

Germantown Police Department

Policies and Procedures

Number: 14-1
Effective Date: October 9, 2006
Subject: Germantown Fire Communications Procedures
Previous Revisions:

I. RECEIVING INCOMING CALLS

A. Receiving Incoming Calls on 911 Lines

The dispatcher shall answer incoming 911 emergency lines according to current accepted practice as established by the Germantown Police Department.

B. Receiving Incoming Calls on Published Emergency Numbers

The dispatcher shall answer incoming emergency lines (754-1414, 754-1415 and 754-1422) by saying, "Germantown Fire Department," followed by their last name. Calls of a non-emergency nature are not to be handled on these lines. No outgoing calls shall be made on these lines.

C. Receiving Incoming Calls on City Business Extensions

The dispatcher shall answer the business lines according to current accepted practice as established by the Police Department.

D. Transferring Calls

When anyone without an emergency (an emergency is anything endangering or thought to be endangering life or property) calls in on a published emergency line, the dispatcher will ask that person to call back on a business line. The dispatcher shall not transfer that person as such a practice encourages abuse of emergency lines.

E. Receiving Emergency Calls

When receiving emergency calls requesting fire or EMS service, the dispatcher shall obtain the following information from the caller:

FIRE:

Address of emergency
What's on fire?
Cross street
House or apartment

EMS:

Address of emergency
Nature of illness or injury
Cross street
Building number
It may be necessary to obtain additional information depending upon the type of call.

Commercial Buildings:

Name of building
Location within building
Suite number

Apartments:

Complex name
Apartment number
Building number

Vehicles:

Is the vehicle inside a structure?
If the vehicle is a truck, obtain the type of cargo and direction of travel

Hazardous Material – Gas Leak – Pool Chlorinator Problems:

Obtain the name of the product. After dispatching the appropriate companies, look up the product using the hazardous materials information feature using reference material in Communications, such as the DOT Hazardous Materials Response Guide, and give information about the product to the responding companies.

F. Telephone Courtesy

Dispatchers shall be courteous at all times. Firm, but courteous, procedures shall be used to take control of conversations during an emergency.

G. Fire Company Notification of Important Information

The dispatcher shall notify each company by vocal and/or radio of any of the following problems. The dispatcher shall log the time and the problem or condition at hand. Advise all companies of any of the following problems:

1. Sprinkler systems and/or standpipes out of service
2. Fire hydrant out of or back in service
3. Low water pressure problems
4. Water mains in or out of service
5. Streets blocked or obstructed
6. Railroad crossings blocked
7. Building hazards

H. Notification of Police Department

The Police Department shall be notified on all fire and EMS calls. When a company on the scene asks for the police, obtain the nature of the need from the fire company requesting the police and pass this information along to the police dispatcher. Try to obtain an ETA for the police from the police dispatcher and give this ETA to the company that requested the police.

I. Notification of Emergency Management Agency

According to state law, the City must notify the Tennessee Emergency Management Agency (TEMA) in the event of a confirmed hazardous materials (hazmat) incident. This notification can be made through the Memphis & Shelby County Emergency Management Agency (MSCEMA), our local emergency management agency. Once the Fire Department has arrived and confirmed that we have a hazmat incident, the dispatcher should notify MSCEMA and relay any information they may need to comply with the state's notification requirements. The dispatcher should question on-scene companies early into the incident to determine if it is a working hazmat call. The dispatcher should also obtain information about the incident to relay to MSCEMA. At a minimum, this information will include:

1. The type of chemical involved
2. The quantity of chemical involved
3. If it is leaking or being released
4. If it is on fire
5. If any water courses are contaminated or threatened
6. If injuries or deaths have occurred
7. Other information that MSCEMA may ask for

MSCEMA can be contacted using the ringdown located on the Fire Department console or the telephone. Notification to MSCEMA needs to be made while we are on the scene, not after the fact.

J. Notification When On Stand-By for Other Fire Departments

It is not necessary to notify the Battalion Chief or companies when we are on stand-by for other fire departments, such as Shelby County or Collierville. If another fire department calls and asks us to be on stand-by, it is a “heads up” that we might be called to respond or move up to cover.

II. 0700 HOUR TONE

Every morning at exactly 0700 hours, the dispatcher will activate the 0700 alert tone. This tone denotes the official shift change for the Fire Department.

- A. Press the “0700” button located on the Fire Department radio console. The LED on the “PAGE SAFETY” button will begin to flash.
- B. Press the “PAGE SAFETY” button. An alert tone will automatically be transmitted over the Fire Department radio system.
- C. At the end of this tone, the transmit light will go out. The dispatcher will then broadcast “0700 hours, Germantown Fire Department, KVR964.”
- D. Press the “PAGE CLEAR” key to clear the status panel and make it ready for the next page.

III. VOCAL ALARM SYSTEM CHECK

Every day at 0730 and 1830 hours, the dispatcher will test the vocal alarm system for proper operation.

- A. on the vocal alarm, press the “PA ON” function button followed by the “ALL STATION” button.
- B. Wait until a solid green light is displayed for all stations next to the individual “STATION ALERT” button for each station.
- C. Key the vocal “XMIT” button and say, “All stations stand by for vocal alarm test.” Be sure to transmit promptly after the solid green lights come on or the system will reset. If you transmit too soon, a busy error signal will be heard.

