

**FAIRFAX COUNTY FIRE AND RESCUE
DEPARTMENT**
BASIC TRAINING SECTION



COMMUNICATIONS



REFERENCES

- IFSTA Essentials, 5th Edition, Chapter 19
- NFPA 1001, Standard for Firefighter Professional Qualifications, 2008 Edition
- Fairfax County Fire and Rescue Communications Manual July 2012 Rev.
- SOP 04.03.04 Use of Electronic Communications
- NOVA Procedural Bulletins:
 - 2007-04 TIA for All NOVA-Common Language*
 - 2008-02 Emergency Activation (EA) Button*



LESSON GOAL

- After completing this lesson, the student shall be able to communicate effectively by radio and telephone following the policies and procedures set forth by the authority having jurisdiction (AHJ).



SPECIFIC OBJECTIVES

- Describe communication responsibilities of the firefighter.
- Summarize necessary skills for fire department communication.
- Explain how a firefighter should proceed when receiving emergency calls from the public.
- Explain the purpose of tactical channels.
- Discuss evacuation signals and personnel accountability reports.



TELECOMMUNICATOR

- Has a role which is different from but just as important as other personnel
- Usually full-time professional communications specialists
- Must process calls from unknown and unseen individuals



TELECOMMUNICATOR

- Must be able to obtain complete, reliable information
- Must gather information from the caller, then dispatch emergency responders
- Must know where emergency resources are in relation to the reported incident
- Need to know not only which units to assign but also how to alert



TELECOMMUNICATOR

- Must stay in contact with the Incident Commander (IC)
- Must keep records of each request for assistance



CUSTOMER SERVICE

- Consumer of emergency services is the general public
- Telecommunicator has first contact with the public during an emergency
- Often receive calls from people in the community seeking assistance or information



TRAITS OR PERSONAL CHARACTERISTICS

- Adjust to various levels of activity
- Handle multitasking
- Make decisions and judgments based on common sense and values
- Maintain composure
- Form conclusions from disassociated facts.



TRAITS OR PERSONAL CHARACTERISTICS

- Handle criticism
- Remember and recall information
- Deal with verbal abuse
- Function under stress
- Maintain confidentiality



COMMUNICATION SKILLS

- Basic reading skills
- Basic writing skills
- Keyboarding skills
- Ability to speak clearly
- Ability to follow written and verbal instructions



MAP READING

- Critical to be able to look at a map and locate specific points
- Wildland responsibilities
- Computer-Aided Dispatch (CAD) systems
- Automatic Vehicle Locating (AVL) system
- Cellular phones



PSTOC

Public Safety Transportation Operations Center



COMMUNICATIONS EQUIPMENT

- Two-way base radio
- Tone-generating equipment
- Telephones
- Direct-line phones
- Computers
- Recording systems or devices
- Alarm-receiving equipment



ALARM-RECEIVING EQUIPMENT

- Telephones
 - Commercial phone systems
 - Direct lines
 - TDD/TTY/text phone
 - Wireless (cellular)



ALARM-RECEIVING EQUIPMENT

- Fax machines
- Radios
 - Base radios, mobile radios, portable radios



RADIO GUIDELINES

- Realize that all radio transmissions can be monitored
- Use self-discipline and good judgment
- Plan exactly what is intended to be said.
- Do not use slang or jargon.
- It is inappropriate to use anyone's name in a radio message.



COMPUTER-AIDED DISPATCH (CAD) SYSTEMS

- Assist or aid the performance of the telecommunicator
- Can shorten response times or enable a greater volume of calls
- Can reduce the amount of radio traffic
- Available in various designs
- May not be needed by smaller organizations



CAD

Station Terminal



MCT



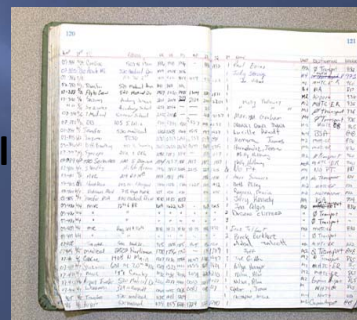
RECORDING INFORMATION

- Voice recorders
 - Document information
 - Accurate account of operations
 - Protect in case of litigation
 - Document evidence
 - Continuously running
 - Intermittently running



