

**White Mountain Auto-Aid Consortium
Standard Operating Guidelines**

Communications and Dispatch Operations

Issued 06-15-09

WHITE MOUNTAIN AUTO AID CONSORTIUM (WMAAC)

The White Mountain Auto Aid Consortium (WMAAC) is defined as consisting of Departments or Agencies that have officially adopted and signed the Intergovernmental Agreement (IGA) for Fire/Rescue response. The WMAAC participants wish to enhance the coordination of their response to emergencies that threaten the loss of life or property within the geographic boundaries of their respective jurisdictions and communications are an integral part of this agreement. Through contractual agreements, the dispatch centers are an important part of this system and shall adopt the following policies and guidelines for emergency dispatching of resources.

In addition to WMAAC agencies, there are agencies that utilize the dispatch centers, but are not Automatic Aid agencies, but do operate in a Mutual Aid capacity with WMAAC. These other agencies do operate under and endorse these policies and guidelines for emergency dispatching of resources.

DISPATCH POLICY

The WMAAC will respond to any EMERGENCY situation that threatens LIFE, SAFETY or PROPERTY. In cases when the fire department is not the appropriate agency or is not capable of delivering the needed assistance, or if the situation is not a true emergency or other service that the Fire Department delivers, an attempt will be made to place the caller in contact with an appropriate provider. The fire department will dispatch the closest available unit(s) with the assigned capability to control the emergency or providing the service. The judgment of both dispatch and emergency response personnel is an integral part of the decision making process, taking into consideration both, information received and the potential that exists.

Timely response and effective management of EMS, rescue and fire control situations represent the most immediate priorities of the fire department. Upon receipt of adequate information (location and nature of the emergency) Dispatch will send the appropriate assignment. Dispatch will upgrade the response, as required, until command is established upon the arrival of the 1st unit.

JURISDICTION

Emergency incidents within the District limits of WMAAC and areas serviced by the Districts will be dispatched without regard to jurisdiction. Units will also be dispatched to borderline locations when Dispatch personnel cannot make accurate determination of the jurisdiction.

Calls for assistance from public or quasi-public agencies outside the Districts' limits will be dispatched as mutual aid incidents, with the approval of the individual jurisdiction's Chief and/or Duty Officer.

Calls for assistance from citizens outside the Districts' limits will be transferred to the appropriate agency. If that agency requests mutual aid assistance, the dispatch center will contact the appropriate jurisdiction's Chief or Duty Officer for approval of the mutual aid request and dispatch accordingly.

CALL ROUTING

Determination of the nature of the problem may indicate that a caller does not have a true emergency and that fire department response is not necessary. The avoidance of unnecessary responses is a basic part of the dispatch function. The call routing process must not delay response to valid emergency incidents, but should attempt to verify the nature of questionable calls. When a positive determination of need for emergency response cannot be made, **THE FIRE DEPARTMENT AND EMS POLICY IS TO DISPATCH.**

SINGLE CHANNEL DISPATCH

The WMAAC will utilize their authorized radio channels in a common single channel dispatch system. "Single Channel" is defined as all primary communications and dispatching of resources will be conducted on a radio frequency common to all agencies. Both the Show Low and Pinetop/Lakeside Dispatch Centers will utilize the same dispatch channel for all fire/rescue resources. Additional frequencies will be designated for tactical use on major incidents or when deemed necessary by a command officer on the scene.

The intent of this agreement is:

1. Streamline communications, both on and off incidents.
2. Better utilize resources through common communications and procedures.
3. Streamline operations in the dispatch centers through common procedures.
4. Increase situational awareness of crews and personnel.
5. Give departments repeated/recorded tactical channels for on scene operations.
6. Improve response times and overall customer service.
7. Reduce call routing time by reducing dispatcher redundancy.

