

# ALLEGHENY COUNTY 9-1-1 COMMUNICATIONS CENTER

## Standard Operating Guidelines for Fire Communications

**ALLEGHENY COUNTY 9-1-1 COMMUNICATIONS CENTER  
STANDARD OPERATING GUIDELINES FOR FIRE**

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## **A. GENERAL FIRE RADIO GUIDELINES**

### **1. IDENTIFICATION OF THE CENTER**

On all Fire radio channels/frequencies, Allegheny County 9-1-1 Fire Dispatching shall be identified as "**Allegheny County**" by all fire departments that we provide services to.

### **2. IDENTIFYING FIRE APPARATUS AND OFFICERS**

All fire stations, units and personnel are assigned a specific county number. These numbers are to be used at all times when radio communications are involved.

### **3. APPROVAL OF RADIO DESIGNATIONS**

Unit designations, both number and apparatus type, used in radio communications must be approved by the Communications Manager. There shall be standardization of apparatus designations. No other terms will be recognized by this center.

### **4. STANDARD OFFICER DESIGNATIONS**

All officers will adhere to and use only official Allegheny County assigned numbers; which are assigned to them, when communicating with the 9-1-1 Center.

FIRE CHIEF	Is considered a Chief Officer. Is the highest ranking fire department line officer
ASSISTANT CHIEF	Is considered a Chief Officer. Is usually the 2 <sup>nd</sup> highest ranking line officer
DEPUTY CHIEF	Is considered a Chief Officer. Is usually the 2 <sup>nd</sup> or 3 <sup>rd</sup> highest ranking line officer
BATTALION CHIEF	Is considered a Chief Officer. Can be the highest ranking fire department official, but is usually the 2 <sup>nd</sup> or 3 <sup>rd</sup>
CAPTAIN	Is considered a Junior Officer and is below an Asst. Chief, Deputy Chief or Battalion Chief
LIEUTENANT	Is considered a Junior Officer and is below a Captain
SERGEANT	Is considered a Junior Officer and is below a Lieutenant
SAFETY OFFICER	In charge of firefighter safety on the fire ground. Is not considered a line officer
ENGINEER	In charge of vehicle maintenance. Is not considered a line officer

FIRE MARSHALL	Investigates fires
FIRE POLICE	Controls traffic at public safety incidents such as fires and accidents

### **Line Officer Radio Designations**

All Fire Officers will be identified on the radio by calling their department/company number first, preceded by his/her rank. If a department has more than one of a specific rank, then they will be identified by adding a 1, 2 or 3 after the department number.

#### Fire Chief

Examples:

Aleppo VFD Fire Chief	101 Chief
Spring Garden VFD Fire Chief	240 Chief
Bower Hill VFD Fire Chief	255 Chief
White Oak VFD Fire Chief	299 Chief

#### Assistant Fire Chief

Examples:

Bellevue VFD Asst. Fire Chief	108 Assistant
Liberty VFD Asst. Fire Chief	183 Assistant 1
Undercliff VFD Asst. Fire Chief	264 Assistant 2

#### Deputy Chief

Examples:

Swissvale FD Deputy Chief 1	278 Deputy 1
United Fire Rescue	287 Deputy

#### Battalion Chiefs

Examples:

McKeesport FD	190 Battalion 3
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#### Captains

Examples:

Carnegie VFD Captain	118 Captain
Etna VFD Captain 1	149 Captain 1
Central VFD Captain 3	147 Captain 3
West View VFD Captain 2	297 Captain 2

## Lieutenants

### Examples:

Aspinwall VFD Lieutenant	102 Lieutenant
Bridgeville VFD Lieutenant 3	117 Lieutenant 3
Berkeley VFD Lieutenant 2	247 Lieutenant 2

## Sergeants

### Examples:

Monroeville VFC #1 Sergeant 3	192 Sergeant 3
Monroeville VFC #4 Sergeant 1	194 Sergeant 1
Monroeville VFC #5 Sergeant 2	195 Sergeant 2

## Safety Officers

### Examples:

Bellevue VFD	108 Safety
West Park VFD	276 Safety

## Engineers

### Examples:

Kirwin Heights VFD	124 Engineer
Sewickley VFD	258 Engineer 2

## **5. STANDARD EQUIPMENT DESIGNATIONS**

All units will adhere to and use only official Allegheny County assigned numbers, which are assigned to them when communicating with the 9-1-1 Center. The below listed characters are used when the SUG Command is utilized.

### **SUG Command Characters for CAD (This is for CAD use only for identifying apparatus)**

A – Air Unit  
BT – Boat  
B – Brush  
CV – Command Units/Chiefs Vehicle  
DT – Dive Team

E or RE – Engine or Reserve Engines (units having more than one engine will utilize the RE for 2<sup>nd</sup>, 3<sup>rd</sup> etc out engines)

FM – Foam Units  
HZ – Hazmat Team/Personnel/Equipment  
MU – Mobile Units (County Assigned Only)  
QRS – Quick Response Vehicle (EMS)  
R – Rescue  
RH – Rehab Units  
RI – RIT Teams/Units  
SS – Special Service Vehicle  
S – Squad  
SV – Salvage  
T – Truck – Sometimes referred to a Ladder Truck, Tower, Snorkel, EP, Aerial Truck  
TS – Tele-Squirt  
TN – Tanker  
UT – Utility Truck

**These are the approved unit identifiers by Allegheny County.**

### **CAD UNIT TYPE**

AR – Air Unit  
BT – Boat  
BR – Brush Truck  
CV – Command Units/Chiefs Vehicle  
DT – Dive Team

TRUCK – A truck must have an aerial ladder, tower or articulating boom greater than 55 feet. Tele-Squirts are considered engines.

ENGINE/PUMPER – An engine will have the capacity to pump greater than 750 GPM and carry structural fire fighting equipment.

MINI PUMPER – A mini pumper will: Pump 750 GPM or less, have a hose bed, carry ground ladders and less than 500 gallons of water and be set up for structural firefighting.

BRUSH TRUCK – Typically not set up for structural firefighting. Smaller pump and tank sizes than mini pumpers. Usually does not carry SCBA or ground ladders and usually does not have a hose bed.

TANKERS/TENDERS – Any vehicle that carries 1500 or more gallons of water and has at least one dump valve and a portable folding tank on board will be classified a Tanker.

RESCUE TRUCK – The minimum requirements for a vehicle to be classified as a rescue truck in Allegheny County are as follows: Must carry a hydraulic rescue tool, air operated tools capable of vehicle extrication, vehicle stabilization equipment, air bags, state certified vehicle rescue technicians and basic rope rescue equipment.

