



COMMUNICATIONS			605.00	
<div><div>GENERAL FIRE DISPATCH PROCEDURES</div></div>				
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PURPOSE

The purpose of this standard operating procedure is to establish guidelines and procedures for the dispatch of Punta Gorda Fire Department resources.

SCOPE

This procedure shall apply to all Punta Gorda Police Department and Fire Department personnel.

DEFINITIONS

- All Hands Working:** All units and personnel on scene are committed to the working fire.
- Charging a Line:** Filling the hose with water for use either to supply a unit or to attack a fire.
- Command Post:** A field location set up for the purpose of communication and overall scene control. The Command Post will become the on-scene liaison that the operator will relay information to when placed into effect and will communicate with once established.

4. **Committed with Extrication:** Operations involving possibly the jaws, air bags or other rescue tools which are required to free entrapped persons.
5. **Dressing a Hydrant:** To set a hydrant up for future use of other units.
6. **En Route:** Apparatus or unit is preceding non-emergent to assigned location dispatched.
7. **Exposure:** Property that may be endangered by a fire.
8. **Fire Out:** Fire is out but the operation is continuing. Call will be time stamped as “UNCN” (fire under control).
9. **Fully Involved:** Entire structure/vehicle is completely involved in fire.
10. **Hazardous Materials (HAZMAT) Response team or (SQUAD):** A team comprised of hazardous material experts who specialize in detecting, containing, and removing any release or potential release of hazardous substances in order to control or stabilize an incident.
11. **Helicopter Requested:** Trauma related injuries requiring air transport to a Trauma Center.
12. **Laying a Line:** To stretch a hose from a hydrant and connecting to an engine.
13. **Mayday:** URGENT Radio Use. Use of the word MAYDAY will indicate that a firefighter/fire officer has become lost, trapped, seriously injured, or exhausted his breathing air at the scene of an emergency incident. Specifically, a firefighter is in need of immediate help. Takes priority over all other messages.
14. **Mop Up:** Final extinguishing of a fire that has been already called out.
15. **Nothing Showing:** No smoke/flames visible on arrival, but units will continue in.
16. **Overhaul/Salvage:** Stage of fire department operations at a structural or other fire which entails extinguishing smoldering hot spots and protecting personal property.
17. **PAR (Personnel Accountability Report):** To identify a method to confirm that all personnel are accounted for within a geographic area, or "hot zone" of an incident. When command calls for a PAR each apparatus will answer with i.e. “Truck 1 has a par”, or “Engine 3 has a par of 2”. Should be performed every time a major event occurs on scene i.e. collapse or explosion and/or every ten minutes until fire is announced under control. Dispatch should notify command at ten minute intervals.
18. **Priority Incident:** Any incident that is in depth, extensive, or lengthy in nature determined by the Battalion Chief on duty.

19. **Responding:** Apparatus or unit is proceeding with lights and sirens (CODE-3) to assigned location of emergency.
20. **RIT:** Rapid Intervention Team. Responsible for the rescue of any firefighters should they become entrapped.
21. **Stage in the Area:** Apparatus directed not to respond directly into the scene. Apparatus will standby and await additional information from dispatch that the scene is safe/clear to enter.
22. **Situation under Control:** Incident is controlled by units on scene; hazard contained/minimized/controlled.
23. **Smoke/Fire Showing:** Indicates a fire.
24. **Trauma Center:** Medical facility certified by the State of Florida for treating trauma related injuries.
25. **Unit Can Handle:** First arriving unit can handle the emergency. Additional units may be cancelled by units on the scene.
26. **Working a Code:** CPR is being administered. Narrative shall be time stamped with "CPR".
27. **Working Fire:** A fire that is growing in intensity and has the potential to escalate to a larger, more serious fire.

PROCEDURE

I. DISPATCHER RESPONSIBILITY

A. Public Safety Dispatchers shall be familiar with Fire Department Zones.

1. Zone One: See attached map.
 - a. Station One is located at the Public Safety Complex at 1410 Tamiami Trail and houses Truck 1, BC 1 and Charlotte County EMS. Fire Department administration is also assigned to this location.
2. Zone Two: See attached map.
 - a. Station Two is located in Zone Two at 2601 Acline Rd and houses Engine 2 and reserve unit Truck 52.
3. Zone Three: See attached map.