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RADIO FREQUENCY AND CHANNEL USE

The WMAAC will utilize its licenses radio frequencies to provide dispatch and on scene communications to maximize operations and safety. Radio frequencies shall be utilized as listed:

- Channel 1 – Primary Dispatch Channel (Porter Mountain – Repeater)
- Channel 2 - South Tactical Channel (Sky High/Pinetop – Repeater)
- Channel 3 - Central Tactical Channel (Show Low – Repeater)
- Channel 4 - West Tactical Channel (Juniper Ridge – Repeater)
- Channel 5 - East Tactical Channel (White Mtn. Lakes – Repeater)

Channels 6 through 8 are designated for other mutual aid fire agencies in the local area:

- Channel 6 – WMAT - White River Fire & EMS
- Channel 7 – Far North Tactical – Pinedale/Clay Springs FD
- Channel 8 – Far West Tactical – Heber/Overgaard FD

(The WMAAC does not routinely operate on these channels, but suppression units may use them when responding with these agencies on mutual aid responses.)

- Channel 9 - South Simplex Tactical Alternative
- Channel 10 - Central Simplex Tactical Alternative
- Channel 11 - West Simplex Tactical Alternative
- Channel 12 - East Simplex Tactical –Alternative
- Channel 13 - Simplex Tactical – Staging and/or Training use
- Channel 14 - Simplex Tactical - Special Operations
- Channel 15 - State-wide Mutual Aid Frequency
- Channel 16 - Rapid Intervention Crews “RIC”/Interior Operations Alternative

The Show Low Dispatch Center will be designated as “Alarm-Central” and operates on: Channel 1, Channel 3, Channel 4 and Channel 8.

The Pinetop/Lakeside Dispatch Center will be designated as “Alarm-South” and operates on: Channel 1 and Channel 2.

Channels 9 through 16 are simplex (non-repeated) frequencies and are not monitored by the dispatch centers. Use of these frequencies will be determined by command on scene and it will be commands responsibility to monitor all radio traffic on these simplex channels and relay necessary information to the appropriate dispatch center over another designated channel.

WMAAC Frequency List

Group 1	FIRE DEPT	RX	RX PL	TX	TX PL	FREQ. OWNER
1-1	PRIMARY DISPATCH	154.235	141.3	159.075	141.3	LSFD
1-2	ALARM SOUTH	154.115	192.8	155.805	192.8	PFD
1-3	ALARM CENTRAL	154.415	141.3	153.770	141.3	SLFD
1-4	NORTH TACTICAL	159.180	114.8	153.950	114.8	LFD
1-5	EAST TACTICAL	154.350	151.4	156.015	151.4	WMLK FD
1-6	WRFD - McKay's	158.745	110.9	153.860	110.9	WRFD
1-7	PINEDALE/CLAYSPRINGS	154.400	167.9	153.830	167.9	PCFD
1-8	HEBER/OVERGAARD	154.220	110.9	155.955	110.9	HOFD
1-9	SIMPLEX TACTICAL	154.445	77.0	154.445	77.0	SLFD
1-10	SIMPLEX TACTICAL	154.265	67.0	154.265	67	PFD
1-11	SIMPLEX TACTICAL	155.835	71.9	155.835	71.9	LSFD
1-12	SIMPLEX TACTICAL	154.130	114.8	154.130	114.8	LFD
1-13	SIMPLEX TACTICAL	155.385	203.5	155.385	203.5	PFD
1-14	SPECIAL OPERATIONS	154.070	167.9	154.070	167.9	SLFD
1-15	STATE MUTUAL AID	154.280	N/A	154.280	N/A	STATE
1-16	RIC/INTERIOR	158.865	186.2	158.865	186.2	LSFD

SINGLE CHANNEL DISPATCH PROCEDURES

During normal operational periods, the following procedures will be utilized to ensure rapid, consistent dispatch of units, reliable communications and accountability of resources (normal operational periods are defined as times when all radio frequencies and systems are working and being utilized):

- All dispatching of resources will be conduct on “Channel 1” consistent with assignment guidelines outlined in this S.O.G.
- Unit dispatching (Specific units) to meet the “Minimum Response Requirements” will be the standard dispatch policy for both dispatch centers.
- Alarm will dispatch resources and assign a radio channel for incident radio communications based on the following geographic areas:

Channel 2 – Pinetop and Lakeside Response Areas
 Channel 3 – Show Low Response Areas
 Channel 4 – Linden Response Areas
 Channel 8 – Heber/Overgaard Response Areas