- D. Press the “STATION ALERT” button for Station 1. When the solid green light comes on for Station 1, key the vocal and say, “Vocal test for Station 1.”
- E. The crew at Station 1 should press the ‘STA/ACK’ button to acknowledge they received the test OK. The light for Station 1 will clear on the vocal panel.
- F. Repeat the test for all stations in the system.
- G. At the end of the test, press the vocal transmit key and say, “Germantown Fire Department, WPEH832.”

IV. VOCAL ALARM SYSTEM PROBLEMS

- A. The vocal system has a built-in feature called “Polling” where a check is performed on the system every 15 minutes to see that all components are working properly. In the event of a communications failure with a station, the red LED by that station will light on the vocal display panel.
- B. In the event the vocal alarm system fails to function, the dispatcher shall immediately switch to the Radio Alerting System to dispatch calls.
- C. The Battalion Chief shall be notified when any part of the vocal alarm system fails to function properly. A particular part may fail to function, but the system may not necessarily be out of service. For example, if Station 1’s vocal stops working, but the other stations are still online, continue to use the system for the other stations, dispatch Station 1 over the Radio Alerting System and notify the Battalion Chief of this situation.
- D. When the vocal alarm is out of service, the Battalion Chief and all companies shall be notified that their vocal alarm system is out of service and the Radio Alerting System will be used to dispatch calls.
- E. The vocal alarm system is maintained by selected Fire Department personnel. In the event of an “after hours” failure, most repairs will have to wait for “normal” business hours. If the Radio Alerting System is functioning, repairs will wait until they can be scheduled during “normal” business hours. If you feel that emergency repairs are needed, contact the Battalion Chief or the Deputy Fire Chief for guidance on repairs.
- F. Document all problems with the vocal alarm system.

V. SATURDAY MORNING RADIO CHECK

On Saturday mornings, immediately after the 0730 vocal alarm check, a test of the Fire Department radio system will take place.

The dispatcher will broadcast, "All units stand-by for Saturday morning radio check." One minute later, the dispatcher will attempt to contact the Fire Department units list on the roster at the end of this SOP for the purpose of a radio check using the following format:

Example: "Germantown Fire Department testing to Engine 1." Engine 1 will answer, "Engine 1." The dispatcher will say, "Engine 2." Engine 2 will answer, "Engine 2," etc. At the conclusion of the test, the dispatcher will broadcast, "Radio test complete, time, KVR964."

A. Notes and Terms Defined

1. The term *remote* means anything that is being used as the means by which the driver would communicate from some place remote from the cab radio. This is an all inclusive term. Any time a remote is called for on a pumper and a portable is being used as a remote, we will answer using the portable.
2. Engines with numbers higher than 94, such as Engine 95 and 96, are reserve pumpers. We may or may not have an Engine 95 or Engine 96 as the availability and deployment of reserve pumpers change. Call for the unit, and if there is no answer, note this on the radio check sheet.
3. Ladder 93 (the Quint) does not have a rear remote radio like the other engines. The driver uses a portable radio.
4. All units called will be recorded on a Germantown Fire Department Saturday Morning Radio Check Roster. The roster will cover one Saturday test. The dispatcher will forward the completed roster to the Deputy Fire Chief on the Monday morning following the test.
5. If you call for something on the check sheet such as a portable on Engine 91, and there is no answer, wait a few seconds and call for that unit again. If there is still no answer, go on to the next unit. This procedure applies for reserve pumpers that might be called that are not there, such as the reserve at Station 3 being moved to Station 1 for some reason. If you call for Engine 95 and there is no Engine 95, no one will answer. Call for the unit one more time. The dispatcher will call for a unit twice, and then go on to the next unit.

6. Some pumpers have extra portable radios assigned. These radios are not listed on the radio check checklist. As the dispatcher, you do not need to call for these units. If someone with an extra portable calls you for a radio check, answer them. Make a note on the bottom of the radio check checklist of extra units that call for radio checks.

VI. RADIO ALERTING SYSTEM CHECK

- A. In the event the radio alerting system fails to function, the dispatcher shall immediately switch to the vocal alarm system to dispatch calls.
- B. The Battalion Chief shall be notified when any part of the Radio Alerting System fails to function properly. A particular part may fail to function, but the system may not necessarily be out of service. For example, if Station 1's receiver stops working but the other station receivers are still working, continue to use the system for the other stations, and dispatch Station 1 over the vocal alarm system and notify the Battalion Chief of this.
- C. When the Radio Alerting System is out of service, the Battalion Chief and all companies shall be notified that the Radio Alerting System is out of service.
- D. The Radio Alerting System is maintained under contract. If the system fails during normal business hours (Monday-Friday, 0800-1700), the dispatcher shall notify the Deputy Fire Chief. In the event of an "after hours" failure, most repairs will have to wait for "normal" business hours. If the vocal alarm system is functioning, repairs will wait until they can be scheduled during "normal" business hours. If you feel that emergency repairs are needed, contact the Battalion Chief or the Deputy Fire Chief for guidance.
- E. Document all problems with the Radio Alerting System. Be specific with what happened or why it doesn't work as the repair technician may need information such as which lights worked, which didn't, etc., in order to determine what is wrong.

VII. TIME CHECK

A station identification and time check will be given every thirty (30) minutes on the hour and half hour as required by the Federal Communications Act, Section 90.425 of the Federal Communications Commission Rules and Regulations for Public Safety and Special Emergency Radio Services.

