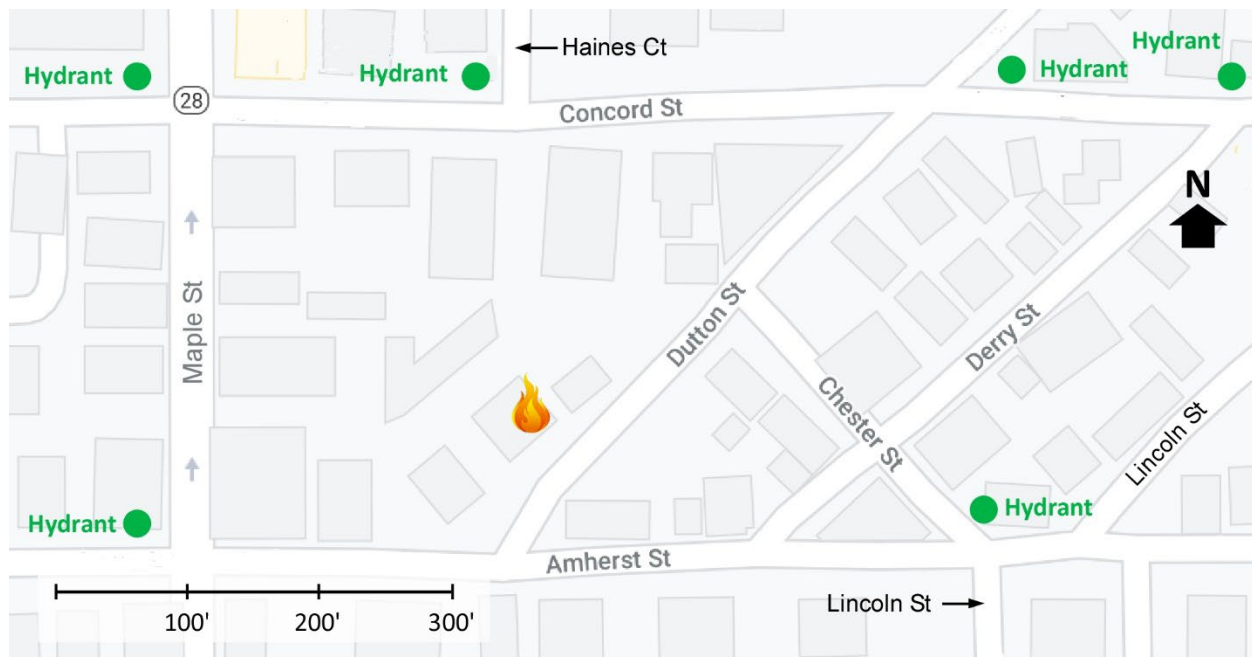
## Learning Outcomes

IC #2 demonstrates leadership and effectively manages response to Maydays during complex structural firefighting operations.

## Conducting the Drill

If you have not completed *10-Minute Training 22-01 Multiple Occupants*, please do so before working on this training. This incident involved an apartment fire at 10 Dutton Street in Manchester, New Hampshire on November 6, 2021, at 18:08 (The 4K Guy, 2021; Johnson, Klein, & McKinley Becker, 2021). Review the map and photos (Figures 1-6) to gain an understanding of area and building involved.

