

TOLEDO FIRE & RESCUE DEPARTMENT



FIRE COMMUNICATIONS BUREAU

E MANUAL

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SECTION I. DUTIES AND FUNCTIONS OF FIRE DISPATCHERS

- A. Receive messages from the 9-1-1 call-takers, other agencies, or the general public; interpret or evaluate these messages and then take the proper action as a result of those evaluations. The messages may be by CAD [Computer Aided Dispatch from 9-1-1], radio, public or private telephone, cell phones and may be of an emergency or non-emergency nature. Non-emergency calls are to be handled on a routine basis by diverting the call to the proper party or by providing the needed information. Emergency calls generally may be broken down into two [2] categories: fire emergencies and/or medical emergencies. In either case, the Dispatcher must interpret the message and determine the relative degree of emergency involved. In most emergency situations, the 9-1-1 call-taker will have already determined the type and relative degree of the emergency. However, the Dispatcher retains discretion in the processing of the emergency depending upon the circumstances, information received and established procedures. Having determined this, the Dispatcher must send the proper type and number of apparatus, keeping in mind the possibility of simultaneous emergencies. To cope with that possibility and to give the best possible protection to the City, the Officer may temporarily relocate fire companies, making an attempt to move next due companies into vacated stations.
- B. Test Fire Department radio equipment (fixed, portable, and mobile) throughout the city as needed and assist in arranging for repairs and maintenance of this radio equipment with Radio Service or other appropriate agencies. Maintain and update appropriate records of all Fire Department radios on file. Each radio's MDT (Mobile Data Terminal), when logged in properly, will correctly reflect that radio's activity during emergency or non-emergency situations.
- C. Test Fire Department telephone equipment throughout the department as needed and arrange for repairs with Telephone Repair Service or other appropriate agencies.
- D. Maintain awareness of the location and status of all Fire Department emergency vehicles and maintain records pertaining thereto, as directed. Maintain an up-to-date status sheet of all extra equipment. Maintain an Extra Apparatus Form reflecting vehicle location, status, type and the status of emergency equipment lockers. When the Department is down to five [5] in-service engines or one [1] in-service truck, Dispatch will inform the Deputy Chief of Operations, the Senior Battalion Chief and the Battalion Chief of Communications.
- E. Maintain accurate records of the location, time, duration and nature of any emergency to which Fire Department personnel or equipment have been dispatched. Retrieve incident histories from CAD files as requested. Retrieve audio records of radio and telephone activity from master digital recording devices maintained by the Toledo Police Communications Bureau.
- F. Compile and maintain a telephone directory of Fire Department telephone, cell phone and wireless notification devices as well as persons or agencies, public or private, which have

special equipment or knowledge which would be of value to the Fire Department. This shall include maintenance personnel or owners of businesses who would have an intimate knowledge of their own premises. This would also include pre-fire plans, inspection records or other information available from the Fire Department's Fire Prevention Bureau, as this information is made available to the Dispatch Office.

- G. Maintain accurate records of fire hydrants, sprinkler systems, alarm systems and standpipe systems throughout the city; keep current the status of all such systems, whether in or out of service; and inform Fire Department personnel of any change in the status. This information is entered into a Premise Information File in the CAD by location or address and is transmitted to Fire Department apparatus that are responding to an emergency incident at an address or location in this file.
- H. Keep current their knowledge of the locations of various plants, factories, buildings and streets throughout the City, together with supplementary information concerning access by the Fire Department to any of these locations, plus a listing of company officials to call if available.
- I. Receive, log and inform the proper authorities of information concerning the unavailability of fire personnel due to sickness, injury and other types of leave or for any other reason.
- J. Receive and relay reports of malfunctions in traffic signaling devices to the proper agency.
- K. Contact public utilities, support agencies and EAP Officials, and chaplains as requested for fire ground assistance.
- L. Perform training functions for all Fire Department personnel and the new Fire Department dispatchers as it pertains to the 800 MHz radio system the Lucas County 9-1-1 CAD system, and other dispatcher functions and duties as required by higher authority.
- M. Maintain and update the dispatch system consisting of: "fire box" card files and the Street Index File System as a "back-up" system. This system is to be used as a backup dispatch method in case of Lucas County 9-1-1 CAD failure.
- N. Compile and maintain such other Fire Department records and statistics as may be required by higher authority.
- O. Perform, as directed, any other function or duty as may be required by higher authority.

SECTION II. DISPATCHING AND RELATED DUTIES

A. General Procedures

1. When the word DISPATCHER is used in this Manual, it may apply to Dispatcher Position #1; Dispatcher Position #2; Dispatcher Position #3 and Dispatcher Position #4 or others that may be designated for use during major emergencies. The Officer or Acting Officer on duty shall supervise the work of all dispatchers. The Officer shall perform his/her own duties and delegate other duties and responsibilities in such a way as to perform the required tasks in the most efficient and effective manner.
2. The following are general guidelines for dispatching fire, emergency medical and unusual alarms. The Dispatcher has some latitude on the level of alarm to be transmitted, based on the information available at the time. Normally, the call taker, which is the 9-1-1 Operator in most cases, enters a specific type code into the CAD for each incident indicating to the best of their knowledge the exact nature of this incident. Each type code activates a specific response list. The CAD then recommends a specific response for that incident from the information contained in that response list. The Fire Dispatcher will then thoroughly review the information contained in the text and other areas of the incident and then use any discretion necessary when dispatching specific units to this incident. Some considerations that might indicate that discretion is necessary would be: the information contained in the text, the number of companies out of service, unusual circumstances such as life hazard, hi-rise, explosions, etc. Higher levels of alarm, such as a second alarm, etc., also have a response list in the CAD, which indicates a specific response for that alarm level. Following Policy and Procedures, one [1] vehicle from a two- [2] piece company may be dispatched. Specifically, this would be a Rescue Unit on an EMS incident.
3. The following are general guidelines for the dispatch of an incident by the Fire Dispatcher:

An incident appears in the "Waiting Incident" section of the CAD dispatch monitor and an audible tone will sound. The Dispatcher selects the incident and all information pertaining to that incident now appears on the dispatch monitor. The Dispatcher reviews all relevant information such as type code, location, text information, fire warnings or fire histories, and recommended response. The Dispatcher then activates the Alert Receivers in all stations that house a unit in the recommended response. After a wait of five (5) seconds, the appropriate tone button is then depressed for the appropriate duration:

<u>Situation</u>	<u>Tone</u>	<u>Duration</u>
Emergency medical response	(1) continuous tone	Three seconds
Still alarm	(1) continuous tone	Seven seconds
Regular alarms	(3) general tone	Seven seconds
Special call	(3) general tone	Seven seconds
Multiple alarms	(3) general tone	Seven seconds
Other major [Hazmat, WR, CS, etc]	(3) general tone	Seven seconds
0600, 0630, 0700, 2030 hrs announcements	no tone	Seven seconds
Special Announcements	no tone	Seven seconds
Conference call @ 0630 & 0715 hrs	no tone	Seven seconds
Emergency Traffic/"May Day"	(2) Hi/Low tone	Three Seconds

The dispatcher then depresses the microphone and verbally gives the dispatch "over the air" on "Multi-Selected" talk groups: Fire Alert and Dispatch channel 1. The verbal dispatch contains the units to respond, the type of incident, the location to which they are to respond, the cross street, the channel or talk group the responding units are to use, any relevant text information and any fire warnings or fire histories pertaining to this location. Two (2) rounds of all incidents are broadcast. The Dispatcher then checks with any units involved in this response who were "available on air" and not "available in quarters" at the time of the dispatch to verify that they have received the dispatch and are en route to the correct location after one minute if no response is received from the responding units. If a unit comes in service and gives a location closer than the unit dispatched to an incident, the Dispatcher may send the closest unit. This dispatch is done "over the air" on dispatch channel 1 of the 800MHz radio system. The Dispatcher verifies that all units have received this alarm by checking the CENTRACOM computer or radio console for station acknowledgment. MDT activity indicating "en route" by the responding units shall also be monitored at this time. Position # 1 monitors Dispatch channel 1 and the Fire Alert channel. Position # 2 monitors the Fire ground and other "special" talk groups such as Haz Mat, etc. Position #3 monitors EMS channel #2. Position #4 answers the phone, if staffing permits. Life Squads are dispatched by Lucas County EMS [LCEMS] and will go "en route" and "on scene" on an EMS monitored radio channel. LCEMS will enter into the incident whether or whether not that a Life Squad will be responding. The Fire Dispatcher monitoring the EMS talk group, Channel 2 will add the responding Life Squad to the incident and then notify the 1st Responder of the incoming Life Squad. The following format should be used to dispatch incidents:

