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The purpose of this policy is to establish procedure for all radio communications, which are in compliance with the local, state and federal laws and the Federal Communications Commission’s rules and regulations. Our goal is to ensure citizens and field units’ safety during the rapid and efficient response to calls for service by using clear and concise radio transmissions. This policy is used by all fire and medical units, which receive service from the RECC. This policy is addressed to the fire department field units and has also been incorporated into the policies of the RECC.

## I. General Considerations

Attention to detail, integrity, accuracy, and courtesy are expected of all personnel in official communications. Profanity and discourtesy in official communications are strictly prohibited. Do not willfully or maliciously interfere with any radio communication or signals.

## II. Authority

Communications Officers work under the authority of the Director in the performance of their duties and when assigning calls for service.

The following guidelines will be used when dispatching mutual aid:

- A. Mutual aid will be defined as aid for any incident not specified as automatic aid that is of such complexity or size that units from either department would be needed to mitigate the incident, i.e. hazmat, technical rescue, large fires etc. The following procedures will be used to request mutual aid:
  - a. Fire Chief or Acting Chief may request Mutual Aid via radio or telephone to the RECC.
  - b. The dispatch center will forward the request to the appropriate jurisdictional chief officer without delay.
  - c. The assisting chief officer of the jurisdiction being asked for assistance will fill the request to the reasonable extent possible.
  - d. The dispatch center will dispatch the authorized mutual aid units or notify the requesting chief officer of denied mutual aid requests.

## III. Terms

The following terms will be used by all personnel to refer to the different apparatus used in the field:

<u>Apparatus Term</u>	<u>Ex</u>	<u>planation</u>
Air	T	ruck used to supply air bottles
Ambulance	Medic	al Transport Vehicle
BERT	Bic	ycle Emergency Response Team
Car		Command level personnel - Chief or battalion Chief
Command		Unit maintaining command at a scene
Consp	Confi	ned space unit
Crash	Airfield	rescue firefighting vehicle
Decon	Deco	ntamination unit
Engine	F	ire engine, pumper, medical capabilities
Gator	Golf	cart style Utility vehicle
GSAR	Massach	usetts Search and Rescue Truck
Hazmat	Hazar	dous materials vehicle
Medops	Medic	al operations vehicle
NBC	Nucle	ar Biological Chemical
Rescue BLS/ALS service, No transport capabilities		
Reserve	An	apparatus that augments the normal apparatus configuration
Squad	T	echnical rescue support vehicle

Tanker		Vehicle used to carry and supply water
Trench		Truck and equipment for trench cave-ins
Truck		Ladder truck, aerial platform. The term “Ladder”
may		be used by other jurisdictions.
Utility		Pickup truck for maintenance, supply, etc.
Unit	Speci	alized response unit

## IV. Use of Radios

- A. Fire Department radio frequencies are to be used for emergency and other official communications; non-essential business related “car to car” communications will be conducted on the support and private channels. Do not use radio channels to conduct communications not related to town or city business.
- B. Always identify yourself by your assigned unit type and number when generating radio traffic on a public safety radio channel.
  - a. Dispatchers will all be identified by the name “Radio” regardless of which channel, fireground, or jurisdiction they are working.
  - b. When you raise a Dispatcher, state your unit type and number first then “radio”.
  - c. When you raise a Dispatcher on the radio, they will answer you with your unit type and number to let you know it is your turn to talk.
  - d. When you raise another unit, state your unit type and number first and then the unit you are trying to raise.
  - e. When, as a field unit you are being called on the radio, answer with your unit type and number to let the caller know he has reached the right unit.
  - f. All communications with the Dispatcher will take place on the main Fire channel, the designated fireground or support channel.
- C. Field Supervisors and Communications Supervisors have the responsibility to monitor the radio communications of their employees for compliance with this policy.
- D. **Listen before you transmit.** Never key a radio without first listening to see if someone else is talking.
- E. All units should request that the dispatcher move to support radio channel on main dispatch prior to transmitting on Support Channel.

## V. Common Language

All radio transmissions will be made using plain language and common terms. The only signals and codes permitted on fire radio will be the following:

## VI. Phonetic Alphabet

The phonetic alphabet is used to clarify letters that may sound the same when spoken over the radio. Use only the phonetic alphabet listed below. State the letter first, then the phonetic word. For example, “A Alpha, D David, Z Zulu”.



<u>Letter</u>	Phon	<u>etic</u>
A	Alpha	
B	Bravo	
C		Charlie
D	Delta	
E	Echo	
F	Fo	xtrot
G	Golf	
H	Hotel	
I		India
J	Juliet	
K		Kilo
L	Lima	
M	Mike	
N	Novem	ber
O		Oscar
P		Papa
Q	Quebec	
R	Rome	o
S	Sierra	
T	T	ango
U	Uniform	
V	Victor	
W	Whiskey	
X		X-ray
Y		Yankee
Z	Zu	lu

## VII. Dispatch Procedures

- A. Communications Officers will screen incoming requests for service and determine the appropriate call class for each request. All initial dispatches will take place on the main fire dispatch channel. Stations **will** be toned out to receive dispatches. All field personnel are responsible for monitoring the main fire dispatch channel for their dispatches and to stay familiar with activity in the stations around them. Three tones (approximately 2 seconds each) before a dispatch will require three or more units or a full response.

### B. Dispatching Procedures

#### 1. Standard Calls

A standard call requires one or two fire units to be dispatched. The dispatcher will activate one alert tone immediately prior to dispatching all of these calls. All alert tones used to signal a forthcoming dispatch will be Alert #1 (Long / Steady tone).

The dispatcher will use the following procedures:

Display the call in CAD for dispatch. Assign the appropriate units to the call. Dispatch the call when the speakers are on / open. Activate one alert tone, and provide the dispatch information in the following order:

1. All unit / units to respond as listed in order on the run card
2. Type of call / incident type
3. Street address, cross streets and map book coordinates
4. Important information regarding the call

## 2. Multi-Unit Calls

A multi-unit call requires **three** or more fire units to be dispatched. The dispatcher will use the following procedures:

Display the call in CAD for dispatch. Activate **three** alert tones.

Provide the dispatch information in the following order:

1. First-due in piece of equipment
2. Street address of the call
3. Dispatch classification of the call
4. Fire ground channel assignment

When the speakers are on / open, dispatch the call by providing the information in the following order:

1. All units to respond as listed in order on the run card
2. Type of call / incident type
3. Street address, cross streets and map book coordinates
4. Critical details of call
5. Fire ground channel assignment

After all units have responded on the assigned fire ground channel, repeat the dispatch with any updated information, if available. Wait until all units have responded, instead of acknowledging each unit individually.