Figure 1. Map of the Incident Area

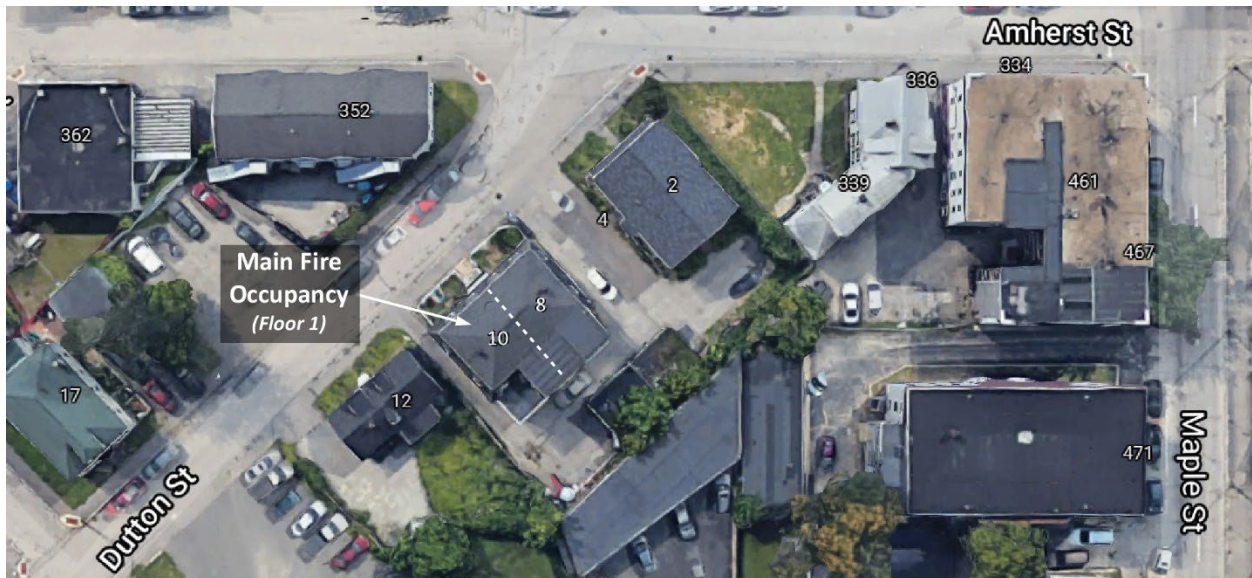


*Note:* Adapted from Google. (2021a). [Google map 10 Dutton Street, Manchester, NH].

<https://bit.ly/3wshXMH>.

The closest hydrant is located at Chester Street and Amherst Street, other hydrants are located on Amherst Street and Concord Street as illustrated in Figure 1.

Figure 2. Aerial View



Note: Adapted from Google. (2021b). [Aerial view 10 Dutton Street, Manchester, NH].  
<https://bit.ly/3qmoDLk>.

Figure 3. Alpha/Bravo Corner



Note: Adapted from Google. (2019). [Google street view, 10 Dutton Street, Manchester, NH].  
<https://bit.ly/31AFWh6>.



Figure 4. Side Alpha



Note: Adapted from Google. (2007a). [Google street view, 10 Dutton Street, Manchester, NH].  
<https://bit.ly/3mXNenp>.

Figure 5. Alpha/Delta Corner



Note: Adapted from Google. (2007b). [Google street view, 10 Dutton Street, Manchester, NH].  
<https://bit.ly/3wuaDzW>.

Figure 6. Charlie/Delta Corner



*Note:* Adapted from Google. (2021c). [Google 3d aerial view, 10 Dutton Street, Manchester, NH]. <https://bit.ly/3ofr0N0>.

This 10-Minute Training is based on the circumstances confronting the Manchester Fire Department during the incident on November 6, 2021. However, initial communications and tactical operations have been revised to be consistent with Central Whidbey Island Fire & Rescue's Blue Card standard operating guidelines (SOGs).

You are dispatched to 10 Dutton Street for a commercial (apartment) fire at 18:08. You are responding to this incident as the first arriving command officer. Temperature is 44° F with wind from the south southeast at 6 mph (Weather Underground, 2021). While responding you hear two engines and a ladder company go enroute with staffing typical for their respective agencies. **You will arrive from the northeast on Dutton Street shortly after the second engine.** Additional resources have been dispatched on the first alarm and will arrive later in the incident.

1. What critical factors would you consider when dispatched and during response?

As you are responding ICOM provides an update stating that they are receiving multiple calls for fire at the reported address and upgrade to a confirmed commercial fire. Engine 1 clears ICOM and provides 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, initiating Dutton Command, give me a second alarm, Level Two Staging will be at Concord Street and Dutton Street.*

Dutton Command (Engine 1) clears ICOM provides the following update.

*360 complete, three stories all sides, lookout basement, continuing offensive, Engine 1 will be accountability on Side Alpha.*

Shortly after Dutton Command's update report, you hear the following radio transmission between Dutton Command and ICOM.

*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.*

Engine 2 clears ICOM and advises that they have arrived and notifies Dutton Command that they are Level 1 at Maple Street and Amherst Street. Dutton Command provides the following tactical order to Engine 2.

*Forward lay into Engine 1, stretch an additional attack line off Engine 1, through Side Alpha for fire control and primary search, control the stairwell.*

You arrive and observe Engine 1 performing ladder rescue operations on Side Alpha and Engine 2's apparatus operator stretching her supply line to Engine 1.

There are more personnel on-scene in the actual incident than specified in this 10-Minute Training. Actions specified to this point in the 10-Minute Training are limited to the work that could be done by the three-person staffing on Engine 1 and the two-person staffing on Engine 2 (currently completing the forward lay to establish a continuous water supply).