FM – Foam Units  
HZ – Hazmat Team/Personnel/Equipment  
MU – Mobile Units (County Assigned Only)  
QRS – Quick Response Vehicle  
RQ – Rescue Trucks  
RH – Rehab Units  
RIT – RIT Teams/Units  
SS – Special Service Vehicle  
SQ – Squad  
SV – Salvage  
TK – Truck  
TS – Tele-Squirt  
TN – Tanker  
UT – Utility Truck

## **6. CAD UNIT AND RUN CARD CHANGES**

Department Chiefs must notify Allegheny County 9-1-1 in writing in advance of new apparatus being delivered, units that are being retired and services that may no longer be provided so that such changes can be made in CAD and run cards. A change in CAD can't be made by telling a TCO over the phone or radio. Any change to run cards must be forwarded to the Allegheny County 9-1-1 CAD Division.

## **7. CALL UP RADIO PROCEDURE**

A radio transmission is initiated with the CALL UP PROCEDURE. The call up procedure will be to first identify whom you are calling and then to identify yourself.

Example: 170 Engine 1, County

(One Seventy Engine One)

If a department has only one specific type of unit, then it's not necessary for them to utilize a number.

Example: 184 Engine, 163 Truck, 101 Tanker, etc.

If a department has more than one specific type of apparatus, then the next number in the sequence will be used.

Example: 118 Engine 1, 118 Engine 2, 197 Truck 2, etc.

This is the required format that all fire departments that are serviced by the county will use.

## **8. ACKNOWLEDGEMENTS & ECHOING**

TCO's will always "**echo**" the message given by the unit and ending the transmission with the "**time**".

Examples:

- Unit – 124 Chief enroute
- County – 124 Chief enroute, 12:13.
  
- Unit – Engine 190 Engine 1 on scene
- County – 190 Engine 1 on scene, 15:33
  
- Unit – 401 Chief, county
- County – 401 Chief
- Unit – 401 Chief county, dispatch the Red Team to assist the West Mifflin F.D. at the USS Irvin Works Plant for a Nitrous Oxide leak.
- County – Chief 401 requesting the Red Team to assist West Mifflin F.D. at USS Irvin Works Plant for a Nitrous Oxide leak.

## **9. AFFIRMATIVE AND NEGATIVE**

The words “affirmative” and “negative” shall be used on the radio in response to yes and no type questions. Again, the words "affirmative" and "negative" should never be transmitted alone. They must always be coupled with either the sending or receiving party ID. 10 Codes are not to be used.

Example:

COUNTY: 255 Engine 1, County, are you requesting a 2<sup>nd</sup> alarm?  
UNIT: 255 Engine 1 Affirmative.

## **10. AUTHORIZED RADIO & FREQUENCY USE**

The radio frequencies listed herein are for the dispatch of fire emergencies and for coordinating units operating at such incidents. These frequencies are not for conducting personal business but may be used for reporting non-emergency conditions such as disabled cars, street signs down, or traffic signals malfunctioning.

The radio is not a substitute for the telephone. If a call can wait until you are near a phone, do not use the radio.

## **11. LIMITING RESPONDERS TRANSMISSIONS**

The number of fire personnel equipped with portable and mobile radios is of concern to the center. Often times the radio becomes congested with individuals calling and/or responding. For that reason the following guidelines are in place.

For OUT OF DISTRICT ALARMS, only chief officers shall call responding only if responding to the scene.

For IN-DISTRICT ALARMS (home company), chief officers and junior officers (Captains, Lieutenants & Sergeants) may call responding to the scene. County will make every effort to acknowledge the response.

Personnel simply responding to their station shall not report “responding” to County.

Allegheny County will not be responsible for acknowledging all radio identifiers

**12. COMPLIMENTARY REMARKS**

The words "please" and "thank you" will not be used on the radio. These words serve no purpose other than to tie up the radio longer. The tone of your voice will convey courtesy.

**13. PERSONAL MESSAGES**

TCO's may not accept nor make personal message calls for on duty fire personnel. However, messages of an emergency nature will be relayed to the persons involved.

**14. COORDINATION OF MESSAGES**

When operating at the scene of an emergency with other emergency services, such as law enforcement or EMS, Fire Department personnel will coordinate their activities with the other emergency services to prevent duplicate requests for services at the scene such as notifying utilities and calling for towing services.

**15. FREQUENCY USE RESTRICTION**

The use of public safety radio frequencies by non public safety personnel is strictly prohibited. Those wishing to program county owned radio frequencies into mobiles, bases and portables must receive permission from Allegheny County.

**16. DESCRIBING FIRE/RESCUE EMERGENCIES**

It is essential that the TCO obtain accurate and complete information from the caller so that the emergency can be described to responding units.

However, this information must be described and relayed accurately, without long drawn out speeches.

Specific information is important to relay to responding units. Such information shall be given out in a professional manner.

**Examples:**

**Information received as**

House fire with people trapped  
Car fire going good  
People stuck in an elevator  
Car over an embankment  
2 car accident with people pinned

**Information given out as**

Structure fire with entrapment  
Vehicle fire fully involved  
Elevator Rescue  
Vehicle accident, vehicle over embankment  
Vehicle accident with entrapment

## **B SPECIFIC FIRE DISPATCHING**

### **1. INTRODUCTION**

As of April 1, 2004, Allegheny County 9-1-1 is responsible for providing service for fire departments throughout Allegheny County. Allegheny County dispatches only those fire departments that formally request this service through their municipal governments.

All Departments joining or utilizing Allegheny County for dispatch purposes are obligated to follow the procedures.

### **2. TELECOMMUNICATOR (TCO) RESPONSIBILITIES**

TCO's are required to move efficiently and make accurate decisions based on procedures in this section and with CAD when handling a fire call, whether they are receiving it by phone or radio. A difference of a minute might save a life or property.

TCO's have the authority to maintain clear communications with fire departments and are required to maintain them by switching departments to a fire ground operations frequency for all types of fire calls.

TCO's are required to notify the Lead TCO of any confirmed structure fires, vehicle accidents with entrapment, hazardous materials incidents or any other high priority incidents that are ongoing. The Lead TCO is responsible for notifying the Shift Commander of such incidents.

### **3. CAD (COMPUTER AIDED DISPATCH)**

Once a fire/rescue call has been entered into CAD, the fire dispatcher shall call up the call and review the information. Once reviewed, CAD will recommend a fire response for the incident. The TCO shall always dispatch the response recommended by CAD and not deviate from it for any reason without authorization from the Shift Commander.

### **4. CAD NARRATIVES**

The TCO will enter all updated information pertaining to fire calls throughout the incident, such as descriptions, tactics and any information which command is reporting to County.

## **5. DISPATCH FORMAT/CADENCE**

All fire/rescue incidents dispatched by Allegheny County 9-1-1 will be announced in the following format/cadence. When reading the Run Card the TCO will dispatch the home station as station

In all zones, when reading the Run Card the dispatcher is to check for the home company due for the call. If all units due on the call are from that home company, the dispatcher is to only verbally announce the home company.