RECORDING INFORMATION

- Radio logs
 - Record the incident and location of each activity
 - A manual system written on paper
 - Usually a chronological recording
 - Include incident information



BASIC PHONE COURTESIES

- Answer calls promptly
- Be pleasant and identify the department or company and self
- Be prepared to record messages accurately

**“Good morning/afternoon/evening,
Fairfax County Fire & Rescue Station ____,
Recruit Firefighter _____,
may I help you sir or m’am?”**

BASIC PHONE COURTESIES

- Never leave the line open or a caller on hold for an extended period of time
- Post the message or deliver the message promptly
- Terminate calls courteously;
- ALWAYS ALLOW THE CALLER TO HANG UP FIRST**

RECEIVING EMERGENCY CALLS FROM THE PUBLIC

- Identify the agency
- Control the conversation
 - Ask questions to get the information needed
 - Assertive voice
 - Follow SOPs



RECEIVING EMERGENCY CALLS FROM THE PUBLIC

- Gather information
 - Incident location
 - Type of incident/situation
 - Number of people injured or trapped
- Get the exact location of the victims



RECEIVING EMERGENCY CALLS FROM THE PUBLIC

- If it is safe to do so, keep the caller on the line and get
 - Name
 - Location if different from the incident location
 - Callback telephone number
 - Address



RECEIVING EMERGENCY CALLS FROM THE PUBLIC

- Ask the caller if it is safe to remain on the phone
- Record the answers to all questions
- Maintain communications with all units until the call has been terminated



PUBLIC ALERTING SYSTEMS

- Telephone
 - Fire department emergency number may be 9-1-1, a 7-digit number, or "0" for the operator



BASIC 9-1-1

- Customer dials 9-1-1 and the phone rings at the communications center
- Additional features
 - Called party hold
 - Forced disconnect
 - Ringback
 - Automatic number identification



ENHANCED 9-1-1 (E-9-1-1)

- Combine telephone and computer equipment (such as CAD) to provide information such as:**
 - Caller's location and phone number**
 - Directions to the location**
 - Other information about the address**



ENHANCED 9-1-1 (E-9-1-1)

- Displays the location from which the call is being made**
- Allows help to be sent even if the caller is incapable of identifying location**
- Works with some wireless systems**



RADIO

- Likely to come from fire department personnel or other government workers who happen upon an emergency
- Gather the same kind of information that would be taken from a telephone caller
- Some fire departments monitor citizens band (CB) radio frequencies for reports of emergencies



WALK-INS

- Citizens may walk into a fire station and report an emergency
- Whoever greets the citizen should ascertain the location and type of incident
- Get the reporting party's name, address, and telephone number
- Local policy dictates what steps should be taken once information has been obtained



DISCUSSION QUESTION



What are different approaches for handling a walk-in report of an emergency?

Why should the citizens be discouraged from going directly to a firehouse to report an emergency?



WIRED TELEGRAPH CIRCUIT BOXES

- Historically installed on street corners
- Connected to a wired telegraph circuit that was connected to all fire stations in the jurisdiction



TELEPHONE FIRE ALARM BOX

- A fire alarm box equipped with a telephone for direct voice contact with a telecommunicator
- May be used in combination with telegraph circuits



RADIO FIRE ALARM BOX

- Contains an independent radio transmitter with a battery power supply
- Some include a small solar panel for recharging the unit's battery



REPORTING A FIRE OR OTHER EMERGENCY BY TELEPHONE

- Dial the appropriate number
 - 9-1-1
 - Fire department 7-digit number
 - "0" for the operator
- State the address where the emergency is located.
- If no address, give the nearest cross streets or describe nearby landmarks.



REPORTING A FIRE OR OTHER EMERGENCY BY TELEPHONE

- Give the telephone number from which the call was made.
- State the nature of the emergency.
- State name and location.
- Stay on the line if requested to do so by the telecommunicator.