- a. Station Three is located in Zone Three at 1623 Aqui Esta Drive and houses Engine 3 and Charlotte County EMS. Station Three also houses Engine 53 when it is in reserve status.
- B. Public Safety Dispatchers shall be familiar with Fire Department Units and Radio Identification Numbers. Members assigned to an Engine or Truck may in exigent circumstances utilize their employee number or Lieutenant prefix if separated from their partner while on scene of an incident.
 1. Chiefs will have a "C" prefix followed by a number.
 2. The Fire Marshall will have an identification number (305).
 3. The Fire Inspector will have an identification number (311).
 4. Battalion Chiefs will have a "BC" prefix.
 5. Lieutenants will have an "L" prefix.
 6. Truck 1 will be identified as Trck1.
 7. Engine 2 will be identified as Eng2.
 8. Engine 3 will be identified as Eng3.
 9. Truck 52 will be identified as Trck52.
 10. Engine 53 will be identified as Eng53.
 11. Bike Medic units will be identified as "Bike" followed by a number.
 12. Utility Vehicles will be identified as "UTL" followed by a number.
 13. Marine 3 will be identified as M3.
- C. Fire department members are responsible for updating their computer statuses. However, the public safety dispatcher shall monitor and maintain unit status for enroute, on scene, status check, location change, and clearance of calls when fire department members are unable to complete these functions.
- D. Reserve units will be utilized when a primary unit is taken out of service or during periods when additional staffing levels are required such as special events. Unless otherwise notified by a member of the Fire Department reserve units will stay in reserve status. Fire Department units in reserve status shall be marked "Reserve Status Fire Apparatus" in the CAD system.

- E. Every morning at 7:00 a.m., dispatch will conduct an all station tone alert to open up the radios. The message will be given as follows: “Punta Gorda Fire Department radio check 0700 hours.”
- F. Every evening at 6:00 p.m. dispatch will conduct a Fire Admin page via CAD for a systems check. The message will be given as follows: “1800 hours test page.”
- G. Monitoring Fire Channels
 - 1. Public safety dispatchers will monitor PGFD 1 as part of their normal daily operations.
 - 2. Fire Tac channels that are assigned by Fire Command will be monitored by public safety dispatchers. Fire Tac channels include Fire Tac 1, Fire Tac 2 or Fire Tac 3.
- H. At times, mutual aid events or concurrent agency involvement will occur. All Communications Section personnel shall be familiar with the various cooperating agencies in our area to include the location of their facility, available equipment, available personnel, and method to contact the agency.
- I. Brief relief staff on all pending incidents, activities, responder units’ status, or information as needed.
- J. Treat each call as an emergency until otherwise determined and obtain complete information from the caller to include:
 - 1. Location of Incident.
 - 2. Type of Incident.
 - 3. Any injuries/ weapons/ threats/ hazards.
 - 4. Location of caller.
 - 5. Caller name/address/ phone number.
 - 6. Additional notes related to the specific incident.
 - 7. Review alerts, history, and hot spots for location – notify responders of any potential hazards /cautions

II. GENERAL DISPATCH PROCEDURE

- A. The public safety dispatcher shall dispatch all Fire units immediately upon receipt of an alarm or call. At no time will a call be held or delayed. It is the goal of the Punta Gorda Police Department to dispatch all Fire related calls within 60 seconds. If all Fire units are

busy or if the operator has a question concerning the dispatching of units, contact should be made with the on-duty Battalion Chief via radio.

- B. The public safety dispatcher shall determine which Fire Department resources are to be notified. The Unit Recommend function shall be used to assist the dispatcher in determining which units/stations are to respond. Unless otherwise directed by a Battalion Chief or higher authority, the final decision rests with the dispatcher based upon the protocols in this procedure. If a question arises verify through the Battalion Chief.
 - 1. Battalion Chief tone alert – Station 1 – Referred to as “BC1.”
 - 2. Station 1 unit(s) tone alert – Station 1– Referred to as “Truck 1”.
 - 3. Station 2 unit(s) tone alert – Station 2 – Referred to as “Engine 2”.
 - 4. Station 3 unit(s) tone alert – Station 3– Referred to as “Engine 3”.
 - 5. For mutual aid requests for structure fires: Station 1, Station 2, and Station 3 tone alert – ALL Stations and Fire Admin page when prompted by CAD.
- C. The public safety dispatcher shall page out the appropriate units on the encoder with the tone-out sequence beginning with the highest-ranking officer (Battalion Chief), primary and secondary units. The “All Call” page alert will be used when paging out all fire station units for structure fires. All responses must be dispatched with the appropriate pages. At no time will responses be given without the use of the page alert system. Following the page-out, the units that are requested should be announced.
 - 1. Units requested to respond
 - 2. Call location
 - a. An intersecting street (cross-street) and a grid number shall be provided when dispatching a call to the Fire Department.
 - 3. Nature of the call
 - 4. The dispatch message will be clearly announced with just the pertinent information.
- D. If a unit does not acknowledge in the 30-second time frame or following the call information the unit should be re-paged. If the unit still does not acknowledge and cannot be raised, the next closest unit shall be dispatched and the Battalion Chief notified as soon as possible.
- E. Always provide pertinent information of the call to the responding unit (s).

