



## PROCEDURES MANUAL

**SUBJECT:** Reports & Communications - Dispatch Procedures

**NUMBER:**

703

**APPROVED:**

*RW*  
FIRE CHIEF

**TYPE:** Procedure

**EFFECTIVE DATE:** 8/2019

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### 703 Dispatch Procedures

#### A. Purpose

1. Establish Fire Department policy regarding emergency response.
2. Provide effective and efficient response to emergency calls.

#### B. Policy

1. 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.
2. The member on watch shall remain alert receiving messages from the Fire Dispatcher, relaying alarms and information to the Officer(s) in quarters.
3. 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.

#### C. Emergency Dispatching By Fire Dispatcher

1. 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.
2. Announce the dispatch on Fire Department Radio, repeating the address.

3. All Companies shall acknowledge via **PMDC or radio**. The Communications Dispatcher will call, by radio, any dispatched company that has not acknowledged.
4. 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.
5. Following the dispatch of Companies, the Dispatcher shall broadcast over the radio any additional information which will aid field units in carrying out their mission.
  - a. Only Life Safety information delivered by the Dispatcher will require a response from the first-in-company. Life Safety information will also be broadcast over the assigned talk group (FG channel).
  - b. For One-Alarm (STRUCT) dispatches, fire dispatchers will announce the RAT and Safety Engine assignments and ask for confirmation from the assigned companies. If no response, the Fire Dispatcher will notify the responding District Chief with the assignments.
6. Dispatchers will monitor the Command Talk Group on the following types of incidents:
  - a. Still Alarms (STILL)
  - b. One- Alarm dispatches and all working fires (STRUCT).
  - c. Confirmed Entrapments
  - d. Haz Mat Incidents (CHEMF)
  - e. Technical Rescue Incidents (COLLAPS, TRENCH, etc.)
  - f. EOD Incidents (BOMB)
  - g. Aircraft Emergencies (AIRF)
  - h. As requested by the Incident Commander
7. Emergency medical responses will be preceded by a high-low, “tweedle”-Alert 2 tone.
8. All radio broadcasts of dispatches for all fires and automatic alarms will be preceded by a solid tone – Alert 1.
9. Extra Company response, severe weather, low priority runs such as a hydrant leaking, salvage, wires down, lock in/out, or any message to all Companies will be preceded by a beeping - Alert 3 tone.
10. All Companies will be notified by radio, teletype, CAD, PMDC, or station alerting system whenever the station alerting system, CAD or PMDC systems are out of service or returning to service.

**D. Receiving Alarms at Quarters-Watch Duties**

1. The House Officer is responsible for assigning a member to watch duty at all times throughout the tour.

2. The member on watch is responsible for:
  - a. Monitoring the radio and telephone
  - b. Notify Officer of working fires
  - c. Notify Officer of pertinent water and hydrant issues
  - d. Ensure members are notified and report to the apparatus for runs.
  - e. Ensure firehouse is secure at all times.

## E. Apparatus Responses by Incident Type

**Cincinnati Fire Department**  
**Apparatus Responses by Incident Type**  
 Other EMS Codes are used and not listed here

