

3.1.3.2 Definition of Alarms-Dispatch Protocols



YOUR ORGANIZATION
STANDARD OPERATING PROCEDURES/GUIDELINES

TITLE: Definition of Alarms-Dispatch Protocols

SECTION/TOPIC: Communications

NUMBER: 3.1.3.2

ISSUE DATE:

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PREPARED BY:

APPROVED BY:

X

Preparer

X

Approver

These SOPs/SOGs are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

CFR

NFPA

NIMS

2.0 PURPOSE

This standard operating procedure/guideline addresses procedures and protocols for assigning and dispatching units to specific types of emergencies or to escalating emergencies.

3.0 SCOPE

This SOP/SOG pertains to all personnel in this organization.

4.0 DEFINITIONS

These definitions are pertinent to this SOP/SOG.

5.0 PROCEDURES/GUIDELINES & INFORMATION

5.1 Procedures and protocols for assigning and dispatching units to specific types of emergencies or to escalating emergencies:

DISPATCH POLICY

This Fire Department will respond to any EMERGENCY situation that threatens LIFE, SAFETY or PROPERTY. In cases when the fire department is not the appropriate agency or is not capable of delivering the needed assistance, or if the situation is not a true emergency, an attempt will be made to place the caller in contact with an appropriate provider. The fire department will dispatch the closest available unit(s) with the assigned capability to control the emergency. The judgment of both dispatch and emergency response personnel is an integral part of the decision making process, taking into consideration both information received and the potential that exists.

Timely response and effective management of EMS, rescue and fire control situations represent the most immediate priorities of the fire department. Upon receipt of adequate information (location and nature of the emergency) Dispatch will send the appropriate assignment. Dispatch will upgrade the response, as required, until command is established upon the arrival of the 1st unit.

JURISDICTION

Emergency incidents within the city limits will be dispatched without regard to jurisdiction. Units will also be dispatched to borderline locations when Dispatch personnel cannot make accurate determination of the jurisdiction.

The Dispatch Center also dispatches for other jurisdictions. They are dispatched under mutual aid guidelines.

Calls for assistance from public or quasi-public agencies outside the City limits will be dispatched as mutual aid incidents, with the approval of the individual jurisdiction's Chief and/or BC, or the Fire Department Shift Commander.

Calls for assistance from citizens outside the City limits will be transferred to the appropriate agency. If that agency requests mutual aid assistance, the Regional Dispatch Center will contact the appropriate jurisdiction for approval of the mutual aid request and dispatch accordingly.

CALL ROUTING

Determination of the nature of the problem may indicate that a caller does not have a true emergency and that fire department response is not necessary. The avoidance of unnecessary responses is a basic part of the dispatch function. The call routing process must not delay response to valid emergency incidents, but should attempt to verify the nature of questionable calls. When a positive determination of need for emergency response cannot be made, **THE FIRE DEPARTMENT POLICY IS TO DISPATCH.**

INCIDENT TAKER

The primary responsibility of the Incident Taker is to determine, without delay, the nature and location of the emergency, the source of the call (call back number), and to verify entry of the incident into the CAD system.

The Incident Taker determines the appropriate response (nature code) based on the information gathered from the caller. This information is necessary to process the incident. Additional details may be sent to responding units as they become available.

NATURE CODES

The Incident Taker enters the appropriate Nature Code, based on information derived from the caller. The CAD system determines the appropriate response based on the nature of the emergency, the location and the jurisdiction in which the incident is located. On some incidents the CAD system will select different types of capabilities, from different jurisdictions. This guarantees an appropriate response in the different cities that have varied capability requirements for similar incidents. (The call requirements listed in this document fulfill the city of Phoenix requirements only.)

UNIT SELECTION

The CAD system recommends the closest, most appropriate units for dispatch based on current unit location, capability and status information. The CAD system combines this information with the response type.

A response type is assigned to each Nature Code. The response type identifies the requirements needed on the assignment. Requirements can be identified by unit capability, such as engine or ladder, or by specific unit, such as BC2. Requirements are also expressed as primary or secondary. A unit can fulfill only one primary requirement. A unit can fulfill more than one secondary requirement.

When an incident is selected for dispatch, the CAD system builds an ordered unit consideration list. As a unit is considered for dispatch, its capabilities are inventoried against the outstanding response requirements. If it can satisfy any outstanding requirement it is added to the recommendation. The CAD system will continue to add units to the recommendation until all response requirements have been satisfied or all units have been exhausted. Some unit capabilities have distance limitations added to requirements. The system will not send certain types of units if they are out of the predetermined response range.

INCIDENTS

Nature Codes can be broken down into several different types of incidents. They include: Medical, Fire, Hazardous Materials, Technical Rescue and Service Calls. The following are the Nature Codes, Nature Description and Response Requirements for the respective incident types.

ALS Medical Calls

Criteria: The requirements for ALS response are based on Emergency Medical Dispatch protocol (EMD).

Response Requirements: MPW, (BLS), (ALS).

Capabilities in the () are considered secondary requirements, if one unit fulfills all requirements only one unit will be suggested for dispatch.

<u>Nature Code</u>	<u>Description</u>	<u>Nature Code</u>	<u>Description</u>
ALLRG	Allergic Reaction	*DR	Drowning
ALOC	Altered Level of Consciousness	*DR2	Drowning w/2 pts
BOATA	Boat Accident**	*DR3	Drowning w/3 pts
CB	Childbirth	*ELEC	Electrocution
CHOK	Person Choking	*GSW	Gunshot Wound
CHOKC	Child Choking	HA	Heart Problems
CHOKP	Pediatric Choking	*HANG	Hanging
*CODE	Code	INTB	Internal Bleeding
*CODEC	Child Code	MAT	Maternity Problems
*CODEP	Pediatric Code	OD	Overdose
CP	Chest Pain	POISN	Poison Ingestion
CVA	Stroke	*STAB	Stabbing
DB	Difficulty Breathing	TASER PD Used Taser	
DIAB	Diabetic Problem	UNC	Unconscious Person

* Indicates a Rescue would also be dispatched on the initial incident.