DO:

- a. **DO** select incident as soon as possible after CAD “alert tone” indicates a waiting incident.
- b. **DO** view TYPE code and CAD recommended response.
- c. **DO** alert appropriate stations
- d. **DO**, while alert receivers cycle, quickly view incident text, fire warnings and histories for a period of no more than 30 seconds for pertinent, essential information.
- e. **DO** verbally dispatch first and second rounds using appropriate TFRD terminology include the business name in the dispatch.
- f. **DO** push the CAD send button, [Pause/Break or the numeric enter key]
- g. **DO** give supplemental information, premise information, fire warnings, fire histories, etc., after all rigs go en route and as information becomes available through additional supplemental text.
- h. **DO** verify that all rigs are en route after two [2] minutes.

DO NOT:

- a. **DO NOT** re-read text three [3] or four [4] times.
 - b. **DO NOT** ask units "on-the-air" for their location or to stand by for a run, unless the question of which unit is closer is essential.
 - c. **DO NOT** use excessive verbiage during dispatch – give, essentials only.
 - d. **DO NOT** give individual names "on-the-air" except when a unit is responding to a business location.
4. Most unusual alarms will be covered by specific type codes that recommend a specific response. This is true of incidents such as haz-mat, confined space rescue, water related emergencies, hi-rise incidents, and fire alarms at institutions such as hospitals. Some responses and some other activity required during certain types of incidents are covered by "text messages" contained in the response list. These would include reminders to send rescues with their engines on specific type codes, code 2 responses and calls for Edison and Columbia Gas.
 5. There are some related activities required by Fire Dispatchers during the transmission of alarms and the monitoring of incidents. These include, but are not

limited to, use of the Second Alarm, Hazmat, FIU, Mutual Aid Received, Mutual Aid Given. Also Civilian Fatality, Third Alarm, Fire Fighter Fatality, Mass Casualty Notification Lists during major or multiple incidents; the use of the Water Atlas; the use of the CAD info files and other files and lists for pre-plans; telephone numbers, building and business owners and other information that may be required to efficiently process incidents dispatched by the Fire Dispatcher. Relevant text information and Premise Information should be given to the Incident Commander of an incident when it is convenient for the Incident Commander.

6. All transmissions from the Dispatcher regarding dispatched incidents shall conclude with the broadcast of the Unit ID and time.

B. Apparatus Assignments

Although every type code has a recommended response list, the following are some general guidelines for various types of incidents:

1. **Still Alarms:** GRASS, AUTO, DUMPSTER, LEAVES and other still alarms dispatch the closest engine. Stations with both a Rescue Unit and an Engine shall dispatch both units. Dispatch shall designate the response as that of Engine [number of unit] Company.
2. **Structure (Regular Alarms):** Response will consist of three-four [3-4] Engines/Engine Companies, one [1] Truck, one [1] Heavy Squad (if available/recommended) and one [1] Battalion Chief. The third (3rd) unit in the running order will be assigned as R.I.T. This is the minimum response. Certain incidents may require additional equipment. An Air Unit shall be dispatched once requested by the Incident Commander (IC).
3. **Second Alarms:** Response will consist of three [3] Engines/Engine Companies, one [1] Truck (one Truck must be an aerial platform), the remaining Heavy Squad (if available) and one [1] additional Battalion Chief. The R.I.T. Engine sent on the 1st alarm is not included in the 2nd alarm assignment. Notify the Administrative Chiefs using the Major Incident Notification List (MINL). If Special Calls for equipment have already been made and a Second Alarm is declared, the Balance command will be used to determine the remaining equipment to be dispatched to complete the Second Alarm complement. If through Special Calls for equipment a full complement of a Second Alarm is on location, Dispatch will notify Command that they have the equivalent of a Second Alarm.

4. **Third Alarm:** Response will be three [3] Engines/Engine Companies, one [1] Truck, and one [1] Chief and continuation of proper notification list.
5. **Fourth Alarm:** Same response level (if available) as Third Alarm and continuation of proper notification list
6. **Fifth Alarm:** Same response level (if available) as Fourth Alarm and continuation of proper notification list.
7. **Emergency Medical Incidents:**
 - a. Minor or non life threatening (requiring Basic Life Support or BLS): dispatch a squad, rescue transport unit, engine or truck as recommended by CAD and determined by the type code and response list.
 - b. Life threatening (requiring Advanced Life Support or ALS): dispatch the closest Squad, Engine/Engine Company or Truck as recommended by CAD and determined by type code and the response list. Dispatch as an Engine company where both units of a two-piece company are required. Lucas County EMS will dispatch Life Squads according to their protocol. Toledo Fire Department Life Squads will go "enroute" with LCEMS on one of their monitored channels. LCEMS will supplement TFRD incidents with the assigned Life Squad. It is the responsibility of the Fire Dispatcher to add the Life Squad to the fire incident and advise the "enroute" first responder of the Life Squads assignment.
8. **In-Service Incidents:** Type code and response list determines equipment to respond. Response is without lights or sirens, following normal traffic pattern, and remaining available for higher priority assignments. Normal response is one [1] unit. Discretion may be used as to which type of equipment will be dispatched depending on the circumstances of the incident. Most in-service incidents will remain on Channel 1, allowing response to higher priority incidents if required. The dispatcher shall use the DA (dispatch available) command.
9. **Code 2 Responses:** Response is out-of-service and dedicated to this incident. Respond without lights or siren, following normal traffic patterns, at normal traffic speeds.
10. **Chief Officer Response:** An alarm requiring more than two [2] pieces of equipment must also include a Chief Officer. A rescue unit and an engine are considered one [1] piece of equipment. Life Squads are not to be considered when calculating this two-piece rule, i.e., E23, RA23, E17 and L3 are dispatched to an injury accident. No Chief is required with this response. If the Incident Commander requests an additional first responder, then a Chief Officer will be required.

11. **Unusual Alarms:** Some situations will require a regular alarm, others will require dispatching a Chief Officer and a first responder, and still others will require special equipment.
 - a. **Bomb threats:** This type of incident is not normally sent to the TFRD by 9-1-1. If one is received, we do not respond to them, instead notify TPD. If police request TFRD assistance, dispatch one (1) Engine and a Battalion Chief. The dispatcher shall indicate the nature of the incident and possible staging area (a minimum of three (3) blocks from the scene). The dispatcher shall send both units Code 2 and advise, “This is a WMD Incident” either by “Private Call or by “MDT”. The responding units should not use radios or cell phones until cleared to do so by the Incident Commander.
 - b. **Building collapse:** Response is a Regular Alarm plus the Confined Space Unit. Notification of the Administrative Chiefs shall be made using the MINL. If there is any indication that there may be chemicals or petroleum products etc. the Dispatcher may want to include the Hazmat unit (E7/S7/S5).
 - c. **Hospitals:** When text information does not indicate a Regular Alarm for a Structure Fire, response is one (1) Engine determined by Commercial Fire Alarm type code. It is imperative that the dispatchers remain alert until the disposition of COMFRALM incidents is concluded.
 - d. **Person(s) jumping:** (High Angle Rescue) Response is one (1) Chief Officer responding Code 2 to investigate the situation. An additional unit; a Squad, an Engine/Engine Company or a Truck, shall respond code 2 as determined by Dispatch personnel. Response may be upgraded to Code 3, if needed.
 - e. **Local Alarm:** (Residential Fire Alarm) – private residence: Response for this type of an alarm is one (1) Engine.
 - f. **Natural Gas Leaks:** Make sure text has indicated a natural gas leak and not a petroleum product leak. Response for the type code *natural gas indoors* is: one (1) Engine and one (1) Truck One of the responding units is to have a CGM/ITX/M40 in service. Response for the type code *natural gas outdoors* is one (1) Engine. One of the responding units is to have a CGM/ITX/M40 in service.
 - g. **Water Related Emergencies:** Response depends on degree and type of emergency. The Major Incident Notification List shall be utilized to notify the Administrative Chiefs on all water-related emergencies.