<b>CODE</b>	<b>DESCRIPTION</b>	<b>RESPONSE</b>
<b>ACCIF</b>	TRAFFIC ACC-INJURIES	<b>1E or 1T</b> (If on interstate/hwy, send add'l truck or closest co w/police)
<b>AIRF</b>	AIRPLANE CRASH	<b>3E 2T 2HR 2D SO2 1MT ARF18 1ALS</b>
<b>ASSLTF</b>	ASSAULT - INJURIES	<b>1E or 1T w/Police</b>
<b>BIOHZF</b>	BIO/CHEMICAL THREAT	<b>1E 1D 2HR HZ14</b>
<b>BLDGF</b>	AUTO ACC/CAR HIT BLDG	<b>1 E 1T 1HR</b>
<b>BOATF</b>	BOAT FIRE ON RIVER	<b>2E 1T 1D SO2 2HR 1B 2ZB -fire units use FTA11</b>
<b>BOMB</b>	BOMB REMOVAL	<b>1E 1T 1D 1MT 1 ALS E14B -</b>
<b>CALARM</b>	CARBON MONOXIDE ALARM	<b>1T or 1E</b>
<b>CHEMF</b>	CHEMICAL SPILL	<b>3E 2T 2D SO2 2HR HZ14 1MT 1ALS 1F</b>
<b>CHEMI</b>	CHEMICAL/INVESTIGATION	<b>1E or 1T 1D SO2 1HR -</b>
<b>COLAPS</b>	COLLAPSE STRUCTURE OR TRENCH	<b>3E 2T 1D SO2 2HR 1MT 1ALS 1TT 1MCU</b>
<b>COSICK</b>	CARBON MONOXIDE W/SYMPTOMS	<b>1E 1T 1D 1MT 1ALS</b>
<b>CUTF</b>	CUTTING	<b>1E or 1T 1MT 1ALS w/Police</b>
<b>DETAIL</b>	SPECIAL ASSNMNT	<b>OOS Code</b>
<b>DROWNF</b>	DROWNING-LARGE BODY OF WATER	<b>2E 1T 1D SO2 2HR 1MT 1B 3ZB 1ALS - fire units use FTA11 as FG</b>
<b>EMS</b>	MEDICAL EMERG-MINOR	<b>1E or 1T</b>
<b>FADV</b>	FIRE ADVISED COMPLAINT	<b>No response</b>

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<b>FALARM</b>	AUTOMATIC FIRE ALARM	<b>1E 1T 1D (District not dispatched on general alarms)</b>
<b>FDRILL</b>	FIRE DRILL - FYI	<b>No response</b>
<b>FRO</b>	FIRE REPORTED OUT	<b>1E 1T 1D</b>
<b>FSERV</b>	FIRE RMS	<b>No response</b>
<b>FTRACC</b>	FIRE EQUIPMENT IN TRAFFIC ACCIDENT	<b>SO2</b>
<b>FUMES</b>	FUMES	<b>1E 1T 1D</b>
<b>GAS1</b>	MINOR GASOLINE SPILL	<b>1E</b>
<b>GAS2</b>	MAJOR GASOLINE SPILL	<b>3E 2T 1D SO2 2HR HZ14 1MT 1ALS 1F</b>
<b>HIRISK</b>	HIGH RISK SWAT NOTIFY	<b>No response-Standby</b>
<b>HYDR</b>	FIRE HYDRANT LEAKING	<b>1E</b>
<b>INACTF</b>	INACTIVITY ALARM	<b>1E or 1T</b>
<b>INFOF</b>	TELETYPE MESSAGE	<b>No response</b>
<b>INVEST</b>	INVESTIGATION	<b>1E or 1T or 1D</b>
<b>LOCK</b>	LOCK IN/LOCK OUT	<b>1T</b>
<b>MENTIF</b>	MENTALLY IMPAIRED-INJURIES	<b>1E or 1T</b>
<b>MUTUAL</b>	MUTUAL AID FIRE RESPONSE	<b>1E 1T 1D</b>
<b>OUTDR</b>	OUTDOOR FIRE	<b>1E</b>
<b>OUTLET</b>	SPARKING OUTLET	<b>1T or 1E</b>
<b>PDOAF</b>	POSSIBLE DOA	<b>1E or 1T 1MT 1ALS</b>
<b>PERDWF</b>	PERSON DOWN AND OUT	<b>1E or 1T</b>
<b>PHELPF</b>	PO NEEDS ASSISTANCE	<b>1E or 1T</b>
<b>POSTAF</b>	POST OFFICE-BIOHAZ ALARM	<b>3E 2T 1C 1D SO2 2HR HZ14 1MT 1ALS 1DCN</b>
<b>RAPEF</b>	RAPE WITH INJURY	<b>1E or 1T w/Police</b>
<b>RIVERF</b>	RIVER EMERGENCY	<b>1E 1D 1B (Boat 3) - fire units use FTA11 as FG</b>
<b>ROBBIF</b>	ROBBERY WITH INJURY	<b>1E or 1T w/Police</b>
<b>SALV</b>	SALVAGE	<b>1T</b>

