Dispatching

Rev 2025-08-14

Call out priority

Revision 2025-11-17

The PTSAR roster will be broken into the following classifications, referred to as the call out priority and listed under Company in the team roster spreadsheet.

Level 3

Level 3 requirements are,

1. PTSAR membership application on file
2. Current dues.

Level 3 will be on the email contact list for trainings and meetings but will not be called for searches. Level 3 may, at the discretion of the team IC, be allowed to participate in certain other activities such as SAR standby weekends in Baxter. Level 3 are included in the CallMultiplier subgroup 3 All

Level 2

Level 2 requirements are

1. Satisfy requirements for Level 3 and,
2. Current first aid and CPR
3. Successfully passing a fitness test
4. Approval by a unit officer

Level 2 are included in the CallMultiplier subgroup 2 STM+Qualified and dispatched for searches but the dispatching officer would need to make sure that there was at least one level 1 for each two Level 2.

Level 1

Level 1 requirements are

1. Satisfy requirements for Level 2 and,
2. MASAR certified Search Team Member

Level 1 is always dispatched for a search. Level 1 are included in the CallMultiplier subgroup 1 STM.

If MASAR STM certification, first aid, CPR, or fitness test are not current, this person is not a current MASAR STM and will be dropped to a Level 2.

Standby

Occasionally we are put on standby for a possible search. One common scenario would be if Maine Search and Rescue Dogs are called out but they are not ready for ground searchers yet. When receiving a standby notice do not reply at that time. If this develops into a full search another message will be sent announcing an actual search and you would reply to that message.

Search

Revision (2025-11-17)

In the event of a search a message will be sent using a service called CallMultiplier. The initial message will contain only enough information for each team member to determine whether or not they are able to respond. This would include the location for the search, time expected to arrive and any other pieces of information deemed necessary.

Team members who are able to attend a search will reply to the initial message announcing the search. It is helpful to include your name in the body of the message. The Comms Team will reply to your reply with more details of the search. These details may include the location of the Command Post or exact search areas. Under no circumstances will any team member respond to a search unless dispatched by the Comms Team or specifically requested by a Unit Officer.

Communications

Revision 2025-10-09

When replying to any message, reply to the message sent and not directly to the personal email or cell phone of the person who sent the message. There are multiple people who have access to the email accounts mentioned above and at times multiple people will need to see all correspondence. In general, do not use Reply All.

Contacts

Revision 2025-11-17

Non-urgent communication for trainings, meetings or other activities will be through email. Your email address is in the Contacts of the Email@PineTreeSAR.com email.

CallMultiplier

CallMultiplier is a service that allows us to send voice and or text messages to your phone. This system does not use the SMS address. Some cell phone providers had stopped supporting the email to SMS messaging. Be aware that the caller ID will appear as 1-405-548-2251, Text messages will come from (207) 548-5215, the Caller ID may also display as CallMultiplier, Oklahoma. It is highly recommended that you add these

numbers to your contacts as trusted numbers so these messages are not flagged as spam.

Urgent communications such as for an active search and or rescue would be sent using the CallMultiplier. Only qualified members of Pine Tree Search and Rescue will be included in this list of contacts. Refer to dispatching policy.

Comms Team Search Call out Procedure

Revision 2025-11-17

For a search call out the Comms Team will follow this procedure

1. The first Comms Team member who first sees the message from the MASAR DO will send a message using CallMultiplier to the Cooms Team, subgroup 4, indicating that they are doing the message to the team. Example, “This is Bryan, there is a search in Saco. I am doing the call out.”

2.Log into D4H to see the full details.

3. Send a text message using CallMultiplier with basic information to allow the team member to decide whether or not they are able to respond. Example, “Full MASAR call out for missing 60 YOM in Saco with dementia. Last seen on 10/08 at 21:00. Reply if able to respond. Bryan Courtois.”

4. Send a voice mail message to the appropriate subgroup instructing them that there was an active search and to check their text messages. Example, “There is a search in Saco. Check text message for more details.”

5. Edit the Incident in D4H to indicate that the call out went to the team including what time the call out was sent. Example, “PTSAR message sent to team at 20:30.”

6. As team members reply, send more details including location of the CP and any other details from D4H that are necessary ensuring that we are sending at least one STM, indicated by a 1 in their name, for every non-certified team member, indicated by a 2 in their name. No team members with a 3 would be sent the message about a search unless specifically instructed to do so by the MASAR DO or a Unit Officer. Example, “CP will be at the Saco Community Center, 123 Franklin St, Saco. Ground searchers to arrive as soon as possible. Heavily wooded swampy area.”