- Unit responses will be dispatch by the dispatch center servicing the geographic service area in which the service is required. Call for service outside the service area will be transferred to the appropriate dispatch center (911 transfers). Any unit from the WMAAC can be dispatched by either dispatch center as needed and as long as the unit is available for response.
- Multi-unit responses (Alarm, Wildland Assignment, etc) will be dispatch by the dispatch center servicing the geographic service area in which the service is required.
- “Channel 1” should be used for all non-emergency and non-incident communications with the Alarm or between units/stations in the field. Note – for lengthy communications between stations and/or units in the field, “Channel 1” should not be utilized. Personnel should utilize Cell Phones or should make contact with units/stations and advise them to switch to an alternate channel for messages “E211 go to Channel 13 for R211”.
- Channel 1 may also be used for communications between the two Alarm Centers (Alarm-Central and Alarm-South). This can be used in lieu of telephone calls to relay information or check on status of units or call activity.
- Alarm may assign incident assignments to “Channel 1” when staff limitations or excessive radio traffic on a Tactical Channel deems it necessary, however, this practice is discouraged to keep Channel 1 clear for dispatching of resources.
- Units responding to incidents should report “en-route/responding” and “on scene” on the assign tactical channel and all communications with Alarm will be on the assigned channel until units return to service “Available”. At that time units will return to Channel 1 and place themselves “Available” on Channel 1 to help ensure adequate tracking and status keeping of resources.
- Command on the scene or units in route can change incident communications to a simplex tactical channel at anytime they feel radio communications would benefit or complexity of the incident may overwhelm the primary channel. Tactical (simplex) channel changes should not be initiated until all Alarm units arrive on scene and/or command officer establishes a stationary command post. Changes to tactical channels should be announced by command on all assigned frequencies and repeated by Alarm.
- Once a command officer is on scene and established a stationary command post, command will utilize the assigned tactical Channel for primary communications with Alarm.
- Command will be responsible for monitoring the assigned tactical channel(s) and Channel 1 (Dispatch Channel).
- Command will relay essential communications to/from the scene and to/from Alarm as necessary. Command should ensure that elapsed time notification and other important information is relayed to on-scene units and ensure that tactical benchmarks (“All Clear”, “Fire Under Control”, etc.) and updates are relayed to Alarm.

ACTIVITY CODES / INCIDENT TYPES

The dispatcher will utilize the appropriate Activity Code / Incident Type, based on information derived from the caller to identify the type of call being dispatched. Activity Codes / Incident Types are an abbreviation for types of incidents based on specific and general categories used to standardize the dispatch information and all entries into the specific CAD entry Screen. Activity Codes for Fire Department response can be broken down into two general types. EMS and FIRE.

Activity Codes / Incident Types are also used for Alpha Paging to describe the type of call being dispatched.

A complete list of Activity Codes / Incident Types are listed in Appendix A of this S.O.G.

ASSIGNMENT GUIDELINES

EMS ASSIGNMENT

Definition of an EMS Assignment:

1. An EMS Assignment is a Code 1 or Code 3 call usually requiring a first due fire unit and a rescue for transport. It is at the individual agency's discretion as to what type or how many units respond per their SOP / SOG.
2. An EMS Assignment shall be handled by the on-duty crews using the units best suited to the type of call.
3. Response to EMS Assignments shall be Code 1 or Code 3 as determined by Command on scene or by the responding Duty Officer.
4. An EMS Assignment can be upgraded to a ALARM MEDICAL assignment by Command on scene or by the responding Duty Officer if additional resources are required.
5. EMS Assignments would include all medical related calls including vehicle accidents and welfare checks.

Alpha Digital pages should start with the appropriate units and channel.

