

SOG #
05-01 Dispatch

Scope:

This standard establishes guidelines for dispatch and communications personnel to follow when receiving requests for service and dispatching emergency units. It was promulgated to ensure that appropriate response assignments are dispatched.

I. Receiving an Alarm

- A. In order to be immediately ready to receive emergency dispatch information the Fire Alarm computer must be maintained up and running at all times. This will eliminate any possible delay in recording the caller's information. Capture the caller's information directly on the computer rather than recording it on paper first. This will ensure all necessary data is collected as each required field is populated. Entering the information directly on the computer also records times automatically ensuring accurate and consistent state and regional reporting.
- B. Prior to dispatching fire companies to an alarm, the Fire Alarm operator must obtain sufficient information to properly dispatch the alarm.

II. Dispatching the Proper Units

- A. Once the address has been entered into the computer. The first alarm units to be dispatched and the nearest hydrants will be listed on the screen.
- B. The dispatch Panel is programmed as follows
 - 1 - Fire Tone on 453.4625 with PL 107.2
 - 4 – Medical Aid Tone on 453.4625 with PL 107.2
 - 7 – ALS Tone on Freq 482.5000 with PL 107.2 (453.4625)
 - Fire Direct Freq 453.4625 PL 107.2

III. Types of Emergency

B. Medical Aid

A Medical Aid is a request for response to a medical emergency

On receipt of a request for Medical Aid the dispatcher shall:

Ask the caller and record the following information:

- 1) Caller's Name
- 2) Callback Number
- 3) Nature of the incident
- 4) Address of the Incident
- 5) Description of the incident

Notify Police Cruisers "Medical Aid (*address*)"

Press Tone #4, then press PAGE and make announcement

"Fire Alarm announcing a request for Medical Aid (*address, nature of the incident*)"

Press Tone #4, press PAGE, then repeat announcement

"Fire Alarm standing by at (*time*)"

Press clear.

Call Lyons Ambulance "This is Topsfield Fire Alarm requesting an ambulance (*address, nature of the incident*)"

C. Box Alarm

A Box Alarm is an activation of the Municipal Fire Alarm System. On receipt of a Box Alarm the dispatcher shall:

Look at Alarm Panel and record the following information:

- 1) Box Number
- 2) Facility Name
- 3) Address
- 4) Location Details

Press Tone #1, then press PAGE and make announcement

“Fire Alarm receiving box (*box number, name, address, location details*)”

Press Tone 1, press PAGE, then repeat announcement

“Fire Alarm standing by at (*time*)”

Press clear.

Check in-house computer for Line Box response from neighboring community

If Line Box response required, notify Line Box community via County Radio

Lookup hydrant locations and hazards on in-house computer business file.

When first truck signs on, notify them of closest hydrant and any other information provided including exact location of building if applicable.

D. Line Box

A Line Box is an incident in a neighboring community with which we have an agreement to respond automatically. Request for a response to a line box may come on the County Fire frequency.

Line boxes are not required for:

Car fires

Medical aids

Brush fires

Investigations

Motor vehicle crashes

On receipt of a Line Box the Fire Alarm Operator shall:

Record the following information:

- 1) Requesting community
- 2) Nature of the incident
- 3) Address of the incident

Press Tone 1, then press PAGE, then make announcement

“Fire Alarm announcing a Line Box to the town of (*community*) for (*nature of incident, address*)”

Press Tone 1, press PAGE, then repeat announcement

“Fire Alarm standing by at *(time)*”

Press clear.

E. Automatic Alarms

An Automatic Alarm is an automatic fire alarm system activation. Request for response to an automatic alarm activation will come in from a private alarm company on the telephone.

On receipt of a call from an alarm company for an Automatic Alarm the dispatcher shall:

Ask the caller and record the following information:

- 1) Reporting alarm company
- 2) Call back number
- 3) Owner or business full name
- 4) Address of the incident
- 5) Type of alarm

Press Tone 1, press page, then make announcement

“Fire Alarm announcing an Automatic Alarm called in by the alarm company at the *(owner)* residence *(address)* or *(business name)* *(address)*”

Press Tone 1, press page, then repeat announcement

“Fire Alarm receiving Box *(box number, name, address)* Fire Alarm standing by at *(time)*”

Press clear.

If Line Box response required, notify Line Box community via County Radio

F. Still Alarms

A Still Alarm is an incident which can be handled by on-duty personnel and does not need to be toned out for additional response. Request for the fire department for non-emergencies are considered still alarms.

Still Alarms include calls for

- Investigations
- Public service
- Lock-outs
- Lift assists
- Wires arching
- Police requests to standby at the scene of an incident
- Trouble alarms
- Basement flooding assessments

On receipt of a call for a Still Alarm the dispatcher shall:

Ask the caller and record the following information:

- 1) Name of caller
- 2) Address of caller
- 3) Callback number
- 4) Nature of the incident
- 5) Address of the incident

Press PAGE, then make announcement

“Fire Alarm announcing a Still Alarm (*nature of incident, address*)”

Press page, then repeat announcement

“Fire Alarm standing by at (*time*) ”

Press clear.

G. Mutual Aid

A) Mutual Aid is a request from another community for assistance.

On receipt of a call for Mutual Aid for a fire, the Fire Alarm Operator shall

Ask the caller and record the following information:

- 1) Requesting community

- 2) Nature of the incident
- 3) Address of the incident
- 4) Apparatus type requested
- 5) Assignment: Station Coverage (which station) or Respond to the Scene

Press Tone #1, press page, then make announcement

“Fire Alarm announcing a request for Mutual Aid from the town of (*community*) for (*apparatus requested*)

for (*which station*) coverage

or

respond to (*nature of incident at address*)”

“Fire Alarm announcing a request for Mutual Aid from the town of (*community*) for (*apparatus requested*)

for (*which station*) coverage

or

respond to (*nature of incident at address*)”

“Fire Alarm standing by at (*time*)”

Press clear

If station coverage - when first truck signs on,

“Be advised (*community*) has a (*nature of incident, address*)”

Notify Beverly Control of the change in our availability to 0 and 0

H. ALS Mutual Aid

An ALS Mutual Aid is a request from another community for Medical ALS response.

On receipt of a call for ALS Mutual Aid the dispatcher shall

Ask the caller and record the following information:

- 1) Requesting community
- 2) Number of ALS personnel requested
- 3) Nature of the incident
- 4) Address of the incident

Press Tone #7, press page, then make announcement

“Fire Alarm requesting the availability of ALS to the town of (*community*) for (*nature of incident, address*)

Press Tone #7, press page, then repeat announcement

Fire Alarm standing by at (*time*)

Press clear

If no response within two minutes, notify (*community*) ALS not available

Canceling a response Enroute

Once the Fire Department has been dispatched to a scene, only the Fire OIC shall cancel the Fire\EMS response. In the event that a caller or police officer on scene reports that there is no emergency. Fire Alarm shall advise responding units, however, Fire\EMS response will continue until cancelled by the Fire Department OIC.

C. Multiple Alarms:

1. If Fire Command requests a second alarm or higher be struck, the Fire Alarm Operator shall call for additional resources according to the running cards defined in the CAD System.

C. Structure fires:

1. On confirmation of a working fire in a structure, Dispatch shall contract the electric and gas utilities and ask them to respond to the incident. The Police Department shall be notified for traffic control and asked to respond to the scene on the same tac channel. Also advise the water department.

D. Time Checks:

For all working fires, Dispatch shall contact the incident commander and

provide an update of the elapsed time of the incident every 10 minutes for the first hour of the incident and every 30 minutes thereafter.