** For Lake Pleasant and Tempe Town Lake this Nature Code generates a 3-1-M.

ALS or BLS Medical Calls

Criteria: All medical calls are triaged using EMD protocols. The following nature codes default to a BLS response Code 3. The response is changed and sent as ALS when the caller provides information that meets the ALS criteria. The ALS response criteria are different for each nature code.

Response Requirements: BLS, (MPW)--for the default BLS.

MPW, (BLS), (ALS)--when sent as ALS.

<u>Nature Code</u>	<u>Description</u>	<u>Nature Code</u>	<u>Description</u>
ABD	Abdominal Pain	HEAD	Headache
ASSLT	Assault	HEAT	Heat
BACK	Back Injury/Pain	ILL	Ill Person
BITE	Animal Bite	INJ	Injured Person
BURN	Burn Injury	LAC	Laceration
CKWELF	Check Welfare	MEDALM*	Medical Alarm
CUT	Cutting	NOSE	Nose Bleed
DOWN	Person Down	SEIZ	Seizure
EYE*	Eye Injury	UNKM	Unknown Medical
FALL	Fall Injury		

* Always BLS

Minor Medical Calls

Criteria: The patient has to meet the following criteria; no loss of consciousness, peripheral injuries only, head/face; arm: below elbow; leg: below knee, no trunk injuries, no impaled objects, no amputations, no severe bleeding.

Response: MPW, (BLS) Code 2 response, Available on Incident (AOI)

<u>Nature Code</u>	<u>Description</u>	<u>Nature Code</u>	<u>Description</u>
ASSLTM	Assault Minor	EYEM	Eye Injury Minor
BACKM	Back Injury/Pain Minor	FALLM	Fall Injury Minor
BITEM	Animal Bite Minor	INJM	Injured Person Minor
BURNM	Burn Injury Minor		
CUTM	Cutting Minor		

Violent Medical Calls

Criteria: The incident has been determined unsafe to respond directly to the scene. Units assigned to the incident shall stage until the Police Department secures the scene.

<u>Nature Code</u>	<u>Description</u>	<u>Response Requirements</u>
GSWS	Gunshot Wound Stage	BLS, RES, BC, (MPW), (ALS)
STABS	Stabbing Stage	BLS, RES, BC, (MPW), (ALS)

Auto Accidents

Criteria: Any incident that involves injuries due to an automobile accident.

<u>Nature Code</u>	<u>Description</u>	<u>Response Requirements</u>
962	Auto Accident	MPW, (BLS)
962A	Auto Accident	MPW, RES, (BLS), (ALS)
962BC	Auto Accident Inv. Bike	MPW, RES, (BLS), (ALS)
962F	Auto Accident w/Fire	RES, (BLS), (ALS), (ENG)
962HM	A/A w/ Haz Materials	2ENG, LAD, BC, HM, C94, C957, (HM4), (2 AHT)
962MC	Auto Motorcycle	RES, (BLS), (ALS), (ENG)
962P	Auto Pedestrian	MPW, RES, (BLS), (ALS)
962PD	Auto Accident Inv.	PD MPW, RES, (BLS), (ALS), (CMD)
962R	A/A w/ Rollover	RES, (BLS), (MPW), (ALS), (EXT), (ENG), (LAD)
962W	Car in Canal	MPW, (BLS)
962X	A/A w/Extrication	RES, BC, (BLS), (ALS), (EXT), (ENG), (LAD)

Airport Incidents

Criteria: The alert classifications of aircraft emergencies are distinguished by the Federal Aviation Administration to describe an unsafe condition or situation involving an aircraft. The Fire Department Captain, from Station 19, will identify the appropriate alert to be dispatched on any aircraft emergency at the primary Airport.

<u>Nature Code</u>	<u>Description</u>	<u>Response Requirements</u>
A1	Alert One	F1, F2, F3, AT19, E19, BC
A2	Alert Two	F1, F2, F3, AT19, BC, 2 ENG, LAD, (ALS)
A21A	1 ST Alarm Alert 2	F1, F2, F3, AT19, 4 ENG, LAD, 2BCs, CV, U, (ALS), (SDC), (ELEV)
A3	Alert Three	F1, F2, F3, E19, 2BC, E8, S8, 5 ENG, 2 LAD, CV, U, 3RES, (SDC), (ELEV), (TRT), (2 ALS), (CCU)
CRASH	Aircraft Down Off Airport	2 ENG, LAD, BC, RES, U, 2BR, T, (ALS) (EXT)

Other Medical Incidents

Criteria: Unusual medical incidents that require additional equipment either due to the number of patients or circumstances of the incident.

<u>Nature Code</u>	<u>Description</u>	<u>Response Requirements</u>
INJX	Injured Person w/Ext.	RES, (BLS), (ALS), (MPW), (EXT), (LAD)
MED2-1	Medical Emergency (2-1 Medical)	2 ENG, LAD, BC, 2 RES, (2ALS)
MED1A	Medical Emergency (1st Alarm Medical)	4 ENG, 2 LAD, 2 BC, 3 RES, RH, CV, U, (SDC), (3ALS)

Fire Incidents

Criteria: Incidents that require or could potentially need water capabilities to extinguish a fire.

