

12. FIRE/RESCUE COMMUNICATIONS – SPECIFIC

12.1 RESPONDING

- A. All units due on an assignment should advise the Communications Center of their response. It is suggested that, if all units due from your company leave the station together, the OIC or one unit advise the Communications Center what units are responding.
1. In County or units with Cumberland 800 radio capability will advise their response status on 800 Fire 1 unless an operations talk group is assigned.
 2. Out of County units who do not have access to the Cumberland 800 network will advise status on Conventional Fire 1.
- B. The following Chiefs may advise "Responding" on incidents:
1. Municipal Chiefs of the municipality in which the incident is occurring.
 2. The First Due Company Chiefs.
 3. One Chief from each additional company dispatched on the initial alarm.
 4. Chiefs from second (or greater) alarm and companies which are transferred shall not advise of their response.
- C. Manpower Reporting
1. Units will report their manpower when responding as required by local procedures. It will be logged by the Communications Center. Any unit not reporting manpower will be logged as having none. Manpower will be reported as a single number with no other qualifiers(E165 responding with 4).
Total manpower will be provided when (If) it is requested.
- D. Known or reported incident conditions and Flagged information will be given to the existing incident officer or unit in charge when due units are responding or prior to re-dispatch if such occurs. If subsequent responses occur from ranking incident commanders, they will be given incident conditions.

- E. Operational talk groups will be assigned soon after due units are responding or as necessary should units arrive on the scene and initiate operations early in the incident. Refer to Section 11.8 of the manual for specific talk group assigning
- F. Knox Box/GEO Flag Information Policy (Policy is in Appendix X of this manual)

- 1. General Policy

Cumberland County Department of Public Safety (DPS) will maintain KNOX information or other critical location access information in their Computer Aided Dispatch System (CAD) for the purpose of providing such to responders during incidents where after hour access may be an issue for the address listed. This information will be identified within the CAD system via an incident Geo Flag.

- 2. Operations

Upon dispatch to an automatic fire alarm or other event where access may be needed, the dispatch center will advise Command or the first arriving unit of the KNOX or GEO information.

- 3. Information Updates

The information will contain the facility or residence name and address. The general location of the box/or other access information should also be provided.

12.2

REPORTING ON-THE-SCENE/FIREGROUND REPORT

- A. The first arriving mobile unit on-the-scene of an incident will provide the Communications Center a visual report of the incident utilizing the Fireground Structure Identification System for area identification (refer to Section 11.9).
- B. All first alarm apparatus or companies can advise Headquarters of their arrival to the scene. **Second alarm or other mutual aid apparatus will not advise the status of "On-the-Scene."** These units should contact Command for

assignment or assume Level 2 staging until Command provides an assignment.

- C. Initial fire ground reports will be transmitted to responding units on the assigned Ops talk group and Fire 1.
- D. Chiefs may advise "*On-the-Scene*" *only* if they are the first arriving unit at the incident, or if they are assuming incident command.

12.3

DISPATCH POLICY FOR FAILED APPARATUS RESPONSE

- A. Fire Apparatus – If no unit is on-the-air and no Chief Officer has advised responding, the following re-dispatch/failure policy will be followed:

Single Company Response:

Five (5) Minutes: Re-dispatch original Company; dispatch next due Engine Company

Multiple Company Response:

Five (5) Minutes: Re-dispatch non-responding companies and/or equipment

Eight (8) Minutes: Non-responding units will be considered failed and next due units should be dispatched

NOTE: Any re-dispatches or apparatus replacement should be authorized by a Unit/Chief on-the-air. If no Unit/Chief is on-the-air, re-dispatch and apparatus replacement is considered authorized. The Communications Supervisor may add appropriate units on a case by case basis due to information received.

12.4

REFUSAL TO RESPOND

- A. If an agency refuses to respond to a request for assistance, the primary responsible agency must contact the requestor to inform them of the decision.

- B. Should the Communications Center receive additional requests from a caller who was refused service, the Communications Center will contact the appropriate chief or his designee. If the Communications Center deems it necessary, they will redispach the appropriate response.