	Cumberland County Fire Chief's Association	*REFERENCES:* NFPA 1221
		FORMS: None

Communications - Call Processing and Dispatch

*APPROVED BY: CCFCA Board of Directors – Freddy L. Johnson Sr., **07/01/09*** *Director Kenny Currie **09/01/12** /Director Randy Beeman -**07/01/2014** Director Gene Booth – 00/00/2020*	*Effective: **07/01/09*** *Revised: 09/01/12* *Updated: 07/01/14* *Updated: 00/00/20*

1.0 PURPOSE:

The Cumberland County Fire Department's Service Delivery is based on the dispatch and response of the each Department's response to control the situation. All personnel involved in the dispatch and response process must base initial judgments on both received information and the potential escalation during the cascading of events. The timely response and effective management of rescue and fire control situations represents the most immediate priority of our department. Upon receipt of adequate information (location and nature), Communications will dispatch the appropriate assignment and will continually upgrade the response as requested until the situation is effectively stabilized.

1. PROCEDURE:

1. All Fire Dispatch communications shall utilize clear text. **(No ten codes)**

1. Dispatchers assigned to work Fire and EMS shall utilize consoles that are side by side, so as to maintain both voice and visual contact with each other at all times.

2.1.2 Dispatchers assigned to Fire or EMS shall only monitor the Fire and EMS Groups in CAD. Information needed to reference the status of Law Enforcement should be obtained from the Dispatcher assigned to the corresponding Law Enforcement Channel.

Dispatch will be in the following sequence:

2.2 Call receipt

The call receipt can be defined as the initial request for assistance. The call may be received in multiple ways to include, but not be limited to, public 911, radio request from fire or police unit, or an inter-facility transfer from another communications center.

2.2 Call Processing

Call processing can be defined as the efforts taken by the Call Taker from call receipt until call dispatch. The primary responsibility of the Call Taker is to determine, without delay, the location, telephone call back number and nature of the emergency, and to verify entry of the information into CAD. During Call Processing, the Call Taker shall use the *Priority Dispatch* (*Pro QA*) protocol for Emergency Fire Dispatch (EFD) or Emergency Medical Dispatch (EMD), to determine and assign a Nature Code based on the information gathered from the caller. (Pro QA Card Sets shall be used in the event of CAD or *Priority Dispatch Program* or Software failure). This protocol has been designed to protect against liability while increasing call processing effectiveness and assuring measurable standards of equalized care to the public. Call processing shall follow NFPA 1221, Standard for Installation, Maintenance, and Use of Emergency Services Communications Systems.

2.2.1 Pre-Alert

Upon verifying the address and determining the general nature of the Incident, the Dispatcher will initiate a pre-alert over the Cumberland County Fire Departments (CCFD) Dispatch Chanel 2-A. The pre-alert will consist of the single alert tone followed by the general nature of the incident and address. This transmission shall be broadcasted one (1) time, and will precede the actual dispatch of the call.

Pre Alert Examples:

- --- ALERT TONE --- *" Station 22 – 69 Structure Fire, 607 Main St"*
- --- ALERT TONE --- *Station 22 – 29 Vehicle Crash, 607 Main St"*.

2.2.2 Immediate Dispatch (Fast Track)

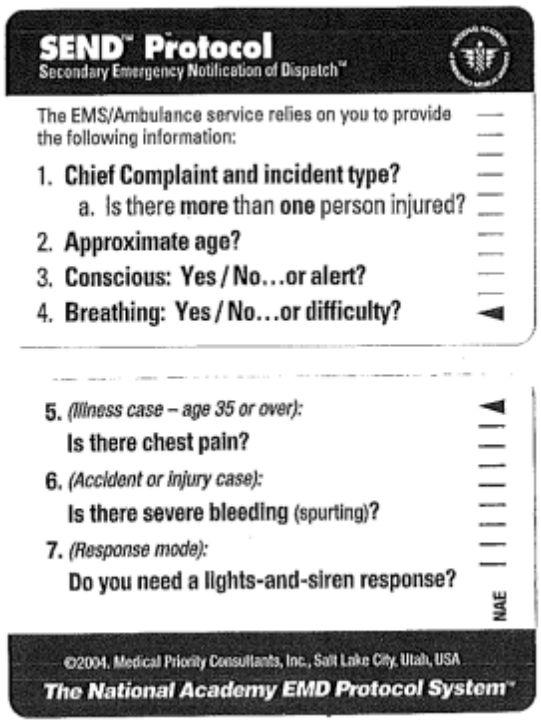
All Fire Department calls for service, with the exception of calls that fall within the 26 and 53 categories, will be fast tracked and dispatched while

EMD or EFD is ongoing. At the completion of EMD or EFD, the fast tracked incident will be upgraded with the Nature Code determined by Pro QA, and the dispatcher will determine if additional units are required. Pressing the recommend button after changing the code will show if and what additional units are to be added to the First Alarm Assignment. Any change shall be announced over the radio, and the recommended units dispatched.

