

Chapter VII Reports and Communications

Subject 2 Telephone Procedures

702.01 Objective

- A. To regulate the use of Fire Department telephones.
- B. To explain the Fire Department Telephone System.

702.03 Types of Fire Department Telephones

- A. Each fire station is equipped with two telephone systems.
 - 1. A centrex system directly linked to the City Hall Centrex System (department telephone).
 - 2. A station telephone (outside telephone).
- B. The centrex telephone (department telephone) shall be used exclusively for official Fire Department business.
- C. The station telephone (outside telephone) is used for personal calls but limited to a 20 minute duration. This telephone system may be used as a backup for the centrex system.
- D. Department cell phones are issued to 40 hour members as the Fire Chief deems necessary.

702.05 Emergency Telephone Calls to the Fire Alarm Office.

- A. Most emergency messages will be transmitted to Dispatch via the radio.
- B. The centrex telephone line 263-8180 to Dispatch is a second priority line. All emergency lines are cleared before internal calls are answered. If there is a need to make an emergency call to the Fire Alarm Office dial 9-911 from a centrex telephone. To report a fire or other emergency while out of quarters, and not in radio contact, dial 911.

702.07 Answering Telephones

- A. Telephones shall be answered promptly giving priority to alarms being transmitted.
- B. The centrex telephone system (department telephone) shall be given priority over the pay station telephone (outside telephone).
- C. When answering either telephone, state your Company or District, or Bureau first, immediately followed by your rank and last name.

- D. Centrex telephone (department telephone) calls shall be limited to the **minimum** duration needed to conduct Fire Department business.

702.09 Listed below are pay station and internal telephone system numbers for each station.

- A. Internal telephone system numbers all have the 352 OR 357 prefix which is omitted when dialing from any City of Cincinnati System (Centrex) telephone to another Centrex telephone.

	CENTREX	OUTSIDE
Eng. 2, L-14	352-2302	948-9731
Eng. 3, L-1	352-2303	721-9509
Eng. 5	352-2305	721-9746
Eng. 7	352-2307	231-9830
Eng. 8	352-2308	531-9486
Eng. 9	352-2309	281-9237
Eng. 12	352-2312	541-9640
Eng. 14, L-7, R-14, Sq.52	352-2314	762-9335
Eng. 17, L-6	352-2317	921-9722
Eng. 18, L-3	352-2318	871-9923
Eng. 19, L-4	352-2319	281-9264
Eng. 20, L-5	352-2320	541-9646
Eng. 21, L-13	352-2321	921-9811
Eng. 23, L-9	352-2323	961-9767
Eng. 24, L-10, R-24	352-2324	921-9720
Eng. 29, L-2	352-2329	721-9233
Eng. 31, L-16	352-2331	871-9947
Eng. 32, L-12	352-2332	281-9239
Eng. 34	352-2334	281-9080
Eng. 35	352-3435	661-9868
Eng. 37	352-2337	921-9690
Eng. 38, R-38	352-2338	541-9645
Eng. 46, R-46	352-2346	871-9940
Eng. 49	352-2349	271-9754
Eng. 50	352-2350	941-9841
Eng. 51	352-2351	541-9644

- B. If a request is received from a citizen for the location of the nearest fire station, refer them to the Fire Prevention Bureau.
- C. If the telephone number of a fire station is requested by a citizen, first determine that the call is not an emergency. If it is not an emergency, give the caller the pay station (outside) telephone number. Centrex numbers shall not be given to civilians.
- D. Consult the City of Cincinnati, Municipal Telephone Directory for telephone numbers of other city departments, Departments, and agencies.

702.11 Dialing Telephone Numbers Outside The City Of Cincinnati Centrex System

- A. When dialing a telephone number outside the City Centrex System, it is necessary to dial "9" first, wait for a dial tone then dial the 7 digit number.

702.13 Long Distance And Toll Calls

- A. Long Distance or Toll Calls made from the centrex telephone system may require approval by a District Chief or higher ranking officer, and a long distance telephone call form submitted. Persons who cannot make long distance calls from their telephone, must get permission to make a long distance call from a telephone having the capability.
- B. All long distance and toll calls will be routed through the System 85/75 network for Automatic Route Selection processing and billing purposes.

CENTREX TOUCHTONE USERS

Dial 9 + 1 + Area Code + 7 Digit Number. You will hear 3 beeps and another dial tone. At this point, enter your 4 digit extension number. The call will then be completed.

702.17 Call Forwarding

- A. District and Staff Telephones are equipped with call forwarding. When these lines are in use, or are not answered after three rings the call is automatically forwarded to another line. (District phones are forwarded to the Firehouse line.)