Response Requirements: 1 ENG

<u>Nature Code</u>	<u>Description</u>	<u>Nature Code</u>	<u>Description</u>
ALARM	Fire Alarm Indication	GRASS	Grass Fire
ALLEY	Alley Fire	ILLEG	Illegal Burning
APPLIA	Appliance Fire	OVEN	Oven Fire
BBQ	Barbecue	POLE	Pole Fire
BOATF	Boat Fire	SHED	Shed Fire
CAR	Car Fire	SMOKEO	Smoke Outside Structure
CARA	Car Fire Abv Grnd/Garage	TRANSF	Transformer Fire
CKELEC	Check Electrical	TRASH	Trash Fire
CKFOUT*	Check Fire Reported Out	TREE	Tree Fire

DEBRIS	Debris Fire	TRK	Truck Fire
DUMP	Dumpster	TRKA	Truck Fire Abv Grnd/Garage
FENCE	Fence Fire	UNKF	Unknown Fire
FIELD	Field Fire	VEH	Vehicle Fire
FUEL	Fuel Spill	VEHA	Vehicle Fire Abv Grnd/Garage

* Will send ladder if first due and backup with an engine

Fire Incidents (3-1's)

Criteria: A 3-1 assignment will be dispatched for structure fires that do not indicate the need for a First Alarm assignment.

Response Requirements: 3 ENG, LAD, 2 BC, RES (if within a 4-mile radius) (RIC)--Working 3-1's receive a RIC assignment. A RIC assignment consists of a 3-1 plus ENG, RES, U, CCU, RH

<u>Nature Code</u>	<u>Description</u>	<u>Nature Code</u>	<u>Description</u>
ACUNIT	Air Conditioner	SMOKEI	Smoke Inside Structure
APT	Apartment Fire	STOVE	Stove Fire
CAREXP	Car Fire w/Exposures	STR	Structure Fire
*CARU	Car Fire Underground	TRAIN	Train Fire
DRYER	Dryer Fire	TRKEXP	Truck Fire w/Exp
GARAGE	Garage Fire	TRKU	Truck Fire Underground
HOUSE	House Fire	VEHEXP	Vehicle Fire w/Exp
**HR3-1	High-Rise	*VEHU	Vehicle Fire Underground
MOBILE	Mobile Home Fire	***1000	Code 1000

* VENT1 is added to the normal assignment

** HOSE, 2 high-rise units are added to the normal assignment

*** Assignment does not necessarily indicate a structure fire, but the potential risk warrants this assignment.

Fire Incidents - First Alarms

Criteria: A First Alarm will be dispatched for structure fires when reports indicate this level of resource may be needed. This may be based on reports that indicate an actual or potential situation. A First Alarm may be dispatched for other types of incidents at the discretion of Dispatch personnel.

Response Requirements: 5ENG, 2LAD, RES, 2 BC, SDC, NDC, CV, U, RH, C957, C307 (if within a 4-mile radius), (SC), (ALS)

<u>Nature Code</u>	<u>Description</u>
APT1A	Apartment Fire

COMM Commercial Structure
 *HR1A Structure Fire High Rise
 HOUS1A House Fire
 STR1A Structure Fire

* Requires the following additional capabilities: 2 U, HOSE, (E1), (E2), (L1)
 (RIC1A)—Working first alarms receive a RIC assignment: 2 ENG, LAD, 5 BC

Brush Fires

Criteria: Brush assignments will be dispatched for reported vegetation fires. A Still Brush assignment will be dispatched for vegetation fires that are small in nature. A Brush assignment will be dispatched for vegetation fires that are serious in nature. A First Alarm Brush assignment will be dispatched for vegetation fires that have the potential of a major situation and this level of resources will be utilized.

<u>Nature Code</u>	<u>Description</u>	<u>Response Requirements</u>
BRST	Brush Assignment (Still Brush)	ENG, BR
BR	Brush Assignment	2 ENG, 2 BR, TANKER, BC
BR1A	Brush Assignment (1st Alarm Brush)	5 ENG, 4 BR, 2 TANKERS, 2 BC, U, RH, CV, R-41, SDC, NDC

Hazardous Materials

Hazardous Materials assignments will be dispatched for incidents reported to involve hazardous materials. Hazardous Materials situations MAY include fire, spills, transportation accidents, chemical reactions, explosions and similar events. Hazards may include toxicity, flammability, radiological hazards, chemical reactions and combinations of factors. Hazardous Materials Assignments have five levels of response: HAZ, HAZ2-1, HAZ1A, HAZMED, and 2A Hazardous (All second alarm assignments are listed under the Greater Alarm Section).

Criteria: A HAZ assignment will be dispatched on calls that involve hazardous materials of a minor nature. A HAZ2-1 assignment should be dispatched on most situations involving leaks or spills of hazardous materials. This includes situations that appear to be manageable and do not create a major risk to the public by virtue of location, amount or type of hazard. A HAZ1A assignment should be dispatched for incidents that indicate a major potential danger by virtue of materials involved, quantities, location, fire or explosion danger and number of people exposed.