2.2.3 Calls Spawned from Law Enforcement Incidents

2.2.3.1 Law Enforcement Request for CCFD

When a call is initiated or spawned as a result of a Law Enforcement Agency request, the ability to implement the Pro QA EFD or EMD protocol to obtain a Nature Code may not be an option. In such cases, the ***Secondary Emergency Notification of Dispatch Protocol*** (**SEND)** shall be utilized to determine the nature of the request. The following information shall be obtained from an Officer /Deputy requesting a response from CCFD.


SEND™ Protocol
Secondary Emergency Notification of Dispatch™

The EMS/Ambulance service relies on you to provide the following information:

1. Chief Complaint and incident type?
   a. Is there more than one person injured?
2. Approximate age?
3. Conscious: Yes / No…or alert?
4. Breathing: Yes / No…or difficulty?

5. *(Illness case – age 35 or over):* Is there chest pain?
6. *(Accident or injury case):* Is there severe bleeding (spurting)?
7. *(Response mode):* Do you need a lights-and-siren response?

NAE

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The National Academy EMD Protocol System™

- **Chief Complaint and Incident Type?**
- **Approximate age?**
- **Conscious: Yes/No? Alert: Yes/No**

- **Breathing: Yes/No Difficulty: Yes/No**
- **Is there Chest Pain?**
- **Is there Severe Bleeding (spurting)?**
- **Do you need Lights-and-Siren Response**?

2.3.1 Unit Selection

CAD automatically recommends the required unit(s) based on the Nature Code entered. Once the call is prompted for dispatch, the CAD system recommends units pre-determined for the Nature Code, based on availability, unit function and run order for Fire District, to fulfill the Response Force requirements.

Fire Departments depending on available man-power will list **available** in CAD all units/apparatuses for immediate dispatch and identify all the remaining units/apparatuses as **STAND-BY unless the unit/apparatus is out of service**. Stand-By units can immediately be upgraded to available by checking the unit enroute to a call, changing the status code in CAD from Stand-By to available or by simply calling dispatch and asking them to show a particular unit/apparatus available.

2.3.1.1 Dispatch Sequence

- Pre-Alert
- Activate Station Pagers
- Announce Unit(s)
- Announce Nature Code – response determinant code followed by the descriptive nature code (i.e., 69 Delta 1 Structure Fire, 29 Delta 4 – Vehicle accident with Pin In.)
- Give Address (**repeated twice**)
- Advise Cross street(s) and or Housing Area / Development Name
- Assign Tactical Channel (assigned by dispatcher)

- **Once all units are enroute, repeat the tactical channel and give any additional information related to the call on CCFD Channel 3-A.**

2.3.1.2 Dispatch Acknowledgement

Upon receipt of dispatch information all CCFD units will acknowledge by depressing the appropriate key on the apparatus Mobile Computer Terminal (MCT) and providing verbal acknowledgement in accordance with the procedures described below:

Primary Unit - The primary unit responding will give their call numbers, acknowledge responding and repeat the address of the incident. (example: "*Cumberland, 2232 responding to 155 Ruth St"*.

Arrival on Scene - Upon arriving on scene of an incident, the first arriving unit will give a scene size-up and establish command..

2.3.1.3 Working Fire

When a unit arrives on location and finds an advanced fire condition in a structure, the term **"working fire** "shall be transmitted over the radio (on Channel 3A. Hearing this should prompt the Dispatcher to do the following:

- Transmit on Channel 3-A and VHF pagers exactly what the first arriving unit transmitted

- Dispatch local Law Enforcement for traffic control and to assist with scene security.

- Dispatch an Ambulance or QRV to provide medical monitoring of personnel. **NOTE: An ambulance should be requested immediately following the dispatch of Fire Units to any "Life Hazard" incident, or incidents where there are injured victims.**

- Contact the Electric Utility Company (PWC, Duke/Progress Energy, Lumbee River, South River etc) to send a representative to pull the meter. It may be necessary to get conformation from Incident Command as to which agency to contact.

