S.O.P. #:   300-05

SUBJECT: Fire/EMS Dispatch Procedures

DIVISION: Communications Division

Objective: To outline Fire/EMS dispatch procedures.

SECTION 1: General

A.   The Baltimore County 911 Center's Fire Dispatch Section will receive and dispatch all Fire/EMS incidents in accordance with policies and procedures developed and set forth by the Fire Chief.

SECTION 2: Dispatch Procedures

   GENERAL: All units shall be dispatched according to approved running assignments.

A.   Dispatch of Units utilizing Computer Aided Dispatch (CAD).

   1.   Upon receipt of an incident, the primary dispatcher shall:

      a.   Display the incident.

      b.   Review incident information and access unit recommendation.

      c.   If the dispatcher agrees with the recommended units(s) transmit the incident.

      d.   If the dispatcher disagrees with the recommended unit(s) modify the recommended unit(s) in accordance with established SOP's and then transmit the incident.

   2.   To transmit the incident the dispatcher will:

      a.   Fire Unit(s) ONLY and Fire & EMS Unit(s) Incidents;

         1)   Transmit the appropriate Alert Tone.

         2)   Announce "Alert", Box Type, Phantom Box Number, and Incident Location.

         3)   Depress the ENTER KEY.

            Note: This will transmit station alerting tone(s) (Zetron), send a printout to all alerted stations, send MDT equipped units a Priority Incident Message. and start automatic timing.

         4)   Announce the Box Type and Phantom Box Number.

         5)   Announce the Running Assignment.

         6)   Announce the Nature of the Incident.

         7)   Announce the Location and Cross Streets.

8) Announce <u>Pertinent</u> Incident Information found in the remarks section, or as indicated by a HAZ file entry.

9) Announce FGC TG when appropriate (Incidents with a DC/BC assigned)

10) Announce the Dispatch Time.

EXAMPLE: One 3 second warble - Alert-2 Tone
"Alert Firebox 1-7, 802 North York Road.; (Depress ENTER KEY) Firebox 1-7, Division/Battalion Chief 1-Talkgroup 12, Engine 1, Engine 101, Engine 11, Engine 301, Truck 1, Squad 303 - respond for a basement fire - 802 North York Road, between Bosley Avenue and Lambourne Road, All units respond on Talkgroup 12, Time 15:00."

b. EMS Units ONLY

1) Depress the ENTER KEY.

Note: This will transmit station alerting tone(s) (Zetron), send a printout to all alerted stations, send MDT equipped units a Priority Incident Message. and start the three (3) minute automatic timer.

2) Announce the Running Assignment.

3) Announce the Phantom Box Area.

4) Announce the Nature of the Incident.

5) Announce the Incident Location and Cross Streets

6) Announce <u>Pertinent</u> Incident Information found in the remarks section, or as indicated by a HAZ file entry.

7) Announce Dispatch Time.

EXAMPLE: Depress ENTER KEY - "Medic 6, EMS 3 respond - Box 6-8 - for a Pedestrian Struck - Merritt Blvd. and Sollers Point Road - 15:00".

3. Incidents with units on the air.

a. Even though it is the field user's responsibility to monitor Main-1 when they call "Available", Dispatch will advise, <u>as a group</u>, all units due who are on the air to stand by to copy,

i.e.,   Dispatch to E1 E101 E301 T1, stand by to copy.

NOTE: Once units are advised to stand by to copy they will maintain radio silence until they are called again to verify their response. Units will then switch to the assigned incident TG and advise their response.

b. Anytime a volunteer <u>Fire unit</u> is "Available", and recommended for response, that stations Fire side Zetron tone will be activated so that station personnel will be made aware of the call, and the need for additional standby personnel.

4. Dispatch shall routinely announce the following preceded by an attention tone, when necessary;

        a.   Announce over Main-1 and the Incident TG initial status, and all status updates, given by arriving apparatus, or COMMAND on firebox assignments.

            i.e.,   Alert-3 Tone..."On Firebox 1-1 Engine 1 reporting Nothing Evident 15:03."

                    "On Firebox 47-4 COMMAND advises Fire Under Control, 16:04."

        b.   Announce over Main-1 and the Incident TG that All equipment alerted for a firebox assignment has called responding to the Incident.

            i.e., Alert-3 Tone..."All units on Firebox 47-1 are responding, 15:05."

        c.   Announce over Main-1 and the Incident TG that responding units have been canceled.

            i.e., Alert-3 Tone..."On Firebox 8-3, holding Engine 8 with a pot of food,   19:05."

        d.   Announce over Main-1 that a volunteer station is attended.

            i.e., "Station 48 attended, 23:46."

            NOTE: No Attention Tone is transmitted when announcing an attended Volunteer Station.

B.   Dispatch of units utilizing Manual back-up procedures;

    1.   In instances when the CAD system is unavailable for use due to planned or sudden circumstances, the 911 Center will activate Manual back-up procedures. All incidents will be entered on hand written forms. Upon the receipt of such forms, Dispatch will;

        a.   Review all information

        b.   Dispatch unit(s) using the same format as CAD operations, based upon the following sources;

            1)   Manual Station Order File

            2)   Fire/EMS Priority Dispatch Response Recommendation

            3)   Current Unit(s) status

    2.   Dispatch will staple the hand written form to a manual status tracking form. All unit status changes, and all pertinent remarks will be recorded on this form so that once back on-line all manual incidents can be entered into the CAD system using established backfill procedures.

    3.   All procedures outlined above for incident alerting and announcements will be followed while operating under Manual back-up procedures.

SECTION 3: Turn-Out Times, Response Checks, and Back-up procedures.

A.   Turn-out Times

    1.   Career:

        a.   Forty-five (45) seconds from 07:00 - 23:00.
        b.   Ninety (90) seconds from 23:00 - 07:00.
        c.   Ten (10) minutes for all NON-EMERGENCY Details.

    2.   Volunteer:

        a.   EMERGENCY: Three (3) minutes.
        b.   NON-EMERGENCY: Ten (10) minutes.
        c.   TRANSFER/STANDBY: Ten (10) minutes.

        NOTE: Turn-out time will automatically be started by CAD when the dispatcher depresses the ENTER KEY.

B.   Response Checks

    1.   Units that have not called out in the specified amount of time will be challenged both on Main-1 and the Incident TG. The unit(s) will be challenged only once on each TG.

    2.   If a career unit fails to respond in the specified amount of time, the following procedure will occur after response checks on Main-1 and the Incident TG:

        a.   Call Station by Centrex Telephone line.

        b.   Dispatch next due unit.

        c.   Notify ADO to activate their alternate alerting system to ring alarm bells and open doors at the station.

        NOTE: Accomplish steps a, b, and c simultaneously.

    3.   All Late, Short, No Response or Inadequate Response Levels by units assigned to an incident will be documented as an Added Remark to the incident.