1. For the type code "**Water Rescue**", the response is: one [1] Heavy Squad, or one [1] Engine/Engine Company, one [1] Water Rescue unit (E5/T5), one [1] Battalion Chief, plus notification of the Coast Guard, Special Operations Deputy and the Operations Deputy. If Engine 5 and Truck 5 are both out of service and committed to a structure fire, Dispatchers shall immediately instruct divers on duty working at other stations for the day to respond to the incident. (Utilize the daily Dive Roster) The Dispatcher shall have the closest unit respond to Station 5 and get the Water Rescue unit and deliver it to the scene of the incident. The dispatcher shall notify the Incident Commander where Engine 5 and Truck 5 are of the Water Rescue incident and let Command decide if they can release Engine 5 and Truck 5.
 - h. For, the type code "**River Medical**", the response is: one [1] Rescue Unit or Squad or Engine or Truck, one [1] Chief Officer, the Fire Boat, plus notification of the Coast Guard and the Harbor Patrol.
 - i. For the type code "**River Rescue**", the response is: one [1] Engine/Engine Company, one [1] Chief Officer, the Fire Boat, the Water Rescue unit, plus notification of the Coast Guard, the Harbor Patrol.
 - j. For the type code "**River Fire**", the response is: three [3] Engines/Engine Companies, one [1] Truck, one [1] Squad, one [1] Chief Officer, the Fire Boat, plus notification of the Coast Guard, the Harbor Patrol.
 - k. **Wires Down:** Response is one (1) Engine/Engine Company plus notification of Edison, Ameritech, or the CableSystem after proper identification is made by the Incident Commander. If it can be determined by Dispatch personnel that there is no immediate threat of injury or damage, send as a Code 2 response.
12. **Spills - Petroleum Products:**
- a. **Land:** Response is one [1] Engine/Engine Company plus one [1] Chief, if needed. Environmental Services and Sewers shall be notified. If the incident becomes a major spill and the engine requests it, the incident may be changed to a haz-mat response.
 - b. **Water:** Response is one [1] Engine/Engine Company plus one [1] Chief Officer, Put "Marine 1" on alert. The Coast Guard, Environmental Services, and Sewer & Ditch Maintenance shall all be notified. If the incident

becomes a major spill and the incident commander requests it, the incident may be changed to a Hazmat response.

13. **Radiological Incidents:** Response is a Haz-Mat response [see below] plus notification of TPD, Emergency Management Agency, Environmental Services and the Medical College of Ohio's Radiological Physician. Contact LCEMS to request a Life Squad. The type code HAZMAT should be used. The response is the same for a Hazmat incident with notifications to Toledo Police (TPD), Emergency Management Agency (EMA), Environmental Services, Health Department and the University of Toledo Medical College's Radiological Physician.

14. **Hazardous Materials Incident:** Major Incident - response is three [3] Engines/Engine Companies, one [1] Truck, one [1] Squad, one [1] Chief Officer, the Haz-Mat Unit (consisting of Squad 7 and Engine 7 and Squad 15), the Foam Apparatus, if necessary, plus notification of Environmental Services. Contact LCEMS to request a Life Squad. Another Engine should be added if Squad 7 and Engine 7 are delayed.

Minor Incident – response is one (1) Engine/Engine Company, the Haz-Mat Unit (consisting of Squad 7 and Engine 7 and Squad 15), and one (1) Chief Officer. Contact LCEMS to request a Life Squad.

Call the National Weather Service in Cleveland, Metcalf Field, the Toledo Airport or use the available weather services loaded on the Dispatch Lieutenants computer to ascertain weather information (wind direction, temperature, precipitation, etc.) and transfer that information to the responders as soon as possible. To confirm weather information or receive the latest weather readings contact the National Weather Service in Cleveland.

If Squad 15 is unavailable when initially dispatched, they shall be added to the HAZMAT incident upon their return to service.

Calls for Hazardous Materials incidents should be transferred to Toledo Fire Dispatch if the call is being made from a safe location. Dispatch personnel should keep the caller on the line or send the caller to a safe location so the Incident Commander can interview the caller.

15. **Confined Space Rescue:** Response calls for one (1) Engine/Engine Company and the Confined Space Unit (Engines #5, #18, Truck 5 and Rescue Transport 18), the Hazmat unit, one [1] Chief Officer and the Operations Deputy. Contact LCEMS for dispatch of a Life Squad. Notify the Special Operations Deputy.

16. **Aircraft Incidents:** The response is four [4] Engines, one [1] Truck, one [1] Squad, one [1] Chief Officer, the Hazmat Unit, the Foam Apparatus, the Operations Deputy and Special Operations Deputy. Notify LCEMS for a Life Squad. Notify the FAA (Federal Aviation Administration.) Additional assistance may be available from the OANG (Ohio Air National Guard) at Toledo Express Airport if military aircraft are involved or if the incident requires foam capabilities beyond those available locally.
17. **Assist Police:** The response is two [2] Engines or Squads, one [1] Truck and one [1] Chief Officer. However, discretion is normally used after reviewing the text of the incident as to how many of these units should actually be dispatched. The Dispatcher shall change the type code to reflect the true nature of the problem.
18. **Extrication:** Response is one [1] Engine/Engine Company, two [2] units with extrication equipment (Squads 7 or 15, Engine 23, and all Trucks) and one [1] Chief Officer.
19. **Multi-level Parking Garage [unattached]:** Response is two [2] Engines/Engine Companies. If garage is attached to another structure, a regular alarm response is to be dispatched.
20. **Residential Garage [unattached]:** Response is two [2] Engines/Engine Companies. If garage is attached to another structure, a regular alarm response is to be dispatched.
21. **High-Rise:** Response is four [4] Engines/Engine Companies, two [2] Trucks, one [1] Squad, two [2] Chief Officers. LCEMS shall be notified for a Life Squad. A Rapid Intervention Team (R.I.T.) shall be assigned to the third (3rd) unit, dispatched in the original dispatch. An Air Unit shall be dispatched as soon as it is determined to be a working fire.
22. **Fatalities:** For either civilian or Departmental serious injuries or fatalities, use the Major Incident Notification List to make the mandatory notifications.
23. **Carbon Monoxide:** Response is the closest CGM/ITX/M40 (Combustible Gas Meter) sent Code 2. If medical symptoms are present, a first responder will be dispatched Code 3, in addition to a unit with a meter. A checklist of CGM/ITX/M40's and their locations is completed daily at the conference call @ 0715 hours.

C. **Dispatch Procedures - General**

Dispatching of fire and EMS incidents shall be done by radio using the language and phraseology shown elsewhere in this manual. A rare exception to this rule might occur

where it would be in the best interest of the Department of Fire and Rescue not to broadcast this information over the radio or where there is special information that should be known only to the unit responding. In such cases, dispatching by telephone would be acceptable. Using the MDT's is also permissible provided the dispatcher makes it known that important text should be read. All dispatches shall be acknowledged by the station watch person when an apparatus from that station has been dispatched by depressing the transmit key on the microphone of the "main" alert receiver. If the main alert receiver fails to operate properly, the Dispatcher alerts the station using the "back-up" alert receiver. The watch person should depress the transmit key on the microphone of the "back-up" alert receiver to acknowledge receipt of the run. When leaving the station after being dispatched, the apparatus shall depress the "enroute" button on the MDT [mobile data terminal]. The Dispatcher will verify that the apparatus has depressed their "enroute" button by viewing this activity on the CAD monitor within two [2] minutes. The Dispatcher thus verifies that the correct apparatus are, in fact, en route to the incident to which they have been dispatched.

Alert Receiver volume is to be maintained at an adequate level so that a dispatch to that station can be adequately heard in all areas of the station. The on-duty station officer is responsible to see that this adequate volume is maintained 24 hours per day.

