

Chapter VII Reports and Communications**Subject 3 Dispatch Procedures****703.01 Objective**

- A. To establish Fire Department policy regarding emergency response.
- B. Provide effective and efficient response to emergency calls.

703.03 Policy

- A. The response assignments prescribed in this chapter shall be dispatched at all times, unless permission to change is authorized by the Fire Chief, Duty Chief or Assistant Chief of Emergency Management.
- B. The member on watch shall remain alert receiving messages from the Fire Dispatcher, relaying alarms and information to the Officer(s) in quarters.
- C. Companies shall respond as dispatched. Any response made outside of normal dispatch procedure may be required to be justified in writing on a Form 47.

703.05 Emergency Dispatching By Fire Dispatcher

- A. When an alarm is received, the Dispatcher will immediately notify responding Companies via the station alert system, CAD Display and dispatch printer, sending units as prescribed in this chapter and repeating the address.
- B. Announce the dispatch on Fire Department Radio, repeating the address.
- C. All companies shall acknowledge via **PMDC or radio**. The Communications Dispatcher will call, by radio, any dispatched company that has not acknowledged.
- D. When the regularly assigned complement for an alarm is not available for dispatch, the Companies required to fill the complement will be directed to respond in the same manner.
- E. After dispatch of Companies, the Dispatcher shall broadcast over the radio any additional information which will aid field units in carrying out their mission.
- F. Dispatchers will monitor the fire ground talk group on all structure fires.
- G. Emergency medical responses will be preceded by a high-low ("tweedle") alert tone.
- H. All radio broadcasts of dispatches for all fires and automatic alarms will be preceded by a single alert tone.
- I. Extra Company response, severe weather, or any message to all Companies will be preceded by a third (Alert all) tone.
- J. Low priority runs such as a hydrant leaking, salvage, wires, and lock in/out, will be preceded by a wavering tone.

- K. All Companies will be notified by radio and teletype whenever the station alert system, CAD or PMDC systems are out of service or returning to service.

703.07 Receiving Alarms at Quarters-Watch Duties

Member on watch is responsible for:

1. Monitor radio and telephone
2. Notify Officer of working fires
3. Notify Officer of pertinent water and hydrant issues
4. Ensure members are notified and report to the apparatus for runs.
5. Ensure firehouse is secure at all times.

703.09 Apparatus Responses by Incident Type

Cincinnati Fire Department

Apparatus Responses by Incident Type

Other EMS Codes are used and not listed here.

CODE	DESCRIPTION	RESPONSE
ACCIF	TRAFFIC ACC-INJURIES	1E or 1T (If on interstate/hwy, send add'l truck or closest co w/police)
AIRF	AIRPLANE CRASH	3E 2T 2HR 1D SO2 1MT 1F ARF18 1ALS (Notify SOC C509)
ASSLTF	ASSAULT - INJURIES	1E or 1T w/Police
BIOHZF	BIO/CHEMICAL THREAT	1E 1D 1HR HZ14 (Page "Special Ops/Units" group after dispatch)
BLDGF	AUTO ACC/CAR HIT BLDG	1 E 1T 1HR
BOATF	BOAT FIRE ON RIVER	1E 1T 1D SO2 2HR 1B 2ZB Notify SOC & Boone Co disp -fire units use FTA11
BOMB	BOMB REMOVAL	1E 1T 1D 1MT 1 ALS E14B - Page "Special Ops/Units" group with location
CALARM	CARBON MONOXIDE ALARM	1T or 1E
CHEMF	CHEMICAL SPILL	3E 2T 1D SO2 2HR HZ14 1MT 1ALS 1F - Page "Special Ops/Units" group after dispatch - notify police to respond
CHEMI	CHEMICAL/INVESTIGATE	1E or 1T 1D SO2 1HR - Page "Special Ops/Units" group w/location
COLAPS	COLLAPSE STRUCTURE OR TRENCH	3E 2T 1D SO2 2HR 1MT 1ALS 1TT 1MCU - Page "Special Ops/Units" group w/location