<b>SHOOTF</b>	SHOOTING	<b>1E or 1T 1MT 1ALS w/Police</b>
<b>SIG500</b>	GREATER CINTL. AIRPORT CRASH	<b>2E (E03 &amp; E17) 5MT 1D SO2 1HR 1ALS 1C</b>
<b>STILL</b>	STILL ALARM	<b>2E 2T 1D 1HR</b>
<b>STRUCT</b>	STRUCTURE FIRE	<b>3E 2T 1SE 1RAT 2D SO2 1MT 1ALS 1HR</b>
<b>STUCK</b>	STUCK ELEVATOR	<b>1T 1HR</b>
<b>SUICF</b>	SUICIDE	<b>1E or 1T w/Police</b>
<b>SWAT</b>	SWAT OPERATION	<b>1E 1MT 1ALS 1D</b>
<b>TASER</b>	POLICE TASER ACTIVATION	<b>1E or 1T</b>
<b>TRAP</b>	PERSON(S) TRAPPED <b>INCLUDING VEHICLE ON TOP OR SIDE</b>	<b>2E 1T 1HR 1D SO2 1MT 1ALS - If on interstate/hwy, send add'l truck or closest co, w/police</b>
<b>TRAPF</b>	ENTRAPMENT OTHER (FIRE ONLY RESP)	<b>2E 1T 1HR 1D SO2 1MT 1ALS - If on interstate/hwy, send add'l truck or closest co, w/police</b>
<b>TRK</b>	HEAVY VEHICLE FIRE	<b>2E 1T 1D 1HR 1FP</b>
<b>VEH</b>	SMALL VEHICLE FIRE	<b>1E – If on interstate/hwy. send add'l engine and truck</b>
<b>WALKIN</b>	FIRE HOUSE WALK IN	<b>1E or 1T</b>

## DEFINITIONS

<b>ALS</b>	<b>Paramedic Supervisor</b>
<b>ARF</b>	<b>ARFF Unit</b>
<b>B</b>	<b>Boat</b>
<b>C</b>	<b>Duty Chief</b>
<b>D</b>	<b>District Chief</b>
<b>DCN</b>	<b>Decon Unit</b>
<b>E</b>	<b>Engine Company</b>
<b>FP</b>	<b>Foam Unit / Pumper</b>
<b>HR</b>	<b>Heavy Rescue</b>
<b>HZ</b>	<b>Haz Mat Unit</b>
<b>MCU</b>	<b>Mass Casualty Unit</b>
<b>MT</b>	<b>Medic Transport Unit</b>
<b>SE</b>	<b>Safety Engine</b>
<b>SO2</b>	<b>Safety Officer</b>
<b>T</b>	<b>Truck Company</b>
<b>TT</b>	<b>Trench Trailer</b>
<b>ZB</b>	<b>Zodiac Boat</b>

**F. Extra Company and Extra Alarm Responses**

1. Whenever possible all communication with the Communications Dispatcher will come through Command.
2. The fire station alert system will sound in all firehouses to notify all Companies of extra alarms and the fire companies being dispatched.
3. When the Incident Commander is requesting an additional alarm, the request may come in two (2) forms:
  - a. “Dispatch the **balance** of the \_\_\_\_-alarm.”
  - b. “Dispatch **the** \_\_\_\_-alarm.”
  - c. 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.
4. 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.
5. 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.
6. Once a building has been determined to be a high rise building and there is a confirmed “working” fire in the building, all additional alarms will consist of the following units being dispatched:
  - a. Second Alarm High Rise response will consist of:
    - i. 4 - Engine Companies
    - ii. 2 - Ladder Companies
    - iii. 1 – Heavy Rescue Company