<u>Nature Code</u>	<u>Description</u>	<u>Response Requirements</u>
CKHAZ	Check Hazardous Situation	MPW
DL	Drug Lab	ENG, AHE, C957, C599, GSPSN, C274, (AHT)
FUELH	Fuel Spill	ENG, AHE, C957, C599, GSPSN, C274, (AHT)

GASL	Natural Gas Leak	ENG, AHE, C274, (AHT), (MPW)
GASM	Broken Natural Gas Main	2 ENG, LAD, BC, AHE, C957, C274, (AHT)
GASS	Natural Gas Leak Inside	2 ENG, LAD, BC, AHE, C957, C274, (AHT)
HAZ	Hazardous Situation (Special Duty Hazardous)	ENG, AHE, C957, C599, GSPSN, (AHT)
HAZ2-1	Hazardous Situation (2-1 Hazardous)	2 ENG, LAD, AHE, BC, C957, C599, C274, C307, GSPSN (AHT)
HAZ1A	Hazardous Situation 4 st (1 Alarm Hazardous)	ENG, 2 LAD, CV, 2 BC, C93, C957, C85, C599, C274, GSPSN, 2U, C307, (SC), (4 AHT), (2 ALS), (2 AHE)
HAZMED	Hazardous Situation st (1 Alarm Hazardous Medical)	4 ENG, 2 LAD, CV, 2 BC, C93, C957, C599, C274, GSPSN, 3 RES, C307, C85, 2 U, (SC), (4 AHT), (2 ALS), (2 AHE)
NBC	Hazardous Situation (Nuclear, Biological, Chemical)	MPW, AHE, 2 BC, C957, C599, GSPSN, (AHT)

AHT=Advanced Hazardous Team (E4, L4, E41, E38, etc.)

AHE=Advanced Hazardous Equipment (HM4, HM41, HM38, etc.)

Technical Rescue

Criteria: Incidents that may require specialized equipment and training to extricate the patient(s). These incidents include confined space rescue, trench rescue, high angle or rope rescue, water rescue, structural collapse, mountain and tree rescues.

<u>Nature Code</u>	<u>Description</u>	<u>Response Requirements</u>
CSPACE	Confined Space Rescue	MPW, U, C599, C957, C274, CMD, C307, (3TRT), (2TS), (AHT), (AHE), (ALS)
HVYRES	Heavy Rescue	ENG, LAD, BC, E8, S8, C957, C274, C307, (2 TRT), (TS), (2ALS)
MTNRES	Mountain Rescue	MPW, 2 TS, C957, C307, (3 TRT)
RES	Rescue Call	ENG, LAD, BC, 2 TS, C957, C274, C307, (2 TRT)
RES2-1	Rescue Call	ENG, LAD, BC, E8, S8, C957, C274, C307, (2 TRT), (TS), (2ALS)
RES1A	Rescue Call	2ENG, LAD, BC, RH, U, C957, C93, C599, C274, (SC), (ALS), (3 TS), (3 TRT), (AHT), (AHE), RES)
TREERS	Tree Rescue	ENG, LAD, BC, C957, C274, (2 TRT), (TS), (ELV)
TRENCH	Trench Rescue	ENG, LAD, BC, TS, E8, S8, C957, (2 TRT), (2 ALS)
WATER	Water Rescue	ENG, LAD, BC, 2 TS, C957, C274, (2 TRT)

TRT=Technical Rescue Team (E8, E12, L12, E28, etc.)

TS=Technical Support (S8, S12, S28 etc.)

Service Calls and Other Miscellaneous Incidents

Criteria: Service Calls will also be dispatched for non-emergency situations. Deployment will select the appropriate Nature Code that best describes the situation. On some of the calls, the Incident Taker recommends a Code 2 or Code 3 response.

<u>Nature Code</u>	<u>Description</u>	<u>Response Requirements</u>
ASSPD	Assist	PD MPW
*BARHOS	Barricade/Hostage Sit.	ALS, BC, (MPW)
*BEE	Bee Assignment	ENG, LAD, BC
CCTC	Central City Treatment	No Suggestion
CKBEE	Check Bees	MPW
CKELEC	Check Electrical	ENG
CKWELF	Check Welfare	BLS, (MPW)
COMCAR	Crisis Care	CCU
CROWD	Check Overcrowded Situation	MPW
DRILL	Drill	No Suggestion
ELEV	Check a Stuck Elevator	MPW
*ENG	Misc. Engine Resp	ENG
FLOOD	Check Flooding Condition	MPW
FUEL	Fuel Spill	ENG
FUELF	Fuel Spill ENG,	FOAM
*LAD	Misc. Ladder Resp	LAD
LOCK	Lockout	MPW
MA	Mutual Aid	NO Suggestion
ODOR	Check an Odor	MPW
OH	Open Hydrant	MPW
POOL	Check an Unsafe Pool	MPW
REFRIG	Check a Refrigerator	MPW
SERV	Service Call	MPW
SNAKE	Snake Removal	MPW
TEST	Test Dispatch	No Suggestion
*UTIL	Misc. Utility Truck Resp	U
*WIRES	Ck Wires Down	MPW

*Indicates the call will not be sent in an AOI response. See **Responding** section for further details.

SUPPLEMENTAL DISPATCH

Depending on the resources desired additional units can be dispatched to an incident in several methods. Units may be special called, an assignment can be balanced or a greater alarm may be requested.

Special Call

A Special call is a request for the dispatch of any combination of additional unit types, unit capabilities or specific units. The requestor must specify the desired quantity of unit types or capabilities or the specific units desired.

When formulating a recommendation for a special call, no consideration is given to the units already assigned to the incident. All response requirements for the special call request are satisfied by the recommendation of additional units.

Balance of Assignment

A balance of assignment is a request for the dispatch of the additional units necessary to upgrade the response type. Either the desired response type or a specific nature code must be specified. If a nature code is specified, the CAD system will determine the response type based on the specified nature code and the jurisdiction in which the incident is located.

When formulating a recommendation for a balance of an assignment, the CAD system first determines which response requirements for the new response type are satisfied by the units that are already assigned to the incident. The CAD system then recommends additional units to satisfy any outstanding response requirement.

Greater Alarm

A Greater Alarm is a request for the dispatch of additional units using predefined requirement sets. A greater alarm request requires both a **Greater Alarm Type** and the **Response Level**.