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COSICK	CARBON MONOXIDE W/SYMPTOMS	1E 1T 1D 1MT 1ALS
CUTF	CUTTING	1E or 1T 1MT 1ALS w/Police
DETAIL	SPECIAL ASSNMNT	OOS Code
DROWN	DROWNING-LARGE BODY OF WATER	1E 1T 1D SO2 2HR 1MT 1B 3ZB 1ALS - Notify SOC & Boone Co disp fire units use FTA11 as FG
EMS	MEDICAL EMERG-MINOR	1E or 1T
FADV	FIRE ADVISED COMPLAINT	No response
FALARM	AUTOMATIC FIRE ALARM	1E 1T 1D (District not dispatched on general alarms)
FDRILL	FIRE DRILL - FYI	No response
FRO	FIRE REPORTED OUT	1E 1T 1D
FSERV	FIRE RMS	No response
FTRACC	FIRE EQUIPMENT IN TRAFFIC ACCIDENT	SO2
FUMES	FUMES	1E 1T 1D
GAS1	MINOR GASOLINE SPILL	1E
GAS2	MAJOR GASOLINE SPILL	3E 2T 1D SO2 2HR HZ14 1MT 1ALS 1F - (Notify by page SOC & C509)
HIRISK	HIGH RISK SWAT NOTIFY	No response-Standby
HYDR	FIRE HYDRANT LEAKING	1E
INACTF	INACTIVITY ALARM	1E or 1T
INFOF	TELETYPE MESSAGE	No response
INVEST	INVESTIGATION	1E or 1T or 1D
LOCK	LOCK IN/LOCK OUT	1T
MENTIF	MENTALLY IMPAIRED-INJURIES	1E or 1T
MUTUAL	MUTUAL AID FIRE RESPONSE	1E 1RAT 1MT 1ALS 1D SO2 1C
OUTDR	OUTDOOR FIRE	1E
OUTLET	SPARKING OUTLET	1T or 1E
PDOAF	POSSIBLE DOA	1E or 1T 1MT 1ALS
PERDWF	PERSON DOWN AND OUT	1E or 1T
PHELPF	PO NEEDS ASSISTANCE	1E or 1T
POSTAF	POST OFFICE-BIOHAZ ALARM	3E 2T 1C 1D SO2 2HR HZ14 1MT 1ALS 1DCN - Page "Special Ops/Units" group, notify Communicator CBRNE group

RAPEF	RAPE WITH INJURY	1E or 1T w/Police
RIVERF	RIVER EMERGENCY	1E 1D SO2 1B 1ZB 2HR 1ALS- Notify SOC,C509 & Boone Co disp. fire units use FTA11 as FG
ROBBIF	ROBBERY WITH INJURY	1E or 1T w/Police
SALV	SALVAGE	1T
SHOOTF	SHOOTING	1E or 1T 1MT 1ALS w/Police
SIG500	GREATER CINTI. AIRPORT CRASH	2PE (E03 & E17) 5MT 1D SO2 1ALS 1C - Notify op/duty chief-page C509 & "Special Ops/Units" Group after dispatch
STILL	STILL ALARM	2E 2T 1D
STRUCT	STRUCTURE FIRE	3E 2T 1SE 1RAT 2D SO2 1MT 1ALS 1HR
STUCK	STUCK ELEVATOR	1T 1HR
SUICF	SUICIDE	1E or 1T w/Police
SWAT	SWAT OPERATION	1E 1MT 1ALS 1D - Notify Operation Duty Chief
TASER	POLICE TASER ACTIVATION	1E or 1T
TRAP	PERSON(S) TRAPPED INCLUDING VEHICLE ON TOP OR SIDE	2E 1T 1HR 1D SO2 1MT 1ALS - If on interstate/hwy, send add'l truck or closest co, w/police-Page SOC
TRAPF	ENTRAPMENT OTHER (FIRE ONLY RESP)	2E 1T 1HR 1D SO2 1MT 1ALS - If on interstate/hwy, send add'l truck or closest co, w/police-Page SOC
TRK	HEAVY VEHICLE FIRE	2E 1T 1D 1HR
VEH	SMALL VEHICLE FIRE	1E
WALKIN	FIRE HOUSE WALK IN	1E or 1T