- iv. 1 – District Chief
  - v. 1- EMS Supervisor
  - vi. 1 – Medic Unit
  - vii. 1- Command Van (if in-service)
  - viii. All Call Page
- b. All Additional alarms will consist of four (4) Engine Companies and two (2) Ladder Companies
7. Outside normal business hours, the Duty Chief and the Operations Assistant Chief will be notified and will advise if responding to fires GREATER than one-alarm.
  8. 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.
  9. A second ALS Supervisor will be dispatched on the second-alarm to assist with EMS, Rehab, Triage, Treatment, and Transportation Support.
  10. A Medic Unit will be added to each additional alarm to assist with EMS, Rehab, Triage, Treatment, and Transportation Support.
  11. On all two-alarm high rise fires and all other three- alarm fires, the Fire Dispatch will activate the "All Call" paging system. The following staff personnel will respond when available:
    - a. Fire Chief (Car 1)
    - b. All Assistant Fire Chiefs (Cars 2-6)
    - c. Resource Management District Chief (Car 201)
    - d. Operations District Chief (Car 301)
    - e. EMS District Chief (Car 302)
    - f. Special Operations District Chief (SOC / Car 303)
    - g. Training Bureau District Chief (Car 401)
    - h. Risk Management District Chief (Car 402)



- i. Fire Prevention Bureau District Chief (Car 501)
- j. Emergency Management District Chief (Car 601)
- k. Apparatus & Fire Equipment Maintenance Captain (Car 211)
- l. EMS Bureau Captain (Car 311)
- m. Training Captain (Car 411)
- n. FIU Captain (Car 513)
- o. Communications Captain (Car 611)
- p. On-Call Fire Investigator
- q. The following non-staff personnel shall be notified:
  - i. Medical Director
  - ii. Fire Department Chaplains
  - iii. IAFF Local 48 President

12. 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.

#### **G. Unmanned Special Equipment**

1. 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:
  - a. Fire Boats
  - b. ARFF-18
  - c. Zodiac Boats
  - d. Foam Units
  - e. Decontamination Units

- f. Mass Casualty Units (MCI)
  - g. Explosive Ordinance Disposal Unit (EOD)
  - h. Ranger ATV Trailer
  - i. Trench Trailer
  - j. Haz Mat Unit
  - k. Light Plants
  - l. Water Tanker
  - m. Gator 18
2. The Fire Dispatcher will announce by radio transmission the exact equipment that is responding to the emergency.

#### **H. Non-Emergency Calls**

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

#### **I. Move-Ups**

1. Whenever three (3) or more Companies in the same area are anticipated to remain out of service or a firehouse is going to be left empty 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 (1) 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 (1) Company from a double house.
2. On weekends, Holidays or after normal business hours, Dispatch can consult with an in-service District Fire Chief to assist with the assignment of move-up Companies to ensure proper coverage throughout the City. Note: An in-service District Fire Chief should contact Dispatch to initiate the move-ups if the above condition(s) exist, if Dispatch has not already initiated them.

3. Priority Order of Move-Ups:

- a. The first Companies to be used for a move-up should come from the following list of Companies:
    - i. Engine 3, Engine 17, Engine 18, Engine 19, Engine 20, Engine 23, Engine 24, Engine 29, Engine 31, Engine 32, Engine 35
    - ii. Ladder 17, Ladder 19, Ladder 23, Ladder 24, Ladder 29, Ladder 32, Ladder 35
  - b. Once all the firehouses listed above have decreased to one (1) Fire Company, the following Companies can be utilized as move-up Companies. Note: Using these Companies will leave firehouses vacant, with the exception of the 2's House.
    - i. Engine 5, Engine 9, Engine 12, Engine 21, Engine 34, Engine 37, Engine 46
    - ii. Ladder 2
  - c. The following Fire Companies should **not** be moved up:
    - i. Engine 2, Engine 7, Engine 8, Engine 14, Engine 38, Engine 49, Engine 50, Engine 51
    - ii. Ladder 3, Ladder 18, Ladder 20, Ladder 31
  - d. Note: 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. **Priority** shall be given to Companies that normally respond to Lunken Airport on the first and second alarms as the move-up Company.
4. The Fire Dispatcher shall notify the Operations Assistant Fire Chief and the Duty Chief when there are less than twelve (12) remaining Engine Companies or less than six (6) remaining Ladder Companies. They may request a recall of off duty members to place a spare Fire Company in-service to backfill firehouses.
  5. During very large scale incidents, the Fire Chief, the Operations Assistant Fire Chief or the Duty Chief may request mutual aid Companies to backfill firehouses.

6. 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.
7. 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.
8. 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.
9. 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.

