

6:14 FIRE RADIO PROCEDURES

Refer to the Fire and EMS Manuals for Protocols along with Run Cards.

6:14.1 ACKNOWLEDGING UNITS

Dispatch shall acknowledge units by (echoing company numbers)

Dispatch shall acknowledge requests by repeating the request followed by the time.

Dispatch shall acknowledge two units calling at once by acknowledging the company recognized and asking them to stand by while answering the other, or if both units are recognized, by answering the one believed to have priority information.

6:14.2 ALARMS, FIREFIGHTER SAFETY

Responders' personal safety alarm devices provide an audible alarm for personnel that may be down.

It is the responsibility of dispatch to acknowledge any report of such a device sounding and ensure that all personnel are aware of the alarm.

6:14.3 CALL CHECK

Dispatch shall use the playback equipment when needed to listen to the last radio transmission, but shall not rely on this device as a means to gather information in lieu of requesting a repeat.

6:14.4 CANCELING CALLS

6:14.4.1 CITIZEN REQUEST

In the event a citizen calls to cancel a call, the Command Unit will be informed of the request and will determine the course of action to take.

6:14.4.2 CANCEL FROM ON LOCATION COMPANY

Command units on location may determine to cancel a response. In this event dispatch shall notify and request acknowledgement of all responders and mutual aid responders and receive acknowledgement from each.

6:14.5 COMPLAINT

In the event a Telecommunicator receives a complaint against any fire department personnel or from fire department personnel regarding a call, the dispatcher will forward the complaint to the supervisor and document the incident in CAD. The CAD incident will document the person's name, organization (if necessary) and a phone number.

6:14.6 DISPATCHING CALLS

Upon the receipt of a call, dispatch shall (tone out the proper station and announce the station number, call type and address, followed by the time and call sign).

After the initial dispatch and units have responded, dispatch shall update all responding units with full information received on the call, each responder will acknowledge.

During the time fire units are at the scene working the event, dispatch shall act as a relay for all communications that are not acknowledged.

Mutual Aid shall be according to scene command or the mutual aid book located in the Communication Center.

Station coverage that is required shall be according to scene command or the mutual aid book located in the Communication Center.

Release of units on the scene shall be at the direction of the Incident Commander.

6:14.7 FCC

Dispatchers shall adhere to all FCC rules and regulations.

6:14.8 FREQUENCY USE

Dispatch will be fire channel assigned to the fire company being dispatched.

Responding fire companies will move to their assigned frequency after signing on.

All broadcasts must be timely and provided to on the scene personnel appropriately covering all channels in use.

6:14.9 DISPATCHING FIRE UNITS

6:14.9.1 ALARMS

Telecommunicators shall immediately notify police units of the location and type of alarm.

Fire Companies will be dispatched to all fire alarms. If the responding police unit indicates there is no fire the information will be relayed to the fire company.

The fire Chief will determine the appropriate response.

6:14.9.2 ASSISTS

In the event the Fire Department is requested on a non-fire-related event, the Fire Supervisor shall be contacted for direction.

6:14.9.3 AUTOMATIC ALARMS

All automatic Fire alarms located at the Communications facility shall be handled according to procedure. The fire company will be hit out and respond for a building check.

6:14.9.4 BRUSH FIRE

Brush fires shall be dispatched as a full response.

6:14.10 EMERGENCY MANAGEMENT / HAZ- MAT

Upon receiving notification of a hazardous material spill, a call for service is to be made and the call must be referred to the Ocean County Prosecutors Office. This action is in addition to the emergency response.

6:14.11 FULFILLING FIELD REQUESTS

Telecommunicators are responsible for fulfilling field requests and determining the priority of such requests.

Dispatch shall notify field units when requests have been fulfilled or when a request cannot be fulfilled.

6:14.12 FULL RESPONSE CALLS

Telecommunicators will be responsible for dispatching “full response” to the following call types:

- Structure fires.
- Smoke showing.
- Alarms.
- Monitored alarms.
- Alarms reported by monitoring agency.
- Audible alarms.
- Smoke detectors.
- Vehicle fire.
- Report of any gas odor or leak.
- Haz- Mat incident.

Primary fire department is dispatched. Upon request from command or officer in charge of scene, the Hazmat team will be dispatched. Ocean County Fire Coordinators will be sent also.

- Airplane crash.
- Unknown problems.
- Explosion.
- Assist with flood control.
- Any major evacuation due to potential health threatening dilemmas.
- Rekindles if reported as major fire outbreak.

6:14.13 HOLDING CALLS

Dispatch may hold or stack non-priority calls only when requested by the command officer in charge. All calls will be toned out regardless of the response issued or not by Command.

6:14.14 INCIDENT COMMAND

Dispatch shall comply with all radio requirements of the Incident Command System.