Audio Tone Dispatch information will include: Units assigned, radio channel, brief nature of assignment "Chest Pain" and address/routing information. Additional patient information will be sent to responding crews via digital pagers or MCT's

STILL ASSIGNMENT

Definition of a Still Assignment:

1. A Still Assignment is a Code 1 or Code 3 call usually requiring a single unit response. It is at the individual agency's discretion as to what type or how many units respond per their SOP / SOG.
2. A Still Assignment shall be handled by the on-duty crews using the units best suited to the type of call.
3. Response to Still Assignments shall be Code 1 or Code 3 as determined by Command on scene or by the responding Duty Officer.
4. A Still Assignment can be upgraded to a balance of a . ALARM by Command on scene or by the responding Duty Officer while enroute.

Examples of a Still Assignment

- ◆ Dumpster, Trash, Debris, Camp fires – with NO exposures.
- ◆ Vehicle fire – with NO exposures.
- ◆ Brush, Grass, Vegetation fires without exposures.
- ◆ Lightning strikes to trees-NO structures involved. (On Red Flag days may be modified to a WILDLAND RESPONSE)
- ◆ Fire, Smoke, CO Alarm activation – with NO water flow indication, smoke or flames showing, or evidence of a hazardous condition.
- ◆ Odor / Smoke investigations. (outside of a structure)
- ◆ Gas leaks outside (No structures involved).
- ◆ Wires down, Power pole or transformer fire.
- ◆ Lock-outs with a person or animal in the vehicle, or vehicle running.
- ◆ Public assists, Invalid assists, assist Law Enforcement, etc...

Alpha Digital pages should start with the appropriate units and channel.

Audio Tone Dispatch information will include: Units assigned, radio channel, nature of assignment "Vehicle Fire" and address/routing information. Additional information will be sent to responding crews via digital pagers or MCT's.

ALARM ASSIGNMENT (FIRE)

Definition of a . Alarm Assignment:

1. A Alarm Assignment is a Code 3 emergency call that requires or has the potential to require a response of personnel or apparatus greater than one crew, station or department may be able to provide.
2. A Alarm Assignment can be an upgraded Still Assignment. This determination will be made by Command on scene or by the responding Duty Officer.
3. Response to Alarm Assignments shall be Code 3 unless altered by Command on scene or the responding Duty Officer.

Examples of a Alarm Assignment

- ◆ Any type of an upgraded STILL assignment-(Must be initiated by duty officer or command officer either in route or on scene.)
- ◆ Gas Leak inside a structure
- ◆ Chimney Fire
- ◆ Structure fire, residential or commercial, with or without smoke or flames showing. (This would include hazardous conditions inside a structure – example – electrical problems, odors-smoke inside, etc...)
- ◆ Technical Rescue (TRT) (High/Low angle, Water, Swift Water, Entrapments)
- ◆ Lightning strike to a structure
- ◆ Alarm activations with water flow

Alpha Digital pages should start with the appropriate units and channel.

Audio Tone Dispatch information will include: Department or units assigned, radio channel, Type of assignment “ALARM”, brief nature of assignment “Structure Fire” and address/routing information. Additional information will be sent to responding crews via digital pagers or MCT’s.

ALARM MEDICAL ASSIGNMENT

Definition of a Alarm Medical Assignment:

1. A Alarm Medical Assignment is a Code 3 emergency call that requires or has the potential to require a response of personnel or apparatus greater than one crew, station or department may be able to provide on an EMS call.
2. A Alarm Medical Assignment will usually be an upgraded EMS Assignment. This determination will be made by Command on scene or by the responding Duty Officer. A Alarm Medical Assignment may also be an initial dispatch as information provided from calling party indicates multiple patients (more than 3) or incident is in a remote location and may require additional units for treatment/transportation. These special circumstances will be determined by each individual jurisdiction.
3. Response to Alarm Medical Assignments shall be Code 3 unless altered by Command on scene or the responding Duty Officer.

Examples of a Alarm Medical Assignment

- ◆ Any type of an upgraded EMS assignment. (Must be initiated by duty officer or command officer either in route or on scene.)
- ◆ Mass Causality or Special Medical Incident (As determined by command officer or Standard Operating Guidelines prior to incident)

Alpha Digital pages should start with the appropriate units and channel.

Audio Tone Dispatch information will include: Department or units assigned, radio channel, Type of assignment “ALARM MEDICAL”, brief nature of assignment “962” and address/routing information. Additional information will be sent to responding crews via digital pagers and MCT’s.