Example      STA188 EN188 RQ188  
The dispatcher would only announce STA188 due to respond.

In the case of    ST222 EN222 EN227 RQ222 TK225  
The dispatcher would verbally dispatch ST222 EN227 and TK225.

This is being done to shorten the dispatch cadence by eliminating the announcing of units out of the Home Company. Units are recommended in CAD according to their unit type, meaning, the engines will be listed, then the rescue units, then trucks, etc. One must pay particular attention to include the home station on the verbal dispatch, then announce the specific units do on the call as mutual aid by unit type.

### **Non Structure Responses**

1. 1 Pre-Alert
2. Announcement – Incident Type, Location, Community.
3. Pager Tones Activation
4. Re-announcement – Incident Type, Location, Community, Stations/Units, have been alerted, fire channel assignment, time.

Example:

1. 1 Pre-Alert
2. Announcement  
Vehicle Crash with Entrapment, Lincoln Way @ Jacks Run Road, White Oak
3. 299 & 300 Pager Tone Activation
4. Re-Announce  
Vehicle Crash with Entrapment, Lincoln Way @ Jacks Run Road, White Oak,  
Station 299, Station 300 have been alerted, time.

**In cases where EMS is requested to respond along with the fire department to calls and they share the same dispatch channel, the TCO will dispatch EMS in the same sequence as the fire departments in the dispatch format (cadence). All the TCO has to do is add the EMS station at the end of the fire run card.**

### **Structure Responses**

1. 2 Pre-Alerts
2. Announcement – Incident Type, Location, Community
3. Pager Tone Activation
4. Re-Announcement – Incident Type, Location, Community, Stations/Units, have been alerted, fire channel assignment, time.

Example:

1. 2 Pre-Alerts

2. Announcement

Residential Structure Fire, 101 Grant Ave, Grant Ave Apartments, Millvale

3. Pager Tone Activation for 191, 259, 260, 149, 102

4. Re-announcement

Residential Structure Fire, 101 Grant Ave, Grant Ave Apartments, Millvale,  
Stations 191, 259, 260, 149, 102RIT have been alerted, fire channel 3 assignment,  
14:10

**In cases where EMS is requested to respond along with the fire department to calls and they share the same dispatch channel, the TCO will dispatch EMS in the same sequence as the fire departments in the dispatch format (cadence). All the TCO has to do is add the EMS station at the end of the fire run card.**

## **Dispatching Across Zones**

For all calls that require fire dispatching across zones, the Fire Dispatcher controlling the incident (call) will alert those units from another zone on the initial dispatch. This will be done by Simul-selecting all of the main fire channels and then following the standard dispatching protocols. Once the call has been dispatched the primary dispatcher will control those units. Also those agencies responding from another zone will move to the dispatch/operations channel which the primary agency is operating on.

## **Re-Activations**

In cases where fire departments/units have not acknowledged a call within five (5) minutes of the first activation, the TCO is to utilize the pre-alert, reactive those stations/units pager tones and re-announce the call by just utilizing the second part of the fire dispatch cadence

Example:

124 Engine 1 hasn't acknowledged a call for an accident with injuries on Thoms Run @ Washington Pike in Collier.

1. 1 Pre Alert
2. Activation Station 124 tones
3. Announcement

Vehicle Crash with Injuries, Thoms Run @ Washington Pike, Collier Twp,  
Station 124 has been alerted, fire channel 2 assignment, 14:10.

## **Additional Alarms (2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup>)/Special Requests**

For all additional alarms and/or special requests to incidents the following format will be utilized.

Example:

A 2<sup>nd</sup> Alarm has been requested for a Structure fire at 123 Main Street in Scott Twp.

1. 1 Pre-Alert
2. Activate Station 117 and 118 tones
3. Announcement

Residential Structure Fire, 123 Main Street, Scott Twp, is now a 2 Alarm fire, Stations 117 and 118 have been alerted, fire channel 2 assignment, 1800 hrs.

REMEMBER DEPENDING ON THE ZONE, THE RUN CARDS WILL EITHER READ OUT AS STATIONS OR UNIT BASED DISPATCHING. THIS WILL BE IN EFFECT UNTIL THE NEW CAD IS IMPLEMENTED

### **Filling Out/Completing Run Cards**

In cases where fire departments/units are not responding to a call after seven (7) minutes the TCO will advise the OIC of the home district of the units that haven't acknowledged or marked enroute. The OIC can either hold the run card as is, or request that the remainder of the run card be filled. The TCO will fill the run card by dispatching additional units using the below dispatch cadence.

Example:

128 Truck & 163 Engine aren't responding to a call for a structure fire at 89 Berry Street in Ingram. 118 Truck & 128 Engine are the next units due to fill out the run card.

1. 1 Pre-Alert
2. Activate Station 118 and 128 tones
3. Announcement

Residential Structure Fire, 89 Berry Street, Ingram, 128 Engine & 118 Truck have been alerted, fire channel 2 assignment, 1010 hrs

### **First Responder/QRS Format (Dispatch like a fire call)**

1. 1 Pre Alert
2. Announcement – Incident Type, Location, Community.
3. Pager Tones
4. Re-Announcement – Incident Type, Location, Community, Stations/Units, have been alerted, time.

Example:

Pre alert

First Responder Detail, 145 Broadlawn Drive, Elizabeth Twp, 80 y/o male cardiac arrest.

147 Pager Tones

Fire Responder Detail, 145 Broadlawn Drive, Elizabeth Twp, 80 y/o male cardiac arrest, 147 Engine has been alerted, 14:14.

## **6. EAST ZONE SPECIFIC FIRE DISPATCHING**

### **Allegheny County East Fire (East Fire 2)**

Several fire departments in the East Zone are dispatched on Allegheny County Fire East (33.86). Units will be dispatched and respond on Fire Dispatch (33.86). For all Structure Fires or incidents which will be long in duration, the Fire Dispatcher will request to Command that they move the incident to Fire Operations 1 (33.66). In the event that Command needs to contact County, for additional resources and/or updates **they need to do so, on dispatch (33.86)**. County can not monitor transmissions on (33.66); all requests need to be made on dispatch (33.86).

### **Mon Valley Fire (East Fire 1)**

Most fire departments in the East Zone are dispatched on Mon Valley Fire Dispatch (33.80). Units will be dispatched and respond on Fire Dispatch (33.80). For all Structure Fires or incidents what will be long in duration, the Fire Dispatcher will request to Command that they move the incident to Fire Operations 1 (33.66). If Fire Operations 1 is unavailable, move the incident to Fire Operations 2 (33.08). In the event that Command needs to contact County, for additional resources and/or updates **they need to do so, on dispatch (33.80)**. County is not expected to monitor transmissions on (33.66) and (33.08) all requests need to be made on dispatch (33.80).