## **J. Premise History**

1. The CAD System allows a notation to be attached to any given address on any subject or problem associated with it.
2. 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.
3. 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.
4. 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.

5. Fill in the desired text in the "Premise History " comments area and

**K. Notifications required to be made by Dispatch are as follows:**

1. The Duty Chief and the Operations Assistant Chief will be notified by the Fire Dispatcher in the following situations:

- a. Request for extra Company and all extra alarm fires.
- b. Major accident involving Fire Apparatus.
- c. Working hazardous materials incidents.
- d. Fire Fighter Death.
- e. Civilian Fire death.
- f. Death of an on duty police officer.
- g. Request for mutual aid.
- h. SWAT operations.
- i. Impending or actual civil disturbances.
- j. Reports of severe weather conditions (warnings only).
- k. Bomb unit response.
- l. Fire fighter being arrested.
- m. Activation of disaster network.
- n. Signal 500 at Greater Cincinnati Airport.
- o. Any level 2 or 3 Hazardous Materials incident in Cincinnati region.
- p. Mass casualties (more than 5 ALS patients, or more than 10 total patients).
- q. Whenever requested by a District Chief including, but not limited to:
  - i. Serious firefighter injuries
  - ii. Serious civilian injuries at fires
  - iii. Firefighter being assaulted
  - iv. Serious discipline problems

2. The Duty Chief / Operations Assistant Chief will then notify the Fire Chief or Acting Fire Chief of these notifications when appropriate.
3. 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:
  - a. Minor accidents involving fire apparatus (Administrative Services).
  - b. Apparatus mechanical problems (Administrative Services via the Supervisor of Fire Equipment Maintenance).
  - c. Change in apparatus status; e.g. placing spare in service (Administrative Services via the Supervisor of Fire Equipment Maintenance).
  - d. Water off affecting operations (Operations).
  - e. Assignment of extra companies due to water problems (Operations).
  - f. Disciplinary problems (Training and Personnel).
4. The Fire Chief and City Manager's Office will be notified of the following situations:
  - a. Fire fighter death or serious injury.
  - b. Extra alarm fires.
  - c. Major accident involving fire apparatus.
  - d. Working hazardous materials incidents.
  - e. Death of on duty police officer.
  - f. Request for mutual aid.
  - g. Impending or actual civil disturbances.
  - h. Fire fighter being arrested.
  - i. Mass casualties (more than 5 ALS patients, or more than 10 total patients).
  - j. Civilian fire death or serious injuries at fires.

- k. Firefighter being assaulted.
  - l. Serious discipline problems.
  - m. Signal 500 at Greater Cincinnati Airport.
  - n. Whenever requested by a District Chief.
5. The Mayor will be notified at the discretion of the City Manager.
6. Notifications to be made by Dispatch for fire deaths will be made via the "All Page" page group.
7. Page Groups:
- a. 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.
  - b. Page Groups are as follows:
    - i. **Working Fire** – Activated after a confirmed working fire or other longer duration incident.
    - ii. **SOC** -- Activated for confirmed special operations incidents:
      - 1. Aircraft Emergencies (AIRF)
      - 2. Biochemical Threat (BIOHZF)
      - 3. Boat Fire on the River (BOATF)
      - 4. EOD or Bomb runs (BOMB)
      - 5. Chemical Spill (CHEMF)
      - 6. Chemical Investigation (CHEMI)
      - 7. Technical Rescue incidents (Trench, high angle, collapses etc) (COLAPS)
      - 8. Drowning large body of water (DROWNF)
      - 9. Major Gasoline Spill (GAS2)

- 10. Post Office Biohazard (POSTAF)
- 11. River Emergency (RIVERF)
- 12. Greater Cincinnati Airport runs (SIG500)
- 13. Confirmed Entrapments (TRAP & TRAPF)
- iii. **ALL PAGE** – notifies all administrative personnel and other affected parties:
  - 1. Extra Alarm Fires
  - 2. Fire fatalities
  - 3. Severe weather alerts
  - 4. Disaster situations
  - 5. Signal 500 at CVG
- iv. Boone County Dispatch (Boone County Water Rescue)
  - 1. Boat Fires on River (BOATF)
  - 2. Drowning on River (DROWNf)
  - 3. River Emergencies (RIVERF)
- v. Environmental Crimes on Call Staff
  - 1. Airplane Crash (AIRF)
  - 2. Signal 500 (SIG500)
  - 3. Request of District Chief or Company Officer on a spill or Haz Mat Incident