1. It is preferred to condense the message, providing the intent of the message is unchanged. All transmissions will be in “plain talk.”
 2. If it is determined that the location of the call is unsafe (crimes in progress, weapons present, disturbance etc.) the public safety dispatcher shall advise the responding units of the scene condition and advise them to stage at a nearby location.
 - a. The public safety dispatcher shall notate in the CAD narrative that the fire unit is staging and the location of staging.
 - b. If a rescue is responding the public safety dispatcher shall advise CCSO dispatch of the scene conditions and to have the rescue stage at a nearby location.
 - c. When the on scene officers declare that the scene is safe the public safety dispatcher shall advise fire units and CCSO dispatch that the scene is safe and they can respond in.
- F. At no time will calls be dispatched via the phone lines unless the radio system is out of service. There will also be no re-routing via-phone. If such a time arises, the operator shall contact a Battalion Chief immediately and advise.
- G. When the appropriate unit(s) go en route to the call, the public safety dispatcher will advise of any updated information as it is relayed to them.
- H. The public safety dispatcher shall recap a responding fire unit's comments to validate information as well as to ensure that all other responding fire units receive that information.
- I. Fire Department Administrative Officers’ CAD Page will be activated on all incidents noted under Section VIII of this procedure or when advised by Fire Command.
- J. Anytime the Fire Department responds out of city jurisdiction, the agency shall be changed in the CAD from CCFD to PGFD.
- K. Police Marine Units statuses shall be documented on the CAD screen under the Marine 3 unit.
1. If the police are not using the boat notate “BOAT AVAILABLE” in the CAD system. Boat available means the boat is currently at its storage location in the water and is available to be taken on a call for service.
 2. If the police are using the boat notate “BOAT ON POLICE PATROL” in the CAD system. On police patrol means the boat is currently out on patrol and not immediately available for usage by the fire department.
 3. If the police have taken the boat out of service for maintenance, cleaning etc. notate “OUT OF SERVICE – BOAT MAINTENANCE” in the CAD system. Out of Service

– Boat Maintenance means the boat is unavailable as it is currently at a repair shop or similar location for maintenance.

III. REQUEST FOR LAW ENFORCEMENT: The objective of this guideline is to provide for proper, timely handling of Fire personnel who request law enforcement assistance.

1. Routine: Assistance required for crashes, traffic or crowd control, minor disputes, past criminal activity and other similar issues. Law enforcement will be dispatched according to priority of all pending calls. Sample message for field unit to transmit: “Truck1 Punta Gorda send law enforcement for routine call at 1234 Taylor Rd for traffic control”.
2. Code 3 (Expedite): Very urgent due to in-progress criminal activity or imminent life safety threat. Law enforcement will be dispatched with this call as priority. Sample message for field unit to transmit: “Truck1 Punta Gorda send law enforcement for Code 3 call at 1234 Taylor Rd for an in progress assault”.

IV. INCIDENT COMMAND: To establish a standard operational approach to commanding effectively at any incident regardless of its characteristics, its size or the number of personnel involved. The application of these operational principles will produce a standard and more predictable fire control and rescue.

- A. Command shall be established at all incidents. The ranking member of the first arriving unit shall establish Command of the incident. This individual shall remain in Command until relieved by a higher-ranking officer, Command is transferred, or until the incident is terminated.
- B. The ranking member of the first unit on the scene shall formally establish Command by transmitting a brief initial radio report to dispatch and will initiate whatever parts of the Incident Command System are needed to effectively manage the incident scene. The initial radio report may contain all or some of the following information:
 1. Unit designation transmitting the report.
 2. Give the actual location of the incident and the location of the Command Post.
 3. Give a brief description of the incident situation and report conditions, depending upon the type of incident, including the following:
 - a. Building size, construction, and occupancy type.
 - b. Number of vehicles involved.
 - c. Visible placards or markings.