- C. Each responding unit, **once in the vehicle and moving**, will advise the Dispatcher of that unit's response. If the en route status has been indicated using an MDC, the unit must transmit that status via the radio as soon as airtime is available if the dispatcher has not yet acknowledged the en route status. Dispatchers are often busy with simultaneous tasks and may not notice the status change from a particular unit on the CAD screen.
- D. After all units have indicated they are en route, the Dispatcher will repeat the preliminary dispatch and including any further relevant information available.
- E. Field units whose MDC is not working properly can ask the dispatcher to repeat the call if necessary.
- F. If any dispatched units fail to respond, the Dispatcher will raise the field unit again. If a unit does not respond after two (2) attempts within two (2) minutes, the Dispatcher will call the station. If no contact is made, they will assign the call to the next closest unit and notify the appropriate Battalion Chief that the original unit did not respond to the call.
- G. The highest ranking officer assigned to the call will have the authority and responsibility to upgrade, downgrade, cancel and/or modify any response to meet conditions and demands in the field. All changes will be communicated to the Dispatcher via radio.
- H. Each field unit changing status will advise the Dispatcher via radio and wait for acknowledgement.
- I. The term "company" will not be used because of multiple jurisdictions operating on the same channel.
- J. All units will respond and acknowledge on the assigned fireground channel. The highest ranking officer may request that an event be moved to another channel. All channel assignments will be made and coordinated by the Dispatcher.
- K. No fireground channels will be used by field personnel without prior notification to the Dispatcher. Field personnel may request an open fireground channel for talk around purposes. The Dispatcher will assign the fireground and advise if the channel will be monitored by a Dispatcher or "unmonitored". The field personnel will advise the Dispatcher when they have cleared the channel so it can be freed for other use. Dispatchers may direct field personnel to clear a fireground or channel so it can be used for other traffic.
- L. Command and control of a multi-unit and multi-jurisdictional incident will be assumed by the incident jurisdiction in a timely manner.
- M. The computer aid dispatch (CAD) system in the communications center will be used to determine jurisdictional boundaries. Fire reports, responding unit reports, and other emergency incident information reporting are the responsibility of the responding agency in the event of single unit responses, or multi-unit responses in those units' jurisdiction.

N. In the event of multiple unit responses involving both jurisdictions, the data requirements become the responsibility of the jurisdiction in which the incident is located.

## VIII. Alert Notifications

A. There are three distinct sets of alert tones used on the radio system:

Alert 1 – Long steady tones

- One alert tone prior to each dispatch with one or two units
- Three (3) steady tones that last approximately 2 seconds to notify of a forthcoming multi-unit dispatch

Alert 2 – Alternating high/low tones

Alternating high/low tones used to announce immediate evacuation of a structure, area, or fireground. The incident Commander will advise of evacuation over the radio. Field personnel also activate their air horns. - To be used as Mayday alert tone.

Alert 3 – Short fast tones

- Short/fast tones which are higher in pitch than the steady tones used to announce an urgent message which includes a weather alert, or an emergency including SIP activations and deactivations.

## IX. Scene Arrivals

- A. Each unit to arrive at a scene will notify the Dispatcher by providing the assigned unit number and stating “on scene”. Every scene to which multiple units are dispatched will have Command established by the first unit to arrive. Command may be transferred to another unit at any time.
1. When communicating on the radio, all single unit scenes will continue to identify themselves as their assigned unit type and number.
  2. The name “Command” will be used for any scene involving two or more vehicles and will include the geographic location. This will help those listening to the radio pinpoint the location.
- B. The first unit to arrive at the scene will give an initial report or size up that will include, at a minimum, the following information:
1. Location
  2. If appropriate, brief description of conditions as observed (type of structure, observable fire involvement, direction of spread, victims, etc.)
  3. Action in progress by the field unit (establishing command, investigating, evacuation, etc.)
  4. If appropriate, additional resources required (need police, cancel other responding units, etc.)
- C. The Dispatcher will repeat to confirm the initial report for all other responding units to hear.

## X. In Service from Dispatch

- A. When you complete a call, and are ready to leave the scene, notify the Dispatcher of your status and your next anticipated destination (e.g. in service returning to quarters, out of service en route to the hospital to pick up personnel, etc.)
- B. It is the responsibility of the highest ranking officer on each apparatus to account for the personnel assigned to that apparatus and to give the Personnel Accountability Report (PAR) over the radio when requested by Command.
- C. If the actual address of your call is different than the address given by the Dispatcher, advise the Dispatcher of the correct address so the computer system can be correctly updated.

## XI. Cancellation of Units

- A. If units have been dispatched to a commercial, multi-family or single-family structure fire that was reported by an alarm company or any other means due to observed or reported fire, but the complainant later reports that units are not needed, the first-in unit will continue to respond in a non-emergency mode. All other units will be cancelled.
- B. Upon arrival, they will make sure no hidden fire exists. If dispatched per an alarm activation they will verify the cause of the alarm and ensure that any activated fire alarm is silenced, reset or other appropriate actions are taken such as fire watch.
- C. On single family residential structure fires that have been requested via an alarm company, the single engine dispatched can be cancelled if the alarm company confirms an inadvertent activation. On all alarm requests a run number must be generated and a report filled out indicating that an alarm was the cause of the dispatch for the proper record keeping purposes.
- D. If a police unit has arrived on the scene of a motor vehicle accident (MVA) with injuries prior to the arrival of a fire unit or ambulance and they advise there are no injuries on the scene, fire units can be cancelled. The responding ambulance should also be notified.
- E. Units that have been cancelled while en route or while staging must acknowledge the cancellation by advising the dispatcher the unit number and “clear to cancel” or the unit number and “in-service”. For units not acknowledging a cancellation, the dispatcher will raise that unit and confirm its status.

## XII. Mayday Response (refer to CCFES Mayday Policy Section 5-2)

**A Mayday event is a situation where one or more firefighters operating at an incident could sustain serious injury or death due to entrapment, building collapse, depletion of air supply, etc. Command and control of the incident is the utmost importance.**

1. Upon receipt of a Mayday transmission, the Incident Commander (IC) will acknowledge and confirm the firefighter(s) location and status, if that information was given (NOTE: if the Dispatcher hears a Mayday signal that is not acknowledged by the Incident Commander, the Dispatcher is to advise the Incident Commander that a Mayday transmission was given, along with the Unit number involved) . A firefighter may not be able to verbally communicate the Mayday. In that case, they are to activate their emergency button. Any time there is an emergency activation from a crew at an incident scene and no communication is made, the Dispatcher shall notify the IC immediately.
2. The IC will contact dispatch, notify them of the Mayday, and request the Mayday Response Package.
3. The IC will activate the RIT and assign a crew to be RIT support.
4. Dispatch will sound one long ( 1 to 1.5 seconds) emergency Alert Tone #2 ( alternating high /low ) to signal a radio emergency and assign a separate fireground channel for those not involved in the Mayday. **The IC, the RIT, and the firefighter(s) who declared the Mayday will stay on the original fireground channel.** All other crews and apparatus will tune their radios to the newly assigned fireground channel. Only communications pertaining to the Mayday are to be transmitted on the original fireground channel.
5. A Mayday communication is different from:
  - A call to evacuate, which usually means we are shifting from an offensive to a defensive operation and is initiated by a simple radio communication.
  - An emergency evacuation, which usually means the same thing, but implies that the evacuation needs to happen immediately without any hesitation. It is initiated by a radio communication of “Emergency Evacuation”, repeated by a dispatcher and accompanied by three sets of high-low tones over the radio while all available engineers sound their air horns for the same time duration.
6. If the IC cannot identify the firefighter(s) in trouble, or their location, he/she should initiate Personnel Accountability Report (PAR) beginning with interior attack crews and working out. Once the individual or crew has

been identified, determine if anyone on the scene knows the firefighter's last location. When an approximate location has been determined, the RIT can be deployed.

