

SPOKANE COUNTY FIRE DISTRICT 8

Standard Operating Procedures

90.03.05 DISPATCH AND RADIO PROTOCOLS



Adopted:	12/20/16
Reviewed:	11/09/22
Revised:	00/00/00
Approved:	<i>Lonnie J. Rash</i>

Purpose: To have units use the same terminology and usage when utilizing dispatch and radio protocols.

References: N/A

Procedure:

1. Dispatching Calls.
 - a) The dispatch of calls will not be delayed unnecessarily. Emergency calls will be immediately dispatched.
 - i. Emergency Call: Any call with indications that there is an immediate, or potentially immediate, threat to life or property.
 - ii. Non-Emergency Call: Any call where there is no possibility of immediate threat to life or property, and there is no need for an immediate response.
2. Acknowledging Transmissions.
 - a) When being called by dispatch or other field units, all units will acknowledge by stating their unit identifiers and location.
 - b) Dispatch will acknowledge all transmissions, including however, not limited to, unit responding, on scene, returning, at station, out of service, etc., by using paraphrase format.
3. General Radio Calling.
 - a) Emergency communication shall supersede all other forms of traffic and will be acknowledged immediately. State the word "Emergency Traffic" within the transmission.
 - b) To decrease radio transmission time, all traffic directed to dispatch should relate to:
 - i. Status of units.
 - ii. Messages necessary to mitigate an incident.
 - iii. Messages required for incident reporting purposes.
 - iv. Authorized non-emergency traffic.
 - c) It is not necessary to notify dispatch for any non-emergency messages that do not change a resource's STATUS. Resources will be dispatched as shown on the run card, unless a unit is OUT OF SERVICE or is otherwise not available for response.
 - d) The exception to the above is radio transmissions necessary to record a time for reporting purposes with dispatch. These would include times responding, arrival times, arrival of utilities, returning to station, etc.

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- e) In order for the dispatcher to accurately receive and record your transmission, address “Dispatch” from your unit identifier, then pause prior to continuing with your message.
- f) If fire personnel happen upon an incident, inform dispatch of situation, and request needed resources.

Example #1

Unit: *Dispatch from Engine 84, in service, returning to station or location.*

Dispatch: *Engine 84 returning.*

Example #2

Unit A: *Brush 82 from 820, switch to Fire District 8 Admin.*

Unit B: *Brush 82 switching to Fire District 8 Admin.*

Example #3

Calls to Dispatch: *Dispatch from Brush 85.*

Calls from Dispatch: *Brush 85 from Dispatch.*

- g) All traffic shall include the identifier for who is being called and the identifier for who is calling.
- h) The unit identifier used as a response shall be recognized as an acknowledgment by the unit.

Example

Dispatch: *820 from Dispatch call Station 82.*

Unit: *820 call Station 82.*

- i) Portable radios assigned to units shall be identified with a unit identifier.

4. Addressing and Communications.

- a) Five-digit address or unit numbers shall be grouped one and two and two (for example, 12832 will be stated: *One twenty-eight thirty-two*).
- b) Four-digit address or unit numbers shall be grouped two and two (for example, 1012 will be stated: *Ten twelve*).
- c) Three-digit address or unit numbers shall be grouped one and two (for example, 540 will be stated: *Five forty*).
- d) Two-digit address or unit numbers shall be grouped as two (for example, 28 will be stated: *Twenty-eight*).
- e) In the event a location is a rural route or does not have an address, dispatch shall use the nearest road name or nearest address location in the initial dispatch.

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5. Incident Types.