### **Blythedale Fire (Elizabeth Twp Station 143) (East Fire 1)**

Due to the terrain of Elizabeth Twp and the current radio system makeup, especially in the areas along the Youghieny River, it is necessary to utilize the Blythedale Radio Tower to ensure proper radio coverage. To achieve this, it is necessary to activate tones and for Station 143 off the Blythedale Tower. The Blythedale Tower is to be set at a volume level which can be heard at all times by the dispatcher in case of radio transmissions coming in on that site.

In addition to dispatching these stations, it is important that you select the Blythedale Tower after the initial dispatch so you can communicate with units operating in the area. While you can multi-select for listening, you can't transmit on both towers (Lincoln & Blythedale) at the same time.

The pager icon for Station 143 tones to activate off the Blythedale Tower is marked ST143 BLYTHE. The radio channel is marked at MV F80 BLYTHE.

### **Clairton/West Elizabeth Fire (East Fire 1)**

All fire calls received for the City of Clairton Fire Department (123) and West Elizabeth Fire Department (291) are to be dispatched on 33.86. Once Clairton FD and West Elizabeth FD units are dispatched they are to respond on Mon Valley Fire Dispatch 33.80 for all radio transmissions.

### **Duquesne Fire (East Fire 1)**

Duquesne Fire Department is dispatched on their own channel. Duquesne FD shares this dispatch channel with Duquesne EMS. Duquesne FD does not have an operations channel therefore they run all their incidents off dispatch.

### **East Fire 1 (East Fire 2)**

Braddock, Braddock Hills, Chalfant, Churchill, Forest Hills, United Fire Rescue and Wilkins Twp are dispatched on East Fire 1 (472.5875). These departments have operations and fire ground channels, so when there are multiple incidents the TCO can move radio traffic to another channel

### **East Fire 2 (East Fire 2)**

Edgewood, Rankin, Swissvale and Wilkesburg Fire Departments are dispatched on East Fire 2 (159.270). These departments do not have an operations channel therefore all radio communications will be conducted on dispatch.

### **Gallatin-Sunnyside VFD (Forward Twp Station 154) (East Fire 1)**

All fire calls that require the dispatching of Gallatin-Sunnyside VFD (Station 154), TCO's are to simulcast the incident over the "**Sunnyside**" and "**MVEDC F-80**" channels. It will also be necessary to utilize the manual alert 1 tone on the Gold Elite Radio Console in order for the pre-alert(s) to go over both radio channels.

1. Select a simulcast group (police, fire or EMS) tab
2. Select **Sunnyside** and **MVEDC F-80** channels
3. Activate the manual alert 1 tone (once or twice depending on the nature)
4. Activate the Home Station fire tones
5. Announce the call
6. Activate the Home Station fire tones and Assist Station fire tones
7. Re-announce the call
8. At the end of the announcement deactivate the simulcast on the Gold Elite.

Once the call has been dispatched, Gallatin-Sunnyside VFD will acknowledge the call and respond on the "Sunnyside" channel. This is due to their department and/or personnel not being able to transmit on 33.80. In the event that Sunnyside VFD responds to other districts in the township, they will transmit on 33.80 whenever they're in an area

in which their radios will transmit. Until then units will operate on their UHF channel. When these incidents take place, the fire dispatcher is to make every effort to monitor the Sunnyside and 33.80 dispatch channels.

### **Homestead Fire**

Homestead Fire Department is dispatched on their own channel. Homestead FD shares this dispatch channel with West Homestead Fire Department who is dispatched by West Homestead. In the event of a large incident, the OIC will move the operations over to their operations channel.

### **McKeesport Fire (East Fire 1)**

McKeesport Fire Department is dispatched on their own channel. McKeesport FD does not have an operations channel therefore they run all their incidents off dispatch.

### **Penn Hills Fire**

Penn Hills and Verona Fire Departments are dispatched on the channel. Penn Hills and Verona do have the capabilities of moving to an operations channel, but for the most part all radio communications will be conducted on dispatch.

### **Sutersville Station 354 (Westmoreland County Station 11) (East Fire 1)**

Allegheny County 9-1-1 will direct dispatch Station 354-Sutersville (Westmoreland Co) on 33.80 for all alarm assignments that they are on or requested in Allegheny County. Once Sutersville is dispatched, Allegheny County 9-1-1 will contact Westmoreland County and direct them to dispatch Sutersville (Station 11) to the incident on their dispatch frequency (33.70).

- 1) Following CAD recommendations for dispatch when a station 354 unit is included in the dispatch line they will be placed in the tone sequence and dispatch cadence.
- 2) Immediately after or during dispatch, contact Westmoreland County 9-1-1 and request that Westmoreland 9-1-1 dispatches Sutersville (Station 11) on their radio system to the incident in Allegheny County. You're to provide Westmoreland 9-1-1 with the location and nature type.
- 3) Units are expected to acknowledge and call responding on their respective home county dispatch channel; however it is possible that 354 units may call responding on 33.80. The home county will be responsible for tracking the units times and status.

When a station/unit calls County to acknowledge a call, we will not automatically repeat the dispatch information. Acknowledge the unit and wait for a reply. The station/units

have to ask for the information; it will not be automatically assumed that is what they are requesting to begin with.

## **Radio Channels**

### **33.800 – Mon Valley Fire Dispatch**

123 Clairton VFD  
131 Dravosburg VFD  
139 Elizabeth Boro VFD  
142 Blaine Hill VFD (Elizabeth Twp)  
143 Elizabeth Twp VFC #1  
144 Greenock VFD (Elizabeth Twp)  
145 Buena Vista VFD (Elizabeth Twp)  
146 Victory VFD (Elizabeth Twp)  
147 Central VFD (Elizabeth Twp)  
154 Gallatin-Sunnyside VFD (Forward Twp)  
155 Forward Twp VFC #1  
156 Bunola VFD (Forward Twp)  
161 Glassport VFC #1  
162 Glassport VFC #2  
183 Liberty VFD  
184 Lincoln VFD  
237 Vigilant VFD (Port Vue)  
272 Coulter VFD (South Versailles)  
286 Versailles VFD  
291 West Elizabeth VFD  
299 White Oak VFC #1  
300 Rainbow VFD (White Oak)  
320 Bettis Atomic Plant FD  
354 Sutersville VFD (Westmoreland County Station 11)