6:14.15 LENGTHY TRANSMISSIONS

Dispatch is responsible for avoiding lengthy transmissions and for reminding units regarding lengthy transmissions. If lengthy transmissions are unavoidable, after 30 seconds release the microphone, pause and then re-transmit to continue with transmission. This allows other traffic to break through if needed. Dispatch is to switch units off the main channel when possible for lengthy transmissions.

6:14.16 MAINTAINING RADIO RECORDS

Telecommunicators are responsible for adhering to the guidelines for keeping and distributing radio records of all responses. As such all calls will be logged into the CAD.

6:14.17 MANUAL DISPATCH

In the event there is a need to test or use the manual dispatch system, personnel will be responsible for completing an efficient and complete cutover to a manual system of dispatching. Paper logs will be used and dispatchers are to be able to fill them out completely and accurately.

6:14.18 MILITARY TIME

Telecommunicators shall use military time on the radio.

6:14.19 NON EMERGENCY RESPONSE CALLS:

Telecommunicators shall inform the Fire Company as to the nature of all non-emergency calls at the time of dispatch.

6:14.20 NOTIFICATION OF CHIEF

Telecommunicators shall notify the chief or next ranking of any unusual events or requests.

6:14.21 NUMBERS, BROADCASTING

Dispatch will broadcast numbers in addressing in logical manner.

6:14.22 PHONETIC ALPHABET

Dispatch will use the phonetic alphabet in all transmissions requiring letters such as apartment numbers containing letters.

6:14.23 POLICE RESPONSE CALLS:

Telecommunicators shall dispatch police on all fire calls.

6:14.24 RADIO FREQUENCIES

Channels are to be assigned for use by the Division Commander. All agencies will use the frequencies as assigned.

6:14.25 RADIO MALFUNCTIONS

Supervisors are to be notified of any radio malfunction on any fire channel.

6:14.26 RECORDING RADIO TRAFFIC

Radio traffic that is part of a specific call will be logged into CAD under that call for service.

6:14.27 RELAYING / DISPATCH RESPONSIBILITY

Any request for unit to unit that is not heard will be relayed by dispatch.

6:14.28 SAFETY

Dispatch shall take into consideration the safety of the responders and the citizens when making decisions or taking action on the radio.

6:14.29 STAGING

Dispatch shall track and advise all responding fire and support units to the location of the staging area and maintain contact with the staging area.

6:14.30 TACTICAL RESCUE TEAM / FAST TEAM

Dispatch will use the Mutual aid book located in the Communication Center for all tactical or special request.

6:14.31 TESTING THE SYSTEM

The only testing of the system will be a 10-53 (Radio check). All other testing of the system (to include pager tests) will be done only with the Supervisor's approval.

6:14.32 TEN SIGNALS

Dispatch may use the certain codes in their transmissions if the signals are approved and understood, otherwise clear text will be used.

6:14.33 UNIDENTIFIED TRANSMISSIONS

In the event there is an unknown call from a radio, or any sound that may be considered an emergency, dispatch shall clear the channel and ask for a repeat conducting a roll call if necessary. In the event the transmission is an obvious prank, the call will not be acknowledged.

6:14.34 UPDATES

Dispatch is responsible for updating units on information pertaining to a call while the company is en route to the call.

Dispatch is responsible for updating units on field requests.

Dispatch is responsible for updating the call for service of ongoing information.

6:14.35 WARNING BROADCASTS

Dispatch may be required to provide warning broadcasts for the purposes of safety or notification. These broadcasts will be requested by command units and provided by dispatch immediately.

6:14.36 DISPATCH PROCEDURES FOR FIRE

6:14.36.1 Fire Calls:

Station #
Address
Type of call
Repeat
Time "Ocean County Sheriff's Office"

When resource signs on:

Give updates to the first unit or OIC
Any additional information as necessary

6:14.36.2 Air Medical Evacuation Calls:

Dispatch fire department only when Medevac dispatch has confirmed that the helicopter is coming.

Station #
Address or common place name for a landing zone operation
Repeat
Time "Ocean County Sheriff's Office"

When resource signs on:

Address or common place name
Cross streets (if applicable)

Resource acknowledges assignment

Give name of landing zone (ex: town name - LZ)

ETA (actual time ETA) of helicopter

Give radio channel for communications with helicopter (landing zone channel)

Time

When resource arrives on scene:

Acknowledge unit with on scene time

Request unit switch over to "Landing Zone" channel for a radio check

MONITOR BOTH TACTICAL CHANNEL AND "LANDING ZONE" CHANNELS

Approx. 6 minutes before landing, contact helicopter on the "landing zone" channel for:

An updated ETA,

Give patient report,

Verify the LZ name

Verify the LZ coordinator is on the channel.

Give LZ description if necessary.