

## Pinos Altos Volunteer Fire Rescue - Standard Operating Guidelines

Category: Operations Section: Incident Operations Subject: PA Dispatch Draft: 11/3/09 Approved: 01/06/10	<b>S.O.G. 4.2</b> <b>Title: Radio Dispatch</b>
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**4.2.1** These guidelines apply to any PAVFR personnel acting as PA Dispatch or responding to any active call event.

### **4.2.2 Initial page**

- 4.2.2.1 When an initial page is received from Central Dispatch with the call event, PA Dispatch shall acknowledge the page on channel 17 (or 7).
- 4.2.2.2 PA Dispatch will repeat the event location and request any event information, if necessary. If the event is determined to be outside the PAVFR district and not a mutual aid call, PA Dispatch will so inform Central Dispatch.
- 4.2.2.3 PA Dispatch will switch to PAVFR radio channel 2 and broadcast "Dispatch on 2," repeating the call event location and situation if necessary, for PAVFR members who may need clarification.
- 4.2.2.4 Additional contact may be made with Central Dispatch at this, or any other time, during the call event for clarification, outside agency coordination, or follow-up.

### **4.2.3. No units available or cancelled call**

- 4.2.3.1 If no units are available to respond to the call event, PA Dispatch will broadcast to Central Dispatch: "PA has no units available to respond."
- 4.2.3.2 Once Central acknowledges, PA Dispatch signs-off. (see below)
- 4.2.3.3 PA Dispatch is solely authorized to cancel a call response with the broadcast: "All PA units stand down. No response is necessary."
- 4.2.3.4 PA units responding to the event should acknowledge the receipt of the call cancellation.

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### **4.2.4 Call logging**

4.2.4.1 When a call event occurs, PA Dispatch shall open a call log.

4.2.4.2 The call log shall include the following information:

- Nature of the event
- Event address
- Date
- Time (24 hour time)
- Responding unit numbers and if POV or going to their station
- Units arriving at station(s) and time of arrival
- Units/Vehicle(s) leaving station(s) and time of departure
- Units/Vehicles arriving on scene and time of arrival
- Units/Vehicles departing scene and time of departure

4.2.4.3 The call log shall also include the following additional information, if occurring:

- Requests for additional information, support, or outside agencies
- Outside agencies arrival on scene and time of arrival
- Units/vehicles/outside agencies departure from the scene and time of departure
- Broadcasts of all pertinent call event information/changes in situations
- Patient transport to hospital

4.2.4.4 At the end of the call event, the call log shall be delivered to the PAVFR Chief for electronic document recording and archiving.

### **4.2.5 Radio protocol during an event**

4.2.5.1 All PAVFR radio communications shall use clear text English. No 10 codes shall be used.

4.2.5.2 All PAVFR radio communication shall use Forward Speak:

ex. Dispatch: "PA 12, PA Dispatch"

ex. Unit: "PA Dispatch, PA 12"

ex. Vehicle: "PA Dispatch, PA Mini-1"

ex. Response: "Go ahead 12" or "Go ahead Mini-1"

4.2.5.3 When the initial PA unit arrives on scene, they will inform PA Dispatch, who will then inform Central Dispatch. Similarly, any pertinent event status (i.e. change in situation, special considerations, warning to incoming units, arrival of outside agencies, etc.) shall be reported to PA Dispatch by the senior PA unit in scene and relayed by PA Dispatch to Central Dispatch, if pertinent.

4.2.5.4 PA Dispatch will use reasonable judgment in managing particular situation or request direction from the PAVFR Chief or other available PAVFR officers.

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PA Dispatch may also instruct unit(s) to stand-by until further information is collected on the call event.

4.2.5.5 PA Dispatch will only be responsible for requesting additional or updated information or additional support personnel, equipment, or outside agencies.

4.2.5.6 PA Dispatch will manage the communication channel traffic during a call event, insuring that all transmissions are prioritized and relaying or confirming information between units as they relate to the call event or responding units.

4.2.5.7 If a radio transmission is scrambled or walked on by other radio traffic, PA Dispatch will broadcast: "Unit calling repeat" or "Hold for Priority Traffic."

4.2.5.8 If during a transmission between particular units PA Dispatch communicates or confirms with another unit, the term 'Break' will be inserted between communication transmissions.

Ex. "Unit 11, I received your response." (to information/question)...  
"BREAK" ... "Unit 12, did you copy?"

4.2.5.9 During a call event, especially on large or complex events, PA Dispatch shall receive or request a status from all units for personnel accountability every 20-30 minutes.

### **4.2.6 Event completion**

4.2.6.1 When a call event has ended, all responding units/vehicles shall report their departure to PA Dispatch, who will then inform Central Dispatch of same.

4.2.6.2 Returning PA vehicles shall report their return arrival at their station to PA Dispatch.

4.2.6.3 On EMS call events, the senior PA responder shall report any patient transport to the hospital to PA Dispatch.

### **4.2.7 Sign off**

4.2.7.1 Prior to closing a call event, PA Dispatch shall account for all units and vehicles.

4.2.7.2 When an event has closed, PA Dispatch shall notify Central Dispatch and sign off with "PA Clear, the 24 hour time, KNFE 749"

### **4.2.8 Central Dispatch requests**

4.2.8.1 If Central Dispatch requests that PAVFR contact them, this shall be the function of on-duty PA Dispatcher and will be done through telephone communication.