ALARM ASSIGNMENT

Definition of a Alarm Assignment:

1. A Alarm Assignment is a Code 3 emergency call that requires or has the potential to require the response of numerous apparatus and personnel from multiple jurisdictions.
2. A Alarm Assignment will be initiated by Command on scene or by the responding Duty Officer.
3. Alarm assignments may require resources from outside the automatic aid system. Resources may need to be obtained from other fire departments, state or federal agencies. These responses should be coordinated through command.

Alpha Digital pages should start with the appropriate units and channel.

Audio Tone Dispatch information will include: Department or units assigned, radio channel, Type of assignment “ALARM”, brief nature of assignment “Structure Fire” and address/routing information. Additional information will be sent to responding crews via digital pagers or MCT’s.

AIRPORT RESPONSE GUIDE – SHOW LOW

Definition of an Airport Response:

An Airport Response can be categorized into one of three types:

ALERT ONE: This category is the least threatening of the three and should be used when there exists a low potential for a mishap to occur.

Example: The landing gear light is not on, indicating that they may not be locked into position.

ALERT TWO: This category is more severe and should be used when the potential for a mishap is high.

Example: The landing gear will not engage at all.

ALERT THREE: This category is the most severe and should be used when a mishap has occurred.

Example: The aircraft is on the ground and has crashed.

Digital page **keyword** to start info on the digital page: **ALERT 1, ALERT 2, ALERT 3**

ELAPSED TIME NOTIFICATIONS

Lapsed times will be used on all calls. The purpose of this is to inform the Incident Commander or unit on scene of how much time has passed since the first units arrived on scene. This is critical to him/her and the crews for the planning and execution of tactics and strategies taken on scene. Alarm will announce “**(Command or Unit) you have 10 minute Elapsed Time Notification**”. Alarm will announce this at 10 minute intervals. Command may elect to cancel the timer on the call and will inform Alarm of this.

MINIMUM DISPATCH REQUIREMENTS

Minimum requirements have been established to ensure that resources are available on incidents and to standardize responses for units and Dispatch. Dispatch will keep status of units and ensure that these minimum response requirements are met. If a specific response does not meet the minimum response requirement, Dispatch will tone and page the department(s) necessary to get resources for the incident.

EMS ASSIGNMENTS: 1 - Engine or Fire unit response – (ALS or BLS)
 1 – Rescue or Ambulance – (ALS or BLS)

STILL ASSIGNMENTS: 1 – Engine or Fire unit response
 (Duty Officer Discretion)

ALARM MEDICAL: 2 – Engines
 2 – Rescues
 1 – Command Officer
 (Additional ALS, Engines or Rescues – Special Call)

ALARM (Fire): 3 – Engines
 1 – Ladder
 1 – Rescue
 2 – Command Officers
 1- Rehab Unit
 (Tenders and additional units – Special Call)

ALARM: 5 – Engines
 2 – Ladder

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- 2 – Rescue or Ambulance (ALS)
- 1 – Rehab Unit
- 3 – Command Officers
- 1 – Command Van

WILDLAND RESPONSE:

- 2 – Engines
- 2 – Brush or Wildland Engines
- 1 – Command Officer
- (Tenders and additional units – Special Call)

AIRPORT RESPONSE:

- ALERT 1
 - 1 – Engine
 - 1 – ARFF Unit
 - 1 – Command Officer

- ALERT 2
 - 2 – Engines
 - 1 – ARFF Unit
 - 1 – Rescue
 - 2 – Command Officers

- ALERT 3
 - 2 – Engines
 - 1 – ARFF Unit
 - 2 – Rescues
 - 2 – Command Officers

* Note – The Rescue resources will be fulfilled based on C.O.N. boundaries and requirements.*

DISPATCH MODEL

The dispatch model is a standard form for radio tone dispatching and digital alert paging. This standard form ensures that all necessary information is provided to responding units in a concise, professional manner.