Figure 7. Conditions on Arrival on Side Alpha



Note: Adapted from The 4K Guy. (2021). *New Hampshire: Incredible baby rescue video during Manchester fatal fire 11-6-2021*. <https://bit.ly/3qZRGV5>.

2. What actions will you take prior to contacting IC #1 (Engine 1) to begin command transfer?
3. State your command transfer communication after IC #1 acknowledges your radio contact (exactly as you would transmit it).

Following your request to confirm your identification of the location and assignment of Engines 1 and 2 and request for a conditions, actions, and needs (CAN) report, IC #1 provides the following CAN

*We made a quick hit on the fire with limited effect, one child rescued from Floor 3, Side Alpha rescue of two additional occupants, adult and child in progress, same location. Reported occupants Floor 3, Side Bravo, and additional occupants on Side Charlie. Need companies for*

*ladder rescue on Bravo and Charlie as well as for fire control and primary search on Floors 2 and 3. Air status 4500.*

4. State the communication you would have with IC #1 and ICOM to complete the command transfer (exactly as you would transmit it).
  
  
  
  
  
  
  
  
  
  
5. Ladder 1 (staffing level of 4) arrives and advises you that they are Level 1. State the tactical orders you would provide Ladder 1.
  
  
  
  
  
  
  
  
  
  
6. Engine 3 arrives and advises you that they are Level 1. State the tactical orders you would provide Engine 3.

The following questions are based on assignment of Ladder 1 to rescue the occupants on Floor 3, Side Bravo and the occupants on Side Charlie. Several minutes after making this assignment you hear the following radio transmissions.

*Dutton Command, Ladder 1 with priority traffic. You acknowledge the priority traffic.*

*Two trapped adult occupants Floor 3, Side Bravo, rescue in progress, need EMS on Side Bravo.*

*Dutton Command, Ladder 1 with priority traffic. Trapped occupants on the porch Floor 2, Side Charlie, rescue in progress. Need EMS on Side Charlie.*

7. Additional companies are responding but have not yet arrived. What are the the next three tactical priorities that will need to be addressed?

A short time after receiving the priority traffic report of victims on Floors 3 and 2 with rescues in progress, you receive the following radio transmission.

*Mayday, Mayday, Mayday, Ladder 1, flashover on floor 1, member stuck on the ladder above the fire, need a company with an attack line on Side Charlie.*

8. What communication will you have with the member transmitting the Mayday (likely this is not the trapped firefighter)?
  
  
  
  
  
  
  
  
  
  
9. What changes in tactical orders (if any) would you make for companies that are on-scene and operating?
  
  
  
  
  
  
  
  
  
  
10. What communication will you have with ICOM? State your radio traffic exactly as you would transmit it.

This incident resulted in serious injury to a fire captain who received second and third degree burns over a third of his body and minor injury to a Lieutenant who sprained his ankle when the ladder that the captain was stuck on was pushed over by a firefighter to move the two officers out of the flames issuing from the building. Read the news article about the captain's release from the hospital [here](#) (Hayward, 2021).

**Additional Learning:** There were multiple other challenges encountered during this incident including a Mayday (not transmitted) when a captain was caught by a flashover and became hung up while attempting to bail out over a ladder from Floor 2, Side Charlie and a dead hydrant at Amherst and Maple Streets. Listen to the [incident audio](#) (Fireground Audio Archive - a 911 ERV Channel, 2021). Note: This audio has been compressed by removing all the dead air between radio transmissions, making it far more fast paced than actual incident communications. Think about what went well (not the least of which was rescue of six occupants) and what could have been better? The focus of this exercise is not to criticize the companies and personnel involved, but to apply this critique to inform improvement of our own operations.



A Mayday is likely the most difficult situation that an incident commander will face. Particularly when staffing is limited, it is easy for the IC to get sucked into task activity or be overwhelmed with the emotion of the event. Listen to [\*DETACH: For Better Decisions\*](#) (Willink, 2018) and consider how this concept applies when IC #2 is managing response to a Mayday.

Two specific things to think about: 1) If you were on Side Charlie when the captain was caught in the flashover, how would you have communicated this Mayday? 2) How would you expect the hydrant firefighter or apparatus operator establishing water supply to communicate that the hydrant was dead? Discuss these two emergencies with your crews and practice these specific communications.

## References

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