### **33.860 – Allegheny County East Fire Dispatch**

123 Clairton VFD  
291 West Elizabeth VFD

### **33.080 – Mon Valley Fire Ground 2**

### **33.660 – Allegheny County Fire Ground 1**

### **155.760 Dispatch – McKeesport Fire**

190 McKeesport FD

### **155.835 Dispatch – Duquesne Fire**

133 Duquesne VFD

### **153.890 Dispatch – Homestead Fire**

171 Homestead VFD

**154.070 Operations – Homestead Fire**

**159.270 Dispatch – East Fire 2**

137 Edgewood VFD  
238 Rankin VFD  
278 Swissvale FD  
279 Swissvale VFD  
305 Wilkinsburg FD

**154.400 Dispatch – Penn Hills Fire**

221 Penn Hills VFC #1  
222 Penn Hills VFC #2  
223 Penn Hills VFC #3  
224 Penn Hills VFC #4  
225 Penn Hills VFC #5  
226 Penn Hills VFC #6  
227 Penn Hills VFC #7  
285 Verona VFD

**472.5875 Dispatch – East Fire 2**

113 – Braddock VFD  
114 – Braddock Hills VFD  
120 – Chalfant VFD  
122 – Churchill VFD  
135 – United Fire Rescue (East McKeesport)  
153 – Forest Hills VFD  
287 – United Fire Rescue (Wall)  
302 – Wilkins VFC #1  
303 – Wilkins VFC #3  
304 – Wilkins VFC #4  
330 – United Fire Rescue EMS

**458.4125 – East Fire 2 Operations**

## **7. NORTH ZONE (NORTHWEST) SPECIFIC FIRE DISPATCHING**

Most North Zone (Northwest) fire departments are dispatched and respond on their main dispatch channel unless directed to move to another channel.

Avalon, Bellevue, Ben Avon, Emsworth and Kilbuck fire departments automatically respond onto an operations channel once dispatched.

### **Radio Channels**

#### **North Park Fire 1 Channel**

158 Franklin Park VFD  
186 Highland VFD (McCandless)  
187 Ingomar VFD (McCandless)  
188 Pebbles VFD (McCandless)  
McCandless FM  
220 Ohio Twp VFD  
Ohio Twp Fire Police

#### **Bellevue Fire Channel**

103 Avalon VFD  
108 Bellevue VFD  
109 Ben Avon VFD  
148 Emsworth VFD

#### **Sewickley Fire Channel**

101 Aleppo Twp VFD  
182 Kilbuck Twp VFD  
258 Sewickley VFD

## **8. NORTH ZONE (NEWCOM) SPECIFIC FIRE DISPATCHING**

North Zone (Newcom) fire departments respond on pre-selected operations channels after being dispatched to calls. Each department is assigned an operations channel based upon their geographical location.

In the event that there are multiple incidents working on Fire Channel 2, TCO's are permitted to assign additional fire incidents to the Index Channel. When the Index Channel needs to be used for fire incidents, TCO's are to alert the all police agencies that Index is closed and all Index queries are to be conducted on their respective dispatch channels.

The Index Channel is known to the fire departments as the EMGT1 Channel. Make sure when you move the fire departments to the Index Channel that you tell them to "Switch to the Emergency Management Channel."

This SOG has been used in the past at the former NEWCOM Center.

### **Newcom Fire 1 – Fire Dispatch**

#### **Newcom Fire 2 – Fire Operations Zone 1**

115 Bradford Woods VFD  
164 Hampton Twp VFD  
165 North Hampton VFD  
172 Dorseyville VFD, Indiana Twp  
173 Indianola VFD, Indiana Twp  
174 Middle Road VFD, Indiana Twp  
175 Rural Ridge VFD, Indiana Twp  
185 Marshall Twp VFD  
228 Wexford VFD, Pine Twp  
241 Richland Twp VFD  
242 Valencia VFD, Richland Twp  
288 West Deer VFC #1  
289 West Deer VFC #2  
290 West Deer VFC #3

#### **Newcom Fire 3 – Fire Operations Zone 2**

102 Aspinwall VFD  
111 Blawnox VFD  
149 Etna VFD  
157 Fox Chapel VFD  
191 Millvale VFD  
217 Pleasant Valley VFD, O'Hara Twp  
218 Parkview VFD, O'Hara Twp  
219 Guyasuta VFD, O'Hara Twp  
239 Mt. Troy VFD, Reserve Twp

240 Spring Garden VFD, Reserve Twp  
259 Bauerstown VFD, Shaler Twp  
260 Cherry City VFD, Shaler Twp  
261 Elfinwild VFD, Shaler Twp  
262 Shaler Villa VFD, Shaler Twp  
263 Sharpshill VFD, Shaler Twp  
264 Undercliff VFD, Shaler Twp  
265 Sharpsburg VFD

**Newcom Fire 4 – Fire Ground Operations Channel – No transmit capabilities**

**Newcom Fire 5 – Fire Ground Operations Channel – No transmit capabilities**

**Newcom Fire 6 – Fire Ground Operations Channel – No transmit capabilities**

**Newcom Fire 7 – Fire Ground Operations Channel – No transmit capabilities**

**Newcom EMA/Index –**

**Ross Fire Dispatch –**

246 Evergreen VFD, Ross Twp  
247 Berkeley Hills VFD, Ross Twp  
248 Perrysville VFD, Ross Twp  
249 Quail VFD, Ross Twp  
250 Seville VFD, Ross Twp  
251 Fairview VFD, Ross Twp  
252 Keating VFD, Ross Twp  
253 Laurel Gardens VFD, Ross Twp  
254 Ross Twp Fire Police  
297 West View VFD  
510 Ross Twp Fire Marshal

**Ross Fire Operations –**

## **9. SOUTH ZONE (SOUTHWEST) SPECIFIC FIRE DISPATCHING**

For all fire calls in the Southwest Region, after the initial dispatch the station(s) will automatically respond on Fire Operations 2, Fire Ground 6 for operations, the only time this will not take place is in the event that there is another incident on that channel. Units will then be advised by County on what Fire Operations, Fire Ground channels to move to.

### **North Fayette Fire Dispatch Procedure**

North Fayette Fire Department (Station 209) will be dispatched in a similar fashion as the rest of the South Zone fire departments. The only difference is that they will be simulcast dispatched on both South Fire 1 and 33.76, instead of South Fire 1 and one of the VHF paging radios.

For Station 209 district fire calls

1. Depress the pre-alert icon for 33.76
2. Simul-select the South Fire 1 and North Fayette 33.76 radios
3. Announce the call
4. Activate pager tones
5. Re-announce the call

In cases where North Fayette is responding as an assist company

1. Depress the pre-alert icon for South Fire 1
2. Simul-select the South Fire 1, VHF Paging and North Fayette 33.76 radios
3. Announce the call
4. Activate pager tones
5. Re-announce the call

The Station 209 icon as been programmed to send the pager tones over both South Fire 1 and North Fayette 33.76 radios.

After the initial dispatch, all radio transmission by County will be simulcast on the fire dispatch, fire operations and fire paging channels for the first ten (10) minutes of the incident.