ALERTING FIRE DEPARTMENT PERSONNEL: STAFFED STATIONS

- Computerized line printer or terminal screen with alarm
- Voice alarm
- Teletype
- House bell or gong
- House light



FIRE STATION ALERTING

- Night Mode-Station speakers are OFF until activated for 2 min after alert, then return to OFF
- Day Mode-Overrides station speakers to ALWAYS ON



ALERTING FIRE DEPARTMENT PERSONNEL: UNSTAFFED STATIONS

- Pagers
- Cellular telephones and other devices with text-messaging capabilities



II. EVENT TYPE	III. CONDITION 1	IV. CONDITION 2	V. CONDITION 3
ABIOHZ	4E 1T 1TL 2RH 1HM 1HMS 2M 2(A or M) 2EMS 2BC 1SAF 1DFCO 1SHU 1MCP 1CSU	4E 1T 1TL 2RH 1HM 1HMS 2M 2(A or M) 2EMS 2BC 1SAF 1DFCO 1SHU 1MCP 1CSU	4E 1T 1TL 2RH 1HM 1HMS 2M 2(A or M) 2EMS 2BC 1SAF 1DFCO 1SHU 1MCP 1CSU
ABLDG	1E 1T (1T rq'd)	1(E or T or R)	1(E or T or R)
ACCIBF	1R 1 (E or T or HM) 1M 1(A or M) 1EMS 1BC 1E required	1(R or E or T or HM) 1(M or A) 1EMS or BC	1(R or E or T or HM) 1(M or A) 1EMS or B)
ACCIF	1(R or E or T or HM) 1(A or M)	1(R or E or T or HM) 1(A or M)	1(R or E or T or HM) 1(A or M)
ACCIHF	1(R or E or T or HM) 1(A or M)	1(R or E or T or HM) 1(A or M)	1(R or E or T or HM) 1(A or M)
ACCIMF	1(R or E or T or HM) 1(A or M) 1EM§ 1M Required	1(R or E or T or HM) 1(A or M) 1EMS 1M Required	1(R or E or T or HM) 1(A or M) 1EMS 1M Required
ACCITF	1R 1(E or T or HM) 1M 1(A or M) 1EMS 1 BC 1 E Required	1R 1E 1M 1(EMS or BC)	1R 1E 1M 1 (EMS or BC)
ACOD	1(HM or R or E or T)	1(HM or R or E or T)	1(HM or R or E or T)
AGAPT	1E 1T (1T rq'd)	1(E or T or R)	1(E or T or R)
AHIRIS	1E 1T (1T rq'd)	1(E or T or R)	1(E or T or R)
AHOSP	1E 1T (1T rq'd)	1(E or T or R)	1(E or T or R)
AHOU	1E 1T (1T rq'd)	1(E or T or R)	1(E or T or R)
AIRF	4E 1TL 1T 1RH 1R 2M 2(A or M) 1HM 1HMS 2F 2EMS 2BC 1SAF 1DFCO 1MCSU 1MCP 1CSU	4E 1TL 1T 1RH 1R 2M 2(A or M) 1HM 1HMS 2F 2EMS 2BC 1SAF 1DFCO 1MCSU 1MCP 1CSU	4E 1TL 1T 1RH 1R 2M 2(A or M) 1HM 1HMS 2F 2EMS 2BC 1SAF 1DFCO 1MCSU 1MCP 1CSU
AJAIL	1E 1T (1T rq'd)	1(E or T or R)	1(E or T or R)
ALS	1(AFR or E or HM or A or R or T) 1M 2 ALS Skill Required	1(AFR or E or HM or A or R or T) 1M 2 ALS Skill Required	1(AFR or E or HM or A or R or T) 1M 2 ALS Skill Required

Event types listed
on pages 61-66 of
Communications
Manual July 2012
Rev



RADIO SYSTEM

- Fairfax County uses a “trunked” digital 800 MHz system
- All personnel must be able to talk properly over the radio.