- d. Estimate of acres involved / Light -Medium or Heavy fuel.
 - e. Obvious fire/emergency conditions.
 - f. Any other important information necessary for the safety of responders or occupants.
 - g. Determine the need for additional resources and request their dispatch.
 - h. Determine the communications needs and operate on a tactical channel.
 - i. Use clear text and Incident Command System terminology.
 - j. Receive an acknowledgement.
 - k. Confirm messages.
- 4. The radio designation “Command” will be used along with the geographical location of the incident (i.e., “Harborside Command, Harbor Command”). This designation will not change throughout the duration of the incident. The designation of “Command” will remain with the officer currently in command of the incident throughout the event.
 - 5. When incident command is initiated the CAD narrative shall be time stamped with “ICP” (Incident command initiated). When command is terminated the CAD narrative shall be time stamped “ICT” (Incident command terminated).
 - 6. Upon completion of an incident where Command has been established, dispatch shall be notified when Command is terminated and who is now in charge.

C. Incident Command Terminology:

- 1. Command Post: Established location of the command personnel usually located on the Exposure A side or nearby location identified to those responding.
- 2. Sector: The designation given specific geographical boundaries on the incident such as the individual floors in a multi-story building or large areas of land during wildfire operations.
- 3. Exposure: An object or structure other than the actual incident location that could be adversely affected by escalation of the incident usually assigned a letter (A, B, C, D etc.) designation.
- 4. Incident Commander: The ranking member of the first arriving unit.

5. Staging: A location designated by command and where incoming resources are placed until called upon to assist with the incident.
6. Span of Control: The acceptable number of officers or resources that can be effectively controlled by the command officer.
7. Transfer of Command: The passing command of the incident to a senior officer or other Command Officer, on a face-to-face basis whenever possible.

V. HIGH CALL VOLUME: To establish a standardized approach in facilitating emergency operations during periods of high call volume and/or extended operations.

- A. "CONDITION RED" is an operational level initiated and maintained during periods when all Punta Gorda Fire Department resources are currently assigned to a call for service or are otherwise unavailable. Dispatch will contact the Battalion Chief and ascertain if they want to initiate "CONDITION RED" status if this criteria has been met. If the Battalion Chief declines no further action is required on the part of the dispatcher.

If the Battalion Chief approves this operational level the dispatcher will notate "Condition Red Activated" as a Special Time Stamp in the active event. This will also initiate an admin page for the Punta Gorda Fire department. The Punta Gorda Communications Section dispatcher will call the Charlotte County Communications Section and request an Engine stage at Station 1 until the CONDITION RED status is lifted.

- B. Declaring "CONDITION RED" - Dispatch will activate the "Alert" tone and advise "Punta Gorda all units CONDITION RED has been implemented. Charlotte County Fire is staging an Engine at Station 1.
- C. "Terminating "CONDITION RED" - Dispatch will activate the "Alert" tone and advise "Punta Gorda all units CONDITION RED has been cancelled and the staged Charlotte County Engine has been cancelled."

VI. EMERGENCY RADIO ACTIVATION PROCEDURES: On each fire Department portable radio there is an orange emergency button that fire personnel can activate should a situation arise where they need emergency assistance and are unable to transmit their need for help over the radio. When an emergency radio activation is received, an audible alert tone sounds on the radio console in dispatch. Upon receiving an emergency alert activation, the following procedures shall be followed:

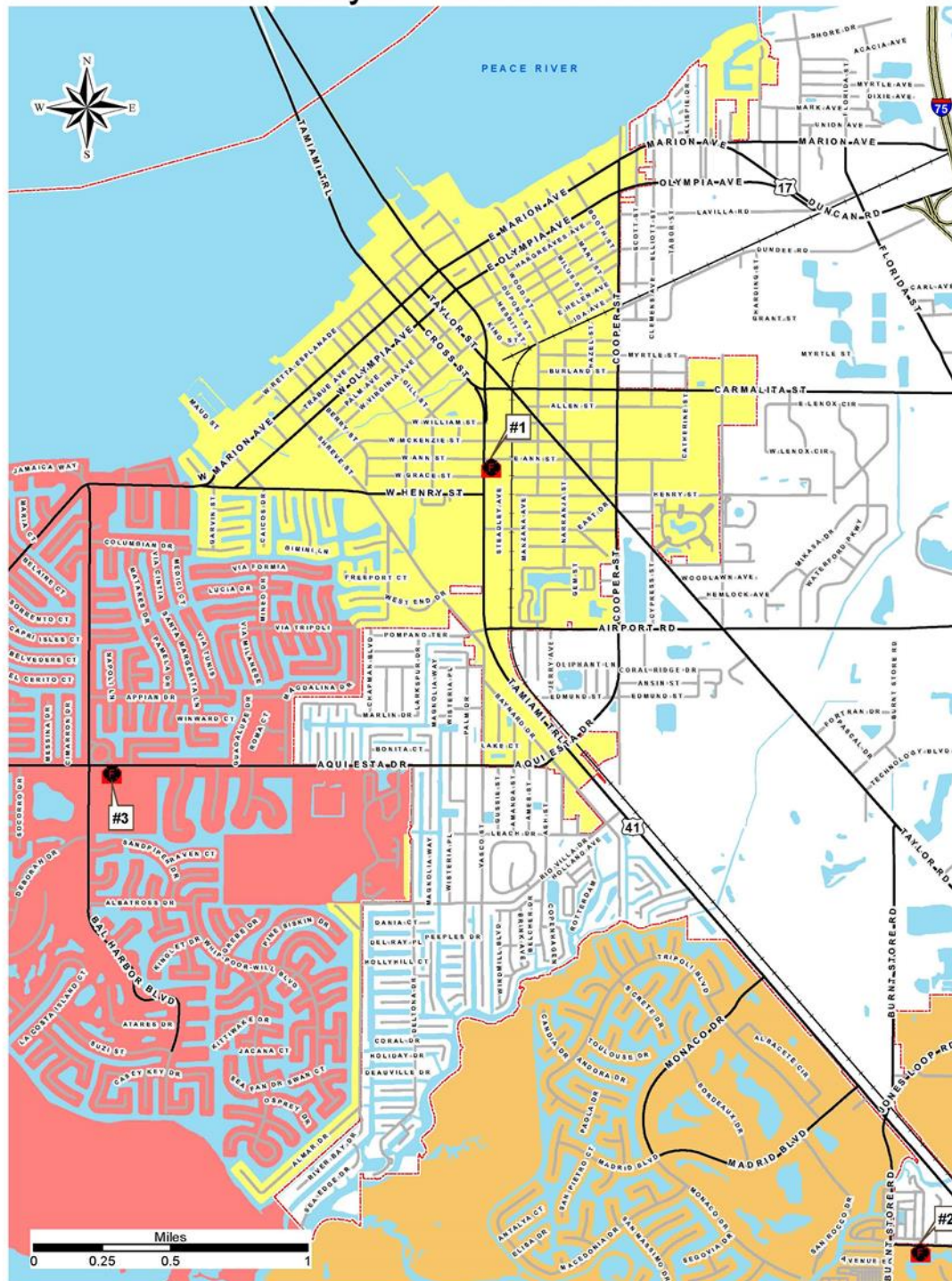
- A. The on-duty public safety dispatcher will silence the audible tone.
- B. The radio alias that has been activated displays on the radio console. If firefighters are working an incident, the public safety dispatcher immediately notifies Fire Command (if established) or the on-duty Battalion Chief (FBC1) of the emergency alert activation.

- C. If firefighters are not working an incident, the public safety dispatcher immediately notifies the on-duty Battalion Chief (FBC1) of the activation to determine if the Fire Department member is on or off-duty. If the Fire Department member is on-duty, the Battalion Chief will assist the public safety dispatcher in determining the reason for the activation.
- D. Off-Duty Activation – If a Fire Department member’s radio emergency activation button is activated while they are off-duty, the public safety dispatcher may be asked to assist in locating the activated portable radio.