7. Once the IC has requested the **Mayday Response Package**, the Dispatcher will immediately initiate the following:
  - Send an additional 3 engines, 1 truck, 1 rescue and another Chief's Car.
  - Send Medical Operations unit
  - Send Two Ambulances
  - Advise Air Ambulance
  - (Put on ground alert and launched only when IC requests)
  - Send a CIN page to notify the Command Staff and PIO. (Usually completed by a Radio Supervisor)
8. Once the IC announces the end of the Mayday, give a CIN page will be sent to the Command Staff and PIO with this and any other updated and pertinent information.

Avoid communicating the names of the deceased or seriously injured firefighters over the air.

### **XIII. Phones**

- A. If a Dispatcher asks you to call the Communications Center, dial XXX-XXX-XXXX and ask for the appropriate Dispatcher.
- B. You may dial 911 to reach the Communications Center if the Dispatcher specifically requests that you dial 911.

### **XIV. Complaints**

- A. All complaints on field units coming through the RECC will be forwarded to the on duty Battalion Chief/Assistant Chief.
- B. All complaints from the public or within public safety about RECC personnel should be forwarded through your field supervisor to the on-duty Communications Supervisor.

### **XV. Checking Welfare Status**

- A. For all single unit events, Dispatchers will check the welfare of the field units to determine if they need any assistance. This procedure is designed to monitor the safety and well-being of the field units. If no contact is made with on scene personnel for 15 minutes of the field units' arrival on scene, the Dispatcher will ask "status". If field personnel feel safe they should answer "OK".
- B. If the field personnel do not feel safe and wish for the Dispatcher to check on them, they will advise "OK at present". The Dispatcher will continue to check on the welfare of the field units every four (4) minutes until an "OK" is received.
- C. For all multi-unit events, the safety and well-being of field personnel will be the responsibility of the Incident Commander.

## XVI. Recording Dispatch Times

The following times will be transmitted by fire department field personnel via radio and documented by the Dispatcher:

- A. en route time for each apparatus
- B. on scene time for each apparatus
- C. all clear
- D. under control time or blackout
- E. loss stopped time
- F. extrication complete
- G. in service time for each apparatus
- H. scene termination time
- I. other important information (e.g. victim located, roof collapse )

## XVII. Setting Benchmark Timers

When a fire command unit requests that a timer be set for 10 minutes, the dispatcher will set the timer and notify the command unit when a 10 minute benchmark has passed. The dispatcher will continue to update command of sequential 10 minute benchmarks until command advises they are no longer needed.

## XVIII. Portable Radios

When personnel are away from their vehicle and using their portable radios, their radio call sign will reflect the first letter of their unit type, along with the unit number

## XIX. Personnel Announcements

Non-emergency personnel announcements (funeral notices, birth announcements, etc.) will be made via email from the administrative divisions. These announcements will not be made over the radio unless specified by the Fire Chief or a Deputy Chief.

## XX. Incident Types and Dispatch Configurations

The following incident types will be used by RECC personnel to classify incoming calls for service. After each incident type is listed the number and apparatus to respond. **Once an alarm reaches three or more pieces of equipment a chief's car will be dispatched.**

**AIR TRUCKS:** On dispatches involving structure fires requiring an Air Truck, the unit dispatched should be representative of the department's jurisdiction where the incident occurs unless an additional Air Truck is requested by the Incident Commander.

In addition to dispatching the required fire equipment configuration, the appropriate ambulance service must also be notified for any medical related call or other type of call where there is a report of injury or possible injury.

### A. STRUCTURES

1. **Commercial building fire.** Use this call class to describe visible smoke, flames, smoke odor or any report suspicion of fire at a commercial building. Commercial buildings are all structures other than single-family dwellings and duplexes. Commercial buildings include schools, nursing homes, hospitals, high rises, and apartment buildings. One-story strip shopping centers, shopping malls, stand-alone business such as fast food restaurant, one or two story office buildings, etc.

**\*4 engines, 1 rescue, 2 trucks, (2) chief's cars, mobile command, air truck, squad**

2. **Commercial gas leak.** Use this call class to describe any suspicion/detection of a natural gas leak at a commercial building. Suspicion might include a hissing sound, a natural gas odor, or an obvious gas line rupture.

**\*2 engines or closest engine and truck**

3. **House fire.** Use this call class to describe any visible smoke, flames or any report/suspicion of fire at a single/double family dwelling. This includes houses, duplexes homes. It does **not** include apartments, town homes or condominiums.

**CCFES: \*3 engines, 1 rescue, 1 truck, (2) chief's cars, air truck**

**MFES: \*3 engines, 1 rescue, 1 truck, 1 squad, (2) chief's cars, air truck**

4. **Mobile house fire**

**\*3 engines, 1 rescue, 1 truck, air truck, (2) chief's cars**

5. **Smoke odor.** Use this call class to describe any reported smoke odor without any visual indication of smoke indoors at any single-family structure.

**\*1 engine**

6. **Residential gas leak.** Use this call class to describe any suspicion/detection of a natural gas leak at a single or double family dwelling. Suspicion might include a hissing sound, a natural gas odor, or an obvious gas line rupture.

**\*1 engine**

## **B. OUTDOORS**

1. **Brush fire.** Use this call class to describe any outdoor fire involving grass, brush, woods, or other natural settings. NOTE: If the brush fire is close enough to ignite a structure, use the call class for that type of structure fire.

**\*1 engine**

2. **Brush fire on Interstate.** Use this call to describe any outdoor fire involving grass, brush, woods, or other natural settings on an Interstate. NOTE: If the brush fire is close enough to ignite a structure, use the call class for that type of structure fire.

**\*2 engines each approaching from the opposite directions**

3. **Dumpster fire.** Use this call class to describe any visible smoke, flames or any report/suspicion of fire in a dumpster

**\*1 engine**

4. **Hazardous material spill.** Use this call class to describe any type of hazardous material spill or threat of contamination. Examples would include a tanker truck accident on the interstate with an identified hazardous material.

**\*1 engine, chief's car, HazMat, mobile command, MedOps**

5. **Swift Water Rescue.** Use this call class to describe any type of water rescue involving moving water, water sources larger than swimming pools/small ponds or any incidents involving individuals trapped in water and needing extrication.

**\*3 engines, 1 truck, 1 rescue, 2 squads, 2 Chiefs, MedOps**

**(send all squads, an ambulance and call a wrecker if a vehicle is in the water).**

6. **Tornado touchdown.** Use this call class to describe any reported touchdown resulting in injury and/or property loss.

**\*4 engines, 1 truck, 1 rescue, (2) Chiefs, 1 squad, Med Ops**

7. **Tree Down. Priority Two** Use this call class when a tree is down on an unoccupied structure or vehicle or down on a main roadway.

**\*1 engine or truck**

8. **Trench rescue.** Use this call class to describe any type of trench cave-in or entrapment, which would require rescue of people.