DEFINITIONS

ALS	Paramedic Supervisor
ARF	ARFF Unit
B	Boat
C	Duty Chief
D	District Chief
DCN	Decon Unit
E	Engine Company
F	Foam Unit
HR	Heavy Rescue
HZ	Haz Mat Unit
MCU	Mass Casualty Unit
MT	Medic Transport Unit
SE	Safety Engine
SO2	Safety Officer

T	Truck Company
TT	Trench Trailer
ZB	Zodiac Boat

703.11 Extra Company or Extra Alarm Responses

- A. Whenever possible all communication with the Communications Dispatcher will come through Command.
- B. The fire station alert system will sound in all firehouses to notify all Companies of extra alarms and the fire companies being dispatched.
- C. When the Incident Commander is requesting an additional alarm, the request may come in two (2) forms:

- 1. "Dispatch the **balance** of the ____-alarm."
- 2. "Dispatch **the** ____-alarm."

For example; the Incident Commander had previously asked for an additional Engine and a Truck following the first-alarm. If he then requests the " **balance** of the second-alarm", the IC would only receive, 1- Engine, 1- Heavy Rescue, 1-ALS Supervisor, 1- Medic Unit. If he requests the "second-alarm", he would then receive the full compliment regardless of what he had previously requested, 2- Engines, 1-Truck, 1- Heavy Rescue, 1- ALS Supervisor, 1- Medic Unit.

- D. Extra Alarm Compliment (Fire Companies) should remain consistent with an additional two (2) Engines, and one (1)) Ladder per alarm as they escalate. There is no cap on the number of alarms that can occur at an incident. For example the sixth-alarm, 2- Engine Companies and 1- Ladder Company would be dispatched.
- E. A third Operations District Chief will be dispatched on the third-alarm. An All-Call Staff District Chief responding on the third-alarm will be directed by Dispatch to backfill one (1) of the vacant Districts.
- F. Outside normal business hours, the Duty Chief or Operations Assistant Chief will be notified and will advise if responding to fires GREATER than one-alarm.
- ~~E.~~ An ALS Supervisor will be dispatched on all one-alarm dispatches, Cardiac Arrests, Entrapments, hazardous materials incidents, SWAT incidents, upon request of Air Care when three (3) or more medical units are requested at an incident, or when requested by any unit.
- G. A second ALS Supervisor will dispatched on the second-alarm to assist with EMS, Rehab, Triage, Treatment, and Transportation Support.
- H. A Medic Unit will be added to each additional alarm to assist with EMS, Rehab, Triage, Treatment, and Transportation Support.
- I. On three-alarm fires the Fire Dispatch will activate the "All Call" paging system. The

following staff personnel will respond when available:

1. Fire Chief (Car 1)
2. All Assistant Fire Chiefs (Cars 2-6)
3. District Chief of Resource Management (Car 201)
4. Operations District Chief (Car 301)
5. Special Operations District Chief (SOC)
6. EMS District Chief (EMS 1)
7. Training Bureau District Chief (Car 401)
8. Risk Management District Chief (S01)
9. Fire Prevention Bureau District Chief (Car 501)
10. Communications District Chief (Car 601)
11. Captain of Apparatus & Fire Equipment Maintenance
12. Operations Captain (Car 302)
13. Training Captain (Car 402)
14. FIU Captain (Car 510)
15. Communications Captain
16. On-Call Fire Investigator

The following non-staff personnel shall be notified:

1. Medical Director
2. Fire Department Chaplains
3. IAFF Local 48 President

- J. When an Engine and a Ladder Company are both available in quarters the Ladder Company will be responsible for all EMS incidents at the fire station (walk in), keeping the Engine Company available for other responses.