VII. NOTIFICATIONS

- A. Automated text messages will be sent to Fire Department Administration on pre-selected nature codes from the OSSI and Page Gate systems. Dispatchers will ensure they select “yes” each time the system prompts them to send the automated notification.
- B. A personal phone call shall be made when the following fire events occur:
 - 1. Any call for service where there is an actual fire;
 - 2. Any call for service which involves a water borne response where fire personnel are either in or on the water;
 - 3. Any traffic crash which results in a helicopter (Bayflight) response or law enforcement Traffic Homicide Investigators are summoned;
 - 4. Any mutual aid response where the Punta Gorda Fire Department is requested to assist an outside agency.
- C. Phone notification will be made to the Fire Operations Chief who will then inform the remaining fire administration. If the Fire Operations Chief is not reached then phone notification will be made to the Fire Chief who will then inform the remaining fire administration. If the Fire Chief is not reachable then phone notification will be made to the Training Chief who will then inform the remaining fire administration. If the Training Chief is not reachable then phone notification will be made to the Fire Marshal who will then inform the remaining fire administration. Phone notification means actual phone contact and not a phone message.

Station 1 Fire Zone City of Punta Gorda

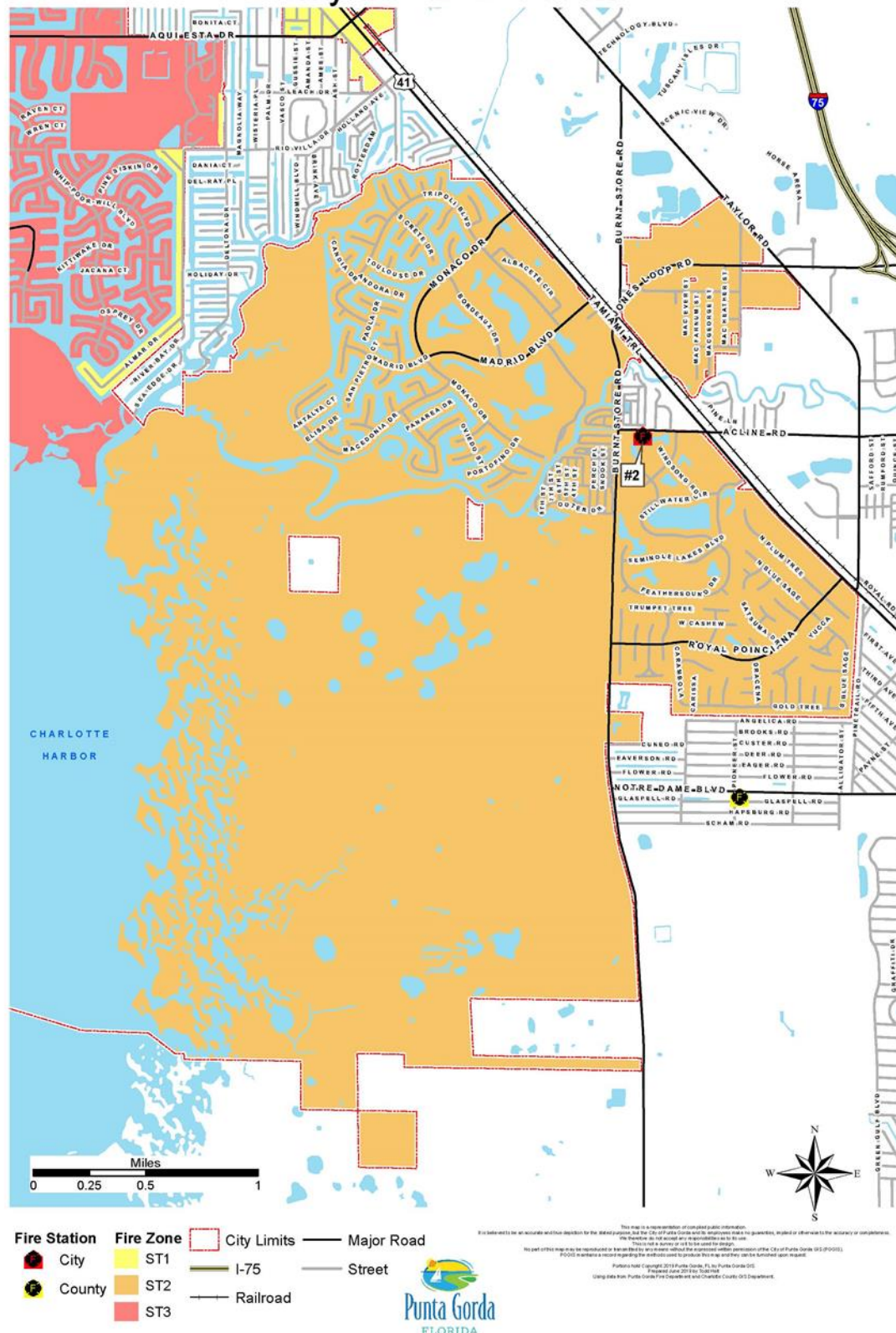


Fire Station **Fire Zone** **City Limits** **Major Road**
 City ST1 I-75 Street
 ST2 Railroad
 ST3