#### **L. Emergencies Reported to Companies**

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



### **M. Fire Department Command Van**

1. 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.
2. 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.
3. Procedure for Ordering Mobile Command Vehicle:
  - a. The Fire Chief, Assistant Chiefs, and the Incident Commander may order the Van in service.
  - b. The Communications Dispatcher will be notified of the need for the Mobile Command Vehicle so they can dispatch the proper personnel. Engine 35 may be at a fire and not available; they would then notify the closest available Company to respond.
  - c. 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.

### **N. 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 assigned Duty Chief or Assistant Chief of Operations.

### **O. Response Levels**

1. 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.
  - a. Level A is programmed for normal operating condition. During normal operation dispatch for structure fires will always be:
    - i. 3 Engines and 1 Safety Engine on first alarm - 2 Engines on all subsequent alarms
    - ii. 2 Ladders and a RAT Truck on first alarm 1 Ladder on second alarm, 1 Ladder on all subsequent alarms
  - b. 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.

- c. 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.
- d. 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.
- e. 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.

## **P. Storm Activity Management Plan**

### **1. Purpose and Scope**

To be initiated whenever storms or other events produce a large volume of minor calls for service. The intent is to stack minor emergency calls onto the local fire companies, keeping other companies available and stationed appropriately to respond to larger emergencies such as one-alarm fires. This plan applies to all Cincinnati Fire Department Operations and Emergency Management Personnel, including Fire Dispatch.

### **2. Activation**

- a. When severe weather such as a thunderstorm or tornado affects the city, the storm plan may be activated to ensure all calls are handled appropriately. It is advisable to activate the plan early rather than late, so as not to completely strip resources from one area of the city that is impacted more than others.

- b. The Storm Plan can be initiated by any of the following:
  - i. Fire Chief
  - ii. Any Assistant Fire Chief
  - iii. Duty Chief
  - iv. Any on-duty District Fire Chief
  - v. EMD (Emergency Management Division) Officers
  - vi. Dispatch Supervisor or Acting Supervisor
- c. To begin the storm plan, the responsible party shall notify Fire Dispatch who will begin other notifications as listed below. The person initiating the plan should designate if the activation is for a specific area (i.e. fire district or neighborhood) or if it is city-wide, and list which stations are under the storm plan response procedure.
- d. Once activated, the following runs should be classified as Storm Plan runs:
  - i. Wires Down (WIRES)
  - ii. Outdoor or transformer fires (OUTDR)
  - iii. Water leaks, minor roof or building damage (SALV)
  - iv. Unknown issues or other storm damage (INVEST)
  - v. If needed, the OIC can list other run types such as Fire Alarm (FALARM)
- e. When one of these run types is received, Fire Dispatch Shall assign it to the station in the running area in which the address of the incident is located. Runs will be dispatched on 31 MAIN DISP if the first-in Engine or Ladder Company is in quarters. If the Company is on a current run or AOR, runs will be stacked to the station and the companies will coordinate with Dispatch as to which runs they are responding. It is expected that Ladder Companies will be the primary units to make storm runs if they are available.
- f. If a company engaged in storm responses is in the area of a critical incident such as a fire or priority EMS incident, the company can

volunteer for the priority incident by calling dispatch and they will be added to the priority run.

- g. When the Storm Plan is activated, an Emergency Management Division Officer or other staff officer should respond to Dispatch to coordinate the response. This officer should ensure that all runs are handled appropriately and should keep the command staff apprised of the situation and the potential need for EOC activation or recall of off-duty members.