Radio Channels (1)

APPENDIX G: COG Regional Talk Group Template

Jurisdiction	A.1	B.2	C.3	D.4	E.5	F.6	G.7	H.8	I.9	J.10	K.11	L.12	M.13	N.14	O.15	P.16
1. DCFD	01 DISP	02 MAIN	03 FD 03	04 VR5 1	05 FD 05	06 F01 AN	07 FD 07	08 VR5 2	09 FD 09	10 FD 09AN	11 EMS1	12 EMS2	13 EMS3	14 0700	15 082	16 081
2. DCFD DA	0A1 DISP	0A2 MAIN	0A3 FGA2	0A4 VR51	0A5 FGA5	0A6 FGA3AN	0A7 FGA7	0A8 VR52	0A9 FGA9	0A10 FGA4	0A11 EHV1	0A12 EHV2	0A13 SPEV 3	0A14 TGA	0A15 DR2	0A16 DR 3
3. DCFD DB	0B1 DISP	0B2 MAIN	0B3 FGB3	0B4 VR51	0B5 FGB5	0B6 FGB3AN	0B7 FGB7	0B8 VR52	0B9 FGB9	0B10 FGB4	0B11 EHV1	0B12 EHV2	0B13 SPEV 3	0B14 TGA	0B15 DR2	0B16 DR 3
4. DCFD HZ	DC UCL1	DC UCL2	DC UCL3	DC UCL4	DC MA2	DC MA3	DC MM4	DC MM5	DC MM6	DC MM7	DC MM8	DC MM9	DC MM10	DC MM11	DC MM12	DC MM13
5. 1 Arlington FD	1A DISP	1B RESP	1C INC1	1D TAC1B	1E TAC1C	1F CMD	1G INC2	1H TAC2B	1I TAC2C	1J SMO2	1K INC3	1L TAC3B	1M CMD3	1N METRO	1O TA/VRS	1P DISP
6. A1 Arlington FD	A1A DISP	A1B RESP	A1C LOGW	A1D LOGO	A1E LOGC	A1F SPEV	A1G SFMD	A1H MKT1	A1I MKT2	A1J MKT3	A1K PREV	A1L YST	A1M ODC	A1N TA	A1O TA	A1P DISP
7. 2 Alexandria FD	2A DISP	2B	2C	2D	2E	2F	2G	2H	2I	2J	2K	2L	2M	2N AHP	2O TJA	2P DISP
8. A2 Alexandria FD																
9. 3 MVA	3A DISP	3B RESP	3C	3D	3E CMD1	3F CMD2	3G ADMM	3H APACF	3I UNCM	3J ANNC	3K CALA	3L ADAL	3M A/P	3N TA	3O DISP	
10. A3 MVA																
11. 4 Fairfax Fire	4A DISP	4B RESP	4C INTR	4D	4E	4F	4G	4H	4I	4J	4K	4L B1	4M B2	4N TJA	4O SAF	4P DISP
12. 41 Fairfax Fire	41A DISP	41B RESP	41C INTR	41D	41E	41F	41G	41H	41I	41J	41K	41L B1	41M B2	41N TJA	41O SAF	41P DISP
13. 42 Fairfax SOPS	42A DISP	42B RESP	42C INTR	42D	42E	42F	42G HAZ1	42H HAZ2	42I HAZ3	42J TRT1	42K TRT2	42L MARK1	42M MARK2	42N TJA	42O SAF	42P DISP
14. 43 Fairfax Fire	43A DISP	43B RESP	43C INTR	43D	43E	43F	43G	43H	43I	43J	43K	43L	43M	43N TJA	43O SAF	43P DISP