**\*3 engines, 1 truck, 1 rescue, (2) Chiefs, 1 trench rescue, 1 squad**

9. **Unauthorized controlled burn.** Use this call class to describe any complaint of an illegal or unsafe burn including pit burns, yard burning, and trash fires.

**\*1 engine**

The unit dispatched must be representative of the jurisdiction of the incident location. If no units are available from the respective jurisdiction, the closest appropriate unit will be dispatched. When a unit from the respective jurisdiction becomes available, it will also be dispatched to the scene to complete reporting and/or investigative procedures.

10. **Wash down. Priority Two.** Use this call class to describe any event that will require fire hoses to wash or clean an area. Examples would be excessive mud in a roadway, liquids spilled from a vehicle accident.

**\*1 engine**

11. **Water rescue.** Use this call class to describe any victim needing extrication from a body of water (pond, river, lake, pool, etc.)

**1 engine or truck, \*Closest unit and squad and 1 chief  
(with a message that states check with Chief on response of additional equipment)**

12. **Wires Down- Priority One** – Use this call class to describe any type of utility, telephone or cable wires that are arcing or sparking on a structure, vehicle or roadway.

**\*1 engine or truck** – will split to PD (Signal 31)

13. **Wires down. Priority Two** Use this call class to describe any type of utility, telephone or cable wires that are hanging too low, down on the ground or otherwise presenting a potential danger to citizens.

**\*1 engine or truck****C. VEHICLES**

1. **Auto fire.** Use this call class to describe any vehicle fire including cars, trucks, boats, and motorcycles. This does not include tractor-trailers, campers or motor homes.

**\*1 engine**

2. **Auto fire on Interstate.** Use this call class to describe any vehicle fire including cars, trucks, boats, and motorcycles on an interstate. This does not include tractor-trailers, campers or motor homes.

**\*2 engines each approaching from the opposite direction**

3. **Truck fire.** Use this call class to describe any truck fire for tractor-trailers, campers or motor homes.

**\*2 engines**

4. **Truck fire on Interstate.** Use this call class to describe any truck fire for tractor-trailers, campers or motor homes on an Interstate.

**\*2 engines each approaching from the opposite direction**

5. **Multi-passenger accident.** Use this call class to describe any multi-passenger vehicle (more than 8 people) involved in an accident without any confirmed injuries.

**\*1 engine, ambulance**

6. **Multi-passenger accident on Interstate.** Use this call class to describe any multi-passenger vehicle (more than 8 people) involved in an accident on an Interstate without any confirmed injuries.

**\*2 engines each approaching from the opposite direction**

7. **Multi-passenger accident with injury reported.** Use this call class to describe any multi-passenger vehicle (more than 8 people) involved in an accident with reported injuries

**\*3 engines, 1 rescue, 1 chief's car, 1 squad**

8. **Auto accident with injury.** Use this call class to describe any auto accident with injuries, entrapment, or overturned. The call will be entered into the computer as and will be spoken over the fire radio as "accident with injuries".

**\*1 engine or Truck (if rescue is closer, then 1 rescue and 1 engine) or 1 engine, rescue, and 1 squad for entrapment, overturned or ejection**



9. **Auto accident with injury on Interstate.** Use this call class to describe any auto accident with injuries, entrapment or overturned on an Interstate. The call will be entered into the computer as and will be spoken over the fire radio as “accident with injuries”  
**\*2 engines or 1 engine and rescue and squad for entrapment, overturned or ejection, each approaching from opposite directions.**
  10. **Hit and Run with injury.** Use this call class when someone is reporting that an accident with injuries occurred and one of the involved parties left the scene without mutual consent.  
**\*1 engine or 1 engine, 1 rescue, 1 squad for entrapment, overturned, or ejection.**
  11. **Person hit by auto.** Use this call class when the caller is reporting that a person has been physically struck by a motor vehicle. This includes any type of vehicle: car, train, bus etc. If the person that hit the person left the scene, you would still use this call class and indicate in the text that the person left.  
**\*1 engine and 1 rescue**
  12. **Train derailment.** Use this call class to describe any train derailment or accident involving a motor vehicle and train.  
**\*3 engines, 1 rescue, (2) Chiefs, 1 squad**
  13. **Aircraft emergency.** Use this call class to describe any aircraft crash or aircraft in trouble, such as low fuel, malfunctioning landing gear or engine trouble. This incident will be spoken over the fire radio as “aircraft emergency”.  
**\*3 engines, 1 truck, 1 rescue, (2) chiefs, 1 squad**
- D. ALARMS**
1. **Commercial fire alarm.** Use this call class to describe any fire or sprinkler alarm activation at a non-residential building one and two stories tall.  
**\*1 engine**
  2. **High rise fire alarm.** Use this call class to describe any fire alarm activation at any building that is five (5) or more stories tall or any, in which there is no report of fire, smoke, or odor.  
**\*2 engines, 1 truck, and 1 Chief**
  3. **Residential fire alarm.** Use this call class to describe any fire alarm activation at a single or double family dwelling including a mobile home.  
**\*1 engine**
- E. MEDICAL**
1. **BLS request.** Use this call class to describe any request for basic life support EMS service as directed by the EMD Protocol Reference System.  
**\*1 engine or truck or rescue**
  2. **Rape / Sexual Assault with Injuries.** Use the call class when the caller advises that they have been raped, or subjected to any form of sexual activity without their consent. If they request or medical attention follow the EMD protocols and enter the call into the computer and will be spoken over the radio as “assault with injury”. This situation requires a BLS response unless an ALS response is indicated through questioning by the call taker.  
**\*1 engine or truck or rescue**
  3. **Police related BLS call.** Use this call class to describe any request for basic life support EMS service, as directed by the EMD Protocol Reference System, along with a police response. This call class will be entered into

the computer using “62” and will be spoken over the fire radio as a “Police related EMS request”

**\*1 engine or truck or rescue**

4. **ALS request.** Use this call class to describe any request for advanced life support service as directed by the EMD Protocol Reference System. This call class will be entered into the computer using ALS and will be spoken over the radio as “ALS request”.  
**\*1 rescue, and 1 engine or truck**
5. **Police related ALS call.** Use this call class to describe any request for advanced life support service as directed by the EMD Protocol Reference System. This call class will be entered into the computer using ALS 1 and will be spoken over the radio as a “Police related ALS request”  
**\*1 engine or truck or rescue**
6. **Multi-Casualty Incident.** Use this call class to describe any incident involving more than 8 victims needing emergency medical service, extrication, or other emergency service.  
**\*4 engines, 1 truck, 1 rescue, (2) Chiefs, 1 squad, MedOps**
7. **Other ALS Requests.** Shootings, stabbings, suicides and attempted suicides should be entered into the computer using the description and they will be spoken over the radio in plain language. Each of these situations requires an ALS response.  
**\*1 rescue, and 1 engine or truck**
8. **Police related Fall/ BLS call. There are six related call classes.** Use this call class to describe any call in which the patient is the victim of a fall. A police response will automatically be initiated. Units will respond as directed by the EMD Protocols Reference System.
9. **Suicide Threat.** Use this call class to describe any request for any non-emergency response to a person threatening suicide.. This call class will be entered into the computer and will be spoken over the radio as "suicide threat non-emergency response"  
**\*1 engine or truck or rescue**