When formulating a recommendation for a greater alarm, no consideration is given to the units already assigned to the incident. All response requirements for the greater alarm are satisfied by the Response Level indicated. Assignments should be balanced up to and including a First Alarm-RIC. When an assignment is balanced, the system does take into consideration the units currently assigned to the incident. Therefore, an incident can go from a single engine response, such as a tree fire, and if requested to be balanced to a first, the system will fulfill all requirements necessary for a first alarm. However this does not occur after a first alarm. If an assignment is at a 3-1 level and it is determined that a Second Alarm is required, if a Second Alarm is requested and entered, that is all that will be suggested. The CAD system does not try and fulfill the First Alarm assignment prior to sending the second. Each alarm level is unique in capability requirements.

Response Levels do not have to be equivalent to Alarm Levels, however, often times they are. The response level requested for a greater alarm request should reflect the level of resources required, not necessarily the next alarm level.

Example: An incident may be a Third Alarm Structure and may require the components of a Hazardous assignment. The assumption is to ask for a Fourth Alarm Hazardous. If, however, a Fourth

Alarm Hazardous is requested, no Hazardous Materials capabilities would be added to the assignment. At this point, a Second Alarm Hazardous should be requested.

Specific Types of Second Alarms

Second Alarms are dispatched at the request of command, when the need is indicated. Command should ask for the specific type alarm needed to continue managing the incident: If a First Alarm brush is being used and Command wants to provide relief for crews, Command should call for a Second Alarm Rehab. The capabilities dispatched on specific Second Alarms are indicated below:

BRUSH	4 ENG, 4 BR, 3 TANKERS, CV, 2 U, R-41, RH, 6 BC, (SC)
HAZARDOUS	4 ENG, 2 LAD, 6 BC, U, RH, (SC), (HM4), (3 AHT), (2 AHE), (ALS)
HIRISE	4 ENG, 3 LAD, 6 BC, 2 U, RH, S8, HOSE, (SC), (2TRT)
MEDICAL	4 ENG, 2 LAD, 6 BC, 4 RES, U, RH, (3 ALS), (SC)
REHAB	4 ENG, 2 LAD, 6 BC
RESCUE	4 ENG, 2 LAD, TS, 6 BC, 2 U, RH, (ALS), (2 TRT), (S8), (AHT), (AHE), (SC)
STRUCTURAL	6 ENG, 3 LAD, 6 BC, U, RH
STRUCT/MED	6 ENG, 3 LAD, 6 BC, U, RH

Greater Alarms

Third Alarms and greater still require a specific type of alarm to be requested; however the capabilities recommended will be generic. The following capabilities are recommended on the Greater Alarm assignments:

Third Alarm:	4 ENG, 2 LAD, 1 BC
Fourth Alarm:	4 ENG, 2 LAD, 1 BC
Fifth Alarm:	4 ENG, 2 LAD, 1 BC

CHANNEL 1 DISPATCHER

The Channel 1 dispatcher is responsible for reviewing the units suggested for dispatch by the CAD system. The dispatcher may modify the unit selection based on additional information or circumstantial factors.

The dispatcher transmits the call to the assigned units by depressing the DISPATCH button, sending the information to the FIRE STATION TERMINALS and Mobile Computer Terminals (MCTs).

The voice dispatch message is broadcast over FIRE CHANNEL 1 giving:

- Dispatch Tone
- Companies Assigned
- Tactical Radio Channel
- Type and/ or Nature of Incident
- Location

- Companies Assigned
- Tactical Radio Channel

DURING PERIODS OF HIGH ACTIVITY THE DISPATCH MESSAGE MAY BE MODIFIED TO ADVISE UNITS TO CHECK MCT's FOR DISPATCH.

IMMEDIATE DISPATCH

Specific high priority incident natures are flagged for immediate dispatch upon incident entry. Additionally, incident takers have the ability to cause any incident to be dispatched immediately upon entry in the CAD system. During an immediate dispatch the station terminals and MCT's will receive the dispatch information as soon as the Incident Taker enters the call. The Voice Dispatch will occur when the call is processed through Channel 1. The time elapsing between station alerting and voice dispatch will depend upon the level of activity at the dispatch position.

SELF DISPATCH

Units may add themselves to an incident by an AU function on their MCT. Companies adding on to an assignment must advise the TRO on the assigned Tactical Channel if they are substituting for another unit or responding in addition to the original assignment. The TRO will cancel the original unit dispatched if the substituting unit is closer to the scene.

The TRO will advise Command Officers of units responding in addition to the dispatched assignment. The updated dispatch message will be transmitted to all responding units via MCT.

INITIATING INCIDENTS

Units initiating new incidents should request the desired assignment and give the nature and location to the Channel 1 Dispatcher. Additional information and reports should be given on the assigned Tactical Channel after dispatch.

USE OF MCT

Units changing status or performing routing transactions should use MCTs to communicate with the CAD system directly. This relieves traffic on voice channels and increases efficiency of the entire system. If the MCT is inoperative, transmit over the appropriate radio channel. The appropriate channel while assigned to an incident is the Tactical Channel. If not assigned to an incident, status changes are made on Channel 1.

WORKING INCIDENT NOTIFICATION

Dispatch will sound the ALL CALL tone and make a general announcement over Channel 1 of the following incidents:

- Greater Alarms
- Working 1st Alarm fires

- EMS incidents, brush fires, hazardous situations, etc., that involve four or more companies

MOVE-UP POLICY

The Dispatch Supervisor / Battalion Chief is responsible for relocating units to maintain the best available coverage for the entire dispatch jurisdiction. This responsibility includes the authority to request companies from neighboring cities and to control or cancel scheduled and non-scheduled non-emergency activities.

Moved-up companies retain their normal identity ("Engine 14 out of Station 30").