703.13 Unmanned Special Equipment

- A. When Companies in charge of the following special equipment receive a notice to respond to an emergency call, the entire Company will respond with the special equipment and their regular apparatus unless the Incident Commander gives specific instructions to the contrary. It is recognized that there may be occasions where the response of both regular and special apparatus may not be in the best interest of the operation:
1. Fire Boats

2. ARFF-18
3. Zodiac Boats
4. Foam Units
5. Decontamination Units
6. Mass Casualty Units (MCI)
7. Explosive Ordinance Disposal Unit (EOD)
8. Ranger Trailer
9. Trench Trailer
10. Haz Mat Unit
11. Light Plants
12. Water Tanker
13. Gator 18

The Fire Dispatcher will announce by radio transmission the exact equipment that is responding to the emergency.

703.15 Non Emergency Calls

Calls for overcrowding, locked or blocked exits, etc. the dispatcher will notify the appropriate District Chief by phone.

703.17 Move-Ups

- A. Whenever 3 or more Companies are anticipated to remain out of service for an extended period of time (approximately 30 minutes or longer) the move-up process shall be initiated. The objective of move-ups is to keep one company in as many firehouses as possible in order to facilitate the earliest possible response to as many locations as possible. For this reason, move ups will primarily consist of moving one Company from a double house.

EXCEPTION

If Engine 18 and Ladder 18 (both companies) will be out of service for 30 minutes or more, the Company Officer or District Chief shall notify the Fire Dispatcher who shall move a Company to Engine 18's quarters. For this move up, priority shall be given to Companies that normally respond to Lunken Airport on the first and second alarm.

- B. The Fire Dispatcher shall notify the Operations/Duty Chief when there are less than 12 remaining Engine Companies or less than 6 remaining Truck Companies.
- C. If a major fire or emergency is expected to last through shift change, and all Companies are expected to remain out of service on the emergency scene, then any move-up Companies which have been relocated to cover the affected area will remain in move-up

quarters through shift change and be relieved by oncoming members of their own Company in the move-up quarters.

Oncoming units will depart from their own quarters at 0700 and the off going unit will be entitled to over time for the interim while they are awaiting relief and returning to their own quarters.

- D. If an incident, which required move-up Companies to re-locate, is being brought under control by 0630 hours, Dispatch shall ask the Incident Commander if Fire Companies will be relieved on the scene, and if move-up Companies can be returned to their own quarters prior to 0700 hours.
- E. Whenever move-ups are in place, the closest Company will be dispatched to single Company incidents, unless the incident requires a specific type of apparatus.

703.19 Premise History

- A. The CAD System allows a notation to be attached to any given address on any subject or problem associated with it.
- B. The notation is called the PREMISE HISTORY and automatically appears on any incident that occurs at the given address or within the same hundreds block as the given location as specified. For instance, after a false run to 4467 Kellogg, a Premise History might be inserted to show, 4400 Kellogg, Repeated False Calls About A Brush Fire, with the specification of vicinity location. A warning about a dangerous condition in a building would be listed at a single location.
- C. Long term premise histories: Officers should be encouraged to submit premise histories to advise all members of important address information and/or any information that could impact firefighter safety at a specific address.
- D. To enter a long term premise history, the requesting Company officer should fill in the "Premise History" application via the CFDWEB. Give a specific location for a single address history, or the desired block for a vicinity history. The appropriate District Chief then needs approve the premise history via the CFDWEB.
- E. Fill in the desired text in the "Premise History " comments area and submit.

703.21 Notification Of Fire Chief And Duty Chief

- A. The Duty Chief or Operations Assistant Chief will be notified by the Fire Dispatcher in the following situations:
 - 1. Request for extra Company and all extra alarm fires.
 - 2. Major accident involving Fire Apparatus.
 - 3. Working hazardous materials incidents.
 - 4. Fire Fighter Death.