On the hour and half hour, the dispatcher shall key the Fire Department radio system, announce the time and give a station identification using the call letters for the frequency, KVR964.

Example: “2100, KVR964.”

On the hour and half hour, the dispatcher shall key the Fire Department vocal alarm system, announce the time and give a station identification using the call letters for the frequency, WPEH832.

Example: “2100, WPEH832.”

VIII. COMMUNICATIONS BETWEEN UNITS

All units shall adhere to the following policy when using the Fire Department radio system.

A. Dispatch to Mobile Communications

Use the following procedure to contact mobile units, with your radio transmissions done in a clear, calm and distinct tone of voice, spoken directly at the microphone:

Example: “400, this is dispatch.” 400 will respond, “Dispatch, this is 400. Go ahead.” Dispatcher will say, “400, the Shelby County Fire Department advises they will need a pumper to cover at their Station Three.” 400 will answer, “Check, 400.”

B. Mobile to Dispatch Communications

Any unit that wishes to contact the dispatcher should do so by following the example below:

Example: “Dispatch, this is 400.” Dispatch will answer, “400, this is Dispatch. Go ahead.” 400 will say, “Send Engine 91 to County Three’s to cover.” Dispatcher will say, “Check, 400.”

C. Mobile to Mobile Communications

Mobile units are free to communicate with each other at any time, unless there is other traffic being conducted or when the dispatcher has told all units to hold their traffic. The dispatcher may ask a unit to “Stand by” for some reason, such as traffic on the Shelby County radio or other traffic in dispatch.

All units will observe radio silence until cleared by the dispatcher.

VIII. COMMUNICATIONS LOG – NOTIFICATION OF PERSONNEL

A. Policy

The dispatcher will properly log all radio traffic pertaining to the Fire Department. Document the movement of Fire Department personnel when notified of same over the radio, verbally or by phone.

The dispatcher is responsible for accurately recording run times and any other pertinent information.

B. Staff Officer Notification Guidelines

The dispatcher shall at all times keep the following persons notified of the problems or conditions listed below. On fire and emergency calls, the notification to the Battalion Chief must be immediate. On accidents or injuries to personnel or equipment, the notification should occur within 5 to 10 minutes of the dispatcher being made aware of the problem.

Personnel

1. Fire Chief
2. Assistant Fire Chief
3. Deputy Fire Chief
4. Fire Marshal
5. Technical Services/Safety Officer
6. The on-duty Battalion Chief

General Incidents/Problem Types/Categories

1. All working fires.....1,2,3,4,5,6,7
2. Fire Fatality.....1,2,3,4,6
3. Injuries to Fire Department
Personnel, Serious.....1,2,3,5,6
4. Hazardous Material Response.....1,2,3,5,6
5. Mutual Aid Calls, Confirmed Fire
or Resources Committed.....1,2,3,6
6. Violent Scenes with Fire/Medical
Stand-By.....1,2,3,6
7. Violent Scenes without Fire/
Medical Stand-By.....2,6
8. Serious Multiple Injuries and/or
Fatalities Involving 3 or More

	Patients.....	2,6
9.	Vehicle Extrication with Person(s) Trapped.....	2,6

C. Staff Officer Notification Methods

1. The dispatcher shall use the following guidelines to contact staff officers. Staff officers may contact dispatch at certain times and provide temporary instructions on how they may be contacted if they are in meetings, without their staff car, on vacation, etc., and give the dispatcher a time frame for how long those instructions are valid. In such situations, the temporary instructions should be followed for the indicated time frame. When the temporary instructions have expired, the dispatcher shall refer to the following guidelines.
2. During normal business hours, Monday-Friday, 0800-1700, and not on City holidays, the dispatcher should call the individual’s office. If the individual is not in the office, the individual should be paged using their digital beeper. The dispatcher may also request that the Fire Department secretary assist in trying to notify the individual. The numbers “911” should be added to the end of the phone number the dispatcher places in the beeper. If the officer does not call in, the dispatcher should activate the “command staff tone” and/or the reserve tone on the Fire Department encoder and request that the officer contact dispatch.
3. After normal business hours, at nights, on weekends and on City holidays, and if the officer is off on that particular work day, the dispatcher should first contact the individual’s home and follow the procedures outlined in C-2.
4. The Battalion Chief may sometimes get on the air and travel to another fire station. When this occurs, the fire fighters at that station will contact dispatch by phone and notify the dispatcher that the Battalion Chief is special at that station. Likewise, when the Battalion Chief leaves, the fire fighters will notify dispatch of this by phone. This will help the dispatcher keep track of the Battalion Chief when he is out of quarters and not likely to be monitoring the radio. This policy will also be followed for all chief officers.

D. Radio Alerting System Activation

1. The reserve tone is very important in the operation of the Fire Department, for several reasons. This is the official notification method of our reserve

personnel. The RAS also counts as a secondary dispatch system under the guidelines of the Insurance Services Office (ISO). The BC may be on the air or at another station, hear the tone, and know that equipment is running on another call that he was not required to be dispatched on. If a second call comes in, he will already have a “heads up” to the fact that certain equipment is already committed to another call. Finally, it alerts other key personnel in the Fire Department to what is going on.

2. Anytime you dispatch a fire or EMS call, activate the radio alerting system. When fire companies are out on a fire call or other emergency, reserve personnel report to Headquarters to stand-by with the reserve pumper and/or back-up rescue vehicle and/or the aerial truck.
3. Any time you think the radio alerting system should be activated, do so. Also, you should activate it whenever requested by a Fire Department officer. Headquarters cannot activate the radio alerting system, but they can handle radio traffic if necessary.