The need for move-up companies should be evaluated whenever:

- A working fire is declared.
- Three or more units are committed to an incident in an outlying area.
- Greater alarms are dispatched.
- Simultaneous incidents occur in one area of the City.
- Coverage in an area is compromised.
- Two or more adjacent first due areas will be uncovered for more than 30 minutes.

Move-ups will be Code 2 unless advised to respond Code 3 due to a critical gap in coverage.

If overall coverage in the City falls below 12 engine companies and three ladder companies, Dispatch will immediately notify the Shift Commander who has the responsibility to authorize the recall of off duty personnel to staff reserve companies.

CHANGE OF STATUS

All companies are in either AVAILABLE or UNAVAILABLE status at all times. The status refers to the company's availability to accept a dispatch. Units assigned to an incident are considered UNAVAILABLE until released. The exception to this is during AOI calls; see **Responding** section for further details.

Units that are Available on Radio (AOR) or Available out of Vehicle (AOV) shall monitor Channel 1.

Units changing their status to UNAVAILABLE should report to Deployment by radio or telephone the reason and the length of time they will be unavailable. When becoming available again, units are responsible to report this status change to Deployment.

It is important that company officers contact Deployment prior to putting their unit unavailable. Deployment will determine any need for the unit to stay in service.

TACTICAL RADIO OPERATOR (TRO)

The Tactical Radio Operator handles all communications between units assigned to an incident and Deployment on the assigned Tactical Channel. All units responding to an incident shall switch to the assigned channel immediately after dispatch.

Acknowledgement

All units responding to alarms shall acknowledge dispatch by radio or by Mobile Computer Terminal (MCT).

If Deployment does not receive an acknowledgment within one minute, the (TRO) will request acknowledgment by radio on all channels.

Deployment will send a cover company if no reply is received after three attempts, while continuing attempts to contact the original company on all other radio channels. If unable to contact, the company will be placed unavailable and the appropriate Battalion Chief notified of the circumstances.

Responding

All fire and EMS responses will be Code 3 unless otherwise indicated by Deployment or Command. Units responding to calls on the freeways will proceed Code 2. The minor medical incidents listed previously and some service calls will be dispatched Code 2. Units will remain Available On Incident (AOI) while responding. If the company officer makes the decision to respond Code 2 on a Code 3 call, advise Deployment or type C2 on MCT and send. Similarly, if the company officer makes the decision to respond Code 3 or a Code 2 call, advise Deployment or type C3 on MCT and send.

Available On Incident is a feature that allows a company assigned to a low priority incident to be re-dispatched on a higher priority call if they are the closest unit. This occurs automatically only on the pre-identified AOI type calls and when a unit is in a responding mode. Only calls that are a Code 2 response will be considered as AOI.

A unit dispatched on a Code 2, AOI call will automatically become AOI after acknowledging response to the initial call. After acknowledgement they will remain AOI until they arrive on the scene. Once a unit places themselves onscene of an incident, they are no longer considered available for dispatches until they return to an available status.

- If a company officer determines they do not want to be AOI while responding, they may indicate they are traveling Code 3 to the incident via radio or MCT. The MCT command to cancel an AOI response is UOI (Unavailable on Incident); the unit may continue to respond code 2 in a UOI status. When a unit is traveling Code 3 to an incident they are not available for other calls.
- Once a crew arrives onscene of an incident and have determined they could leave the call promptly to take another call, they can place themselves Available On Incident again either via radio or MCT.
- Units will not be re-routed while responding to an incident if more than 10 minutes have elapsed from initial dispatch.

While responding, companies may communicate with one another if radio traffic permits. Effective communications during this period can set the stage for effective action and improve the overall rescue and fire attack effort. Factors such as occupancy hazards, access, traffic conditions and response routes may be communicated.

Company officers should review tactical information on their MCT, map books and any pre-fire planning information carried on the vehicle for specific tactical information. Subsequent arriving units should monitor radio traffic to be fully informed of the situation based on reports of the first arriving units.

Additional Information / Subsequent Calls

The TRO will relay any additional information gained from subsequent calls as soon as possible. Additional information and updates will be transmitted to the MCTs of all responding units. Companies needing specific additional information shall request it from the TRO.

On-scene Reports

Units arriving at the scene of incidents should report "ON SCENE" by MCT. No voice message is necessary when only one unit is responding, unless conditions at the scene are obviously different from the reported nature of the incident.

When more than one unit is responding, the first arriving unit should report "(Unit ID) on the scene" on the assigned Tactical Channel in addition to the MCT message.

Size-up Report

The first unit arriving at the scene of a 3-1 or a 1st Alarm will give a brief size-up report describing the situation.

For structure fires, the report should include:

Apparent conditions

- Nothing showing (indicates checking)
- Smoke showing (amount and location)
- Fire Showing (amount and location)
- Working fire
- Fully involved

Structure type

- Occupancy
- Size (large, medium, small)
- Height (assumed 1 story unless reported)

Action taken

Assuming command
Passing command
Laying line
Attacking with... etc.

Attack Strategy

Offensive or Defensive
IRIC--in place and identify

Accountability location

North, South, East, or West
A size-up report is also required for brush fires and any other significant incidents.

Command

Once command has been established, all routing communication between Deployment and an incident will be directed through Command.

Progress Reports

During active firefighting operations, Command will provide Deployment with regular progress reports or whenever significant tactical plans are changed or unusual situations are encountered. The first progress report should be given after initial action has been implemented and should include the correct address and an improved description of the building and fire conditions if the arrival report was incomplete. The first report should include the declaration of a working fire. This assists Deployment in making move-up decisions. The TRO will repeat significant facts from all progress reports for the information of monitoring units and document in the incident history.