Some situations may dictate or the Dispatch Officer may at their discretion, put all stations on "day watch". When this decision is made, all Alert Receivers will be alerted and an announcement made indicating that all stations are to be on "day watch" until further notice. A brief explanation will be given during the announcement. Some of these situations include:

- Second (or greater) Alarms
- Multiple major events
- Countywide Communications System goes into Failsoft or Conventional operation
- Conditions exist that necessitate a heightened level of awareness

When these various situations have reverted to a more normal pattern of operation and "day watch" is no longer necessary, the Officer in the Communications Bureau will direct the dispatcher to alert all stations to resume "silent mode" or "night watch" operation.

All station Alert Receivers are tested in the following manner. Stand-by or back-up receivers; shall be alerted for shift change @0700 hours. The main or primary receivers will be alerted at 2030 and 0600 hours. The Battalion Chief's office receivers will be alerted @ 0630 hours.

To verify an address after receiving a dispatch over the Alert Receiver system or to report an emergency, such as a walk-in at a station, the Alert Receiver radio may be used. Calling the Communications Bureau at extension 1180 is preferred. Depress the transmit key on the microphone of the Alert Receiver in order to gain audible communication with Dispatch.

D. Dispatching Back-Up

When in the process of alerting a station receiver the Dispatcher discerns that a particular station receiver did not receive the alert signal, the Dispatcher shall activate the following procedure. First, if the station alert was not received on the radio console, a red and white “X” icon will appear on the CENTRACOM screen, indicating that the signal, was not received by that Alert Receiver. The Dispatcher should then depress it a second time. If it still fails to activate the receiver, the Dispatcher should attempt to activate the back-up receiver for that station. If the back-up receiver also fails to activate or if for any reason the Dispatcher is in doubt as to whether a company has received an alarm, he/she should check via radio or telephone to ascertain that the company is responding. If the dispatcher cannot verify response within 90 seconds, another apparatus shall be dispatched. Every effort shall then be made to contact the company that has not verified response. All such incidents shall be reported immediately to the Senior Battalion Chief followed by a communication to the Operations Deputy Chief.

E. Response of Apparatus "On-The-Air"

A Company, Chief, or Apparatus that is away from quarters and is designated as responding to an emergency shall acknowledge this to the Dispatcher via radio upon completion of both rounds of the broadcast by repeating the address and location the unit is responding from to the Dispatcher, i.e., "Dispatch, Engine #14 to Hill and Reynolds from Dorr and Richards." They should then push their “enroute” button on their MDT to indicate that they are en route to the incident.

If the Dispatcher is aware of the location of a Chief Officer or other apparatus that is away from quarters, they may dispatch an alternate chief or apparatus that is known to be closer to the scene of the alarm. After a verbal dispatch is broadcast, if a unit that is “on the air” states they are closer and can take the run, the dispatcher will pre-empt dispatch (switch) units without hesitation making sure the original unit understands the cancellation.

F. Dispatching to Unusual Alarms: Non-Fire

A Chief Officer shall be dispatched to all unusual alarms such as, but not limited to, victims in the water, pollution spills, very serious accidents, etc. Most such incidents will call for a Chief Officer by the CAD either by the type code used or by the text message entered into the type code response recommendation. Any situation not covered by the type code or the text message is left to the Dispatcher's discretion. If a dispatcher is unsure, they should inform their Dispatch Lieutenant of the situation.

G. City Boundary Line Emergencies

When in doubt whether an emergency is within City limits, the Dispatcher shall:

1. Dispatch apparatus following proper procedure.
2. Continue checking the location to determine whether or not it is inside the City limits. Normally, the CAD system, using the GEO file, is able to accurately determine if a location is in the City or not. Occasionally, an incident is called in as "across from" a particular address. If these two addresses across from each other are in different jurisdictions, the CAD system may not correctly determine which the correct jurisdiction is. Another situation is an intersection located at jurisdictional boundaries.
3. If the location is determined to be outside the City limits, the agency under whose jurisdiction the emergency should fall shall be notified, either by the CAD system or by phone, so they may dispatch equipment to relieve our apparatus at the scene.

H. Mutual Aid Requests

When an agency with whom the TFRD has a Mutual Aid Agreement requests mutual aid from the TFRD, Dispatch must get authorization from the Director of Fire and Rescue, Assistant Chief, Operations Deputy Chief or Senior Battalion Chief. When a Chief Officer of the TFRD asks for mutual aid from another municipality at an emergency scene, the mutual aid must be authorized at the Senior Battalion Chief's level or higher. The appropriate; form – Mutual Aid Given or Mutual Aid Received shall be completed by Dispatch personnel.

The request for a truck company will also include the response of one [1] Engine. When more than one [1] piece of apparatus is dispatched for a mutual aid request, a Chief Officer will be dispatched.

In the file "Mutual Aid" is a list of all equipment that is available to the TFRD. This equipment and which municipality owns it is in this listing.

Located in the CAD section of this manual and on the MINL is a listing of mutual aid companies and how to log them on to the CAD so that they are available to the Dispatcher for use at emergencies within the City.

A mutual aid radio network exists for TFRD use where each Lucas County fire department has an 800 MHz frequency radio. All of the Fire Departments in the county have interoperable radios that allow communication between departments on assigned radio channels.

TFRD responding on mutual aid incidents use 800 MHz radios. This will enable us to communicate with any fire department in the county. Once a staging area is established at large incidents, all incoming units should report to the staging or as directed. One Officer

from each Department is then to report to the Command Post in person. The staging officer will keep Command informed of the units staged.

When outside units respond to a Toledo fire or are filling in at TFRD fire stations, the 800 MHz frequency shall be used.

I. Police Notification

Many emergencies that require both Police and Fire response have an incident created for both departments on the CAD by the 9-1-1 Call-taker. If an emergency exists to which only the TFRD has responded and it is determined that the TPD also needs to respond, the Dispatcher shall send a "copy" to TPD creating an incident for them. In case of a major incident such as a Second Alarm, the Police also need to be notified. The Communication Bureau officer shall notify the Police Communications Supervisor if or when an incident escalates.

J. Returning Apparatus to Service

On a Regular Alarm, the first arriving unit shall make an on-scene report stating the unit, address and scene condition. He/she shall also activate Incident Command and depress the appropriate MDT button. If the alarm is false or less equipment is needed than dispatched, the Dispatcher, when notified of such facts, shall inform other responding apparatus of this and request that they return to Channel 1 and return to service when ready.

It is the responsibility of the first unit to cancel other responding apparatus for any incident less than a regular alarm. Those apparatus should then return to channel 1 for service when ready.

Before returning to service, the first officer should provide the dispatcher with a correct address if one is needed.

When units are out of service for training, drills, etc., they are to monitor channel 6. When the availability of engines is down to five [5], the out of service engines will be notified to return to service and monitor channel 1. They will be able to continue their training assignment while monitoring channel 1. At the Communication Officer's discretion these engines may be used to fill-in where needed or used to respond to emergencies as needed.

K. Engine Companies

Some Engine Companies are composed of two [2] units. They are designated as the Rescue Unit and the Engine. Both units together are known as an Engine Company. The Rescue Unit shall be used for EMS type incidents. Both the Rescue Unit and the Engine shall be dispatched to fire alarms as one [1] company.

Example: The dispatching of Engine Company #6 would require the response of Rescue Transport #6 and Engine #6. When the Rescue Transport Unit is out of service, the Engine would be dispatched as Engine #6 and will be backed up on all Regular or Greater Alarms with another Engine. The Engine may be dispatched to AUTO, GRASS, DUMPSTER and EMS incidents without a back-up of another Engine. When the Rescue Unit comes in service, they will be dispatched to the fire scene unless the Incident Commander in charge at the fire scene reports they are not needed. Injury accidents require the dispatch of two [2] full Companies.