#### **F. MISCELLANEOUS**

1. **Assist another agency or person.** Use this call class to request units for mutual or automatic aid, or to request a unit to help a person with no other emergency. An example would be helping an elderly person into a wheelchair with no injury or medical emergency.  
**\*1 engine or truck**
2. **Building collapse.** Use this call class to describe a building that has collapsed but has no other indication of fire- no smoke, no flames or gas odor. An example of this situation would be a house under construction blown down by wind.  
**\*2 engines, 1 truck, 1 rescue, 2 Chiefs, 1 squad**
3. **Explosion with injuries.** Use this call class to describe any explosion resulting in injury or loss of property.  
**\*2 engines, 1 truck, 1 rescue, 2 Chiefs, 1 squad**
4. **Fire message.** Use this call class to enter any telephone message for a fire fighter, or to notify fire dispatchers of hydrant shut downs and out of service alarms.
5. **FUEL- gas/diesel/fuel leak.** Use this call class to describe a small fuel spill or leak. Use HazMat for any spill or leak larger than 10 gallons.  
**\*1 engine**
6. **Fire investigation.** Use this call class to describe any event that requires a dispatch of at least one piece of fire equipment to determine the problem. Examples include a strange odor in a neighborhood, outdoor smoke with unknown origin, a caller that needs help turning off the water supply to a building. This call class will be spoken over the radio as “Investigation”  
**\*1 engine or truck**

7. **Police and Fire Response.** Use this call class to describe any event requiring a police and fire related response.  
**\*1 engine truck or rescue**
8. **Search for lost person.** Use this call class to request fire manpower and equipment to help the police department search for a lost child, elderly person, demented person, or any other missing person with medical needs that is believed to be in a particular area.  
**\*1 engine**
9. **Unlock a vehicle or door.** Use this call class to request fire manpower to help someone unlock a vehicle or residence. This service is only provided when the vehicle is running, when a small child or pet is locked inside and in danger, or when it is believed someone inside a building needs medical, fire or police assistance.  
**\*1 engine or truck**
10. **Bomb threat.** Use this call class to describe any bomb threat. This call will be entered into the computer and will be spoken over the fire radio as “bomb threat”.  
**\*1 engine**
11. **Bomb device located.** Use this call class to describe any located device. This call class will be entered into the computer and will be spoken over the radio as “bomb device located”.  
**\*1 engine, Med Ops, Chief**

## XXI. Common Terms

Following is a list of commonly used terms to ensure mutual understanding in the field and in the Communications Center:

<b>All clear</b>	the primary search has been completed and the rescue team found no victims inside the structure
<b>Attack team</b>	group of people on the hose line to attack the fire
	Automatic Aid a fire response which includes the closest units regardless of jurisdiction. Prior approval to send units is not required.
<b>Backdraft</b>	an explosion and fire caused by the sudden introduction of oxygen into a super-heated area that is oxygen deficient
<b>Blackout</b>	fire has been knocked down and no flame is visible
<b>Charge the line</b>	fill the hose by turning on the water
<b>Cold Zone</b>	Also referred to as the support area. Outermost ring around the incident where the command post, PIO, rehab area and staging areas are established. Beyond the cold zone, the outer perimeter is established to provide crowd control and prevent unauthorized personnel from entering.
<b>Command</b>	refers to the officer in charge, central location and /or highest rank on the scene of a fireground
<b>Command post of</b>	the fixed position where the Incident Commander and staff will be located for the duration of the event
<b>Defensive attack Or mode</b>	the fire attack will take place outside of the building because the structure is not stable or it is otherwise unsafe to be inside
<b>Decon Zone</b>	Located inside the warm zone. This is the location where contaminated objects including equipment, clothing and personnel can be cleaned and secured.
<b>Direct attack</b>	attempt to control flaming burning material
<b>Downgrade</b>	decrease the apparatus count or the speed of the response
<b>Elevated master Streams</b>	defensive fire streams provided by ladder pipes, platforms, buckets and booms
<b>Emergency traffic</b>	a priority message to be immediately broadcast throughout the fireground: "MAYDAY"
<b>Entrapment</b>	a condition in which a victim is unable to escape and requires tools/equipment for extrication
<b>E. T. O. H.</b>	Intoxicated Person
<b>Exposure</b>	something directly endangered by heat smoke or flame
<b>Extension</b>	any fire beyond the original fire area
<b>Extrication</b>	Using tools and equipment to remove victims that are entrapped.
<b>Evacuation</b>	Conditions require that all firefighting crews must leave the structure immediately (See Alert Tone #2)
<b>FCS</b>	
<b>Fire Communications Specialist</b>	
<b>Field grade officer</b>	Shift Officer, Battalion Chief and above
<b>Fire stream</b>	water applied directly to the fire for control purposes
<b>Fireground</b>	the scene of the fire event
<b>Fireline</b>	control line for Wildland fire
<b>Flashover</b>	interior fire condition in which fuels simultaneously ignite due to heat; involves entire interior space
<b>Free burning</b>	fire not checked by suppression or natural barriers
<b>Full Alarm</b>	A full complement of equipment for a particular call class as described in this policy or a subsequent directive.
<b>Fully involved</b>	flames showing throughout the structure
<b>GMAG</b>	Massachusetts Mutual Aid Group
<b>HazMat</b>	hazardous materials- chemical, biological or nuclear
<b>Heavy smoke</b>	working fire probable
<b>Helispot</b>	temporary landing, approach and deposit site for helicopters
<b>Hot Zone</b>	Also referred to as the restricted access area. Area where the incident is occurring. Only personnel directly involved in the operation and who are fully equipped with protective clothing and SCBA are allowed into this area.
<b>Level 1 staging</b>	the first arriving team goes directly to the fire ground taking standard positions assumes command and begins operations. The remaining units stage about one (1) block from the scene until ordered into action by Command
<b>Level 2 staging</b>	used for large, complex or lengthy operations. Additional units are staged together in a specific location under the command of a Staging Officer
<b>Light smoke</b>	some smoke is visible