Working Fire

The term Working Fire indicates a situation that will require the commitment of all responding companies. This report advises Deployment that the companies will be engaged in tactical activities and will be held at the scene for an extended period of time.

When notified of a Working 3-1, Deployment will:

1. Dispatch a RIC assignment (ENG, RES, U, RH, CCU)
2. Address the need for a Fire Investigator.
3. Dispatch PD for traffic and crowd control.
4. Dispatch appropriate gas and electric companies.
5. Change the status to a Working Fire, which starts elapsed time notifications.
6. Make move-ups to affected area
7. Document progress reports, sectors, assignments, emergency traffic, and elapsed time notifications and append additional information provided from Deployment members in the Incident History.

When notified of a Working First Alarm, Deployment will:

1. Dispatch a RIC Assignment (2 ENG, 1 LAD, RES, BC)
2. Change Tactical Channel assignment for other incidents to provide a clear channel.
3. Dispatch Police Department for traffic and crowd control
4. Assign a TRO to monitor/work Channels 2 and 3 for Staging and Safety sectors.
5. Dispatch a Fire Investigator
6. Dispatch gas and electric companies
7. Document progress reports, sectors, assignments, emergency traffic, and elapsed time notifications and append additional information provided from Deployment members in the Incident History.
8. Be prepared to dispatch further assistance.
9. Be prepared to dispatch any special agencies or equipment when the need is indicated.
10. Make move-ups to affected area.
11. Make notifications to pertinent personnel.

Deployment will monitor radio traffic on all incidents to anticipate the needs of Command. Any fire at a school facility, requires the State Fire Marshall to be contacted. The on-duty State Fire Marshall will use his/her discretion as to response.

Staging

Units arriving in Staging, Level I or Level II, will depress the "STG" key on their MCT. If assigned to a sector or task on the fireground the "ON-SCENE" key shall be depressed.

Units arriving in Level I Staging will report their identity and direction from the scene on the assigned Tactical Channel.

If Level II Staging is requested by Command, Deployment will announce the staging location and the staging channel when the additional units are dispatched. Units responding should direct any staging inquiries to the Tactical Channel being used for Staging, rather than the Tactical Channel assigned to the incident. Typically Staging will be assigned to either Channel 2 or 3. The driver of the CV will coordinate information on the Staging Channel until an officer assumes the position of the Staging Officer. Units arriving at the Level II Staging Area will report in person to the Staging Officer. The Staging Officer will manage all radio communications to and from the Staging Area.

Incident Status & Milestones

The following are the four different incident status changes that need to be indicated: Working Fire (WF), Working Haz Mat (WHZ), Code (CO), or Major Medical (MM). When these status changes occur, the TRO will enter a specific command. For Working Fire and Working Haz Mat incidents, this change will prompt ELAPSED TIME NOTIFICATIONS. The system will generate an elapsed time notification every 5 minutes until the incident is placed Under Control. The TRO will verbally pass this information to the Incident

Commander until the situation is declared under control or Command requests to discontinue notifications.

The following are the definitions of the Incident Milestones:

All Clear (AC): Can be used on a fire or medical incident. On fire calls an All Clear indicates the fire building and all exposures have been searched and all civilians evacuated. In the case of a building that is well involved in fire, the All Clear may be delayed and not come until the fire is out. For medical calls, it indicates the patient has been extricated. It is used most commonly when patients have been trapped in a vehicle in a 962, or during a water or mountain rescue when the patient has been removed from the endangered area.

Command Terminated (CT): There is no longer a single person in charge of the incident. Communications can be held with anyone still on the scene.

Immediates Transported (IT): All patients triaged as an “immediate” have been transported.

Loss Stopped (LS): Salvage has been completed and there should be no more damage to the building involved.

Patient Contact (PC): First unit has made contact with patient.

Rescue Contact (RC): Rescue has made contact with patient.

Personnel Accountability Report (PAR): All personnel assigned to a particular work area or sector has been accounted for. It is used to confirm there are no missing fire personnel on the incident site.

Primary All Clear (PAC): Primary search has been completed.

Secondary All Clear (SAC): A more comprehensive search of the building has been completed.

Triage Complete (TC): All patients have been triaged.

Under Control (UC): The fire has been contained, and will not extend. It does not mean the fire is out. It may also be used during Haz Mat calls, indicating a leak has been secured.

Utilities Secured (US): The power has been shut off to the occupant.

Ventilation Complete (VC): The task of ventilation has been completed.

RETURNING COMPANIES

Only Command can release companies from an incident. Command will indicate the units to "HOLD" at the scene, report the nature of the actual situation found and release the remainder of the assignment. The TRO will retransmit this report from Command and document the “HOLD” in the incident history. The

balance of the assignment will automatically return to service, changing status to AOR. Committed companies returning back to service will change status to AOR when ready.

SECTORS

Sector officers should use face-to-face communications with assigned companies as much as possible, but should keep Command informed of progress via radio on any problems encountered and significant progress.

Command may assign sector officers to UHF frequencies to relieve traffic on the tactical channel.

STAFF

Staff members with fireground responsibilities will respond to greater alarms for assistance with various sector functions. Staff members will report in person to the Command Post and will automatically assume sector duties in their area of responsibility unless ordered otherwise. Communications from staff personnel should be with Command as much as possible; however, there will be situations that require direct communications with Sector Officers. Staff communications should be face to face as much as possible.