L. Squads

The heavy rescue units are designated as Squads and shall be dispatched as such. If Squads are the third (3rd) unit in the recommendation for a regular alarm, they shall be assigned as the Rapid Intervention Team (R.I.T.). Squads carry the specialized equipment required for extrication incidents. On calls for a Second Alarm, no squad is dispatched unless requested by the Incident Commander. When a fire is in progress to which a Squad has not been dispatched the Dispatcher shall contact the Incident Commander to determine if the response of a Squad is required. If so, the first Squad available shall be dispatched. The officer in charge at an emergency scene shall attempt to put Squads in service as soon as practical.

M. Dispatching a Second Chief Officer

When a fire incident is received at a high-rise location and requires that two [2] Chief Officers respond on First Alarm, their order of response will be determined by CAD unless the Dispatcher is aware of the location of a Chief that is closer to the scene.

Upon arrival, if the situation report indicates the second responding Chief is not needed at the fire scene, the second due Chief will immediately place himself/herself in service, unless he/she is requested to continue to the fire. When two [2] Chiefs; are sent to a First Alarm fire, any subsequent alarms received while they are out of service will be answered by only one [1] Chief Officer.

Whenever two [2] Battalion Chiefs are out of service for thirty, [30] minutes, the Senior Battalion Chief shall be notified. He will then make a determination if a Chief Officer needs to be recalled.

N. False Alarm or System Malfunction a After Dispatch

Many times information is received at the Fire Dispatch Office after the dispatch of a fire assignment that indicates a false alarm or an alarm malfunction. When this occurs, the

Dispatcher shall contact the responding apparatus on the channel to which they have been assigned on this incident, report the incident information, have the first due Engine continue code 2, and have other units responding return to channel 1 for service.

O. Fill-In Assignments

Based upon information received at the Fire Dispatch office from the Incident Commander regarding how long apparatus may be out of service, the Communication Bureau's Officer will determine if fill-in assignments are necessary. When a special call or additional alarms are received, the Officer will proceed with fill-in assignments as rapidly as possible. Nearby Companies will be moved into vacant stations as determined by Officer discretion. This will probably necessitate a minimum of two [2] moves, but will be done rather than moving an outlying Company into an unfamiliar district. Generally, when three [3] or more Engines/Engine Companies are out of service, a fill-in assignment will be needed. When down to one [1] Truck Communications Officers will contact Senior Battalion Chief or Operations Chief to notify and to determine whether a spare Truck; housed at Stations 9, 13 and 25 needs to be put into service. Communications should always consider moving truck companies to provide the best coverage possible for the city. Fill-in assignments shall be made in accordance with Policy and Procedure #95017 that has been revised in 2004.

Stations will be alerted as if it were an actual run. No tone will be transmitted. The dispatcher will announce two (2) rounds of the fill-in assignment.

P. Recall

Whenever any of the "Notification Lists" are activated and it is anticipated that recall of personnel will be necessary whether it be for Second Alarm, Multiple Alarms, Hazmat, etc., the Officer shall notify the Communication's Bureau Battalion Chief or designee. The officer contacted shall report to the Dispatch office where the Recall Roster will be set up, the Extra Apparatus and Locker Form, and such other equipment as may be needed to perform a recall. Recall will be considered when five (5) Engines remain in-service. Before Recall is initiated, the Chief of the Department or his designee should be informed as to how many units are at the major incident and how many are on EMS runs.

A recall; must be authorized by the Assistant Chief or the Operations Deputy Chief. The Recall Officer must take into consideration severity of fires, possible extension of fire, and probable time units will be out of service. The Operations Deputy Chief and the Senior Battalion Chief must also be notified when only one [1] Truck remains in service.

The Recall Officer may recall as many Chief Officers as needed after consultation with the Operations Deputy Chief or designee. In addition, company officers and firefighters will be recalled in sufficient numbers to staff all needed reserve apparatus, other apparatus that may be freed from the fire scene, and to supply other staffing as required by proper authority. The recall should be conducted in accordance with procedures established by the Chief. The

Recall Officer should use the Extra Apparatus form to determine if there are any extra apparatus located in stations that also have a Recall Locker in service. If there are none, the Recall Officer should determine where extra apparatus are stored in stations as close as possible to the one that has a Recall Locker. The regular recall roster should then be used to attempt to recall personnel stationed at or near the station with the extra equipment and the Recall Locker.

If conditions become such that an entire platoon or all off-duty personnel must be recalled, the Recall Officer may request local radio and TV stations to disseminate the information as rapidly as possible.

The fire phones shall be used by personnel reporting in at their stations for assignment and by the Recall Officer in giving them directions and information. All conversations on the fire phone should be as brief as possible.

If a recall is ordered, the Recall Officer shall begin calling officers and firefighters using the proper shift roster. The time of day of the incident will determine which shift roster to use. It is intended that recall personnel will staff the spare apparatus in the same manner as has been used for regular in service equipment, i.e., Engine - four [4] firefighters; Truck - three [3] firefighters; Squad – three [3] firefighters; two [2] piece Engine Company - five [5] firefighters, etc. The Recall Officer will direct members to staff apparatus at stations that have recall lockers first. Additional extra apparatus may then be staffed where and as needed. When personnel, apparatus and equipment are all prepared and ready for service, the officer in charge shall report this fact to the Dispatch Office. Extra apparatus; put in service will be dispatched by their designated apparatus number, logged into the CAD system and their status monitored by the Dispatcher on the CAD.

The Incident Commander in charge at the fire scene or scenes should be contacted to determine what equipment, if any, can be released, re-equipped, and staffed by recall personnel and put in service. When this is done, the units; will be designated by the Dispatcher.

Personnel calling in and requesting to report to duty should be connected to the Recall Officer. Under no circumstances are the dispatchers to give any instructions to such persons without authorization of the Recall Officer. If personnel requesting to return to duty are on the appropriate shift roster, their services may be accepted at the discretion of the Recall Officer. If they are not in the appropriate group, the Recall Officer should determine from each volunteer where they can be reached by telephone for the next half hour. In this way, if they are needed, they can be contacted. Before accepting volunteers, the Recall Officer should determine when they are due to return to duty. Every effort should be made to avoid using any volunteer who has less than eight [8] hours remaining before the start of their next tour of duty.

Accurate records are to be kept by the recall team on all recalled members indicating the time of the recall. A separate recall sheet should be used for this situation. At stations, the sign-in and sign-out times are to be entered into the Company Journal. Extra group rosters are to be provided for use in the Fire Dispatch Office and are to be kept as work records.

Recall of fire shop personnel shall be done only as actually needed. The Incident Commander at the scene will notify the Dispatch Office of the situation requiring their services and which services are required of Shop personnel. The Shop Maintenance Officer or his designee as determined by their call out sheet will then be notified by the Communications Bureau Officer of these details and he will make the decision as to who will respond.

Q. Hydrants

When the Dispatch Office is notified of fire hydrants being out of service, for whatever reason, an entry is made in a Hydrant and Sprinkler Journal. The information is then faxed to all fire companies that serve that area. If a report is received by the Dispatcher from the police or source other than the Water Division that a hydrant has been struck by a vehicle, knocked off, bent over, or otherwise damaged, that hydrant shall be presumed to be out of service and reported to the Water Division. The routine method of cataloging hydrants out of service described above shall then be followed.

R. Fire Investigative Unit - Dispatch Office Procedures

The Fire Investigative Unit's (FIU) office will be staffed 0800 to 1600 hours Monday through Friday. There are three (3) Fire Investigators. All three Investigators are on duty during the above mentioned time periods.

The Fire Investigators utilize a rotating schedule to handle requests for Investigators after hours and on holidays. The list of which Investigator is On-Call will be located on a magnetic clip at position two (2) of the Fire Dispatch pod. Each Investigator will be On-Call every third (3rd) week. On Monday mornings the Fire Investigator On-Call for the week will fax or E-mail the on-duty Shift Lieutenant which Investigator is On-call with a listing of their contact information.

After normal business hours 0800 x 1600 Monday through Friday, weekends and holidays the policy to call an investigator:

1. Call the Investigator at home and give the details of the situation of the incident.
2. If unable to contact the Investigator at home, attempt the cell phone number.

3. After approximately ten (10) minutes, if unable to contact the On-Call Investigator, attempt the next Investigator on the list.