<b>Loss stopped</b>	property loss has been halted
<b>LZ</b>	landing zone for helicopters
<b>Marginal/ or Transitional Mayday</b>	Period occurring at the end of the offensive mode and the beginning of the defensive mode. A term used to announce that a firefighter is lost, trapped, injured, or disorientated and is in need of immediate assistance.
<b>Mop up</b>	same as Overhaul
<b>Multiple alarm</b>	Additional resources all called to reinforced the 1 <sup>st</sup> alarm or attack
<b>Mutual Aid</b>	a fire response which includes units from outside jurisdictions with the approval of a Battalion Chief or above.
<b>MADO</b>	Mutual aid duty officer- a 24 hour on call person designated as point of contact (POC for GMAG)
<b>Nothing showing</b>	Very minor fire that allows for an interior search until an "all clear" can be reported. Usually occupants will not have to be removed
<b>Offensive</b>	the plan and movement to initiate an interior attack on the fire
<b>On the air</b>	in service away from the station
<b>Overhaul</b>	check for the fire extension and put the building in a relatively safe condition through demolition or use of warning tape
<b>Overhead team</b>	personnel assigned to supervision positions
<b>Personnel Accountability Report (PAR)</b>	A term used to confirm that all personnel assigned to a group, division, unit or incident have been identified and located. A complete report includes the <u>unit</u> number, current assignment, location and number of personnel present.
<b>Personnel Accountability System</b>	A system used to identify both the location and function of all members operating on an incident.
<b>Pin in</b>	same as entrapment
<b>Positive Pressure Vent (PPV)</b>	forcing air into an enclosed space to remove smoke and hot air
<b>Primary search</b>	rapid search of all involved and exposed areas affected by the fire that can be safely entered to verify the safety and/or removal of all occupants
<b>Pulling preconnect Rapid Intervention Team (RIT)</b>	stretching to the fire a medium sized hose line, which is already connected to the truck personnel and equipment designated to respond within seconds to rescue field personnel
<b>Reconnaissance</b>	the act of gathering information about the fire ground- also called "RECON"
<b>Rescue mode</b>	focusing on extricating victims rather than extinguishing fire
<b>Respond emergency</b>	responding apparatus should use lights and sirens and increase travel speed
<b>Salvage</b>	save as much property as possible by covering it with tarps, moving it, etc.
<b>Second alarm</b>	a duplicate of the original dispatch configuration should be sent
<b>Secondary search</b>	a complete follow up search for victims after the fire is under control
<b>Size up</b>	the initial analysis of the situation
<b>Skid load</b>	two medium hose lines split off of one larger hose line
<b>Staging</b>	near the scene, remaining in the truck awaiting orders
<b>Supply line</b>	water supply hoses that run from one pump to another or from a hydrant to a pump
<b>Upgrade</b>	increase the speed of the response or equipment count
<b>Ventilate</b>	open the building to remove smoke, heat, gases
<b>Walk Around</b>	A 360 degree observation of a structure. Sometimes referred to as a "360".
<b>Warm Zone</b>	Also referred to as the limited access area. Area immediately outside the hot zone occupied by personnel and equipment that are supporting hot zone operations. Access to this area is limited to personnel supporting the operation and who are wearing protective clothing and SCBA.
<b>Withdraw</b>	remove personnel, equipment and apparatus from a threatened area

# Law Enforcement Communications Policy

The purpose of this policy is to establish procedure for all radio communications involving employees of the Northern Middlesex Region RECC, as well as all employees of agencies who receive service from the Northern Middlesex Region RECC.

## I. Policy

All radio communications will be in compliance with local, state, and federal laws, and with Federal Communications Commission's rules and regulations.

## II. Authority

Employees of the RECC work under the authority of the Director.

## III. General Use of Radios

Primary Radio Channels are to be used for emergency and other official communications. Non-essential business related "car to car" communications will be conducted on the private channels. Do not use radio channels to conduct personal business.

- A. Listen before you transmit. Never key a radio without first listening to see if someone else is talking.
- B. Use only the call types and phonetic alphabet in this policy, combined with plain language, to communicate on the radio. When transmitting additional information use language that is clear and concise.
- C. Do not ask the Dispatcher to make contact with another employee when both employees have radio communications capabilities. Instead, switch your radio to that employee's talk group and make direct contact. If you do not have radio communications capabilities, you may ask the Dispatcher to relay necessary information.
- D. Always identify yourself by your assigned unit number or badge number when generating radio traffic.
  - 1. When you raise the Dispatcher or another unit, state your unit number first and then the person you are trying to raise.
  - 2. When, as a field unit you are being called on the radio, answer with your unit number to let the caller know he has reached the right unit.
  - 3. When you call a Dispatcher on the radio, they will answer with your unit number to let you know it is your turn to talk.
  - 4. Dispatchers will all be identified by the name "Radio" regardless of which channel, precinct, or jurisdiction they are working.
- E. The following applies to off-duty use of radios.
  - 1. If you do not have a permanently assigned unit number, use your badge number for all transmissions when you are off duty.
  - 2. Advise the Dispatcher of your assignment along with your location and duration of the off-duty assignment. If you will be using a departmental vehicle on the assignment, advise the Dispatcher of the vehicle number or description.
- F. Profanity and discourtesy are strictly prohibited. Do not willfully or maliciously interfere with any radio communications.
- G. Field Supervisors and Communications Supervisors have the responsibility to monitor the radio communications of their employees for compliance with this policy.

## IV. Dispatch Procedures

**A. Dispatching Calls**

1. Communications Officers will screen incoming requests for service and determine the appropriate call class for each request.
2. The Dispatcher will raise the field unit and provide the call class of the call.
3. The field unit will respond with the assigned unit number and location.
4. The Dispatcher will repeat the field unit number and proceed with the dispatch, concluding with the time and using the word “hours.” Responding units will be given the primary signal, location(s), and contact information for each dispatch. Officer safety information and descriptions will be provided as available.
5. The field unit will repeat the assigned unit number and verbally acknowledge the dispatch. Clicking the radio as an acknowledgement is not acceptable.
6. If the field unit fails to respond, the Dispatcher will call the field unit again. If unit does not respond after three calls by the Dispatcher, the Dispatcher will assign the call to another unit and notify the appropriate supervisor that the original unit did not acknowledge the call.

**B. Call Priorities**

Call priorities are determined by the call class chosen to describe an event. Communications Officers will assign call classes to events according to their call taking procedures policy and training. Field supervisors have the authority and responsibility to change the response mode of any call due to existing conditions and manpower.

**1. Priority 1:**

- a. Require immediate dispatch to the beat car or to the closest available field unit. If no field units are available, the field supervisor will be notified and is responsible for assigning units to the call.
- b. Will be broadcast over the appropriate Channel and all channels which are routinely monitored by the RECC.
- c. Will be preceded by a short alert tone and will be broadcast immediately upon receipt.

**2. Priority 2:**

Require an immediate dispatch to the beat car or the closest available field unit. If no field units are available, the Field Supervisor will be notified within two (2) minutes and is responsible for assigning units to the call.

**3. Priority 3:**

Require a rapid response. Field Supervisors will be notified of a call holding within 10 minutes of receipt of the call, and a notation will be made in the CAD system. Field Supervisors will use discretion to hold or assign a unit to the call.

**4. Priority 4:**

Require a routine response and may be held until the beat car or beat partner are in service. Field Supervisors will be notified of a call holding within 10 minutes of receipt of the call, and a notation will be made in the CAD system.

**5. Priority 9:**

Does not require an immediate response and will be processed as time and manpower permit.

**C. Alert Tones**

Prior to raising a field unit, the Dispatcher will sound one short, steady alert tone for all Priority 1, and the following Priority 2, dispatches:

1. Kidnapping in progress
2. Burglary in progress/residence
3. Burglary in progress/business
4. Armed robbery in progress
5. Rape in progress
6. Person shot
7. Person stabbed
8. Officer needs help
9. Aircraft Down
10. Civil disorder/riot
11. Hostage situation

**D. Scene Arrivals**

When you arrive at the scene, notify the Dispatcher and provide your assigned unit number. The Dispatcher will acknowledge you by repeating your unit number and stating the current time.