E. Working Fire Checklist

1. This checklist is meant to serve as a guide to the things that must be done whenever we have a working fire. It is a guide only and is not all inclusive. Since every call is different, the dispatcher is still responsible for making sure the proper unit(s) is sent, the proper people are notified and that the reserve equipment is staffed.
2. Checklist:
 - a. Notify the chief officers and on-call Battalion Chief.
 - b. Send GPD to the scene for traffic and security.
 - c. Send the appropriate rescue squad to the scene for rehab/medical.
 - d. Place Collierville Fire Department on stand-by or move up, as needed.
 - e. Tone out fire reserves. State, “All fire reserves report to headquarters.” Call HQ and check on status of manpower.
 - f. Consider making move-ups.
 - g. Call MLG&W and request an outside light man on a major fire and an inside light man for one or two rooms.

F. Monitoring the Fire Ground Frequency “F3”

1. The fire ground frequency, F3, is used on almost all incidents for radio traffic between the units on the scene. Under the Fire Department’s

Incident Command System (ICS), all units switch to position 3 (F3) when they arrive on the scene. The incident commander (the unit that takes command upon arrival) also switches to F3, but he or she monitors the main frequency, F1, for radio traffic from dispatch and will use F1 to contact dispatch to request more units, get information, etc.

2. The fire ground frequency is exactly what the name implies: a frequency used to facilitate communications between units on the scene. F3 does not go through the repeater, and it is not recorded on the tape machine. It may be difficult or impossible to hear units on F3 on calls at the east end of town (Houston High School, Target, etc.), or units inside buildings. Also, a 5 watt portable is less likely to be heard from a 100 watt mobile radio, especially if the portable is inside a building. You may monitor F3, and for calls in close proximity to City Hall, it will probably be helpful, but you are not required to monitor F3 because communications between the dispatcher and units on the scene on F3 is simply not reliable.
3. If you need to contact a unit on the scene, go through the incident commander. Under the ICS system, only the incident commander should communicate with the dispatcher, and the only unit on the scene the dispatcher should call for is the incident commander. Since the incident commander is supposed to monitor F1, you can call for him or her on F1.
4. If we have two incidents at one time, one incident will be worked on F3 and the other incident will be worked on F1. In this case, the dispatcher will need to handle all communications with the units on the F3 incident on F3, and on the F1 incident on F1, rather than have one incident commander switch frequencies.

G. Multiple Alarm Fires

1. The Fire Department uses the designation of first alarm, second alarm, third alarm, etc., to classify fire incidents. A first alarm consists of the normal assignment sent on the initial call. For a structure fire, this assignment is 2 engines, 1 ladder and a Battalion Chief. This can also be described as 3 fire suppression vehicles and a Battalion Chief. A second alarm is when twice the number of first alarm units are on the scene. A third alarm is when three times the number of first alarm units are on the scene, etc. Since Germantown has only one ladder truck, an engine can be sent to round out a dispatch assignment.

Example: We are working a structure fire with a total of 5 engines, 1 ladder truck and 4 chief officers on the scene. This is a second alarm

because there are 6 fire suppression vehicles (5 engines + 1 ladder = 6) on the scene, along with 2 chief officers.

We are working a structure fire with 4 engines, 1 ladder truck and 3 chief officers. This is still a first alarm because we do not have at least 6 fire suppression vehicles (4 engines + 1 ladder = 5) on the scene. However, if the incident commander (IC) called for another engine (a total of 6 on the scene), the incident would then be classified as a second alarm.

2. An incident commander may call for a second alarm in one of two ways. First, he can declare that an incident is a second alarm and direct the dispatcher to send and/or request the mutual aid response of certain units.

Example: A first full alarm assignment is already on the scene. The IC may say something like, "This incident is now a second alarm. Send me two engines from Shelby County and one engine from Collierville." In this case, the IC calls for the equipment he or she wants.

A first full alarm assignment is already on the scene. The IC may say something like, "Exeter Command, I need a second alarm." In this case, the dispatcher will need to determine what units are available in Germantown (if any), determine what agencies he or she will contact for mutual aid, and then request and dispatch the additional units as quickly as possible.

3. In the event the IC requests a second alarm but doesn't specify what to send, the dispatcher should send additional units according to the following list, starting at the top and working down until sufficient resources have been found. Some departments can send more than one pumper because of their size and some can't. Most will automatically dispatch one of their chief officers with their pumper. Memphis has a fixed mutual aid response initially. Memphis can send more, but they must get approval from the Fire Director to do so.
 - a. Any Germantown units still in service
 - b. Collierville (only ask for 1 pumper)
 - c. Shelby County (can ask for up to 2 pumpers)
 - d. Bartlett (only ask for 1 pumper)
 - e. Memphis (fixed response of 1 pumper, 1 truck, 1 chief)

IX. DISPATCHING PROCEDURES

This is a quick list of the different tasks involved when dispatching a call or calls. You should use this list as a reminder or checklist to make sure that all of the steps involved in dispatching a call have been completed.