15. 44 Encryption Zone	44A DISP	44B RESP	44C INTR	44D FD/PD 1-E	44E FD/PD 2-E	44F SE STAGE	44G OCM 1-E	44H FD COORD 1-E	44I FD COORD 2-E	44J NCR 1-E	44K NCR 2-E	44L	44M	44N TJA	44O SAF	44P DISP
16. 45 PREV ZONE	45A DISP	45B RESP	45C INTR	45D DT1	45E DT2	45F DT3	45G DT4	45H INP	45I EVT	45J INVE	45K HAZDEV	45L FD/PD 1	45M FD/PD 2	45N TJA	45O SAF	45P DISP
17. 46 TRAINING ZONE	46A DISP	46B RESP	46C INTR	46D TRN1	46E TRN2	46F TRN3	46G TRN4	46H BATT1	46I BATT2	46J BATT3	46K BATT4	46L BATT5	46M BATT6	46N TJA	46O SAF	46P DISP
18. 47 FAIRFAX CITY ZONE	47A DISP	47B RESP	47C INTR	47D FAPD	47E GAU1	47F GAU2	47G ADC	47H AIB	47I CTS	47J CTK	47K TRN	47L ADA	47M FV	47N TJA	47O SAF	47P DISP
19. 48 BACKUP ZONE	48A DISP	48B RESP	48C INTR	48D	48E	48F	48G	48H	48I	48J	48K	48L	48M	48N TJA	48O SAF	48P DISP
20. 49 HOSPITAL ZONE	49A HCC4	49B FX	49C MTN	49D FOM	49E KTN	49F PFLD	49G ACY	49H ACS	49I ALEX	49J INACTR	49K FBCH	49L OSTR	49M	49N FMC	49O LDN	49P HCC 5
21. Fairfax POLICE 1	SU DISP	SU OPS1	SU OPS2	SV DISP	SV OPS1	SV OPS2	MC DISP	MC OPS1	MC OPS2	MS DISP	MS OPS1	MS OPS2	RE DISP	RE OPS1	RE OPS2	POSTAC
22. Fairfax POLICE 2	FR DISP	FR OPS1	FR OPS2	WS DISP	WS OPS1	WS OPS2	FO DISP	FO OPS1	FO OPS2	HQ DISP	HQ OPS1	SCHOOL	SCH T1	MOP1 1	MOP1 2	MOP1 3
23. Fairfax POLICE 3	CF DISP	CF TAC1	CF TAC2	CF TAC3	CF TAC4	CF EVT	HR DISP	HR TAC1	HR TAC2	HR TAC3	HR TAC4	VN DISP	VN TAC1	VN TAC2		
24. COORDINATION	COORD 01	COORD 02	COORD 03	COORD 04	COORD 05	COORD 06	COORD 07	COORD 08	COORD 09	COORD 10	COORD 11	COORD 12	COORD 13	COORD 14	COORD 15	COORD 16
25. 5 Prince William	5A DISP	5B RESP	5C	5D	5E	5F	5G	5H	5I	5J	5K	5L FLD	5M ANNC	5N TA	5O TAC	5P DISP
26. 51 Prince William	51A DISP	51B RESP	51C	51D	51E	51F	51G	51H	51I	51J	51K	51L	51M	51N TA	51O TAC	51P DISP