Radio Toning Dispatch Model:

- ◆ Tone (On duty/Station or All Call)
- ◆ Units Assigned
- ◆ Channel (Radio Channel Assigned)
- ◆ Nature of Assignment (Heart attack, Alarm-House Fire, etc.)
- ◆ Address (Street, location, directions)
- ◆ Units Assigned
- ◆ Channel

Example: E211, R111
Channel 2,

Difficulty Breathing,
1864 W. White Mountain Blv,
E211, R111
Channel 2.

DIGITAL (ALPHA) PAGING

The Dispatch Centers will use the Alpha Numeric paging systems to supplement radio tone paging to deliver incident information to responding units. The system can also be used to send general information and emergency notifications of working incidents.

Digital Alpha Paging is required for all dispatches. This system delivers the dispatch information to responding units and off-duty/call in personnel. Additional Patient Information (PTI) or Fire Information (FRI) can be sent on the digital/alpha pages after initial radio toning dispatch.

Example: E211, R11 CH2 DB 1864 W. WHT MTN BLV
 PTI: 84 YOM HX OF ASTHMA, ALERT & TALKING

SUPPLEMENTAL DISPATCH

Depending on the resources desired additional units can be dispatched to an incident in several methods. Units may be special called, an assignment can be balanced or a greater alarm may be requested.

SPECIAL CALL

A Special call is a request for the dispatch of any combination of additional unit types, unit capabilities or specific units. The requestor must specify the desired quantity of unit types or capabilities or the specific units desired.

BALANCE OF ASSIGNMENT

A balance of assignment is a request for the dispatch of the additional units necessary to upgrade the response type. Either the desired response type or a specific nature code must be specified. If a nature code is specified, dispatch will determine the response type based on the specified nature code and the jurisdiction in which the incident is located.

SELF DISPATCH

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Units may add themselves to an incident. Companies adding on to an assignment must advise dispatch on the dispatch channel, if they are substituting for another unit or responding in addition to the original assignment. Dispatch will cancel the original unit dispatched if the substituting unit is closer to the scene. Dispatch will advise Command of units responding in addition to the dispatched units or when units add themselves to calls.

INITIATING INCIDENTS

Units initiating new incidents should request the desired assignment and give the nature and location to Dispatch on the dispatch channel. Dispatch will then tone out the dispatch for information for other department members and officer's notification and assign a radio channel.

MOVE-UP POLICY

Command or the Duty Officer is responsible for relocating units to maintain the best available coverage for the entire area of response. This responsibility includes the authority to request companies from neighboring cities and to control or cancel scheduled and non-scheduled non-emergency activities. Moved-up companies retain their normal identity ("Engine 111 out of Station 211").

The need for move-up companies should be evaluated whenever:

1. A working fire is declared.
2. Three or more units are committed to an incident in an outlying area.
3. Greater alarms are dispatched.
4. Simultaneous incidents occur in one area of the City or jurisdiction.
5. Coverage in an area is compromised.
6. Two or more adjacent coverage or station areas will be uncovered for more than 30 minutes.

Move-ups will be Code 1 unless advised to respond Code 3 due to a critical gap in coverage.

CHANGE OF STATUS

All companies are in either AVAILABLE or UNAVAILABLE status at all times. The status refers to the company's availability to accept a dispatch. Units assigned to an incident are considered UNAVAILABLE until released. If another call for service is received in the same area or jurisdiction as a current incident, the units or command on scene should be notified to determine if there are resources on the scene that can leave and respond to the new incident or if additional resources need to be dispatched.

Units that are Available on Radio or Available on an incident need to monitor the dispatch channel. Units changing their status to UNAVAILABLE should report to dispatch by radio or telephone the reason and the length of time they will be unavailable. When becoming available again, units are responsible to report this status change to dispatch.

Command Officers will notify dispatch of their status (Available/Unavailable) by radio or telephone to ensure that command officer coverage is available within the response area.

COMMUNICATIONS –RESPONDING AND ON SCENE

While responding, companies may communicate with one another if radio traffic permits. Effective communications during this period can set the stage for effective action and improve the overall rescue and fire attack effort. Factors such as occupancy hazards, access, traffic conditions and response routes may be communicated.

