

	JEFFERSON COUNTY DEPARTMENT OF EMERGENCY SERVICES STANDARD OPERATING PROCEDURES	Initial: 09-05-2008 Revised:
	SOP#: FIRE 3-03	
	Subject: Terminology	

TERMINOLOGY

A. PURPOSE

This policy presents the procedure to be followed by the communications center and field personnel for the use of common terminology as outlined by the National Incident Management System in emergency communications to maintain professionalism and to avoid potentially life-threatening confusion.

B. PROCEDURE

1. Radio codes and signal codes will not be utilized. "Plain English" terminology will be utilized.
2. The military or 24 hour time system shall be utilized in Jefferson County radio communications.

EXAMPLES of time communication:

- 0700 = 7:00 A.M.
- 1500 = 3:00 P.M.
- 0000 = Midnight
- 1200 = Noon

3. The use of standard words and phrases contribute significantly to the conservation of airtime. They are short, easily understood, and convey concise meaningful information. Use the words and phrases as stated. Do not abbreviate or ad-lib, and when communicating with outside agencies use the standard phraseology, when applicable.

TERM	MEANING
ENROUTE / RESPONDING	This term denotes that a unit or line officer is going to a certain location.
ON-SCENE	Used by a unit or line officer to signify they have arrived at the location.
AVAILABLE	Used to report status from an incident. Able to respond to an emergency call.
STANDBY	Used when necessary for radio caller to stop and wait
RECEIVED	Used to acknowledge (I understand).
NEGATIVE	Used to signal "NO".
AFFIRMATIVE	Used to signal "YES"
COVER	Used when a unit is relocating to cover an empty station
LOUD & CLEAR	Used to acknowledge clear radio transmission during a radio check
STAGED AT _____	Unit is standing by at a designated location
OUT OF SERVICE	Used to report status. Unable to respond to an emergency call
IN QUARTERS	Denotes when apparatus are in station
TERMINATING INCIDENT / TERMINATING COMMAND	Used by the last unit to leave an incident. It signifies to dispatch and other companies, there are no units remaining on scene and shall be noted within CAD.
MAYDAY	Used by firefighters in the field when faced with a situation where immediate communications is necessary to protect life or prevent injury.
EMERGENCY TRAFFIC	This statement is made when everyone needs to clear the channel for a communication that is of the utmost importance. When this is heard you must hold all radio traffic until the emergency is resolved

COMMAND	Person in charge at any incident.
ESTIMATED TIME OF ARRIVAL (ETA)	Estimated time of arrival per unit or agency
SIZEUP	Brief description of an incident, given when a fire apparatus first arrives on a scene
INCIDENT COMMANDER (IC)	The individual responsible for the management of all incident operations
MUTUAL AID	Established plan of assistance with surrounding departments
MVA	Motor vehicle accident
UNAVAILABLE	Apparatus that is already on assignment or out of service
UNDER CONTROL	Signals the forward progress of the fire has been stopped and incident has been stabilized

4. It is essential that the dispatcher obtain accurate and complete information from the caller so that the emergency can be described to responding units.
5. This information must be described and relayed accurately, without long drawn out speeches.
6. Specific information is important to relay to responding units. Such information shall be given out in a professional manner.

Examples:

CALLER REPORTS	DISPATCH TERMINOLOGY
CAR ON FIRE	VEHICLE FIRE
CAR WRECK WITH PERSON UNABLE TO GET OUT	VEHICLE ACCIDENT WITH ENTRAPMENT
HOUSE IS ON FIRE	HOUSE FIRE
THERES A FIRE IN THE FIELD COMING TOWARDS MY HOUSE	BRUSH FIRE ENDANGERING A RESIDENCE
THERES SMOKE IN MY HOUSE	HOUSE FIRE, SMOKE SHOWING