**SW Fire 1 (Dispatch)**  
**SW Fire Operations 2 / Fire Ground 6**  
**SW Fire Operations 3 / Fire Ground 7**  
**SW Fire Operations 4 / Fire Ground 8**

Station #	Fire Department
117	Bridgeville VFD
118	Carnegie VFD
124	Kirwan Heights VFD (Collier)
125	Presto VFD (Collier)
126	Rennerdale VFD (Collier)
128	Crafton VFD
163	Greentree VFD
170	Heidelberg VFD
176	Ingram VFD
189	McKees Rocks VFD
209	North Fayette VFD
215	Oakdale VFD
255	Bower Hill VFD (Scott Twp)
256	East Carnegie VFD (Scott Twp)
257	Glendale VFD (Scott Twp)
266	Cuddy VFD (South Fayette)
267	Sturgeon VFD (South Fayette)
268	Fairview VFD (South Fayette)
269	Oakridge VFD (South Fayette)
275	Fleming Park VFD (Stowe Twp)
276	West Park VFD (Stowe Twp)
277	Presston VFD (Stowe Twp)

	<b>Rx Freq</b>	<b>Rx PL</b>	<b>Tx Freq</b>	<b>Tx PL</b>
SW Fire 1 – Fire Dispatch	471.7375	73.0	474.7375	73.0
<b>SW Fire 2 – Fire Channel 2</b>	<b>471.6375</b>	<b>73.0</b>	<b>474.6375</b>	<b>73.0</b>
<b>SW Fire 3 – Fire Channel 3</b>	<b>472.7375</b>	<b>606.0</b>	<b>475.7375</b>	<b>606.0</b>
<b>SW Fire 4 – Fire Channel 4</b>	<b>471.4625</b>	<b>606.0</b>	<b>474.4625</b>	<b>606.0</b>
<b>SW Fire 5 – N. Fayette Fire</b>	<b>33.760</b>	<b>CSQ</b>	<b>33.760</b>	<b>CSQ</b>
<b>Kane Hospital –</b>	<b>155.100, pl 131.8</b>			
<b>Greentree Page –</b>	<b>155.100, pl 131.8</b>			
<b>Ingram Fire –</b>	<b>155.100, pl 131.8</b>			
<b>South Fayette Paging –</b>	<b>155.100</b>			

**10. SOUTH ZONE (SOUTH HILLS) SPECIFIC FIRE DISPATCHING**

For all fire calls in the South Hills Region departments will be dispatched on South Fire 1 and remain on that channel until such time the OIC requests a change or the dispatcher moves them to South Fire Operations 2 so they can dispatch another call.

**South Fire 1 (Dispatch)  
South Fire Operations 1**

Station #	Fire Department
116	Brentwood VFD
178	Gill Hall VFD (Jefferson Hills)
179	Floreffe VFD (Jefferson Hills)
180	Jefferson Fire Rescue (Jefferson Hills)
232	Pleasant Hills VFD
270	Broughton VFD (South Park)
271	Library VFD (South Park)

**11. CENTRAL ZONE (PITTSBURGH)**

For all fire calls in the City of Pittsburgh, the Pittsburgh Bureau of Fire will be dispatched on Fire Channel 5. For all calls reporting a possible structure fire, those calls will be dispatched on Fire Channel 5, then advised to respond on Fire Channel 6 for operations.

Central Fire 1 (Dispatch 5)  
Central Fire 2 (Operations 6)

Station #			
231-3	Strip District	231-26	Brookline
231-4	Uptown	231-27	Mt. Washington
231-6	Lawrenceville	231-28	Beechview
231-7	Stanton Heights	231-29	Westwood
231-8	East Liberty	231-30	Elliott
231-10	Upper Hill District	231-31	Sheridan
231-12	Greenfield	231-32	Spring Garden
231-13	Hazelwood	231-34	Observatory
231-14	Oakland	231-35	Brighton Heights
231-15	Lincoln-Larimer	231-37	Manchester
231-17	Homewood	231-38	Northview Heights
231-18	Squirrel Hill		
231-19	Swisshelm Park		
231-20	Hays		
231-22	Arlington		
231-23	Carrick		
231-24	South Side		

## **12. STATUS CHECKS**

When an incident reaches thirty (30) minutes from the time the call was received at the 9-1-1 Center, the TCO will contact command or OIC and advise them that the incident has been active for a period of thirty (30) minutes. A status check is to be repeated every thirty (30) minutes afterwards for the duration of the incident.

During the status check, it's possible that Command may request a PAR check from County.

## **13. GO/RIT TEAMS**

Another term, which is frequently used in place of Go-Team, is RIT Team. These teams are used primarily to facilitate rescues of down/trapped firefighters. For the most part each Region has specific GO-Teams established and will activate them as needed. If they are not already established, Command will assign these units once they arrive on scene.

## **14. PAR – PERSONNEL ACCOUNTABILITY REPORTING**

A PAR gives command an opportunity to get status reports on all his units and personnel on scene of a working incident. At any given point during the incident Command may request a PAR. Once the request is made the following procedure shall be enacted.

Select the appropriate pre-alert icon or depress the #1 pre-alert for 3 seconds over the appropriate radio frequencies that you can transmit on and announce "County to all units operating at (location), command request PAR".

After the request is made over the radio, all units on scene will be calling command to verify that all personnel are accounted for.

Example:

1 Pre-Alert

County to all units operating at 308 Scenery, Command requesting a PAR

After a PAR has been initiated, the TCO is to confirm with Command that they received a PAR (all the units checked in) and they will document the PAR in CAD.

## **15. EVACUATION POLICY**

In the event that fire command request that all firefighters operating inside a building are to be evacuated due to the current conditions of the building deteriorating, the dispatcher is to enact the following procedure.

Depress the #2 pre-alert for 3 seconds over the fire radio channels that you can transmit on associated with the incident and can be transmitted on announce "County to all units operating inside (location), evacuate the building immediately, repeat evacuate the building immediately."

For example

South Zone: Announcement would be made on Fire 1, 2, 3 & 4

North Newcom Zone: Announcement would be made on Fire 1, 2, 3, EMA, Ross and Local Government.

North Northwest Zone: Announcement would be made on N Park Fire 1, Ohio Fire 2 Sewickley, West View & N Boro Fire Repeater.

East Zone 1: Announcement would be made on 33.80

East Zone 2: Announcement would be made on 472.5875

East Zone 2: Announcement would be made on 159.270

Penn Hills: Announcement would be made on 154.400

Homestead: Announcement would be made on 153.890

County will do this procedure once initially. The OIC may request additional evacuation tones as many times as necessary to ensure that everyone as been removed from the building.

After 5 minutes, the TCO should contact the OIC and see if they request a PAR.

