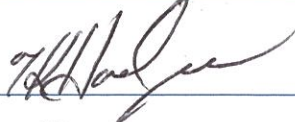



	Standard Operating Guideline: OPS 6	
	Subject:	Dispatch Guidelines
	Effective Date:	December 1, 2012
	Revision Date:	May 1, 2018
	Approval:	
	EMS Representative	
	Fire Representative	
Career Representative		
Director		

PURPOSE: Franklin County Public Safety shall assure that appropriate personnel and apparatus are alerted to respond and mitigate the emergency at hand.

I. POLICY:

- A. When the emergency communications center receives a request for Fire/EMS service they will alert the appropriate stations as identified in the Computer Aided Dispatch (CAD) system.
- B. When an EMS call is received for service, the station alerted will have a maximum of three (3) minutes to mark call covered. After marking call covered the department has an additional five (5) minutes to mark apparatus enroute. If call is not marked call covered within three (3) minutes, the second due agency will be alerted at the five (5) minute mark. If the call is marked call covered within three (3) minutes and apparatus is not marked enroute within the additional five (5) minutes, the second due agency will be alerted. The maximum time for an EMS agency to mark apparatus enroute will be eight (8) minutes.
- C. When a fire call is received for service, the station alerted will have a maximum of eight (8) minutes to have suppression apparatus enroute. If no suppression apparatus is enroute within eight (8) minutes then the second due station will be alerted.
- D. If after alerting second due apparatus is not enroute within eight (8) minutes CAD recommendations shall be followed for next due companies.
- E. If the information is available, alerts from the emergency communications center shall contain the following information:
 - 1. The station or unit to respond.

2. Nature of the call: i.e. Chest Pain, Structure Fire, Smoke Report, etc. The nature of the call shall be short and concise. Detailed information can be given after the apparatus is enroute.
 3. Location of the call.
 4. Cross streets of the call.
 5. When the call is received during career staffing hours and no career unit is available to respond, the communications center dispatcher should follow the alert messages with the following statement: "Be advised all career trucks are busy"
- F. CAD recommendations should be followed at all times regarding first due station assignments.
- G. If the CAD system makes a recommendation that appears to be in error, and the field units notify the communications center that an error has occurred, continue with the original first due station and alert the station that the field units have recommended alerting.
- H. All such errors shall be reported to the emergency communications center supervisor as soon as possible.
- I. The emergency communications center will ATTEMPT to broadcast special announcements each Monday as close to 20:00 hours as work load allows.
- J. All requests for special announcements must be come from the public safety administration office.
- K. All requests for special announcements MUST be made to the public safety administration office no later than 16:00 hours each Monday. Other request will be reviewed on a case-by-case basis.
- L. Communications system tests may be conducted at any time at the discretion of the emergency communications center supervisor, 9-1-1 dispatcher, public safety supervision, law enforcement supervisor to determine that the communications alert system is operating correctly.
- M. Notifications:
1. PS 1, PS 2, FM1 and Captain 1 shall be informed of weather updates received by the emergency communications center. This shall be done via text messaging or email.
 2. PS 1, PS 2, FM1 and Captain 1 shall be notified immediately of the following via email or text messaging:
 - a. Structure Fires
 - b. Traffic, Boating or Aircraft Accidents
 - c. Bomb Threats
 - d. HazMat Incidents

- e. Specialty Team activations (SAR, Dive team, etc.)
- f. Communications system outages
- g. The unit notified should acknowledge receipt of the message.

N. All Fire/EMS communications shall be transmitted using plain English. NO TEN (10) CODES shall be utilized.