VHF RADIO PROGRAMMING ASSIGNMENT/VALLEYWIDE FIRE CHIEFS PLAN

24 Channel Radios - Motorola Saber I E VHF

Deck "A" - White

<u>Channel</u>	<u>TX Freq</u>	<u>RX Freq.</u>	<u>TCS Freq.</u>	<u>Identifier</u>
+ 1	154.190	154.190	173.8	Dispatch
+ 2	154.250	154.250	173.8	East City
+ 3	154.070	154.707	173.8	West City
+ 4	154.280	154.280	Carrier	Statewide Fire Mutual Aid
+ 5	153.830	153.830	173.8	Northeast City
+ 6	154.310	154.310	173.8	Northwest City
+ 7	154.145	154.145	173.8	Sister City
+ 8	153.770	153.770	173.8	South City
+ 9	155.670	155.670	173.8	West Slope
10#	151.370	151.370	173.8	Far North Slope
+11*	154.025	154.025	173.8	FG/Accountability (Car to Car)
+12*	155.775	155.775	173.8	Haz Mat (Car to Car)

Deck "B" - Blue

<u>Channel</u>	<u>TX Freq</u>	<u>RX Freq.</u>	<u>TCS Freq.</u>	<u>Identifier</u>
1	154.130	154.430	100.0	City Ch1
2	155.715	155.955	100.0	City Ch2
3	154.400	154.400	114.8	RMFD 5 (South of City)

4	153.860	153.860	100.0	RMFD 6 (North of City)
5	154.890	154.890	151.4	PPD City 1
6	154.755	154.755	151.4	PPD City 2
7	155.790	155.790	151.4	PPD City 3
8	159.015	154.340	167.9	City 1
9	159.045	154.235	151.4	City 2
10	159.135	153.950	127.3	City 3
11	154.190	154.190	127.3	City Dispatch
12	154.085	154.085	173.8	City1/City1 Neighborhood

+ Indicates channel programming consistency with Valley wide Automatic Aid Agencies.

* Not monitored in Dispatch Center

Optional per each agency.

A Tactical Channel will be assigned by Dispatch for each incident. Command may request a "CLEAR CHANNEL" for a working incident. When requested, Dispatch will direct units on other incidents to an alternate Tactical Channel.

Command may also assign units to UHF-1. This channel is primarily assigned to Command Officers and FITS. At Hazardous Materials Incidents UHF-1 will be utilized by Haz Mat Team personnel.

The REPEATER FUNCTION on UHF-2 should be used only for long-range communications (beyond portable-to-portable range).

ORDER MODEL

Radio communications will be regulated by the following order model guidelines.

1. Sender will give unit ID and call the receiver by their unit ID.
2. Receiver will give their ID to indicate they are ready to receive.
3. Sender will then extend message, order, etc.
4. Receiver will give ID and acknowledge receipt of message. A brief restatement is the best acknowledgment.
5. Dispatch will acknowledge all communications directed to it by a brief restatement of the message, with particular attention given to repeating on the scene, size-up and progress reports, recall reports, requests for additional resource and all Incident Status changes and milestones.

MAY DAY

"May Day" is a term to be used only in the event of a lost or trapped firefighter. (See "May Day" communications for further details.) A well-defined communications structure is essential in any rescue operation. Deployment will play a crucial role in ensuring the effective rescue of firefighters.

EMERGENCY TRAFFIC

The term "EMERGENCY TRAFFIC" will be utilized by any unit encountering an immediately perilous situation and will receive the highest communications priority from Deployment, Command and all operating units. Units may initiate emergency communications by depressing the red emergency button on their MCT, or by verbally contacting Dispatch.

EXAMPLE: "L11 to Dispatch with emergency traffic." Dispatch will immediately activate special tone. The unit will transmit their message. Dispatch will repeat message one time. If Dispatch does not acknowledge (special tone not activated), unit will then establish contact with Command and transmit the emergency message. Command will then re-initiate emergency traffic sequence with Dispatch.

THE AIR ABSOLUTELY BELONGS TO ANY UNIT GIVING "EMERGENCY TRAFFIC"

UNIT DESIGNATION

For radio communications, the following designations will be recognized as standard:

Dispatch & Deployment	Dispatch (Alarm)
Officer of any unit	Unit ID
Engineer of any pumper	Pump
Engineer of any ladder	Truck
Firefighter on any unit	E1, FF Smith
Battalion Chiefs	Battalion
District Commander	District
Shift Commander	South Deputy, North Deputy

RADIO CODE

"Plain language" radio messages should be used in preference to numerical codes to facilitate understanding. There is no official City Fire Department radio code.

The following code messages (from the Police radio code) may be used in sensitive situations, when a plain language message could cause a problem at the scene:

261	Rape
901-H	Dead body
906	Need Police assistance URGENTLY
961	Vehicle accident, no injuries
962	Vehicle accident, with injuries
963	Vehicle accident with fatality

RADIO PROCEDURE

Short-specific

Before transmitting know what you are going to say. Choose precise terms to communicate the desired message as clearly and briefly as possible without wasting airtime.

Task Oriented/Company Oriented

Command's orders to operating companies should indicate a specific task assigned to the company. They should be of a magnitude reasonably performed by a single company alone or in concert with other companies.

Indicate Objective

In addition to being task and company oriented, assignments should indicate an objective to the action. The company should know exactly where to go, to whom to report, what is the task and what is the objective of the task. Orders should tell what to do - not how to do it (unless Command wants something specific).

Clear Tone/Self Control Effective Rate

Speak clearly at a practiced rate . . . not too fast . . . not too slow. Control your emotions and excitement deliberately. If you do not consciously control your voice, it will become garbled under stress.

Well Timed/Spaced

- Prioritize your messages. Do not use up valuable airtime with unimportant messages and insignificant details. Let critical messages go first. Maintain an awareness of the overall situation and your role in it.
- Do not interrupt conversations unless you have Emergency Traffic. Listen before transmitting and wait until a message transaction has been completed.
- Pause between consecutive messages. This will make it clear when one message has been completed and another started. It will give other units a chance to get on the air with important messages.