

## Communications, SOG 1.06

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### DISPATCHING ALARMS

#### 1. Scope

This standard establishes guidelines for dispatch and communications personnel to follow when receiving requests for service and dispatching emergency units. It was promulgated to ensure that appropriate response assignments are dispatched.

#### 2. Receiving an Alarm

- a. Prior to dispatching fire companies to an alarm, the dispatcher must obtain sufficient information to properly dispatch the alarm. At minimum, this information includes the traditional variables of who, what, when, and where. Other clarification may be required.
- b. The dispatcher should ask the person reporting an incident the following questions:
  - i. What is your name and telephone number?
  - ii. What is the nature of your emergency?
  - iii. What is the exact address or location of the emergency?
  - iv. As the dispatcher records this information, he will note the correct time that the call was received.
- c. If the request for service is received via 911, the dispatcher should compare the information given by the caller with the information displayed on his computer screen. The dispatcher should note any discrepancies and question the caller further to make sure that the information given is correct.
- d. The dispatcher should then enter the address of the incident into his computer to obtain the correct box number, cross street, and other pertinent information. If the computer is inoperable, this information may be located manually in the Master Street Index.

#### 3. Pre-Dispatch Alert

- a. Dispatchers shall, as quickly as possible, transmit a Pre-Dispatch Alert message. The purpose of a pre-dispatch alert is to allow companies to prepare for response prior to the actual dispatch, thereby reducing overall response times.
- b. Pre-dispatch alerts are transmitted before complete information is obtained, with the reporting party still on the line. The only information necessary for a pre-dispatch alert is the basic nature of the call, location, and station assignments.
- c. Pre-dispatch alerts are normally broadcast as follows:
  - i. Transmit alert tone of department with jurisdiction.
  - ii. "Attention Station '#,' stand by for a structure fire assignment," or "Attention Station '#,' structure fire at 123 Main, stand by for the assignment."
  - iii. Continue to obtain complete information from the caller, determine the proper units for the assignment and dispatch accordingly.

#### 4. Dispatching the Proper Units

- a. Every incident shall be broadcast on Dispatch 1, the countywide dispatch channel/talk group. The following information shall be broadcast and repeated at least once:
  - i. The type or nature of the incident.
  - ii. The location (address)
  - iii. The nearest cross street or landmark.
  - iv. The units to respond.
  - v. The operations talk-group assigned to the incident.
  - vi. The time of dispatch.
- b. This information is to be recorded in the 911 transaction, which shall also contain a chronology of events pertinent to the incident. The dispatcher shall review the transaction on conclusion of each incident and shall correct any discrepancies.
- c. All incidents within the corporation limits of the City of Marysville will be pre-dispatched by the City of Marysville 911 communications center (Marysville Fire) on the County Fire High Band Frequency stating the station assignments, location of the incident and nature of the call. The call will immediately be dispatched (simulcast) by County Fire on Dispatch 1. All responding units will mark “responding” with County Fire on MARCS Dispatch 1, and will then switch to the “Ops 2” talk group. Non-MARCS-equipped mutual aid companies will remain on VHF Channel 1 until assigned to a fireground frequency by the IC. County Fire will handle all communications for that emergency, record pertinent information and times for all units responding, and will transmit (by Fax) same to all involved fire departments at the end of the incident.
- d. Incidents within the townships which contract with the Marysville Division of Fire for services will be toned out by the Union County 911 Communications Center (County Fire), simulcast on Dispatch 1 . All responding units will mark responding on MARCS Dispatch 1 and then switch to “Ops 2” talk group. Non-MARCS-equipped mutual aid companies will remain on VHF Channel 1 until assigned to a fireground frequency by the IC. County Fire will handle all communications for that emergency, record pertinent information and times for all units responding and will transmit (by Fax) same to all involved fire departments at the end of the incident.
- e. All incidents occurring in areas of the county under the jurisdiction of a County Fire Department (Pleasant Valley, Jerome Twp, Union Twp, Allen Twp, Liberty Twp, Leesburg Twp, or Northern Union) will be toned out by County Fire, simulcast on MARCS Dispatch 1. All responding units will mark responding on MARCS Dispatch 1 and then switch to the “Ops 3” talk group. County Fire will handle all communications for that emergency, record pertinent information and times for all units responding and will transmit (by Fax) same to all involved fire departments at the end of the incident.

- f. In the event that Ops 2 or 3 becomes too busy due to large or multiple incidents, the Ops 4 talk group may be utilized for communications overflow at the discretion of the dispatcher and/or Incident Commander.
- g. Out-of-county Mutual Aid responses will not be assigned an ops channel. Ex. E-210 responding M/A with Washington Twp., marks responding, on scene, in service and in quarters on MARCS Dispatch 1. Operational communications will be on the appropriate M/A channel.