STEP ACTION TO BE TAKEN

1. Take down all information concerning the emergency from the caller
2. Determine what unit(s) is (are) to respond.
3. Notify unit(s) using the vocal alarm system.
4. Activate Radio Alerting System.
5. Make sure all unit(s) report responding via the Zetron system and log these times. If sufficient time has elapsed since you dispatched companies and their light hasn't changed on the Zetron, call them over the radio to verify that they are responding.

The Radio Alerting System will be activated on every call to notify reserve personnel. In the event the vocal system is completely down, all dispatching will be done using the Radio Alerting System. If you must dispatch a unit that is already on the air (not in quarters), do not tone out that station but give them the call over the radio. If one or more of the units responding is in quarters, only activate the Radio Alerting System tone(s) of the unit(s) in quarters.

Reserve personnel shall be notified using the Radio Alerting System of **ALL** Fire Department responses.

The appropriate dispatching procedures are on the following pages. Some points to remember when relaying information:

- Speak clearly and slowly.
- Spell any unusual street names.
- Give numbers twice, first in a group, next individually (esp. seventy-five-fifty-three, then seven-five-five-three).
- Avoid giving names of individuals and personal information, if at all possible. If you have to give out personal information on an individual, switch to F3.

B. Dispatching Unit(s) Using the Vocal Alarm System

1. The following format will be used when dispatching units over the vocal alarm:

Type of call, address and cross street, problem, unit(s) to respond.
Say this twice.

Emergency call, 75-96 Apple Valley, 7-5-9-6 Apple Valley, cross streets are Apple Valley Cove and Cordova Road, male white 45, increasing difficulty breathing, he is turning blue, has a history of asthma, Rescue 41, Ladder 93 respond. Say this twice.

Fire call, 20-53 Goodview, 2-0-5-3 Goodview, cross streets are Gotten Way and Doe Meadow, smoke detector is making a beeping sound, Engine 92, Engine 94, Ladder 93, Battalion 41 respond. Say this twice.

2. After notifying companies over the vocal, activate the Radio Alerting System.

C. Dispatching Units on the Air

1. Unless a company informs dispatch that they are out of service or in limited service, all companies on the air or “special” somewhere shall be considered in service and available for calls.
2. If a unit or units to respond are on the air, do not activate the Vocal Alarm System tone for that unit. Just give the call to the unit(s) over the radio. You should notify companies that are on the air to stand-by for a (fire/EMS) call at (address) immediately before you notify the companies that are in quarters. The address and nature should be clearly stated.
3. Examples using the sample information provided above:

EMS: Ladder 93 is on the air. Rescue 41 is in quarters. First, contact Ladder 93 over the radio in the following manner and then activate the vocal to dispatch Rescue 41. You may simulcast the call when you activate the vocal. Refer to Section _ for a description of simulcasting:

Dispatcher: Ladder 93, this is dispatch.

Ladder 93: Dispatch, this is Ladder 93.

Dispatcher: Ladder 93, stand-by for an EMS call on a patient having difficulty breathing at 75-96 Apple Valley, cross streets will be Apple Valley Cove and Cordova Road.

Ladder 93: Ladder 93, check.

Fire: Engine 94 is on the air, all other companies are in quarters. First, contact Engine 94 over the radio in the following manner, then dispatch Engine 92, Ladder 93 and Battalion 41 over the vocal.

Dispatcher: Engine 94, this is dispatch.

Engine 94: Dispatch, this is Engine 94.

Dispatcher: Engine 94, stand-by for a fire call with other companies to a smoke detector beeping at 2053 Goodview, cross streets will be Gotten Way and Doe Meadow.

Engine 94: Engine 94, check.

4. After notifying companies over the vocal and on the air, activate the Radio Alerting System.

IV. DISPATCHING USING THE RADIO ALERTING SYSTEM

- A. The Radio Alerting System (RAS) is normally used to alert reserves and off-duty personnel. It also serves as our secondary or back-up dispatch circuit under the guidelines established by the Insurance Services Office (ISO). The vocal alarm system is a non-repeated radio frequency on the UHF band with a power output of 25 watts. This means the system has limited range and cannot be heard by a great deal of people, and the signal doesn't carry very outside of Germantown. The RAS, however, goes through the Fire Department repeater and can be heard as far away as Covington, Tennessee. For this reason, we try to avoid giving out personal information, such as names or information of a sensitive nature such as knowledge that a person has AIDS, over the main fire radio. The dispatcher should use good judgment when faced with the need to dispatch over the RAS if the vocal is down.
- B. There are two ways to use the RAS. The first involves using the 199 tone to alert reserve and off-duty personnel. The second involves using the RAS in place of the vocal alarm to alert companies in quarters. When the RAS is used in place of the vocal alarm, which is only when the vocal is out of service, the dispatcher will need to use the respective RAS tones for the individual fire stations.
- C. Below are examples using the sample information provided above. If companies are on the air, say the company number and tell them to stand-by for a call and give the address.

EMS: Ladder 93 is on the air. Rescue 41 is in quarters. First say, "Ladder 93, this is dispatch. Stand-by for an EMS call at 75-96 Apple Valley." Wait for Ladder 93 to acknowledge, then activate the RAD using the 199 tone and say:

"Emergency call, 75-96 Apple Valley, 7-5-9-6 Apple Valley, cross streets are Apple Valley Cove and Cordova Road, male/white 45, increasing difficulty breathing, has a history of asthma. Rescue 41, Ladder 93 respond." (Say this twice). Give the time.