Radio Channels (2)

27	6 Loudoun	6A DISP	6B RESP	6C CMD10	6D TAC11	6E TAC12	6F TAC13	6G CMD20	6H TAC21	6I TAC22	6J TAC23	6K CMD30	6L TAC31	6M TAC32	6N SAF1	6O SAF2	6P DISP
28	61 Loudoun	61A DISP	61B RESP	61C T41	61D T42	61E T43	61F CDS0	61G T51	61H T52	61I T53	61J CDS0	61K T61	61L T62	61M T63	61N SAF1	61O SAF2	61P DISP
29	7 Montgomery	7A DISP	7B OPS	7C	7D	7E	7F ANNC	7G	7H	7I	7J ANNC	7K	7L	7M ANNC	7N VRS	7O FOTA	7P OPS
30	71 Montgomery	71A DISP	71B OPS	71C	71D	71E	71F ANNC	71G	71H	71I	71J ANNC	71K	71L	71M ANNC	71N VRS	71O FOTA	71P OPS
31	8A PGFD North	8A1 DISP	8A2 TLK2	8A3	8A4	8A5	8A6 ANNC	8A7	8A8	8A9	8A10 ANNC	8A11	8A12	8A13VRS1	8A14VRS2	8A15FOTA	8A16OPS
32	8B PGFD Rescue	8B1 DISP	8B2 TLK2	8B3	8B4	8B5 CALL	8B6 MED1	8B7 MED2	8B8 MED3	8B9 PGHC	8B10 DOH	8B11 LHM	8B12 SMH	8B13 FWH	8B14 BHC	8B15FOTA	8B16OPS
33	8C PGFD South	8C1 DISP	8C2 TLK2	8C3	8C4	8C5	8C6 ANNC	8C7	8C8	8C9	8C10 ANNC	8C11	8C12	8C13	8C14	8C15 FOTA	8C16OPS
34	8D PGFD	8D1 DISP	8D2 TLK2	8D3	8D4	8D5	8D6 ANNC	8D7	8D8	8D9	8D10 ANNC	8D11 BLANK	8D12 BLANK	8D13VRS1	8D14VRS2	8D15FOTA	8D16OPS
35	9 Frederick (MD)	9A DISP	9B EMS1	9C FIRE 1	9D EMS 10	9E TAC 11	9F TAC 12	9G TAC 13	9H TAC 14	9I TAC 20	9J TAC 21	9K TAC 22	9L TAC 23	9M TAC 24	9N VRS	9O RING 10	9P DISP
36	91 Frederick (MD)	91A DISP	91B EMS2	91C FIRE 2	91D TAC30	91E TAC31	91F TAC32	91G TAC33	91H TAC34	91TAC40	91U TAC41	91V TAC42	91W TAC43	91M TAC44	91N VRS	91O RING 10	91P DISP
37	10 Charles (MD)	10 FEMAN	10F TAC1	10 FETAC20	10F TAC3	10F TAC4	10F TAC5	10F TRAIN	10F EMAR1	10F EMAR2	10F EMAR3	10F EMAR4	10F ERN1	10F ERN2	10COEMR 2	10COEMR 1	10EMAN
38	11 Fauquier	11A DISP	11B FIRE2	11C FIRE3	11D FIRE4	11E FIRES	11F FIRE6	11G WTR7	11H HOSE	11I HELO9	11J ADM10	11K FIR11	11L FIR12	11M OPS12	Unprogra mmed	11O TAC 110	11P DISP
39	12 Culpeper	12A DISP	12B RESP	12C	12D	12E	12F	12G WTR	12H HOSE	12I SPEV	12J SPEV	12K ORNG	12L MDSN	12M FAUC	12N TRN	12O FOTA	12A DISP
40	14 Rappahannock	14A DISP	14B TAC	14C TAC	14D TAC	14E TAC	14F TAC	14G WTR	BLANK	14H HELO	14I SEVT	BLANK	14L TRN	14M INCS	14N COOR	14O FQH	14P DISP
41	15 Stafford	15A DISP	15B DISP2	15C INCS	15D TAC1B	15E TAC1C	15F TAC1D	15G INCS2	15H TAC2B	15I TAC2C	15J TAC2D	15K COOR	15L COOR	15M COM1			
42	16-1 Stafford	161A DISP	16B DISP2	161C INCS	161D TAC1B	161E TAC1C	161F TAC1D	161G INCS4	161H TAC4B	161I TAC4C	161J TAC4D	161K COOR	161L COOR	161M COM1			
43	18ALLSO	18CALL90R	18CALL90D	18TAC91R	18TAC91D	18TAC92R	18TAC92D	18TAC93R	18TAC93D	18TAC94R	18TAC94D						
44	7CALLSO	7CALLSO	7TAC51R	7TAC51D	7TAC52R	7TAC52D	7TAC53R	7TAC53D	7TAC54R	7TAC54D	7TAC55R	7TAC55D	7TAC56R	7TAC56D	7TAC57R	7TAC57D	7TAC58R
45	Region 1/O	RING 1A	RING 1D	RING 2R	RING 2D	RING 3R	RING 3D	RING 4R	RING 4D	RING 5R	RING 5D	RING 6R	RING 6D				

GUIDELINES FOR RADIO COMMUNICATIONS

- Use plain English or clear text without codes of any kind
 - Clear text — Standardized set of fire-specific words and phrases, often used in the wildland fire community
- Use a moderate rate of speaking

GUIDELINES FOR RADIO COMMUNICATIONS

- Use a moderate amount of expression in speech
- Use a vocal quality that is not too strong or weak
- Keep things such as gum and candy out of the mouth
- Be concise and to the point
- Think about what should be said before keying the microphone



GUIDELINES FOR RADIO COMMUNICATIONS

- Everyone on the fireground should follow two basic rules
 - Units must identify themselves in every transmission
 - The receiver must acknowledge every message
- Do not transmit until the frequency is clear



GUIDELINES FOR RADIO COMMUNICATIONS

- Any unit working at an emergency scene has priority over routine transmissions
- Do not use profane or obscene language on the air
- All radio frequencies are monitored
- Hold the radio/microphone 1 to 2 inches (25 mm to 50 mm) from the mouth