Example:

#2 pre-alert

County to all units operating inside 1234 Washington Street, command request you evacuate the building, repeat evacuate the building

## **16. PRIORITY MESSAGES**

In an emergency, when a unit has important radio traffic, a PRIORITY message will be given priority over all other radio transmissions. Use of the message shall be limited to the types of situations where life or personal injury is at stake, or critical situations requiring immediate assistance. Emergencies occur on public safety radio systems as a matter of routine. This guideline is designed to permit the handling of such emergencies.

When an emergency occurs, the unit with the PRIORITY should address County by stating "Unit, PRIORITY". The TCO will then request the location and type of priority the unit has. If there is no answer from the field unit, then additional necessary units will be sent to the requesting unit's last known location.

## **17. MAY DAY ALERT**

In the event that a May Day is broadcast from the fire ground, it is essential that command is notified and that all firefighters operating clear the air and dispatch is to enact the following procedure.

1. Depress the #3 pre-alert for 3 seconds

2. Announcement

ALL fire radio channels associated with the incident that can be transmitted on announce "County to all units operating (location), a May Day as been called, clear the air and maintain radio silence.

3. Command did you copy the May Day?

4. Command do you want the incident moved to another channel?

5. Command do you want the May Day questions asked? If yes then:

6. The TCO will then attempt to contact the person who reported the May Day and obtain the following information if possible.

### May Day Questions

- Have the person identify themselves (unit) and location where there at
- Is the person injured?
- How is their air supply?
- Is anyone with them?
- Are they trapped?

7. Once the questions are asked, ask command if they need any resources.

## **18. ECHOING/RE-BROADCASTING OF MESSAGES**

TCO's will always re-broadcast messages from fire department units and personnel and ending the transmission with the time. Listed below are examples of situations and echoing. This does not mean that these examples are the only time echoing is to be utilized.

**There are 3 situations where a single pre-alert is to be utilized prior to echoing a message and they are:**

- **Fire Department Size-up's**
- **Response Level Changes for Apparatus (cancels, response level changes, etc)**
- **Critical Incident Updates (confirmed fires, etc)**

Situations of Echoing

- Fire units calling enroute
- Fire units calling enroute with staffing levels
- Fire units calling on scene
- Fire units calling available
- Any report of a working fire
- Requests to expedite
- General orders from Command or OIC

Examples of Echoing

- Units – 255 Engine 1 enroute with 5
- County – 255 Engine 1 enroute with 5, 08:10.
  
- Unit – 117 Truck on scene
- County – 117 Truck on scene, 21:34.
  
- Units – 255 Chief on scene 403 Vanadium Rd, I have a working fire, single story building, command from side 1.
- County – 1 Pre-Alert, Units responding to 403 Vanadium Rd, Scott, 255 Chief on scene, working fire, single story building, command side 1.
  
- Unit – 147 Chief on scene, with a 2 story residential, nothing showing, command side 1.
- County – 1 Pre-Alert, 147 Chief on scene, with a 2 story residential, nothing showing, command side 1, 10:00.

## **19. PRIORITIES, RESPONSE TIMES & RESPONSE FAILURES**

### **Priorities**

Fire incidents are broken down into 3 priorities (1, 2 & 3). There is a different criterion for each priority to be followed at all times.

- For all Priority 1 & 2 fire calls, the CAD run card must be filled within seven (7) minutes of dispatch.
- For all Priority 3 fire calls, the CAD run card must be filled within ten (10) minutes of dispatch.

### **Response Times**

- If a unit/station calls enroute to a call that they have not been dispatched to, advise the district officer or command of the units/stations that are responding.
- The maximum time a stations pager tones should be activated for any incident is two (2) times including the original dispatch.
- If a unit/station has not acknowledged the call within five (5) minutes after dispatch, activate their tones/pagers again along with the next due station/unit.
- If a station had not responded in the allotted time of seven (7) minutes or ten (10) minutes and after two (2) pager activation, dispatch the next due station/unit.

### **Response Failures**

- In the event a department fails to acknowledge and respond after an emergency dispatch, and if no member of that department makes contact with The Center during said incident, it shall be noted in CAD.
- To replace any failed units the dispatcher will use the SUG command to replace the appropriate unit. If the SUG command does not recommend a unit, use the additional Alarm command and replace the unit that you require. The only two (2) units that will not be replaced from the run card will be SS (Special Service Vehicle) and ST (Station).
- In the event that a specific unit(s) do not acknowledge the call in the allotted time given within the SOG's, the fire dispatcher will contact the OIC/Command that has marked on the air, or gone enroute to the call, advise him/her of the units responding and then ask him/her if they would like the rest of the assignment (run card) replaced.

Example:

Residential Fire Alarm, 1109 Bank Street, Bridgeville

The run card lists Engine 117, Engine 268, Truck 117 and Truck 284 on the 1<sup>st</sup> Alarm. Engine 117 and Asst Chief 117-1 are the only units to call enroute in the allotted time. The dispatcher would then advise Asst. Chief 117-1 of the units responding and if he/she would like the rest of the assignment filled with other units.

Once again, only the OIC/Command has the authorization to modify a run card.

## **20. ACKNOWLEDGEMENT OF CALLS**

Fire stations may acknowledge the alarm by base radio; or the unit due may simply call responding. In the latter, particularly when multiple incidents are in progress, the unit responding should specify to which incident it is responding.

When a station/unit calls County to acknowledge a call, we will not automatically repeat the dispatch information. Acknowledge the station/unit and wait for a reply. The station/units have to ask for the information; it will not be automatically assumed that is what they are requesting to begin with.

## **21. UNIT STATUS**

The TCO keeps track of the status of all units in CAD. It is therefore critical that the status of all units be kept current at all times, and that the TCO be informed of units that are available for dispatch from the scene of an incident already in progress. Status Changes must be reported to and acknowledged by the TCO.

## **22. RESPONSE LEVELS/CHANGES**

The terminology that is to be used when changing the response of emergency apparatus to incidents is to be in plain English. The three (3) recognized response level changes are:

- 1) Emergency
- 2) Non-Emergency
- 3) Cancel

Codes, colors or any other terms used are not to be acknowledged.

## **23. SCENE SAFETY**

When fire units are dispatched to incidents where there has been or has the potential for violence which may threaten the safety of responding emergency service personnel, County will make every effort to provide you with information about the conditions at the scene. County will not make assumptions about the scene, but can only relay what information is known and then responding units can make decisions about their response and approach. When the units/stations respond for such calls, i.e. shootings, stabbings, fights, suicides, County will provide details of the call, preferably by phone along with information concerning police response. Anytime responding units are in doubt as to the situation or their safety, stop and ask. Do not make assumptions.

## **24. RADIO PAGING**

County will activate pagers on fire channels upon request. County will make radio announcements once company tones have been activated. This entails announcing any funeral details, work details, or situations, which would effect fire department operations or responses. Either the Lead TCO or Shift Commander must approve all radio announcements before being given out.

