

	CLEARFIELD COUNTY EMERGENCY MANAGEMENT / 9-1-1 Standard Operating Procedures	Initial: 9-2006
	SOP #: Fire 7-06	Revised: 01/2024
	Subject: Fire Dispatch Procedure	JJR

FIRE DISPATCH PROCEDURE

Dispatch:

1. **Activate company Tones**
2. Announce box number.
3. Announce full location including street address, building or business name, intersection, etc.
4. Give all available additional information (Ex: stove on fire, smoke coming from an outlet, Motor Vehicle Accident with entrapment, roadway blocked with fluids leaking, etc).
5. Repeat steps 2 through 4
6. Announce Companies due.

Example:

****Activate Fire Company Tones****

Announce Dispatch: “Clearfield County, Box 36-A, A Structure fire, 406 South Main Street. Caller reports flames showing, no injuries or entrapment. Companies 36, 37, 38, 39 due.

- Upon the response of the 1st officer or apparatus from the 1st due company, a fire ground channel and command location ID will be assigned. The command location ID will be the “street name or mile marker on I-80” command.
- Fire Company tones are to be alerted 1st due company then mutual aid companies.
- Operations of an incident will be moved to a fire ground or operations channel with the 1st response of a fire unit or officer. It will be repeated to every responding unit/officer there after.

Ex: Responder: Chief 8 responding.

County: Chief 8 responding, State St command will be on fire ground 2.

- All fire units will respond on Fire Dispatch. Upon response they will be given an address, the fire ground channel that operations will be on, and the command ID.

Ex: Responder: Clearfield County Engine Tanker 8-1 responding.

County: Engine Tanker 8-1 responding, 416 State Street, operations are State Street command on Fire ground 2.

- 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.
- **After 4 minutes any units not yet responding will be re-paged.**

- **After 8 minutes the dispatcher should contact the Incident Commander to advise dispatch status and what units, if any have not responded. Incident Commander should advise dispatch if he wants units not yet responding turned over.**
- **If a chief has not responded on the call, or the IC does not respond to your request at the 8 minute mark, (after a reasonable attempt) the units that have not responded should be replaced using the next due. When the IC is available, they should be advised.**
- When an out of area company not on Clearfield County frequencies is on the running assignment the O.I.C. will be made aware that the proper companies are being dispatched at the 8 minute mark status report. Ex: "Clearfield County Chief 16, Centre County Truck 57 has been notified."
- 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.
- 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 notify the O.I.C of the second incident and ask his wishes. If no reply, then dispatch the next due units as assigned on the area box and the O.I.C. for the 1st due company will be notified.
- 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.
- When an incident is dispatched, Clearfield County will acknowledge the highest officer responding from the home company, and a Department Chief, if applicable. All other company officers shall utilize the fire ground assigned for all radio traffic. If a lower officer arrives on scene prior to the ranking officer, he shall provide a report on the fire ground assigned. The dispatcher will then rebroadcast the report to all responders over the fire ground and fire dispatch.
- Clearfield County will not acknowledge mutual aid chiefs responding to in county incidents, if a mutual aid chief calls responding, the dispatcher will not answer the initial radio call. If the mutual aid chief responds a second time, the dispatcher is to politely advise them that there is no need to check out on a mutual aid box. The responding mutual aid officers, if arriving prior to the OIC, shall check on scene and provide a report over the assigned fire ground. If the mutual aid company needs to know what officers they have enroute, the mutual aid company will use phones or an operations channel for company tactics related to response.
- Clearfield County will announce the response level only when requested by responding units and or the O.I.C.