Company officers should review tactical information in their map books and any pre-fire planning information carried on the vehicle for specific tactical information. Subsequent arriving units should monitor radio traffic to be fully informed of the situation based on reports of the first arriving units.

Units arriving at the scene of incidents should report "ON SCENE" by radio. The first unit arriving at the scene of a STILL, 1st Alarm and multiple unit responses, will give a brief size-up report describing the situation.

For structure fires, the report should include:

Apparent Conditions

Nothing showing (indicates checking)
Smoke showing (amount and location)
Fire Showing (amount and location)
Working Fire
Fully Involved

Structure type

Occupancy
Size (large, medium, small)
Height (assumed 1 story unless reported)

Action taken

Assuming command
Passing command
Laying line
Attacking with... etc.

Attack Strategy

Offensive or Defensive

Once command has been established, all routing communication between Deployment and an incident will be directed through Command.

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During active firefighting operations, Command will provide Dispatch with regular progress reports or whenever significant tactical plans are changed or unusual situations are encountered. The first progress report should be given after initial action has been implemented and should include the correct address and an improved description of the building and fire conditions if the arrival report was incomplete. Dispatch will repeat significant facts from all progress reports for the information of monitoring units and document in the incident history.

The term Working Fire indicates a situation that will require the commitment of all responding companies. This report advises Dispatch that the companies will be engaged in tactical activities and will be held at the scene for an extended period of time.

When notified of a Working Fire, Dispatch will:

1. Page a "WORKING FIRE" notification to all jurisdictions utilizing the digital paging system.
2. Dispatch PD for traffic and crowd control.
3. Dispatch appropriate gas and electric companies.
4. Document progress reports, assignments, emergency traffic, and elapsed time notifications.
5. Make move-ups as per Command on the scene.
6. Notify Command of any other new incidents within the jurisdiction during the incident.

STAGING

Units arriving in Level I Staging will report their identity and direction from the scene on the assigned Tactical Channel.

If Level II Staging is requested by Command, Dispatch will announce the staging location and the staging channel when the additional units are dispatched. The first arriving unit's officer will assume "Staging" and become the Staging Officer. Units arriving at the Level II Staging Area will report in person to the Staging Officer. The Staging Officer will manage all radio communications to and from the Staging Area.

Incident Status & Milestones

RETURNING COMPANIES

Only Command can release companies from an incident. Command will indicate the units to "HOLD" at the scene or to "RECALL", report the nature of the actual situation found and release the remainder of the assignment. Dispatch will retransmit this report from Command and document the "HOLD" in the incident history. The balance of the assignment will automatically return to service, changing status to AOR. Committed companies returning back to service will change status to AOR when ready.

UNIT DESIGNATION

For radio communications, the following designations will be recognized as standard:

- ◆ Dispatch & Deployment Dispatch (Alarm)
- ◆ Officer of any unit - UNIT ID (Engine 111)
- ◆ Engineer of any pumper - PUMP (Pump 111)
- ◆ Engineer of any ladder – TRUCK (Truck 311)
- ◆ Firefighter on any unit – E111-FF SMITH or PINETOP 123
- ◆ Command Officers – FIRE (Fire 101)

RADIO TRANSMISSIONS

"Plain language" radio messages should be used in preference to numerical codes to facilitate understanding. Be Short but specific. Before transmitting know what you are going to say. Choose precise terms to communicate the desired message as clearly and briefly as possible without wasting airtime. On scene us task oriented/company oriented orders when transmitting. Command's orders to operating companies should indicate a specific task assigned to the company. They should be of a magnitude reasonably performed by a single company alone or in concert with other companies. Indicate Objective. In addition to being task and company oriented, assignments should indicate an objective to the action. The company should know exactly where to go, to whom to report, what is the task and what is the objective of the task. Orders should tell what to do - not how to do it (unless Command wants something specific).

Clear Tone/Self Control Effective Rate. Speak clearly at a practiced rate . . . not too fast . . . not too slow. Control your emotions and excitement deliberately. If you do not consciously control your voice, it will become garbled under stress. Well Timed/Spaced Transmissions. Prioritize your messages. Do not use up valuable airtime with unimportant messages and insignificant details. Let critical messages go first. Maintain an awareness of the overall situation and your role in it. Do not interrupt conversations unless you have Emergency Traffic. Listen before transmitting and wait until a message transaction has been completed. Pause between consecutive messages. This will make it clear when one message has been completed and another started. It will give other units a chance to get on the air with important messages.