- a) For initial dispatch, use the dispatch codes as set forth in 90.03.06. Dispatch codes are subject to change and additions.
- b) Each fire agency has predetermined their desired response to these specific types of incidents. However, responding fire officers may request additional resources and/or alarms as deemed necessary. Dispatch codes that have additional alarms pre-programmed are: 11F, 11W, 14L, 14M, 14H, and 14E.
- c) Dispatch codes that are **not** pre-programmed for additional alarms, dispatch will duplicate the resources assigned to the incident. Anytime a resource arrives on-scene at an incident and requests a “Full alarm, Regular alarm, Normal response, “etc., dispatch will upgrade the incident to an **11F-structure fire-full response**. However, 14 codes will be upgraded one response level i.e. 14M to 14H.
- d) Animal rescues i.e.; (animal over cliff, trapped in well, etc.) will be referred to the on-duty 820 officer with all pertinent information for his/her disposition.

6. Status.

- a) All units shall use the following terminology to identify status:
 - i. Available on-scene: In service at an incident, available for response. Does not close call.
 - ii. Delayed response: Unit is out of first response area, i.e., at Training Center. Dispatch will send a closer resource.
 - iii. In service- Ready for response, in or out of station.
 - iv. On the Scene: At the incident scene; not available for response until dispatch is notified.
 - v. Out of Service: Not available for response.
 - vi. Responding: En route to an incident; not available for response.
 - vii. Returning: Returning to station or detail; can be in or out of service, must clarify.
 - viii. Staged: On the scene; not available for response until dispatch is notified.
 1. Dispatch will assume the last status identifier given by a unit to be its current status.
- b) Quarters Change: The District will use the term “*Quarters Change*.” If an apparatus is placed in service at a station that is not its designated station (i.e. E84 moves to station 81) the apparatus shall remain the unit radio identifier number of the apparatus.

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i. Contact dispatch when exchanging apparatus for maintenance purposes.

7. Dispatch Procedure.

- a) Dispatch will be made using a digital paging system.*Information available on pager will consist of; location, apparatus dispatched, type of call, grid/map page, cross streets, talk group, and log#.
- b) If there is no response from one or more resources in five minutes, Dispatch will re-page the original resources and add an additional resource from the next closest station, until the desired response are responding. If at least one resource responds, check with (on-duty 820 officer, if responding) them to see if they want a re-page.
- c) Dispatch will **not** contact the on-duty 820 officer before doing a re-page, unless he/she was one of the original resources.

8. Response Information.

- a) All responding units shall repeat briefly on initially assigned talk group, the address and nature of the incident they are responding to, i.e., structure fire, brush fire, medical, etc.

9. Additional Information.

- a) Additional information will be given to responding units over the radio, or by pagers. This information includes, however, is not limited to, patient information, drugs taken, alarm and zone details, and specific locations. Reports shall be as brief as possible.
- b) Additional pager information will be limited to cancellations, additional resources, and any information that would affect the incident.

10. Repeating Pertinent Information.

- a) Dispatchers and responding units shall repeat all pertinent information, using a paraphrase format.

11. Arrival Information.

- a) Upon arriving at an incident scene, the first arriving unit shall give a report of conditions found, establish command, using a specific location name, (i.e.; Madison command).
- b) The primary road name of the location or the business name should be the first desired command. The command name allows all communications to be directed to a single Incident Commander.

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- c) All communications from the incident to dispatch will come through the Incident Commander, exception shall be emergency traffic.
- d) The Dispatchers only reference to the location of the incident is by the physical dispatched address. The use of the road name is desired to assist dispatch in locating the incident in the CAD when multiple incidents are in progress. Alternate names should only be used when multiple incidents occur on the same road name.

Example #1

Incident Location: *Palouse and 57th*

Unit: *Dispatch from 820, establishing Palouse command.*

Example #2

Incident Location: *2212 E. 33rd*

Unit: *Dispatch from E81, E81 will be 33rd command.*

12. Cancelling Units.

- a) When canceling single units dispatched to your incident, i.e. Ambulance (AMR) or other District apparatus, contact the apparatus or ambulance unit direct.
- b) Do not call Dispatch to cancel single units unless the unit does not acknowledge on the radio. Dispatch will perform a cancel page if an incident is terminated and multiple apparatus need to be canceled. When canceling all responding units to an incident, advise Dispatch to cancel all responding units.