The paging format shall be to transmit the tones, announce who is being activated and give the message.

COUNTY: [transmit pager tone], Station 163, County, call The Center

- A. All paging shall be for official fire business.
- B. Although it may be desirable to have pager tone encoding capability at the station, it must be kept in mind this may lead to indiscriminate paging of personnel.
- C. When planning for any type of change or addition to your department's alerting

equipment, it is essential to consult The Center in your planning stage. There are statewide standardization plans in place to which local departments must adhere.

## **25. ALPHA NUMERIC PAGING/TEXT MESSAGES**

The alpha numeric paging of fire departments and fire department personnel is done automatically through CAD.

Alpha numeric paging is not recognized as a primary means of dispatching.

Manual alpha numeric paging can also be performed by TCO's. This function is primarily used for notifying the Salvation Army, County Hazmat Teams, Fire Marshals and other ACES officials.

You can page individuals through CAD either by name, unit ID or groups.

To page a person or a group of individuals use the following format from the command line.

**PG FULL HELLER BRUCKER, FIRE MARSHAL DETAIL, 123 MAIN STREET, CARNEGIE, STRUCTURE FIRE WITH INJURIES.**

Make sure that when you alpha page that you include the type of detail, address, town location, nature of incident and any information which will be vital to their response.

All alpha paging that is done through CAD, the TCO must utilize the "M" function to place that information into the incident.

## **26. INCIDENT STATUS CHANGES**

If a call is changed in status, updated information will be provided to the responding units in a timely manner.

## **27. INCIDENTS REPORTED DIRECTLY FROM AGENCIES**

Any incident reported directly from agencies and field units to County will be dispatched in accordance with County Fire SOG's. The dispatcher will not deviate from the CAD recommended responses. In other words, when a police officer request one (1) engine to respond to a trash fire and CAD recommends three (3) engines to respond, dispatch the three (3) engines. Only the fire OIC can alter a CAD response; police or EMS personnel can't alter fire responses.

Anytime a police or EMS unit requests something other than the recommended dispatch, the dispatcher to follow the CAD recommendation, but they're to advise the fire department of alerted response request.

## **28. INCIDENT CANCELLATIONS**

- A. Once a dispatch has been initiated, COUNTY shall not cancel responding units based upon information received from additional telephone calls or police units that may be on the scene. COUNTY shall advise units responding, or make a general announcement of information received about the reported emergency and await orders for the disposition of the assignment.
- B. When a request for cancel is made, an OIC or field unit makes that decision. If a field unit or OIC on scene request that another unit(s) responding to their location is to cancel, echo that information to the responders. The Center is not canceling the unit; it is the field unit or OIC on scene making the request. TCO's are passing information from one source to another.
- C. If our center receives a call from an Alarm Company reporting an Automatic Fire Alarm and then the company calls back a minute later to cancel the alarm, TCO's may accept the cancellation, ONLY if the call has not been dispatched. Once the call has been dispatched, County will not cancel units, only advise.
- D. Receiving calls from the business/residence requesting a cancellation of the alarm will not be accepted. The call must come from the Alarm Company. Advise the business/resident to contact their Alarm Company, County will advise the responding units of the information they received.
- E. In the event that a business/residence calls to report they activated their fire alarm and it's false, and their alarm company has yet to report the alarm to County, enter this as a fire miscellaneous and close the event. It is not necessary to enter this call and dispatch the fire department, since an alarm company has not reported it and the business/resident is reporting it as a false alarm.

## **29. MEDICAL HELICOPTER REQUESTS**

Field personnel on the scene, or responding to the scene of an emergency where they feel a medical helicopter may be needed should advise COUNTY to place a helicopter from a specific service on stand by and request an ETA. Once the ETA has been established, the TCO will advise field personnel. In the event that the requesting person/agency does not specify which medical helicopter service they want, County will place calls to both Life Flight and STAT Medevac, obtain ETA's and provide that information to incident command.

### **30. STORM MODE OPERATIONS**

*Storm Mode Operations may be placed in effect at any time, even in advance of expected storms, through a radio announcement. Storm Mode Operations can only be lactivated by the Shift Commander.*

Example:

“All Units, COUNTY, Storm Mode Operations are now in effect, time”

For Fire Operations, the following shall take effect during Storm Mode Operations:

TCO’s can modify run card assignments to where only the home (district) company responds to non-life threatening emergencies. For multiple calls in single district, it is permissible to group the incidents together and send units from other districts where calls are minimal to assist in covering the requests for service. This can be done to help alleviate a fire department from being overwhelmed with calls.

Fire Departments shall hold all non life threatening requests such as pager/siren activations.

Requests of utility and road crew notifications should be held until the storm subsides at which time the fire department can call them in or give a list to the TCO. Life threatening requests will be accepted and forwarded at once.

Storm Mode Operations stay in effect until lifted by County. Storm Mode Operations will be lifted as soon as possible after the weather event that caused it has passed and operating conditions within County begin to return to normal.

If during a storm, or anytime it is felt County may have lost either receive and/or transmit capability, officers should attempt calling County by radio. If it is suspected a portion of, or the entire, radio network is inoperable; the officer should be certain someone has contacted County to verify that Communications Center personnel are aware of the problem. Special instructions for interim communications will be given if necessary.

### **31. PLACING UNITS OUT OF SERVICE IN CAD**

When a unit is placed out of service, the TCO will place the unit out of service in CAD with a notation for the reason why it's out of service. The unit will remain on the Fire Status screen for up to fourteen (14) days. Any unit that is OOS longer than 14 days will be cleared off CAD and the unit will be logged off duty. It is no longer necessary for the Shift Commander to handle these details.

A unit should only be logged off CAD if it will affect the run card response. Units calling them out of service while going to parades, fuel, etc. should not be logged OOS unless they will not be able to respond to a call.

### **32. UNIT OUT OF SERVICE ANNOUNCEMENTS**

Two (2) times during the day TCO's will announce over the respective fire dispatch channels the fire units which are marked out of service in CAD. The first announcement will be made at 0900 hrs and the second announcement will be at 1900 hrs.

General Announcement

Allegheny County announcing the following units out of service:

102 Engine 1, 191 Truck, 260 Rescue, 290 Tanker

Allegheny County clear (time)

It is only necessary to announce critical units such as Engines, Trucks, Rescues, Tanker, Air Trucks, etc. Do not announce Squads being out of service.

If there are no units listed out of service, TCO's are still required to make announcements using the following format.

Allegheny County to all companies, there are no units currently listed out of service at this time. Allegheny County clear (time)

### **33. PAGER/SIREN TESTING ANNOUNCEMENTS**

When conducting pager/siren tests, TCO's are to use the following format.

Allegheny County with a pager/siren test for station(s) 114, 137, 153 & 302.