1. The dispatcher will check on any units that have not advised they are on the scene within 20 minutes of the dispatch.
2. Dispatchers will check the welfare of field units within four (4) minutes of scene arrival.
  - a. If you do not want or need to be checked on again for the duration of the current call you are on, advise the Dispatcher.
  - b. If you want or need to be checked on again, advise "OK at present" or "OK, still checking." This will let the Dispatcher know to continue checking on you every four (4) minutes until you advise "OK."
  - c. On all traffic stops, Dispatchers will check status of field units within four (4) minutes of the initial stop. After the initial four-minute check, if the Dispatcher has not heard from the field unit within four (4) minutes, the Dispatcher will check status and will continue to do so every four minutes they have not had radio contact with the field unit until the unit goes in service.

**E. Going in Service**

When you complete a call or vehicle stop, notify the Dispatcher by stating your unit number, advising you are in service and the disposition for the call. The Dispatcher will acknowledge your transmission and state the current time. Do not put your unit in service via the MDC without also advising your status change over the air.

**F. Vehicle Stops**

1. When you initiate a traffic stop, provide your unit number.
2. The Dispatcher will acknowledge the transmission by repeating the unit number. You must wait for the Dispatcher to acknowledge you before broadcasting the details of the traffic stop.
3. For all traffic stops, provide information in the following order: **location, tag (two times), description, and any additional information.**
4. The Dispatcher will acknowledge your traffic stop by repeating the unit number and acknowledging affirmatively.

**G. LEADS/NCIC Inquiries**

1. Registration Request/Warrant-Wanted Information
  - a. A traffic stop provided in the aforementioned order automatically runs the tag through LEADS/NCIC. Upon receipt of a LEADS return, the Dispatcher will check the return for wanted/stolen information and to determine if it matches the description you gave.
  - b. If the tag or vehicle is stolen, wanted, shows no valid insurance, or the return does not match the description you gave, the Dispatcher will clear you for traffic and provide the information.
  - c. **If the tag or vehicle is not wanted or stolen and the return matches the description you gave, the Dispatcher will not raise you with tag returns.**
  - d. If you need tag information for any other reason such as to confirm ownership, ask the Dispatcher for the tag returns.
  - e. For all other registration requests not generated by a traffic stop, raise the Dispatcher using your unit number and "run vehicle." After the Dispatcher acknowledges you, provide the registration information and the state, if other than Massachusetts.
2. Driver License Request/Warrant-Wanted Information



- a. When requesting driver license information use a name and DOB whenever possible. Name and DOB inquiries automatically check LEADS/NCIC for warrants/wants. This eliminates the need to specify multiple states if checking for warrants/wanted information nationwide.
  - b. For all driver license requests, raise the Dispatcher using your unit number and “check license.” After the Dispatcher acknowledges, provide the driver license information, last name/first name/middle initial, date of birth, sex, race, and the state, if other than Massachusetts.
  - c. If a subject returns “not of file,” you can ask the Dispatcher to run the subject using the OLN. When driver license checks are run by OLN, warrant/want information is only checked through the State in which it is run.
3. Guns  
When requesting information through LEADS/NCIC on firearms, provide the serial number, caliber, and make of the firearm. Returns will only show a wanted status. No owner information is available from a serial number on a firearm.
  4. Articles  
When requesting information through LEADS/NCIC on decals or articles, provide the serial number from the article. Returns will only show a wanted status. No owner information is provided.
  5. Boats  
When requesting information on boats through LEADS/NCIC provide the boat hull or serial number and registration number. The registration number will provide owner information and the boat hull or serial number will determine stolen information.
  6. Hit Confirmations  
Inquiries on persons and vehicles that return as stolen or wanted will be handled as follows: the Dispatcher will clear the unit for traffic, advise the return information and ask the unit to stand by for a confirmation. The Dispatcher will then contact the unit’s agency records department to confirm the warrant is still valid and will advise you of the results. Do not assume a warrant or stolen information is valid until the Dispatcher gives you a verbal confirmation. If the officer in the field has received a hit on their MDT, advise the dispatcher to confirm the information and follow confirmation process.

#### **H. Location and Status**

Each time you exit your vehicle or have contact with the public, advise the Dispatcher of your location and status over the radio. This includes residence checks, meals, flag downs, and scene arrivals.

#### **I. Telephone Calls to Alarm Sites and Release of Location Prior Incidents**

Generally, field units should not ask a Dispatcher to make a phone call to any alarm site prior to arrival. However, should a field unit arrive at the alarm site and observe what could be a life threatening condition, the field unit may request a phone call be made to the alarm site. Priors can be requested by field personnel for Domestic calls or any potentially dangerous incidents.

#### **J. Backup**

For some calls, a backup unit is recommended at the time of the original dispatch to ensure field unit safety. Those call types are identified on the list of signals at the end of the policy. The need for additional backup units will be determined by the field supervisor based on all available information.

1. The first officer on the scene of the call should advise the Dispatcher, as soon as possible, the need for additional unit(s).

If no unit has indicated they will be responding as backup, the Dispatcher will notify the Sergeant.

2. Backup units should advise the Dispatcher they are en route as backup.

Any Special Operations Unit or adjacent precinct beat unit responding as backup will advise their dispatcher of their response and switch to the incident channel.

#### **K. Notification by Supervisor**

Supervisors should notify the Dispatcher that they are aware of a Priority 1 or 2 call by acknowledging receipt of the information as soon as the primary unit indicates they are en route to the call.

#### **L. Wrecker Requests**

1. Use the term “wrecker request” when requesting wrecker.
2. Use the term “private wrecker request” only when a citizen is requesting a wrecker.

#### **M. Emergency Messages**

Field units may be dispatched to deliver emergency messages if, through questioning by Communications personnel, it is determined the complainant is unable to reach someone in any other timely manner to advise of death or serious illness. In those cases of non-emergency (i.e. delivering a routine message because the recipient has no phone), a field unit will not be dispatched.

#### **N. Universal Precautions (Code 100)**

Communications personnel will not solicit medical information outside the acceptable EMD protocol. If a caller voluntarily provides information that leads the operator to believe there is a potential infectious disease threat on the scene they will advise the responding units.

The term “potential infectious disease” will be stated over the radio and noted on the call in CAD to alert responding units. The specific medical condition can be noted on the call in CAD, but will **not** be advised over the radio. Units can read the MDC or call radio by phone for the specific medical condition information.

## V. Communications Pursuit Policy

- A. When a pursuit occurs (on foot or in a vehicle) the pursuit traffic will remain on the initiating channel. All field units not directly involved with the pursuit will automatically switch to the designated alternate channel for routine transmissions and dispatches. In the case of simultaneous pursuits on the same channel, the Dispatcher will advise the officer(s) involved in subsequent pursuits which channel to use or will handle both pursuits on the same channel.
- B. All pursuits will be broadcast over all channels which are routinely monitored by the RECC.
- C. Radio transmissions from the field during vehicle pursuits should follow department policy.
- D. Dispatchers handling a pursuit will perform the following tasks: receive and record all incoming information on the pursuit, clear the channel of any unnecessary radio traffic, assure the Field Supervisor is monitoring the pursuit, perform relevant record and motor vehicle checks, advise pursuit vehicles of any known or potential hazards (accidents, road closings, etc.), notify surrounding affected jurisdictions, and coordinate any response.

