



WARE FIRE DEPARTMENT Standard Operating Guideline

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SOG Title: Dispatching/Communications		
Approved by:	Re-evaluation Date: August 10	Number of Pages:

Purpose: To establish communications and dispatch procedures for the Ware Fire Department dispatch center and for all personnel when utilizing communications equipment.

Scope: This procedure to be followed by all employees in both the dispatch center and those operating at any emergency scene. Authority to deviate from this procedure is within the scope of responsibility of the Incident Commander.

General: All personnel should be aware that all communications over the airways are governed by the Federal Communications Commission and should conduct themselves accordingly. For security and privacy purposes, names of employees should not be used over the air. If information of a personal nature needs to be transmitted, the use of land-based communications or cellular is encouraged.

Radio Designations:

Ware Fire Department Dispatch
 Ware Fire Engine 1
 Ware Fire Engine 2
 Ware Fire Engine 3
 Ware Fire Tower 1
 Ware Fire Command Car 1
 Ware Fire Command Car 2
 Ware Fire Tanker 1
 Ware Fire Ambulance 1
 Ware Fire Ambulance 2
 Ware Fire Ambulance 3
 Ware Fire Brush 1
 Ware Fire Mule
 Ware Fire Boat

Call Sign:

Station 66
 Engine 1
 Engine 2
 Engine 3
 Tower 1
 Car 1
 Car 2
 Tanker 1
 Ambulance 1
 Ambulance 2
 Ambulance 3
 Brush 1
 Ware Mule
 Ware Boat

Ware Fire Officers Portables
Ware Firefighters Portables

X-1-X-11
P-1-P-25

- Do not abbreviate radio designations.
- In addition to these designations, special incidents may require the use of additional command references. The incident Commander will be required to notify the dispatch center of these designations.
- All personnel shall confirm contact with the unit they are attempting to communicate with including "Station 66" prior to the sending of any message.
- Clear text terminology shall be used to avoid any confusion. Ware Fire Department terminology, as reference in SOG 007 shall be used when appropriate.
- Announce the unit or Station 66 you are calling first followed by your unit designation.

Radio frequencies:

- | | |
|--------------|---|
| • Channel 1 | Main fire frequency repeater channel. |
| • Channel 2 | Ware fire department, backup. |
| • Channel 3 | V-tac 2 nd fire ground channel |
| • Channel 4 | Ware Police |
| • Channel 5 | Warren Fire main channel |
| • Channel 6 | Warren fire ground channel |
| • Channel 7 | Palmer Fire main channel |
| • Channel 8 | Palmer fire ground channel |
| • Channel 9 | Belchertown Fire main channel |
| • Channel 10 | Hampshire County fire channel |
| • Channel 11 | Amherst Fire main channel |
| • Channel 12 | Intercity fire channel |
| • Channel 13 | West Brookfield emergency channel |
| • Channel 14 | North Brookfield emergency channel |
| • Channel 15 | Belchertown EMS and channel |
| • Channel 16 | Ware Fire TAC channel |
- All Ware Fire Department apparatus and portables will monitor Channel 1. All emergency calls will be dispatched over Channel 1 and all normal fire department business shall be conducted on this channel.
 - All units including portable radios shall change from channel 1 once they have arrived on the scene and use and remain on Channel 16 during the remainder of the alarm/incident/drill unless otherwise directed by the Incident Commander.
 - In the case of multiple emergency incidents occurring at the same time the second fire ground channel (channel 3 V=TAC) shall be utilized to avoid overlapping communications.

- Ware Fire Department Dispatch (Station 66) shall monitor the main fire frequency (channel 1) on one base radio and have the secondary base radio set to monitor, which ever fire ground frequency is being utilized.
- When a unit/units are cleared from the incident, they will notify Station 66 of the status of apparatus or personnel and return to channel 1.

Emergency Dispatch Calls:

- All information should be gathered as quickly and as completely as possible about the incident from the caller or other agency requesting fire or EMS response.
- If additional resources beyond the duty shift are required to respond the following procedure shall be used.
 1. Tone out proper resources as deemed appropriate.
 2. Announce nature/type of incident
 3. Announce location of incident with the nearest cross street or other geographical information to help responding personnel identify the correct location.
 4. Announce time of dispatch.
- All dispatched apparatus, shall announce their response on the main fire ground frequency.
- All officers and fulltime members equipped with portable radios shall announce their response.
- If information is received at the Ware Fire Department Dispatch from a reliable first responder that indicates the emergency response is not in fact an emergency, the unit/units responding shall reduce the response to a non-emergency response. Units are required to continue the response and evaluate the scene.
- First arriving unit on the scene shall provide a detailed situation report as soon as possible that shall include the following information.
 1. Confirmation of address
 2. Type of incident
 3. Description of structure, or emergency scene
 4. Current conditions of emergency
 5. Assume command

Time Marks:

- Dispatch will give 10-minute time intervals for all EMS calls. This time mark serves to remind those operating at the scene that time has passed since their arrival and certain benchmarks need to be achieved. If additional time is needed an explanation shall be given to the dispatch center
- Dispatch will give 20-minute time intervals for all working fire calls. This time mark serves to remind those operating at the scene that time has passed since their

arrival and certain benchmarks need to be achieved. If additional time is needed an explanation shall be given to the dispatch center

Operations:

- All members should become familiar with the functions of their particular radio. Each radio is assigned and programmed to the individual member.
- Spare portable batteries and portable radios are available in the Deputy Chief's office.
- Any problems with portable or mobile radios should be reported to the Deputy Chief as soon as possible.
- To assure clear communication when more than one member of a team/crew are working in a close area and more than one member is equipped with a portable radio only the team/crew leader shall have the portable radio on. This should limit feedback caused by multiple radios in service in a small area.

Emergency Evacuation Signal:

- If the Incident Commander requests any emergency evacuation of any area or building they shall transmit Station 66 a request for the dispatch operator to announce the evacuation and utilize the all call tone alert for notification of personnel operating at the emergency scene.
- **This tone alert will be made over channel 16 and an announcement made over the fire ground channel.**

Emergency Radio Traffic:

- When a unit request emergency radio traffic, they will transmit to Station 66 a request for emergency traffic. Station 66 in response to the request, shall advise all units operating at the emergency scene to suspend radio traffic due to emergency radio traffic.
- Once Station 66 has advised all units of the need for emergency radio traffic. The unit requesting the emergency message shall have exclusive rights to broadcast their message until the completion of their transmission.