5. Civilian Fire death.
6. Death of an on duty police officer.
7. Request for mutual aid.
8. SWAT operations.
9. Impending or actual civil disturbances.
10. Reports of severe weather conditions (warnings only).
11. Bomb unit response.
12. Fire fighter being arrested.
13. Activation of disaster network.
14. Signal 500 at Greater Cincinnati Airport.
15. Any level 2 or 3 Hazardous Materials incident in Cincinnati region.
16. Mass casualties (more than 5 ALS patients, or more than 10 total patients).
17. Whenever requested by a District Chief including, but not limited to:
 - a. Serious firefighter injuries
 - b. Serious civilian injuries at fires
 - c. Firefighter being assaulted
 - d. Serious discipline problems

The Duty Chief / Operations Assistant Chief will then notify the Fire Chief or Acting Fire Chief of these notifications when appropriate.

- B. The Duty Chief or appropriate Assistant Chief need not be notified, but the appropriate Assistant Chief shall be properly notified by the District Chief at 0800 hours on the next regular working day in the following situations:
1. Minor accidents involving fire apparatus (Administrative Services).
 2. Apparatus mechanical problems (Administrative Services via the Supervisor of Fire Equipment Maintenance).
 3. Change in apparatus status; e.g. placing spare in service (Administrative Services via the Supervisor of Fire Equipment Maintenance).
 4. Water off affecting operations (Operations).
 5. Assignment of extra companies due to water problems (Operations).
 6. Disciplinary problems (Training and Personnel).
- C. The Fire Chief and City Manager's Office will be notified of the following situations:
1. Fire fighter death or serious injury.
 2. Extra alarm fires.

3. Major accident involving Fire apparatus.
 4. Working hazardous materials incidents.
 5. Death of on duty police officer.
 6. Request for mutual aid.
 7. Impending or actual civil disturbances.
 8. Fire fighter being arrested.
 9. Mass casualties (more than 5 ALS patients, or more than 10 total patients).
 10. Civilian fire death or serious injuries at fires.
 11. Firefighter being assaulted.
 12. Serious discipline problems.
 13. Signal 500 at Greater Cincinnati Airport.
 14. Whenever requested by a District Chief.
- D. The Mayor will be notified at the discretion of the City Manager.
- E. Notifications to be made by Dispatch for fire deaths will be made via the "All Page" page group.
- F. Page Groups:

Fire Dispatch will make standard notifications to various sections of the department via page groups which activate text pagers and send SMS text messages to phones. Page groups are maintained by the Communications Bureau. Members are added to page groups as needed and approved by the Assistant Chief of the Emergency Management Division.

Page Groups are as Follows:

1. **Working Fire** – Activated after a confirmed working fire or other longer duration incident.
2. **SOC** -- Activated for confirmed special operations incidents:
 - Hazardous Materials
 - EOD or Bomb runs
 - Technical Rescue incidents (Trench, high angle, etc)
 - Confirmed Entrapments
 - Water rescue incidents beyond stranded boaters or minor assistance
3. **ALL PAGE** – notifies all administrative personnel and other affected parties:
 - Extra Alarm Fires
 - Fire fatalities
 - Severe weather alerts

- Disaster situations
- Signal 500 at CVG.

703.23 Emergencies Reported To Companies

- A. When a citizen reports an emergency by coming into the fire station:
 - 1. Get the necessary information
 - 2. Sound the alarm bells and notify via PA system.
 - 3. Send in-house units that should respond, notifying Fire Dispatch by radio.

703.25 Fire Department Command Van

- A. The Fire Department has a Mobile Command Vehicle #35 for Fire use at major emergencies and special events. It is stationed at Engine 35's quarters and assigned to Engine 35's custody.
- B. It is designed to respond to any incident that is projected to last 6 hours or longer, but can be requested anytime as it is needed.
- C. Procedure for Ordering Mobile Command Vehicle:
 - 1. The Fire Chief, Assistant Chiefs, and the Incident Commander may order the Van in service.
 - 2. The Communications Dispatcher will be notified of the need for the Mobile Command Vehicle so they can dispatch the proper personnel. Engine 12 may be at a fire and not available; they would then notify the closest available company to respond.
 - 3. Should a situation arise where no fire personnel are available to respond, the Apparatus Supervisor Captain will be notified to respond with the Mobile Command Vehicle.