PHONETIC ALPHABET

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

ARRIVAL REPORTS

- Also called a report on conditions or situation report
- In NOVA called an “on-scene” report
- Establish a time of arrival and inform other responding units of what actions might be needed



ARRIVAL REPORTS

- Format
 - Situation found
 - Action(s) taken/actions to be taken
 - Command status



ARRIVAL REPORTS

- Some situations require more detail
 - Address, if other than the one initially reported
 - Building and occupancy description
 - Nature and extent of fire or other emergency
 - Attack mode selected



PROGRESS REPORT ITEMS

- Transfer of Command
- Change in command post location
- Progress (or lack of) toward incident stabilization
- Direction of fire spread



TACTICAL CHANNELS

- Most often used for large incidents
- Small routine incidents usually do not require a tactical channel
- In many departments, units are initially dispatched on the primary dispatch channel
- In NOVA, units are assigned to a response channel.
 - Larger incidents are assigned a tactical channel



TACTICAL CHANNELS: TELECOMMUNICATOR ROLES

- Assign a tactical frequency
- Ensure additional responding units are aware of the assigned tactical channel
- Notify other agencies and services of the incident and the need for them to respond
- Provide updated information



SAMPLE COMMUNICATIONS

- Dispatch
- Response
- Tactical



CALLS FOR ADDITIONAL RESOURCES

- Normally, only the Incident Commander may strike multiple alarms or order additional resources
- Know local procedure for requesting additional resources



CALLS FOR ADDITIONAL RESOURCES

- Be familiar with alarm signals
- When multiple alarms are struck, a radio-equipped mobile communications vehicle can be used to reduce the load on the communications center



EMERGENCY RADIO TRAFFIC

- Person transmitting the message should make the urgency clear
- Telecommunicator should give an attention tone, advise all other units to stand by, and then advise the caller to proceed



EVACUATION SIGNALS

- Are used when the IC decides that all firefighters should immediately withdraw
- All firefighters should be familiar with their department's method of sounding an evacuation signal
- Radio broadcast
 - Similar to emergency traffic broadcast
 - Message is broadcast several times



EVACUATION SIGNALS

- Audible warning devices
 - Will work outside small structures
 - May not be heard by everyone
 - Can be confused with those being used by units arriving at the scene



PERSONNEL ACCOUNTABILITY REPORT (PAR)

- A systematic way of confirming the status of any unit operating at an incident
- When requested, every supervisor must verify the status of those under his or her command
- May have to rely on touch or hearing to verify each member's status
- Others in the chain of command must rely on radio reports from their subordinates



PERSONNEL ACCOUNTABILITY REPORT (PAR)

- Command can request a PAR at any time, but one is usually requested when:
 - The incident is declared under control
 - There is a change in strategy
 - There is a sudden catastrophic event
 - There is an emergency evacuation
 - A firefighter is reported missing or in distress



INTERNAL COMMUNICATIONS

- Pagers/Cellphones/NexTel/Blackberry
- Computer
 - E-mail
 - Intranet
- Reporting Systems
 - EIS
 - ECPR



S.O.P 04.03.04

AS WITH ALL RULES, REGULATIONS, SOPS, GENERAL ORDERS, STANDING ORDERS, INFORMATIONAL BULLETINS, ETC., YOU ARE RESPONSIBLE FOR EVERY WORD IN THIS S.O.P. IGNORANCE IS NO EXCUSE.

SUMMARY

- Fire alarms or calls for help must be handled expediently and accurately. If they are not, incidents can increase in size and severity.
- Fire department communications are a critical factor in the successful outcome of any incident. The better the communications, the safer the incident.



SUMMARY

- Firefighters must know how to handle both emergency and routine communications, including nonemergency calls for business purposes or public inquiries made directly to the station.



REVIEW QUESTIONS

- 1) What communication skills are necessary for fire department communications?
- 2) What is computer-aided dispatch (CAD)?
- 3) List three basic business telephone courtesies.
- 4) What actions should be taken when receiving an emergency call from a citizen?
- 5) How should the public report a fire or other emergency using a telephone?