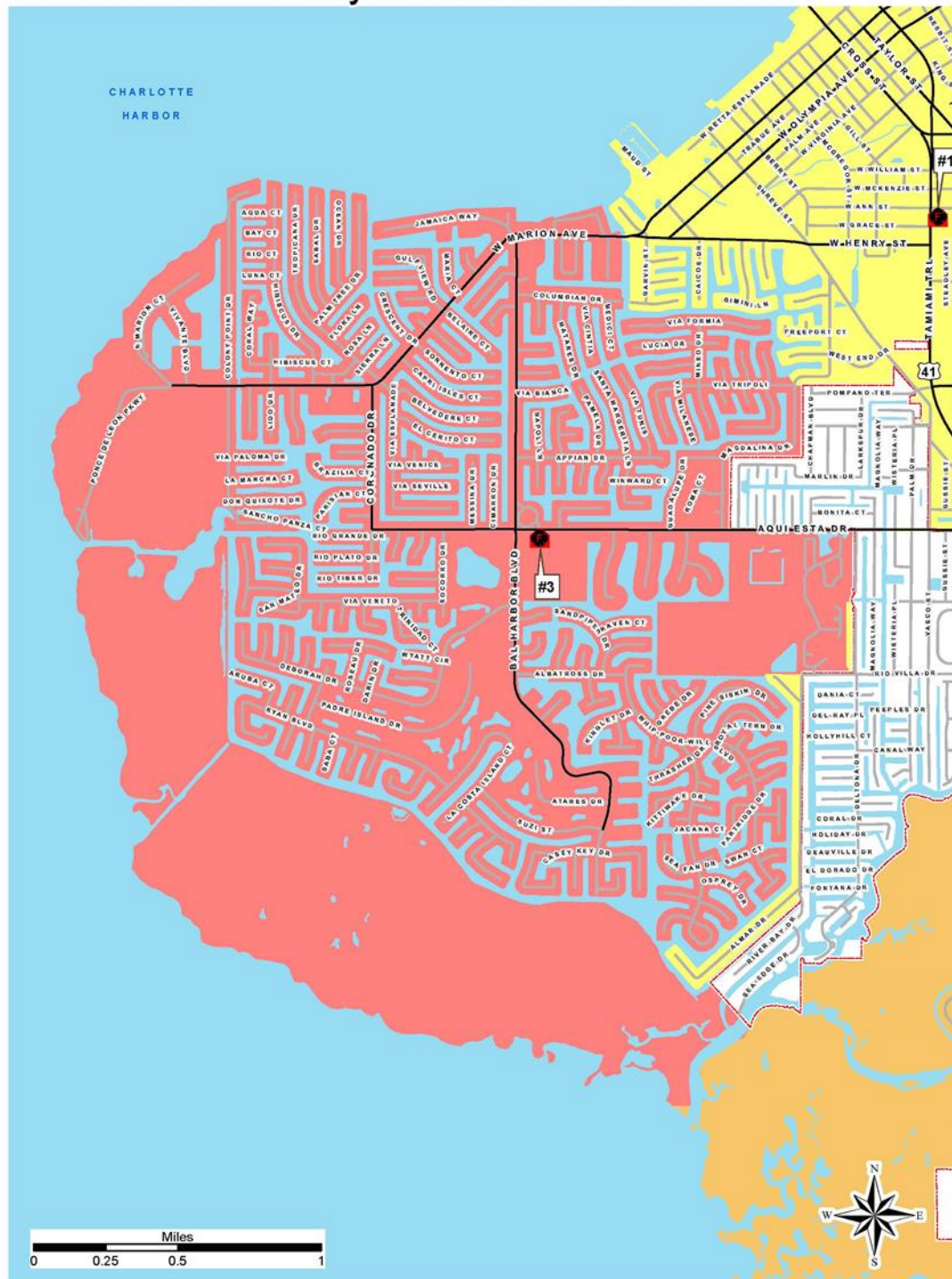


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Station 2 Fire Zone City of Punta Gorda