Fire: Engine 94 is on the air, all other companies are in quarters. First say,

“Engine 94, this is dispatch. Stand-by for a fire call at 20-53 Goodview.” Wait for Engine 94 to acknowledge, then activate the RAS using the 199 tone and say:

Fire call, 20-53 Goodview, 2-0-5-3 Goodview, cross streets are Gotten Way and Doe Meadow, smoke detector is making a beeping sound. Engine 92, Ladder 93, Battalion 41 respond.” (Say this twice). Give the time.

- D. When using the RAS to dispatch, it is not necessary to tone out the reserves using the 199 tone if the dispatcher used the 199 tone when they dispatched. If they did not use the 199 tone, for example the vocal is out of service and they used a tone to alert just one fire station (refer to Appendix A for a complete list of paging codes), then they will need to use the 199 tone after dispatching companies. Another way to say this is be sure to use the 199 tone, but only use it once.

V. ACTIVATION OF RADIO ALERTING SYSTEM

- A. The RAS is used to alert reserves and off-duty personnel that we are responding to a call. It should be activated on every call we respond to, including routine responses.

- B. Examples:

EMS:

Emergency call, difficulty breathing, 75-96 Apple Valley, 7-5-9-6 Apple Valley, cross streets are Apple Valley Cove and Cordova Road, Rescue 41, Ladder 93 responding, give the time.

Fire:

Fire call, smoke detector sounding, 20-53 Goodview, 2-0-5-3 Goodview, cross streets are Gotten Way and Doe Meadow, Engine 92, Engine 94, Ladder 93, Battalion 41 responding, give the time.

- C. Do not repeat things like, “emergency call, emergency call,” or the cross streets. The message should be brief and to the point. Unlike the vocal alarm, the message should be stated only once. The reason is our reserves and off-duty personnel have pagers that capture 15 seconds of radio traffic once they have been activated. They are activated as soon as the 199 tone goes off. This message can be played back again and again until the pager is turned off or another page is received. Repeating phrases, giving detailed EMS info, and waiting too long once the 199 tone is activated before speaking can cause the nature and address of the call to be missed. This is important because the reserve or off-duty fire fighter might be at home asleep or in another room and miss the actual message, and when he or she tried to play it back, the important information won’t be there.

VI. SIMULCASTING

Simulcasting is the process of transmitting on two frequencies at the same time, such as vocal system and F1. Simulcasting is permitted, but it takes some practice to do smoothly. Sometimes you will have to give sensitive information over F1 to companies on the air. Use discretion and consider using F3 after they have been dispatched. When simulcasting, give companies on the air a “heads up” by telling them to stand-by for a call and give them the location of the call. That way they have a chance to be moving in the proper direction while you are putting out the simulcast.

VII. USE OF DISCRETION

The dispatcher will have to use his or her own good judgment and discretion at times. If you have information that is important to the safety of the responding crews, you need to give it out. Examples include information about domestic disputes, possible suicides, whether the police are on the scene of a violent scene, etc. As an option, you can ask companies on the air to switch to position 3 for this information.

VIII. SEVERAL CALLS HAVE BEEN RECEIVED FOR ONE INCIDENT

If several calls are received for the same location and you feel there is a need for more resources than the normal 2 pumper, 1 ladder company response, the dispatcher has the authority, per the Fire Chief, to send an additional engine company and/or to start a Rescue Squad without first asking the Battalion Chief for permission. Notify the responding companies and Battalion Chief that you are receiving multiple calls for this location and that additional resources have been dispatched.

IX. MULTIPLE INCIDENTS AT THE SAME TIME

When two or more calls for different addresses are received at or near the same time, curtail the response to one or more calls in order to send units to all of the calls. Use your best judgment based upon the information provided by the caller(s), the current location of engine companies in relation to each call, and the potential severity of each call and make a decision as to what to send. Consider Shelby County and Collierville for mutual aid. You may also ask the Battalion Chief for a recommendation if you are in doubt as to what to send. **We do not hold calls.** Dispatch all calls immediately using mutual aid companies or send curtailed responses of only one pumper instead of two.

Example

You have sent Ladder 93, Engines 91 and 92 and Battalion 41 to a smoke odor in the house at 7994 Sunny Creek. Right after you have dispatched these companies, you receive a call for a car on fire in the garage at 7947 Dogwood. You may decide to disregard Engine 91

from the Sunny Creek call and send them to the car fire since they are probably closer to that call than any other company. You then send Engine 94 with Engine 91 on the car fire in the garage and leave Engine 92 and Ladder 93 on the smoke odor. You could also have sent a reserve engine if a reserve crew was available.

X. FIRE CALLS

<u>Type Situation Reported</u>	<u>Units to Respond</u>
House fire, single family	2 engines, 1 ladder & BAT 41
Commercial, multi-family	2 engines, 1 ladder & BAT 41
Other structure fire	2 engines, 1 ladder & BAT 41
Vehicle fire	Engine
Car/train accident	Engine & Bat 41
Grass/brush	Engine
Other fire call	Engine
Hazardous materials	2 engines & BAT 41
Other fire service call	Engine
CO detector call, routine	Engine (Ladder 93 or Engine 94)
CO detector call, emergency	1 engine, plus L93 or E94, Rescue Squad, Ambulance, BAT 41
Fuel spill (no fire)	Engine