## VI. Inclement Weather

During times of inclement weather an abundance of non-emergency calls are produced. Severe thunderstorms can generate a large volume of audible alarms. Ice or snowstorms can produce a large volume of accidents, with no injuries and minor damage. When this happens, the Field Supervisor will make a determination as to the appropriate action for non-priority calls. Reporting parties may be directed to drive to a police station, make a report by phone, or call back when the weather has subsided.

## VII. Phones

- A. During normal business hours (0800- 1700 Mon-Fri) you may call your Department's switchboard and ask to be transferred to an internal police department number for business purposes. Do not ask to be transferred to a ten-digit number or any number outside of the Department unless for business related purposes.
- B. After normal business hours phone users should dial internal police department numbers directly.
- C. Do not dial 911 for any reason other than to report an emergency or to request emergency assistance.
  - 1. If a Dispatcher asks you to call the Communication Center, dial (XXX) XXX-XXX and ask for the appropriate Dispatcher.
  - 2. You may dial 911 to reach the Communications Center only if the Dispatcher specifically request that you dial 911.

## VIII. Complaints

- A. All complaints on field units coming through the RECC will be handled and forwarded to the on-duty field supervisor.
  - 1. The Dispatcher will obtain the name of the unit and the complainant's name and return call number.
  - 2. The above information only will be entered into CAD and forwarded to the appropriate on-duty Supervisor via CAD/MDT or phone. No information regarding the specific officer or situation will be sent via CAD or MDC. The road Supervisor will confirm receipt of CAD or MDC message. If no confirmation is received within 10 minutes, the Dispatcher will raise them on the air and have them call radio. The Dispatcher will document the name of the Supervisor the complaint was forwarded to. The specifics of the situation provided by the complainant can be forwarded directly to the Supervisor via phone or in person when requested.

## IX. Notification of K-9 Request

- A. The request for a K-9 Team must come from a road supervisor. The Dispatcher should clarify whether the request is for a K-9 Team to respond to the scene OR for general information to confirm that one is available if needed. The Dispatcher will attempt to gain as much information as possible as to the nature of the request and crime committed. The Dispatcher will notify the K-9 Unit Commander for authorization.

## X. Call Classes and Priority

Call Classes are used to classify an event and enter it into the computer aided dispatch (CAD) system. Those call classes with a "Y" in the column labeled "Backup" should have a backup unit respond to the scene at the time of the initial dispatch. Those signals with a "Y" in the column labeled "Supervisor" should have a supervisor respond to the scene at the time of the initial dispatch.

**SIGNALS**

	Description	Priority	Backup	Supervisor
	Abandoned auto	4		
	Silent alarm	3		
	Audible alarm	3		
	Ambulance request			
	Kidnapping in progress	1	Y	Y
	Kidnapping already occurred	2		Y
	Burglar in residence	2		
	Burglar in business	2		
	Call communication Bureau	9		
	Call a phone number	9		
	Family violence order service	3		
	Committal probate order service	3		
	Civil paper service	3		
	Warrant service	3		
	Administrative or off Duty detail	4		
	Citizen Contact	4		
	Sex Offender Verification	4		
	Stranded motorist	4		
	Civil Process (Papers)	3		Y
	Animal call-PD Response	4		
	Vicious animal call-PD Response	2		
	Child abuse/neglect in progress	2	Y	Y
	Child abuse/neglect already occurred	3		
	Disorderly juvenile	4		
	Demented person	4		
	Discharging firearms	3		
	Discharging fireworks	4		
	Disorderly person	3	Y	
	Drunk person	3	Y	
	Physical fight in progress	2	Y	
	Impaired driver	3		
	Electric wires down/ fire response	3		
	Escaped prisoner	2	Y	Y
	Fire	2		
	Gambling	4		
	Report to assigned headquarters	9		
	Complaint	9		
	Illegal parking	4		
	Controlled substance violation	3		
	Information for officer	9		
	Threats	3		
	Auto accident	3		
	Auto accident w/injury / fire response	2		
	Burglary already occurred	4		
	Hit and run	4		
	Hit and run/with fire response	2		
	Armed robbery in progress	1	Y	Y
	Armed robbery already occurred	2		
	Theft	4		
	Theft In Progress	2	Y	Y
	Theft of Bait Vehicle	2		
	Theft of Bait Trailer	2		
	Person hit by auto/with fire response	2		
	Person dead/with fire response	2		Y

	Sexual assault	2	Y	Y
	Sexual assault w injury / with fire response	2	Y	Y
	Sexual assault in progress/ with fire response	2	Y	Y
	Person shot/ with fire response	2	Y	Y
	Person stabbed/with fire response	2	Y	Y
	Found property/stolen goods	4		
	Suicide/with fire response	2		Y
	Suicide attempt method—/w fire resp	2	Y	Y
	Suicide Threats			
	Suspicious	3		
	Trouble unknown	2	Y	Y
	Missing person/runaway	3		
	Noise violation	4		
	Meet with –	9		
	Shoplifter transport	4		
	Money transfer	4		
	PD and EMS request	2		
	Officer needs help emergency	1	Y	Y
	Active Shooter	1	Y	Y
	Ordinance violation	4		
	Hold up alarm Business open	2	Y	
	Panic Alarm	2		
	Person screaming	2	Y	
	Person armed	2	Y	Y
	Prowler/trespasser	2	Y	
	Public indecency	3		
	Traffic violation	4		
	Rush your call (without delay)	--		
	Forgery in progress	3		
	Unarmed Robbery/snatch thief	2		
	Lookout/description	3		
	Street hazard	3		
	Paddy wagon request	4		
	Wanted person located	2	Y	Y
	Work traffic	3		
	Wrecker request	3		
	Domestic dispute – verbal	3	Y	
	Business dispute – verbal	3	Y	
	Damage to property/vandalism	4		
	Damage to property in-progress	2		
	Bomb threat	2	Y	Y
	Aircraft Down/with fire response	1	Y	Y
	Civil disorder/riot	1	Y	Y
	Inmate disorder	2	Y	Y
	911 call unknown problem	2	Y	
	Hostage situation	1	Y	Y
	Advanced Life Support /with fire	2		
	Auto Fire in Road/respond with fire	3		
	Accident involving a bus/with fire	3		
	Injury Bus Accident/with fire	2		
	Bus Accident on Interstate	2		
	Bus Acc w Injury on Interstate/w fire	2		
	Commercial Fire/ with fire	3		
	Person has fallen/ with fire	2		
	House Fire / assist fire	3		
	Suspicious Substance/with fire	2		
	Missing Person Search/ with fire	2		
	Truck Fire/ with fire	2		
	Train Accident/ with fire	2		

**PHONETIC ALPHABET**

<b>Letter</b>	<b>Phonetic</b>
A	Alpha
B	Bravo
C	Charlie
D	Delta
E	Echo
F	Foxtrot
G	Golf
H	Hotel
I	India
J	Juliet
K	Kilo
L	Lima
M	Mike
N	November
O	Oscar
P	Papa
Q	Quebec
R	Romeo
S	Sierra
T	Tango
U	Uniform
V	Victor
W	Whiskey
X	x-ray
Y	Yankee
Z	Zulu