

	JEFFERSON COUNTY DEPARTMENT OF EMERGENCY SERVICES STANDARD OPERATING PROCEDURES	Initial: 03-01-2006 Revised: 10-05-2007
	SOP#: FIRE 3-06	
	Subject: Dispatch Procedure	

DISPATCH PROCEDURE

A. PURPOSE

This policy presents a uniform procedure for the activating and notification of fire department personnel in emergency situations.

B. PROCEDURE

1. Fire Company tones are to be alerted 1st due company then mutual aid companies. Siren/pager tones will be utilized on the initial dispatch on all calls dispatched by this center.
2. Pagers will be activated on two minute intervals until an acknowledgement has been received, or by request of the fire company for a re-page. This may vary, depending on call volume at the time of dispatch.
 - (1) **Pre Alert of Incident.**
 Announce box number
 Announce type of call (i.e. Vehicle Accident, House Fire)
 - (2) **Activate tone or tones**
 - (3) **Announce box number** (Preceded by "*JEFERSON COUNTY*")
 - (4) **Announce the type of call** (structure, field, MVA, entrapment, etc)
 - (5) **Announce location of the call**
 - (6) **Announce additional information, if known.**
 - (7) **Announce stations due** (stations 2, 6, 10 due)
 - (8) **Repeat steps 3 through 7**

Ex: (Alert Tone 3) *"Jefferson County Alerting Box 3-A Structure Fire"*

****Alert Fire Company Tones****

Page: *"Jefferson County Box 3-A, structure fire; 406 Main Street, Corsica Borough. Caller reports flames showing from second floor. Stations 3, 2, 7, 10 and EMS station 90 due"*.

3. All fire units are required to respond on Fire Dispatch. Upon response they will be given an address and a regional repeater or fireground channel that operations will be conducted on, and the command ID.

Ex: Responder: *"Engine 8-1 Jefferson County, responding."*

Dispatcher: *"Engine 8-1 responding, 416 State Street, operations are State Street command on Clover Run."*

4. In the event the dispatcher cannot obtain a house number or a house number is not available, the resident's last name will be given with the dispatch, if known.
5. Any additional information pertaining to the dispatch, such as entrance to use, numerous phone calls reporting the same incident, etc., will be given to the first out officer and/or responding apparatus.
6. If a company that is already in service gets another call in their first run area and they have a stand-by in station, the stand-by company will be dispatched, and the OIC of the 1st due company will be notified.
7. If a company that is already in service gets another call in their first run area and they have no stand-by company in station, the communication center will dispatch the next due units as assigned on the area box and the O.I.C. for the 1st due company will be notified.
8. When an entire company is going to be out of service, for whatever reason, the communication center will dispatch the next due units as assigned on the area box alarm and notify the O.I.C. for the out of service company.
9. When an out of area company not dispatched by Jefferson County is requested, the O.I.C. will be made aware that the proper companies are being dispatched. Ex: *"Jefferson County Chief 4, DuBois Truck 72 has been notified."*