- Be prepared to contact the Red Cross to set up temporary shelter for any displaced occupants

2.4 Upgrading Response in CAD

On occasion it may be necessary to upgrade a dispatched call to a higher level response based on additional caller information or a request from a unit in the field. CAD has been built with this in mind and has the ability to upgrade responses by utilizing the RECOM button.

Example: A 52C03 Commercial Fire Alarm is dispatched. The first arriving unit confirms a fire and advises to upgrade the call to a Structure Fire. To upgrade the call, follow the steps listed below:

- Change to the appropriate Nature Code
- Press the RECOM button on the CAD Call Window
- Dispatch the Units Recommended on Channel 2-A/VHF

Example: A 69D06 House Fire is dispatched. While the units are responding, a Fire Officer advises to upgrade to a Commercial response. To upgrade the call, follow the steps listed below:

- Change to the appropriate Nature Code
- Press the RECOM button on the CAD Call Window
- Dispatch the Units Recommended on Channel 2-A/VHF

Example: A 69D03 Commercial Structure Fire is dispatched. Units are on scene and a 2nd Alarm is requested. To upgrade to a 2nd Alarm follow the steps listed below:

- Change to the appropriate Nature Code
- Press the RECOM button on the CAD Call Window
- Dispatch the Units Recommended on Channel 2-A/VHF

2.5 Status Checks

CAD is programmed with a timer in place that is set to activate if specific time limits are exceeded. To support efficient and safe operations, this timer (watchdog timer) is set to prompt the dispatcher to check unit/situation status during the following situations:

2.7.1 Receipt of Dispatch

A CCFD unit shall acknowledged dispatch within five (5) minutes of dispatch. In the event that a unit has not acknowledged the dispatch within five (5) minutes, the dispatcher should attempt to contact a unit by radio,

and monitor the response of personnel in *IamResponding*. If there is no contact by radio, no visible response in *IamRespondin*, or response of a fire unit the dispatcher shall dispatch a second time along with the next closest available unit/apparatus recommended by the CAD.

2.7.2 Unit/Apparatus Re-Direct/Divert or Diverting after Dispatch - NEW

Under certain circumstances a dispatched automatic/mutual unit/apparatus may re-direct or divert while enroute to an out of district call in order to answer an in-district call when all man-power resources have been depleted - under the following circumstances – a in-district call comes in requiring immediate assistance, a in-district structure fire to an in-district call dispatched after the initial automatic/mutual aid call. This would apply when man-power levels are unavailable and that a great delay in service delivery would occur due to non-availability of man-power. Therefore, if this occurs the re-directing unit/apparatus will **IMMEDIATELY** notify Dispatch and advise that the unit/apparatus will re-direct to the in-district call and to have the next closest available unit/apparatus dispatched to replace the unit/apparatus re-directing.

2.7.3 Unit Arrival on Scene of Incident

The primary units should strive to arrive on scene within 14 minutes of dispatch. If a unit has not acknowledged that they are on scene within nine (9) minutes after leaving the Station, the dispatcher shall contact the unit by radio and verify status.

2.7.4 Personnel Accountability Report (PAR)

Most emergency incidents are mitigated within twenty (20) minutes of dispatch. If a unit's status in the CAD does not change within twenty (20) minutes, the dispatcher should contact the Incident Commander and ask for a Personnel Accountability Report (PAR). This shall continue every twenty (20) minutes until the scene is stabilized and personnel are no longer exposed to Immediate Dangerous to Life and Health (IDLH) atmospheres.

2.8 Clearing a Call

At the termination of Command, the primary unit will determine a Disposition Code for the Incident. To close the call in CAD, the code must be transmitted to Communications by radio or entered by MCT. Theses codes are actual NFIRS Codes, and will populate directly to the Incident Report generated in *Firehouse*

RMS. All other units will clear with the code 108, either by radio or MCT. This applies to non-primary units cancelled enroute as well.

2.9 CAD System Failure

Upon notification/discovery of a CAD system failure the following actions will be taken to minimize the impact of the system failure and provide for continuity of dispatch operations.

- The dispatcher will make a single broadcast on CCFD Channel 2-A pre-empted by a single alert tone, advising that the CAD system is down.

- Communications personnel shall implement the utilization of Manual Dispatch Cards the *Priority Dispatch Pro QA* card sets during call processing.

- Cumberland County Emergency Services staff will report to the County Communications center and act in an advisory capacity in support of communications personnel until the CAD system is fully operational.