XI. EMS CALLS

<u>Type</u>	<u>Situation</u>	<u>Units to Respond</u>
1	MV Accident	Rescue Squad, Ambulance
2	MV Accident with Hazard or on Poplar or Germantown Rd	Rescue Squad, Engine, Ambulance
3	Sick injured	Rescue Squad, Ambulance
4	Heart Attack	Rescue Squad, Engine, Ambulance
5	Not breathing	Rescue Squad, Engine, Ambulance, BAT 41
6	Unconscious or Medical Alarm	Rescue Squad, Engine, Ambulance
7	Allergy Reaction	Rescue Squad, Engine, Ambulance
8	Shooting-Stabbing	Rescue Squad, Engine, Ambulance
9	Electrocution	Rescue Squad, Engine, Ambulance
10	Drowning	Rescue Squad, Engine,

11	Rescue/extrication	Ambulance Rescue Squad, Engine, Ambulance
12	Other	Rescue Squad, Ambulance
13	Stroke	Rescue Squad, Engine, Ambulance
14	Seizure	Rescue Squad, Engine, Ambulance
15	Overdose (Accidental)	Rescue Squad, Engine, Ambulance
16	Suicide & Intentional OD	Rescue Squad, Engine, Ambulance, & BAT 41

Note: For EMS calls of any nature in any district, the closest engine should be sent as a first responder unit if the Rescue Squad will have an extended response time, such as having to come from the opposite end of town. The dispatcher will need to use his/her judgment at times, such as if the only in-service Rescue Squad is at Station 3 and a call for a sick party comes in at Kirby Woods Mall. In this instance, Rescue 41 alone is sufficient. However, if Rescue 41 were on a call and Rescue 42 was being dispatched from Station 2, then Rescue 42 and Engine 91 would be the appropriate response.

- B. When there is a need to provide emergency medical dispatch (EMD) instructions over the phone, and two or more dispatchers are on the phone with the caller, one dispatcher should stay on the line with the caller and provide EMD instructions while the other dispatcher dispatches the appropriate units. This avoids having to place the caller on hold and then get back to them. You need to inform the caller that he/she will be talking to Dispatcher Everett (or whoever it might be) who will stay on the line with them to give assistance while the Fire Department and ambulance are responding. This will let the caller know that another voice is going to be on the phone and will help keep the individual calm.
- C. The dispatcher may be asked to contact a hospital so the on-scene paramedics can receive treatment orders from a doctor. Paramedics have the ability to contact a hospital through MedCom, but there will be times when the paramedic asks the dispatcher to do this. Anytime the dispatcher is asked to contact a hospital, he/she should do so immediately. The paramedic may make this request by radio or telephone. There are several ways to contact a hospital, and these are listed below:
 - 1. If asked to contact Methodist Germantown, the preferred way is to tone them out over the radio frequency using the encoder. No other hospital can be contacted in this way. Monitor the radio traffic and assist as needed.
 - 2. If asked to contact another hospital, the dispatcher should set up a conference

call with MedCom over the phone at 545-8181 and tell the MedCom communicator that they need a doctor on the line at hospital X for paramedic orders. The dispatcher should stay on the line to monitor the conversation and to make sure the conversation is recorded on the Dictaphone machine in Dispatch

3. If asked to call a hospital directly by phone, the dispatcher should set up a conference call and phone the hospital's emergency department and tell whoever answers the phone that paramedics need a doctor on the line for orders. The dispatcher should stay on the line to monitor the conversation and to make sure the conversation is recorded on the Dictaphone in Dispatch.

XII. REQUEST FROM DOCTOR'S OFFICE FOR AN AMBULANCE

- A. Occasionally Dispatch will receive requests from a doctor's office or minor emergency clinic for an ambulance. The dispatcher must determine if the call requires response of the Fire Department Rescue Squad or just an ambulance. There are four things the dispatcher needs to determine:
 1. Routine or emergency ambulance transport
 2. What type of doctor's office is requesting the ambulance (MD, dentist, etc.)
 3. Who are you talking to (doctor, nurse, office clerk, etc.)
 4. Are Fire Department paramedics needed
 5. Is the EMD protocol needed
- B. Each call will be different. A call from a dentist's office requesting an ambulance on a fifty year old male with chest pains will require normal Fire Department response, EMD protocol and an ambulance. A call to the same patient at a cardiologist's office may request just an ambulance, or it may require everything.
- C. Because of the County ambulance service contract, all requests for an ambulance in Germantown must go to the Shelby County Fire Department. Even if the Fire Department is not going to respond, the dispatcher is responsible for taking the information down and notifying the Shelby County Fire Department. Do not tell the doctor's office to call the Shelby County Fire Department. Get an ETA from the County and advise the doctor's office of this ETA.

XIII. DISPATCHING TAMPER ALARMS

- A. Calls to check Knox Boxes, post-indicator valves (PIV), wall-post-indicator valves (WPIV), or outside-stem-and-yoke valves (OS&Y) for tamper alarms are to be treated as **routine** responses. We will not respond with lights and siren to these

types of calls.

- B. For dispatch purposes, these types of calls should be considered service calls with a single pumper response. This is a **type 9, other fire service call**, on the CAD computer. Do not use the term “other service call” over the radio. Simply refer to it as a “service call.”
- C. This type of alarm is actually a vandalism alarm to indicate that someone is possibly tampering with the valve, so dispatch a police unit with the Fire Department. The police unit will investigate for possible vandalism, and the Fire Department will check to see that the valve is still in good working order.
- D. For incident reporting purposes, these types of calls will be classified as type **55, assist police**, on the TFIRS report.