### 3. Communications.

- a. Upon activation, all Storm Management units will be assigned a Fire Zone (D through J) on the radio. Dispatch will monitor the Command (channel 2) talkgroup if possible.
- b. Talkgroups in this zone will be assigned as follows, beginning in Zone I:
  - i. CMND – Communications to dispatch/Duke Notifications
  - ii. STAGING – As needed
  - iii. TAC 1 – District 1 fireground
  - iv. TAC 2 -- District 2 fireground
  - v. TAC 3 -- District 3 fireground
  - vi. TAC 4 -- District 4 fireground
  - vii. TRIAGE – Alternate Duke Notifications
  - viii. TREATMENT – As needed
  - ix. TRANSPORT – As needed
  - x. ALL CALL – Notifications from Dispatch
  - xi. REPEATER 1 – As needed
  - xii. REPEATER 2 – As needed
  - xiii. SIMPLEX – On scene communications
  - xiv. MAYDAY – Emergency use only

- c. Companies with multiple runs assigned will **not** receive each run over the radio. They will be advised to “Check your PMDC” to see a list of new runs. Likewise, the company does not need to call in a final disposition of each run on the radio; they can simply close the call on the PMDC and move on to the next incident. The company can call Dispatch on the Command talkgroup for clarification if needed at any time.

#### 4. Notifications

Upon Storm Plan activation, fire dispatch shall make the following notifications:

- i. MAIN DISP on radio (Alert 3 tone)
- ii. Teletype all firehouses
- iii. Page to All Call page group
- iv. Duty Chief (phone call) and Operations Assistant Chief
- v. Police bridge
- vi. Hamilton County EMA Duty Officer

#### 5. Duties of All Fire Companies

- a. Prepare for response
  - i. Ensure adequate supplies (barrier tape, flares, etc)
  - ii. Monitor local conditions (weather, etc)
- b. Pay attention to “PENDING INCIDENTS” screen on apparatus PMDC or CAD Browser in the firehouse.
- c. Advise Dispatch which run or group of runs you are responding on (i.e. “Give Ladder 3 all runs on Main St”)
- d. Respond to all assigned runs as outlined in Procedures and Operations Manuals
- e. Request additional resources as needed (other companies, transport units, police)
- f. Notify Fire Dispatch when all details are complete and of any other needed information

## 6. Duties of Fire Dispatch

- a. Perform all notifications as listed below
- b. Switch to Reduced Response in CAD (use “SDL” Command for incident types listed above)
- c. Stack pending incidents listed above on the Station for the District in which the incident is located. Stack the run on the STXX unit. This will allow everyone to see all runs by that unit instead of in a big list. (use the “SI” Command)
- d. Stack STXX runs on specific companies that are volunteering for the run.
- e. Assign a FG Talkgroup for Storm Plan operations and monitor same if staffing permits
- f. Receive requests for utility company responses. Notify utility companies. Hold non-emergent requests and make one mass notification if necessary. Consider using an alternate talkgroup (TRIAGE – Channel 8) for utility notifications if staffing permits.
- g. If faced with low staffing or other issues, supervisor may decide to stack incidents and assign storm related incidents above directly to specific first-in companies.

## 7. Duties of the Emergency Management Division Officer

- a. Respond to Dispatch to assist in operations
- b. Ensure notifications are complete as previously listed
- c. Coordinate with Duty Chief and Operations District Chiefs on need for additional resources such as Recall or EOC activation
- d. Coordinate demobilization activities with Duty Chief and Operation District Fire Chiefs

## 8. Demobilization

Once the situation has been deemed stabilized, operations should return to normal as soon as practical. Companies should complete all assigned details before being placed in normal status. Companies should list all runs in the company diary as normal. Companies are responsible for completing NFIRS reports for each assigned run.

**Q. Greater Cincinnati International Airport Emergencies – Signal 500**

1. A Signal 500 at Greater Cincinnati International Airport is a request for response from all area departments. The Cincinnati Fire Department has agreed to send Greater Cincinnati International Airport the following Companies when requested for a Signal 500:
  - a. Two (2) Engine Companies, Engine 3 and Engine 17 (if available)
  - b. Five (5) Medic Units (if available)
  - c. One (1) District Fire Chief
  - d. One (1) Heavy Rescue
  - e. SO2 (Safety Officer)
  - f. Duty Chief and Assistant Chief of Operations
  - g. Special Operations Chief (SOC)
2. 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.