When an FIU Investigator is assigned to an incident, he/she must be added to the incident in the CAD system. Do not close out an incident to which an Investigator has been assigned until the Investigator is finished with his on-scene investigation. By Fire Department policy, a Fire Investigator is not to be alone on a fire scene; another First Responder is to remain on scene until the Investigator is complete with the investigation.

The Investigators radio identification numbs are F331, F332 and F334. Remember never use the Investigator's name in transmissions. Nor, reference them as being "Fire Investigator" or "FIU" in radio transmissions. We at the Alarm Office do not want to compromise the Investigators identities. The Alarm Office will not give out the FIU contact names or telephone numbers either. This is a highly sensitive issue, if any questions ask the on-duty shift Lieutenants.

S. Safety Officer Response

The following type codes require a Safety Officer. The list includes but is not limited to the following: AIRCRAFT, BLDGCOLL, CONFINSP, HAZMAT, HIRISE, RIVERFIR, STRUCT/WORKFIR, EXTRICAT, JUMPER, RIVERMED, RIVERRES and WATERRES.

Typically, the first unit on scene of an incident assumes Incident Command (IC). This unit maintains Command until relieved by a Higher Authority. Upon being relieved of Command, this promoted Officer will then, assume Safety Officer Duties. A Safety Officer must be an actual promoted Officer; Privates and Acting Officers **cannot** assume these duties.

The Building Maintenance Lieutenant, who is assigned to the Operations Bureau, is also a Safety Officer. When being utilized as a Safety Officer his designation will be F136. During normal business hours the Building Maintenance Lieutenant, may self assign to incidents that require a Safety Officer's response.

T. Paramedic Supervisor Response

The response of the Paramedic Supervisor (F121, F122, F123); will be at the discretion of the EMS Bureau of the Toledo Fire Department. Any of the Paramedic Supervisory staff can, at any time, request to be added to an incident. If a Unit requests a Paramedic Supervisor, it will be determined by contacting the EMS Bureau for the response. If after normal business hours contact the EMS Captain as indicated in the proper files.

U. Fire Prevention Bureau Response

If an F.P.B. inspector is needed at the scene of an incident or at the scene of an inspection during normal business hours, call 1140 and ask for an F.P.B. Officer (Captain). Do not pass on the request to any other member of their staff. This policy has been determined by; the Captain of F.P.B. Problems dealing with Fire Code violations will be referred to the Captain of F.P.B.

V. Cell phones

All personnel that require emergency notification have City cell phones. All phones have text messaging capability as well as cell phone service. In addition to basic text and cell service, the Senior Staff Chiefs have e-mail and internet capability to receive or acquire emergency information.

W. Code 2 or Code 3 Responses

The Dispatcher has some discretion on how a unit will respond to an incident. However, for most incidents, the response will be Code "3".

Code "2" responses are used to ensure the safety of TFRD crews and the general public. All **In Service Assist** incidents will be a Code "2" response. Incidents such as GRASS, LEAVES, or OUTDOOR, where NO structure, auto, garage, etc., is threatened, the response generally will be Code "2". If additional information becomes available to the dispatcher, a change in the response code may be warranted. If the dispatcher has the slightest doubt or the incident text is not clear, a Code "3" response will be necessary.

X. Operational Codes

Under National Incident Management System (NIMS) language, plain language is to be used during mutual aid operations. The codes listed below are being phased out or are not used any longer.

1. Code 18 - D.O.A.
2. Code 19 - Infection Control Alert
3. Code 20 - Overdose
4. Code 94 – WMD
5. Code 100 – Emergency Evacuation

Y. Water Main Breaks

When Dispatch is notified of a water main break, the following procedure shall be followed:

1. First Notification: A conference call is to be made to all companies in affected Battalion immediately notifying them of the break and the location. If the Water Department can respond immediately, we can proceed to the second notification.
2. Second Notification: First notify the Officer of the first due engine company and they will respond "in service" to area of main break to meet Water Department. The Department of Fire and Rescue Operations has procedures to follow once they get there. Second, notify respective Battalion Chief of the situation and who, you sent. If first due engine is sent on a run, then next closest engine will be sent to the break to begin or continue survey. The first due engine will notify Dispatch which hydrants are out of service. These will be noted in the Hydrant & Sprinkler Book. When Dispatch is informed that the water main is fixed, Dispatch will notify first due engine of the repair. The first due engine shall be sent "in-service" to remove any red bags and to determine which hydrants are serviceable.

Z. Thermal Imaging Devices

Thermal Imaging Devices are used to detect heat sources in walls hidden by smoke in a structure fire. This device will be sent on all STRUCT/WORKFIR type responses. If the units dispatched to a fire do not include a thermal imager, another unit with this equipment will be added to the response. Engines 3, 6, 11 and 18; all Trucks and Squad 7 will carry this tool. "In Service" Thermal Imagers are located on the Extra Apparatus form that is completed every morning.

SECTION III. NON-EMERGENCY DUTIES

A. Recording Personal Illness, Injury and Family Illness

Each member of the Department is required to call the Department of Fire and Rescue's non-emergency telephone number 419-245-1097 to notify Dispatch at least one-half hour prior to their scheduled time to report for duty of their inability to report for duty due to personal illness, injury, or family sick. In the event the employee is incapacitated, another person may make the call for them providing the required information is furnished. When Dispatch receives such calls it is mandatory that the Shift Officer take the call on a recorded

line (1097). The necessary information as outlined in the Department's Non-Emergency Procedures "B" Manual shall be obtained.

The, date and time the call was received shall be stated by the Officer while the conversation is being taped. The Officer shall fill out the form provided for this purpose, record the dispatch position number and initial the report in the space provided.

B. Conference Call - Sick Report - Time Check

At 0630 hours, the Officer or his/her designee shall have a conference call with all line Chiefs and inform them of all platoon members who have reported off-duty, giving all pertinent information.

When any member, assigned to a staff position or bureau, reports off duty, the Communications Officer will report such absences to the member's bureau as soon as possible after the start of the business day.

At 0715 hours the Dispatcher shall notify the Senior Battalion Chief of all personnel returned to duty. A conference call is then held at 0715 hours by Battalion Chief's district. At this time the Extra Apparatus Form-containing the Combustible Gas Meter (CGM/ITX/M40), Thermal Imaging Device, On-Duty Paramedic Unit Assignment and Rescue Transport Information will be filled out, along with the combined Diver/Hazmat/Confined Space Roster. general information and announcements are also processed at this time. By 1000 hours each day, the completed Morning Reports shall be forwarded to the Secretary's office with copies to the Operations Deputy's office and faxed to all Battalion Chiefs

C. Funeral Leave

1. Requests for funeral leave must be made through the Fire Dispatch Office.
2. Announcement: Retired or Active Member

The funeral announcement should be done at 0900, over the air, on the multi-selected dispatch and alert channels. It should contain all the information we have available concerning the arrangements, visitation, etc. It should be done for three [3] consecutive shifts if there is enough time before the funeral takes place. The announcement should also include a reminder to fly the funeral flag at half, staff until sundown the day of the funeral.

D. Telephone Procedure

At no time is a personal call to be transferred from Dispatch to a Fire Department member at a station on the fire phone system. The unlisted fire station telephone numbers are ***not*** to be given to anyone. Only telephone calls for Department members of an emergency nature are to be processed as expeditiously as possible.

UNDER NO CIRCUMSTANCES shall a Dispatcher give out any phone number of any member of the department. If the caller requesting the number is persistent, take a message and tell them you will contact the party and relay the message.

All incoming calls on the non-emergency business lines are to be answered as follows: "Toledo Department of Fire and Rescue Operations - [your name] – How, may I help you"? Incoming calls from other sources shall be answered as follows: "Dispatch - [your name]".

Since all calls to the Fire Board are recorded, calls shall be conducted in a business-like manner.

If the Dispatcher receives a call for an employee who has a number in the public phone system, he shall give the caller the proper phone number and request that calls be made through that system.

Incoming long distance calls received at the Fire Dispatch Office shall be put through without delay. However, "collect" calls cannot be accepted without approval of the Chief or Assistant Chief.