7. Create or edit a subgroup specific to the active search and add members to that group that are responding to the search. Name the subgroup to clearly identify it.

8. Update D4H as team members reply. Example, “2 STM and 4 uncertified available at 21:00 as of 20:45”

9. When the Incident has been resolved CallMultiplier will be used to send a text message to the entire team, subgroup 3, with the stand down notice. Example, “All MASAR Units stand down. Subject in Saco has been located.”

If the dispatching duties change a text message would be sent to the same subgroup as the original message about the search was sent to indicating the change. Example, Julie Lawrence is taking over dispatching for the search in Saco

Test Page

On or about the first of every month one of the Comms Team will send a test page to all team members, subgroup 3 by voice and text. Example of voice mail “This is the monthly test page from Pine Tree Search and Rescue. Press 1 to confirm receipt of this message”. Example of text message, “This is the monthly test page from Pine Tree Search and Rescue. Please reply to this message to confirm receipt of this message”.

If you fail to get the monthly test page, please contact the Team Secretary at treasurer@PineTreeSAR.com to ensure we have the correct phone number for you..

Replying to Search, Meeting, or Training messages

Revision 2025-11-17

When you reply to messages about searches, trainings, or meetings please include your name in the body of the reply. This saves confusion for the person doing the communications. If you reply that you are able to attend an event and circumstances change, please send a message indicating that you are now unable to attend. Having an accurate head count for any activity makes planning that activity much easier.

Reply only to the message about an event. The email will have a specific subject line for that message and will be used to organize replies. Replying to a message about a shirt order that you are planning to attend a training will cause confusion and potentially delay a reply.

Only reply if you are able to attend. Messages that you are not available only clutter the in-box and make effective communications with those who are responding more confusing.

Mileage

The Maine Warden Service requests us to track our mileage to and from searches and trainings. When tracking mileage whether for a search or a training the mileage is round trip miles from your house back to your house and any side trips. Set your trip odometer to zero when you leave your house and record your mileage when you get home. Mileage is per person, not per vehicle. If two people car pool and travel 50 miles that is counted as 100 miles.

Hours

When tracking mission or training hours travel time is not included. Hour start when you arrive at the CP or training area and end when you leave to go home.

Misc.

Under no circumstances will any information about searches be shared with anyone outside of the SAR community. Refer also to the MASAR media policy. Do not respond to a search unless you are contacted by PTSAR. Don't "just show up". High profile searches will make the news and the CP and staging area may be announced to the public. If you have not been contacted by the team you can check with the Communications Officer by sending a message to Comms@PineTreeSAR.com

Radio use

General

Use plain English. Do not use 10 codes. Speak slowly and clearly in short sentences. Use the process of key mic, pause, speak, pause, release mic key. Once a message has been received, paraphrase and repeat the message back to the sender. Do not put sensitive or personal information over the radio unless absolutely necessary. Stop and think about what you are about to say over the radio. It is better to take a minute and write down details such as GPS coordinates, name and assessment of the patient, etc. before picking up the radio.

Trainings

On trainings we will use the licensed PTSAR frequency (158.400) call sign WRDE250

For the purposes of training everyone is encouraged to use their radio both transmitting and receiving to get familiar with it.

Search

Revision 2025-11-17

Typically, on a search the state wide car to car frequency (154.695) will be used. In general, only the search team leader will transmit or communicate directly with the command post (CP). All other team members would be using the licensed PTSAR frequency for inter-team communications. Another strategy would be for the search team leader to be using the PTSAR license frequency to give direction to the team and for the search team leader to designate a team member to monitor and relay messages with the CP on state wide car to car. Alternatively, MASAR has two licensed frequencies MASAR 1 (155.1675) and MASAR 2 (155.2275). Wilderness Rescue Team also has a mobile repeater. We have several team members who are able to program various brands and models of radios. Ask if you need assistance.

Patches and decals

Rev 2025-11-17

Patches, one large and one small, and one vehicle decal will be given to any team member qualifies to attend a search. See Call out priority level 2.

Additional patches and decals may be purchased at a nominal fee.

Small patch $3

Large patch $5

PTSAR Decal $2

MASAR Decal $2

Short sleeve team shirt $20

Long sleeve team shirt $20

Dues Policy

Dues amount is $20

Dues are paid with initial application.

For new team members: If initial dues are paid after June 1, the next dues payment will be due on September 30 of the following year.

All other team members dues will be due on September 30.

Anyone lapsed for more than two years will be dropped from the team roster and removed from all mailing lists.