APPENDIX A

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The following are the list of Activity Codes (PTLS Dispatch Center), Incident Descriptions

ACTIVITY CODE(PLPD) INCIDENT DESCRIPTION

EMS INCIDENTS (EMS)

E1ABD	Abdominal Pain
E1ARG	Allergic Reaction
E1ALT	Assault
E1BAC	Back Injury/Pain
E1BIC	Auto Accident (Bicycle)
E1BOA	Boat Accident
E1BRN	Burn Injury
E1CHB	Childbirth
E1CHP	Chest Pain
E1CKW	Check Welfare
E1COD	Full Code or Cardiac Arrest
E1CVA	Stroke/CVA
E1DFB	Difficulty Breathing/Resp Emergency
E1DIA	Diabetic Problem
E1DRO	Drowning
E1DWN	Person Down
E1ELC	Electrocution
E1FAL	Fall Injury
E1GSW	Gunshot Wound or Shooting
E1HAP	Heart Problems
E1HDA	Headache
E1HET	Heat Related Emergency
E1ILL	ILL Person (Unknown cause)
E1INT	Internal Bleeding
E1LAC	Laceration or Cutting (Non-assault related)
E1LOC	Altered Level Consciousness
E1LTA	Lift Assist
E1MAT	Maternity Problems
E1MED	Medical Alarm
E1MTC	Auto Accident (involving a Motorcycle)
E1MVA	Auto Accident (with injuries or possible injuries)
E1NOS	Nose Bleed
E1ODS	Overdose (Drug related Problem)
E1PCK	Person Choking

ACTIVITY CODE(PLPD) INCIDENT DESCRIPTION

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E1PSN	Poison Ingestion
E1SEZ	Seizure
E1STB	Stabbing
E1UNM	Unknown Medical (insufficient information)
E1VIO	Violent Incident/Stage
E2M1A	Major Medical – Alarm Medical
E2M2A	Major Medical – Alarm Medical

FIRE RELATED INCIDENTS (FIRE)

F1ALE	Assist Law Enforcement
F1ALM	Fire Alarm Indication
F1APL	Appliance Fire (Oven, Stove, Washer, Dryer, etc.)
F1APT	Apartment Fire
F1CFO	Check Fire Reported Out
F1CHZ	Check Hazardous Situation
F1CKE	Check Electrical
F1CRX	Car Fire w/Exposures to Structure
F1DEB	Debris Fire
F1DMP	Dumpster
F1ELV	Check a Stuck Elevator
F1FAW	Fire Alarm w/Waterflow
F1FSP	Fuel Spill
F1GAS	Natural Gas Leak outside
F1GIS	Natural Gas Leak inside a structure
F1GRS	Grass Fire
F1HAZ	Hazardous Situation
F1HSE	House Fire
F1HZM	Hazardous Materials Incident
F1ILB	Illegal Burning (any debris, campfire, trash, etc.)
F1LOC	Lockout (Vehicle running or persons inside)
F1LTA	Lift Assist
F1ODR	Check an Odor in area or structure
F1PA	Public Assist
F1SER	Service Call (insufficient information to categorize)
F1SMI	Smoke Inside Structure
F1SMK	Smoke in Area (Outside structure)
F1STR	Structure Fire

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F1TRE	Tree Fire
F1TRT	Technical Rescue (Water, Mountain, Rope, Confined Space, Trench, Structural collapse)
F1TSH	Trash Fire
F1UNF	Unknown Fire
F1VEH	Vehicle Fire
F1VEX	Vehicle Fire w/Exposures to a structure
F1WLD	Wildland Fire
F1WRD	Check Wires Down
F2BPL	Balance Alarm PT-LK
F2BSL	Balance Alarm Show Low
F2STR	Alarm Structure Fire
F2WLD	Alarm Wildland Fire