When passing on a message to anyone about returning a call or having an individual call another individual, there are three (3) separate response levels: Code 1, 2 or 3. Code 1: "At your convenience." Code 2: "As soon as possible." Code 3: "Call **now**."

E. Copies of Recordings

All requests for copies of incident recordings that will be used as a legal document, such as in a court of law, shall be completed in the manner listed below. Only the Chief, Assistant Chief or the Deputy Chief of Communications can authorize the release of tape recordings.

1. Using the digital recording device, record the portions of the incident requested onto a compact disc.
2. On the label of the compact disc record the incident number, the address of the incident and the date of the incident.

F. Dog Bites - Sidewalk Accidents, etc.

As all hospitals do not notify Police on injuries similar to dog bites and sidewalk injuries, the Dispatcher, as a matter of routine, will notify the Police on all such incidents. The method of notification for the Toledo Fire dispatcher is to send the police a copy of the incident, being careful to change the incident to priority two.

G. Supervised Alarm Systems

The following information is to be used as a guide to assist line personnel.

1. ADT - notifies owner/keyholder
2. Corporate Protection Services - notifies owner/keyholder
3. Complete Protection Alarms - notifies owner/keyholder
4. Diversified - notifies owner/keyholder - for some they are keyholder
5. Guardian - notifies owner/keyholder - for some they are keyholder
6. Techni-guard - notifies owner/keyholder - for some they are keyholder

H. Sprinkler Systems - Standpipes

When Fire Dispatch is informed of a sprinkler system or standpipe system that is out of service, a notation needs to be made on either the Exchange of Information Form or a note put into the Hydrant Journal. A call to the first three [3] Engine/Engine Companies, the Battalion Chief and Fire Prevention Bureau (FPB) needs to be made to make them aware of the situation. An entry shall be made in the CAD system in the Premise Information File. A Fire History entry is made under the address of the system that is out of service. If that address appears on a fire incident, the Dispatcher shall read the Fire History and broadcast the out of service information to the responding apparatus either on the initial dispatch or after responding units go enroute.

I. Company Building Familiarization

At 0830 hours and 1230 hours, on Thursdays, the Dispatcher will get a weather report and relay this information to the Operations Deputy, if available, or the Senior Battalion Chief who will make the decision on canceling familiarization due to weather conditions. At 0845 hours and 1245 hours the Dispatcher will alert all stations and an announcement will be made indication whether familiarization will be scheduled or cancelled. Weather conditions applicable are described in the Labor Contract with Local 92.

J. Traffic Signal Malfunctions - Stop Signs, etc.

Calls concerning traffic signal outages, signal malfunction, twisted or damaged sign heads, knockdowns, etc., should be referred to the Transportation Office [245-1300] during normal office hours [0800 hours to 1645 hours, Monday through Friday, excluding holidays].

Outside of normal working hours these calls should be referred to the Police Division Box Operator [3289]. The Box Operator will relay the information to the on-duty Traffic signal Technician.

K. Security of Dispatch Office

Security of the Fire Dispatch Office (i.e., those areas solely and directly occupied by TFRD dispatch personnel) shall be the responsibility of the TFRD officer on duty in conjunction with the Lucas County Sheriff's office. The Lucas County Sheriff's office will maintain overall building security. Admittance shall not be permitted to anyone not on official Fire and Rescue business. Such visits shall be kept as short in number and duration as is consistent with maintaining and repairing Fire and Rescue equipment.

Loitering or social visits shall not be permitted on the operations floor. Tours by visitors may be arranged in advance with permission of the officer on duty. Any other visit must be in accordance with established Combined Communications Center and Department of Fire and Rescue policy.

The Lucas County Sheriff's office has control of the electronic door access button.

L. Severe Weather Information

Tornado and other storm warnings that will affect Lucas County; are issued by the National Weather Service. These warnings are issued over the Emergency Alert System [EAS], and the NOAA Weather Radio. The National Weather Service will call Lucas County Communications Sergeant or Dispatcher with all severe weather warnings. Lucas County's Sergeant or the Dispatcher will then enter this information in the CAD system and send it to all Lucas County agencies in the system. Lucas County Sheriff's Communications Officer will activate the Warning Sirens.

Upon receipt of a warning, the Fire Dispatcher shall alert all stations, make a general announcement, and broadcast the information contained in the warning to all stations. When a tornado is sighted in Toledo, all apparatus will be instructed to move to the station approach and activate their sirens for three (3) minutes. Members will then be instructed as to what further actions to take.

M. Calls For Police Assistance

Calls for police assistance can be directed to them in the most expeditious method. The method of notification is for the Toledo Fire Dispatcher to send the police a copy of the incident, being careful to give the reason and the code with changing the Priority to Code 2.

N. Updating Files

The Captain in charge of the Fire Communications Bureau shall set up a schedule whereby all information files, which are used for reference, will be updated at least semi-annually. This will include: phone lists, call sheets, informational files, CAD info files, and the back-up street index cards.

O. Telephone Repairs and Maintenance

During normal working hours [0700 hours to 1530 hours, Monday through Friday, excluding holidays], problems should be reported to the Communications Bureau.

When a fire phone problem is reported to Fire Dispatch at other than normal business hours and the station reporting the problem has other fire phones available, wait until the morning of the next normal business day to notify telephone repair. If the complete fire phone system is out at a station, calls should be directed to the call-out list located in the files at the Fire Dispatch Office.

P. Bridge Signals

When either the Martin Luther King Bridge or Craig Bridge is raised, signal lights located on a pillar in the Combined Communications Center are activated. Since we are in a Combined dispatch center, the lights are configured so as every jurisdiction on the operations floor can view the lights, therefore notification will not be necessary any more.

When it has been determined that either the Bridge Lights are malfunctioning or a Bridge Tender calls the Dispatch Office; a note of the Bridges status shall be sent out to Toledo Police (TPD) and Lucas County EMS (LCEMS).

Q. Radio Service and Repair

When receiving portable radios or chargers for repair, record their receipt in the Journal. Fill out a Repair slip and attach it to the item going to Radio Service. It is the responsibility of the on-duty officer or the Staff Officers to make sure that this equipment is delivered to Radio Service as expeditiously as possible. All portable radios shall have the speaker-mic attached when delivering it to the Communication Bureau. When replacing equipment brought in for repair with equipment stored in the Dispatch Office, record the ID number of

the equipment and the number or name of the unit receiving it in the Journal. Equipment to be repaired should be placed in the tray next to the mail tray until such time it can be transferred to Radio Service.

When Dispatch is notified that a mobile radio or station alert receiver is in need of repair, we should contact Radio Service at 936-2539 during normal business hours of 0700 hours to 1530 hours, Monday through Friday, excluding holidays. After hours contact fire dispatch at 936-3551.

Mobile or station alert receivers that are reported defective after business hours will ordinarily be dealt with in the morning of the next business day. This information should be passed on at shift change so that the appropriate people are notified of the problem. If, however, both the Primary or Main Station Alert Receiver and the Back-up Station Alert Receiver are both malfunctioning or in need of repair, the call-out list located in the Dispatch Office files should be utilized and the problem reported immediately.

Replacement of batteries and chargers will require a journal entry only.

SECTION IV. PROCEDURES FOR USE OF MOBILE AND PORTABLE RADIOS

The Department of Fire and Rescue Operation's mobile and portable radios are tools that provide the quickest means of communication to and from vehicles and fire apparatus when away from quarters. The presence of a radio, however, does not automatically guarantee trouble-free communication. The following general procedures are given for all members of the Department of Fire and Rescue Operations to insure that mobile and portable radios are utilized to their fullest extent and in the proper manner.

A. Basic Procedures for Radio Users

1. Message Preparation

Think your message out before transmitting. If a message is to be written down by the receiver, pause longer between phrases. Keep all transmissions as brief and clear as possible. Long, routine messages or those of a confidential nature should be transmitted by telephone or on "two-way" on a less-used talk group. Remember that these radios; are being monitored by citizens with scanners. Even radio to telephone conversations can be monitored. There are currently no channels within our radio system that cannot be scanned.

