

TOMS RIVER TOWNSHIP FIRE DEPARTMENT Standard Operating Guidelines			
CHAPTER: 3	SECTION: 11	# OF PAGES: 3	
SUBJECT: USE AND ADMINISTRATION OF ACTIVE 911			
EFFECTIVE DATE: September 2014	BY THE ORDER OF: Dist 1 Board of Fire Commissioners, Dist 1 Fire Officers	SUPERSEDES ORDER #: N/A	

Purpose: This guideline is to define the standard use of the Active 911 software by dispatchers, fire officers, and firefighters/fire police.

Scope: This SOG applies to all department personnel.

I. GENERAL ADMINISTRATION

- A. All members are advised not to use any mobile device while operating a motor vehicle or under other circumstances as governed by law.
- B. The primary notification system for emergency response is, and will continue to be the radio pager issued by the fire district. The Active 911 system is not to be used as a replacement for that system.
- C. The use of Active911 on personal mobile devices is highly encouraged but will remain voluntary.
- D. Active 911 Device Codes
 1. The device code is an individually issued code that can only be used on one device at a time.
 2. Members shall request an active 911 device code from the fire company chief or his designee. If a member would like to utilize Active 911 on another device (tablet, home computer, etc.), the member will be responsible for paying for that functionality (~\$12 per device annual fee). Officers will be allowed a second device at no additional cost.
 3. Under no circumstance shall a device code be shared with spouses, friends, families, etc. as it could allow protected privacy information from being released without consent. All members will be held responsible for any unauthorized data release.
- E. Active 911 Page Groups - In the settings menu of the Active911 app there is a list of available page groups that have been created for District 1. Members can select any page groups that they would like to receive alerts for. At a minimum the application should be set to the member's home station (F2526 for downtown, F27 for Ocean Beach, and F28 for East Dover).

1. Some page groups have been locked for public use and the member will get an error message if they try to join the page group. If you believe that you should be added to a locked page group, please see the Chief of his/her designee for access.

II. ACTIVE 911 RESPONSE BUTTONS

A. The Active 911 system will have four responding options as listed below:

1. **Main** – To be used when a member is responding to their main station (i.e. stations 25, 26, 27, 28)
2. **25-1** – To be used when a member is responding to station 25-1
3. **26-1** – To be used when a member is responding to station 26-1
4. **Scene** – To be used by all members (including fire police) when responding to the scene. Note that all firefighters are to respond to the station.
5. **Note: The response buttons are for the location that is being responded to; therefore members should not update their status to scene once they have arrived on scene after responding to their respective station.**
6. **Do not press any buttons if you are not responding!**

III. DISPATCH PROTOCOL

A. Emergency Notifications – When an emergency call occurs, Active 911 will automatically make notification to the appropriate page groups, based on the information in the Spillman rip and run email and internal logic.

1. During an emergency notification the dispatcher shall monitor the Active 911 system to ensure adequate personnel are responding to answer the call.
2. A second alert shall be dispatched after 4 minutes if too few personnel are responding per Active 911, even if an officer has signed on. The 2nd alert does not change the procedure for fire station 2nd requests.
 - a. Minimum of 4 firefighters (Any combination of FF or Officers) responding to a single station, one of whom must be an operator for the apparatus required to respond to an incident. For purposes of Active 911, the 25 and 26 main stations will be considered a single station.
 - i. Exterior FF, Probie, and Recruit do not count toward the minimum number of FF required
 - b. For incidents where the dispatcher feels additional personnel will be required (working fires, large brush fires, etc.) the dispatcher is to use his/her discretion in proactively dispatching additional resources as necessary.

B. Miscellaneous Notifications – The dispatchers shall make notification to all district 1 companies via Spillman/Active 911 when:

1. A unit is placed out of service, and again when the unit is placed back in service
2. Major road closures that will impact firefighter response times or routes

IV. FIRE OFFICER / FIREFIGHTER PROTOCOL

- A. When an Active 911 notification is received the member will click the appropriate response button if they are expected to arrive within 10 minutes. If response will take longer than that because the member is coming from a distance, wait until you are 10 minutes out then click responding to the appropriate location.
- B. Use of Active 911 is not required when:
 1. An officer or firefighter is signing on via radio, or
 2. When participating in a company function where District 1 already knows a crew is available in station (drills, company meetings, events, etc.)

V. FIREFIGHTER NAMES AND DISPLAYS

- A. The standard FF Display shall be in the format below:
 1. Format: Station # - Last Name, First Initial – Qual 1/ Qual 2 / Qual
a. Example: 28 – Smith FF / EMT / Dvr Eng / Dvr Boat
- B. Qual 1 Field – Consists of the member's rank (will be one of the following)
 1. Officer Rank (Chief, Asst. Chief, Capt., 1LT, 2LT)
 2. FF – SCBA Qualified FF
 3. Safety – Safety Officer
 4. Exterior FF – Not SCBA qualified
 5. Probie – Probationary FF
 6. Recruit – Recruit
 7. FP – Fire Police
- C. Qual 2 Field (EMT)
 1. EMT
- D. Qual 3 Field (Driver Quals)
 1. Dvr Eng – Driver for only engines
 2. Dvr Ladd – Qualified driver for ladder, engine, and brush trucks
 3. Dvr Boat – Qualified Boat Operator Only
 4. Dvr Resc – Qualified Rescue Operator Only
 5. Dvr All – Qualified on all apparatus assigned to that station