Station 3 Fire Zone City of Punta Gorda



Fire Station
 City
 County
Fire Zone
 ST1
 ST2
 ST3
City Limits
Major Road
 I-75
 Street
 Railroad



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PAMELA R. SMITH, CHIEF OF POLICE

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PUNTA GORDA FIRE DEPARTMENT PROTOCOL QUICK REFERENCE

Call Type	Nature Code	Fire Apparatus	CCSO Rescue	Supervisor	Admin Page	Police	Mutual Aid	Phone Contact
Arching Electrical Equipment	ARC	Zone Engine	No	BC-1	No	Police	No	No
Boat Fire	BOFI	Zone Engine & 2 nd Engine	Rescue	BC-1	FD & PD	Police	CCSO Boat	Yes
Boat Pump Out	BOPO, BOPU, PUMP	Zone Engine	No	BC-1	No	No	No	No
Bomb Threat	BOTH	Zone Engine & 2 nd Engine	Rescue	BC-1	FD & PD	Police	No	Yes
Brush Fire	FIBR	Zone Engine	No	BC-1	FD & PD	Police	No	Yes
Child in Vehicle No Distress	RENS, RENO	Zone Engine	No	BC-1	No	Police	No	No
Child in Vehicle with Distress	RENS, RENO	Zone Engine	Rescue	BC-1	No	Police	No	No
Commercial Structure Fire	FIRE C, FIREC	Full Response	Rescue	BC-1	FD & PD	Police	2 Engines, 1 Ladder & 1 Rescue	Yes
Electrical/Outside Fire	FIEL	Zone Engine	No	BC-1	FD & PD	Police	No	Yes
Elevator Stuck No Distress	ESND	Zone Engine	No	BC-1	No	No	No	No
Elevator Stuck with Distress	ELST	Zone Engine	Rescue	BC-1	No	Police	No	No
EMS Assist	EMS	Zone Engine	Rescue	BC-1	No	Police	No	No
Fire Alarm	FIAL	Zone Engine & 2 nd Engine	No	BC-1	FD	Police	No	No
Fuel or Oil in the Water	FOIW, FUEL, FUSP, OILS, OISP	Zone Engine	No	BC-1	No	No	No	No
HAZMAT	HAZM, HAZMAT	Zone Engine	No	BC-1	FD & PD	Police	No	Yes, if CCFD HAZMAT Responds
Helicopter Landing Zone	HELI	Zone Engine	No	BC-1	No	Police	No	No
Lift Assist	LIAS	Zone Engine	No	No	No	No	No	No
Medical Alarm	MEAL	Zone Engine	Rescue	No	No	Police	No	No
Medical General	MEGE	Zone Engine	Rescue	No	No	No	No	No
Mutual Aid Request	MUAI	Requested Apparatus	N/A	No	FD	No	No	Yes
Outside Fire (Recreational Burn, Nuisance, Illegal Burn)	FLFI, FEOS, FIEL	Zone Engine	No	BC-1	No	Police	No	No
Police Assist	ASPD	Zone Engine	No	No	No	Police	No	No
Public Assist	PAFD	Zone Engine	No	No	No	No	No	No

Rescue Non Specific	RENS	Zone Engine	No	BC-1	No	Police	No	No
Residential Structure Fire	FIRE R, FIRER	Full Response	Rescue	BC-1	FD & PD	Police	2 Engines & 1 Rescue	Yes
Shooting	SHOOT	Zone Engine	Rescue	BC-1	FD&PD	Police	No	Yes
Smoke/Odor	SMOD	Zone Engine	No	BC-1	No	Police	No	No
Smoke Detector	SMDE	Zone Engine	No	No	No	No	No	No
Stabbing	STAB	Zone Engine	Rescue	BC-1	FD&PD	Police	No	Yes
Suicide Attempted	SUAT	Zone Engine	Rescue	BC-1	FD&PD	Police	No	No
Traffic Crash with Injuries	CRWI	Zone Engine	Rescue	BC-1	No	Police	No	No
Vehicle Fire	FIVE	Zone Engine	No	BC-1	FD & PD	Police	No	Yes
Water Rescue	WATER, WATERR	Zone Engine & 2 nd Engine	Rescue	BC1	FD & PD	Police	No	Yes