2. Delivery

Speak in a normal conversational tone with the speed of your speech medium and constant. Speak calmly, clearly, and distinctly, with each word spoken with equal volume. If there is background noise, it may be necessary to speak louder, but do not shout. Use a courteous tone of voice; never use profane, vulgar, or obscene language.

3. To Transmit

The transmission [push-to-talk or PTT] switch shall not be depressed other than to transmit. After every transmission, make certain the switch is in the off position and the red transmitting light is out. When using the microphone to transmit, depress the switch firmly, hold your thumb against your face at the side of your mouth, and talk across the face of the mike rather than straight into it. Key the mike about one [1] second prior to speaking to avoid cutting off the first part of your transmission.

4. Transmitting Manners

Preface all transmissions to the Dispatcher with the word "Dispatch" as this gives them a chance to "tune in" before the message is transmitted. If the Dispatcher does not respond to or acknowledge your transmission, repeat the message twice more after short intervals. (Sometimes a change in location of the mobile or portable unit may clear the problem.) If there is no response, a different means of communication must be used, such as a different radio, telephone, etc.

5. Transmitting Don'ts

Don't leave the public address system of the electronic siren turned on when transmitting as it creates a great amount of feedback through other transmitting units. The public address system should be used only during operations when personnel are away from the apparatus and need to be summoned by radio.

B. Response of Apparatus "On the Air"

When an apparatus or unit is in service and on the air and is dispatched by the Dispatcher to a fire or emergency, the responding unit shall repeat the address they are responding to and the location they are responding from. This will help to alert all responding vehicles on possible route changes by those responding. The Dispatcher will confirm or correct the message.

C. Arriving At The Scene of an Emergency

When arriving at the location of an emergency to which a unit has been dispatched, the unit shall state their unit designation and the street address (and building if designated) of the location. Units shall not designate their arrival by stating that they are "on location" or "on the scene."

D. Placing Apparatus In or Out of Service

If an apparatus or unit is to be put in service as a replacement for another vehicle, the officer shall call Dispatch by phone and inform them of the exchange. A radio test shall be conducted in the following manner: "Dispatch, this is extra engine #986 in service as Engine 25 - regular engine #905 to the shop for service." or "Dispatch, regular engine #905 in service as Engine 25 - extra engine #986 to number 3 station for storage".

A unit shall log onto the MDT in the appropriate manor.

E. Mobile Unit to Dispatcher Transmissions

When a mobile unit wishes to talk to the Dispatcher, the call shall be made in this manner: "Dispatch, this is Battalion #3" and then wait for the Dispatcher to acknowledge the request for the "air". Dispatch will either instruct you to go ahead with your message, or to "stand by", or instruct you to go to a less-used talk group, usually Channel 9, especially if the message is lengthy or confidential in nature.

F. Mobile to Mobile Non-Emergency Message

When not transmitting an emergency message, if one mobile unit wishes to speak to another, the following procedure shall be used. The unit requesting to talk will go directly to Channel 9 without saying anything on Channel 1 to Dispatch. When on Channel 9, the unit will state: "Dispatch this is (unit designation); I am requesting to speak with (unit designation) on this channel". The Dispatcher will either grant or deny your request pending other radio traffic on the channel. If the Dispatcher states, "OK or affirmative (unit designation)"; stand-by on Channel 9 while the Dispatcher seeks the requested unit and tells them to meet you on Channel 9. The Dispatch Office will need to be alert to the change of the units taking part in the discussion on Channel 9 for possible dispatch to an emergency. Proper radio etiquette and procedures are to be maintained even when on Channel 9 or another assigned channel as, all channels are monitored by other agencies as well as the public.

When Dispatch is trying to contact a mobile or portable unit on the air, the mobile or portable unit will respond with a verbal transmission. When Dispatch has completed a transmission to a mobile or portable unit, the mobile or portable unit will acknowledge with a verbal transmission.

G. Portable Radios

Portable radios shall not be used or tested in or near a mobile radio unit when the mobile radio is on and should only be used if no mobile radio unit is readily available. The portable radios have a shorter range and since they are battery powered, they have a rather uncertain service life. The batteries are more rapidly depleted when the unit is used to transmit. Any portable radio that has been fully immersed in water, or any other liquid, must have its battery removed immediately and the unit must then be exchanged at the Communications Bureau. A written statement of the relevant circumstances should accompany the unit's repair request. Portable radios are water resistant not water proof.

H. Word Usage and Phraseology

Examples of preferred word usage and phraseology to be used by mobile and portable units and the Dispatcher are shown below.

1. "Dispatch, Squad #7 is in service."
"O.K. Squad #7, 0635."
2. "EMS Control, send Squad #7 an ALS ambulance Code 3."
"O.K. Squad #7, 0657."
3. "All units responding, Battalion #1 at Michigan and Madison - a five [5] story building heavily involved - Battalion #1 is Command -Dispatch make this a second alarm."
"O.K. Battalion #1 Command and a second alarm - 0445."
4. "All units responding, Engine #7 at 2250 Franklin - an automobile fire - Engine #7 can handle."
"O.K. engine #7 - Engine #7 reports they can handle 2250 Franklin."
5. "All units responding, this is Lagrange Command - we have a four [4] family apartment we have an all clear on this building - the fire is contained to division #2 - we can handle with equipment dispatched."
"O.K. Lagrange Command - 0244."
6. "All units responding, this is Green Valley Command - this is food on the stove - Engine #11 can handle - have the truck continue code #2 for ventilation."
"Engine #11 reports that they can handle 2780 Green Valley - Truck #4 continue code #2 for ventilation, 0730."
7. Upon completion of an in service run:
"Dispatch, Engine #14 - assignment complete - returning to quarters."
"O.K. Engine #14 - 1134."
8. Two units responding to an injury accident:
"Dispatch, Engine #25 at 330 Secor - Engine #25 can handle - Engine #23's Company, you can return to service."

"O.K. Engine #25 - 2242."

"Dispatch, Engine #23 in service." [on channel #1]

"O.K. Engine #23 - 2243."

9. "Dispatch to Battalion 2."

"Battalion 2, go."

"Battalion 2, call 2404, code 2."

"Battalion 2, ok on 2404 code 2."

"Ok Battalion 2, 1035."

Each unit shall be placed in service as shown in example #1. The Dispatcher only needs to okay the message and state the time.

I. Position of On-Off, Volume Control and Ignition Switches

All mobile radios on/off switches are to be kept in the "on" position. When the ignition switch is turned "on" the radio will also come on. All mobile radios have a preset volume that the radio will go to when turned on. The unit's volume can then be adjusted as desired.

When the apparatus are in quarters, all apparatus ignition switches are to be kept in the "off" position. All apparatus are normally kept plugged into the in-house charging system when in quarters. Failure to turn ignition switches to the "off" position and failure to use the in-house charging system can result in a dead battery.

J. Use of Two-Way Feature

If it becomes necessary for a mobile unit to transmit information of a confidential or sensitive nature or which might arouse or cause apprehension to any citizen, the mobile unit should ask the Dispatcher to go to Channel Nine (9) for "two-way". The Dispatcher can grant permission to go to "two-way" on Channel 9. When assured by the Dispatcher that the radio repeaters are off and that the radios are on "two-way", the message can be transmitted. Upon completion of the message exchange, the Dispatcher should revert to "three-way" operation and announce that this has been done with a time announcement. The unit should then return to the originally assigned talk group. The request to use two-way should be made only if it is so important to get a message to the Dispatcher that time cannot be expended getting to a telephone.

All traffic transmitted from the Alarm Office can be heard on “two-way” communications. Mobile/Portable traffic is unheard. Therefore, "echoing" or repeating the information back to the person transmitting, should not be practiced.

K. Anonymous Caller

According to 9-1-1, policy and the State of Ohio law, an anonymous caller's name, address and phone number are not to be dispersed in any way beyond the 9-1-1 system. When dispatching, TFRD Dispatchers are part of this system so the anonymous caller's information shall not be given over the air. If the Incident Commander needs information regarding the incident, Dispatch will call back the caller and obtain the needed information.

The only exception to this policy is where criminal activity, such as intentional false alarms, is involved. In these cases, the investigators may have access to this secured information.