703.27 Alpha Page Test

The "All Call" function of the Alpha page system will be tested on Fridays at 1600 hours. A successful test will be acknowledged by the Duty Chief or Assistant Chief of Operations.

703.29 Response Levels

- A. CAD is capable of various levels of response, designated A, B, & C, etc. Response Levels will be changed at the discretion of the Dispatch Supervisor. Any change of response levels will be broadcast on Main Dispatch channel and on the Teletype system.
 - 1. Level A is programmed for normal operating condition. During normal operation dispatch for structure fires will always be:
 - a. 3 Engines and 1 Safety Engine on first alarm - 2 Engines on all subsequent alarms

- b. 3 Engines and 1 Safety Engine on first alarm - 3 Engines on all subsequent alarms (a few special layoffs are the only exceptions)
 - c. 2 Ladders and a RAT Truck on first alarm 1 Ladder on second alarm, 1 Ladder on all subsequent alarms
- 2. Level B is programmed for a reduced response to be used when activity is above normal such as two working fires, mild storm activity, etc.

Examples of Level B response: One Alarm - 1 Engine and 1 Ladder Company less than normal.
- 3. Level C is programmed to reduce response below Level B. Level C will be used whenever the number of in service companies is below 50% during a major incident, or during major storm activity.

Examples of Level C response: **Automatic Alarms** - Closest Fire Company or **One Alarm Dispatch**- 1 Engine, 1 Ladder and 1 District Chief.

During periods of Level B or C response, it will be necessary for Companies to modify normal activities, such as looking through windows and doors to assure no smoke is present for alarm runs. Do not keep a company out of service to guard wires down unless absolutely necessary. Getting Companies back in service ASAP is the goal.
- 4. Level D is programmed for one additional Engine Company response to all one-alarms (not Automatic Alarms), such as during periods of severe winter weather. All one-alarms responses are then four Engine Companies and a Safety Engine on the first alarm.

703.31 Storm Activity Management Plan

- A. CAD will be on level B or C response during Storm Activity. Notification of changes will be on radio and teletype.
- B. Companies are responsible for:
 - 1. Recognizing that this is not “normal activity” and adjustments will be necessary.
 - 2. Monitoring proper radio channel at all times:
 - a. Storm Activity Management on the designated fireground channel.
 - b. All other activity on Main Dispatch.
- C. Primary Storm Activity Management Companies are:
Engine 3, Engine 17, Engine 20 and Engine 31.
Secondary Storm Activity Management Companies are:
Ladder 3, Ladder 20, Ladder 17 and Ladder 31.
- D. Designated Storm Activity Management companies will equip themselves with adequate flares, barricade tape, etc. to handle several consecutive low priority runs (wires, salvage,

etc.).

- E. Keeping radio traffic to an absolute minimum during this type of activity is a necessity.
1. Use PMDC for status changes.
 2. Storm Activity Management companies will operate on the designated fireground channel.
 3. Keep a list of wires down, to be called in later, unless Duke is needed immediately.
 4. Wait your turn on the radio, unless you have an emergency.
 5. Do not talk unit to unit on Main Dispatch.
 6. Do not request an ETA unless it will affect the end result.
- F. Dispatchers responsible for:
1. Recognizing need to change and then notify the Duty Chief, Operations Assistant Chief or Emergency Management Assistant Chief.
 2. Notification of reduced response, change of conditions, etc. All notifications are to be on both radio channels and TTY.
- Do not dispatch on wires pole to pole or wires down unless they are on fire or pose a life hazard.

703.33 Greater Cincinnati International Airport Emergencies - Signal 500

A Signal 500 at Greater Cincinnati International Airport is a request for response from all area departments. The Cincinnati Fire-Rescue Department has agreed to send Greater Cincinnati International Airport the following when requested for a Signal 500:

2 Paramedic Engine Companies, Engine 3 and Engine 17 (if available)

5 Medic Units (if available)

1 District Chief.

SO2

Duty Chief or Assistant Chief of Operations

Special Operations Chief (SOC)

Responding units are to stage at the airport drill field, 2100 Tower Drive (off Donaldson Road, east of the airport). Units will be directed from there.