XIV. DISPATCHING A THIRD EMS CALL

- A. There will be times when three or more EMS calls are received in a short period of time, or a third serious EMS call may be received and both Rescue Squads may be on another call. The dispatcher is responsible for handling subsequent EMS calls as quickly and as accurately as possible.
- B. Using the Emergency Medical Dispatch (EMD) techniques, the dispatcher should attempt to gain as much information as possible when any EMS call is received. This will assist the dispatcher in determining the seriousness of a call and prioritizing resources for the most serious call(s).
- C. Since it is impossible to list all possible scenarios regarding a third EMS call, who might be in service, whether staff paramedics might be at Station 3, etc., no specific instructions can be given. However, all engine and ladder companies are staffed with EMTs and carry basic life support (BLS) equipment, oxygen and Automatic Advisory Defibrillators (AAD). As a general rule, the dispatcher should send the closest engine company and an ambulance to the third EMS call. Given the circumstances surrounding the first two EMS calls such as their nature, how long we have been on the scene, the dispositions that have been given, whether the ambulance is on the scene already, etc., the dispatcher may also ask one of the rescue squads if they can get clear for another call. There are many different situations that the dispatcher might face. It is important for the dispatcher to keep track of the location of all companies at all times. This will allow the dispatcher to make decisions quickly and efficiently when confronted with multiple EMS calls.
- D. As noted above, all first-out engines carry an Automatic Advisory Defibrillator (AAD). This is a special type of defibrillator (a defibrillator is a device used by the paramedic to deliver electric shocks to the heart to try and get it beating again)

that can be used by properly trained EMT personnel to deliver electric shocks to pulseless and non-breathing patients. In the manual mode, this device can also be used by paramedics just as they would a normal defibrillator. Our engines do not carry any medications, so a rescue squad will still need to respond to the scene.

XV. SERVICE CALLS TO UNLOCK VEHICLES

- A. The Fire Department will unlock vehicles only if the situation falls into one of the categories below.
 - 1. There is a person locked in the vehicle, whether the vehicle is running or not and the person locked in the vehicle is unable to get the vehicle unlocked or to get out.
 - 2. There is an animal locked in the vehicle, whether it is running or not;
 - 3. The vehicle is running.
- B. Be sure to ask if the person in the vehicle is in any physical distress, such as a baby locked in the car on a hot day. You might actually have a medical emergency rather than a person locked in a car.
- C. If the dispatcher receives a call to unlock a car that does not fit the criteria above, but the dispatcher thinks that it might be a special situation, then the dispatcher shall check with the on-duty Battalion Chief for guidance.
- D. Tell the caller that if the Fire Department responds and the fire fighters cannot gain entry without force, they will break a window or otherwise gain entry through force. The crew will not be able to leave unless the hazard has been eliminated. It is the responsibility of the dispatcher to make sure the caller understands this and that the caller still wants us to respond. If the caller says, "No," they do not want us to break a window or use force if we can't get in any other way, the dispatcher shall confirm that the caller does not want us to respond. The time of the telephone call and the fact that the caller refused should be documented, but no incident number or TFIRS report shall be generated.
- E. If the Fire Department does respond, send a police unit to the scene if one is available. The police officer can verify ownership. Before we unlock a car, we want to be sure that the car belongs to the person who is asking us to unlock the car. We don't want to help somebody steal a car. If a police unit is not available, then be prepared to run the tag for the crew that responds.
- F. Unless there is some other hazard or a medical emergency exists, either Rescue 41

or Rescue 42 will respond, as determined by the district where the call is located, by itself to unlock vehicles. Otherwise, send the appropriate units for the type of hazard present.

- G. If we do not respond and the caller asks what options they have, refer them to a phone book for a locksmith. Per City policy, the dispatcher should not recommend a specific locksmith.
- H. If the caller wants to speak to a supervisor about this policy, refer them to the on-duty Battalion Chief, regardless of the time of day. This is a Fire Department policy, and the police supervisor should not be involved or contacted.

XVI. DISREGARDING COMPANIES

- A. Once a Fire Department unit has arrived, established command and evaluated the situation, command may tell the dispatcher to disregard the still responding companies before they arrive on the scene. The dispatcher should use the following procedure when told to disregard companies:

Dispatcher: “Companies responding to (give address), disregard the call. Engine X (wait for Engine X to acknowledge). Engine Y (wait for Engine Y to acknowledge), etc., until you have verified that all companies have been disregarded, then give the time.”

- B. Before any companies have arrived on the scene, an alarm company may call back after the Fire Department has been dispatched and advise the dispatcher that the call will be a false alarm, accidental activation, etc. When this happens, the dispatcher should disregard all responding companies except the first-in engine. The first-in engine needs to make the scene to verify the alarm condition and problem.

Example: A commercial assignment is responding to Methodist Hospital and the alarm company calls back and advises that a child pulled a pull-station and they have no fire. Engine 91 is first-in, and nobody is on the scene yet.

Dispatcher: “Companies responding to 7691 Poplar. This will be an accidental activation, disregard the call, Engine 92 (wait for Engine 92 to acknowledge), Ladder 93 (wait for Ladder 93 to acknowledge), Battalion 41 (wait for Battalion 41 to acknowledge). Engine 91 continue on the call, Engine 91 (wait for Engine 91 to acknowledge), then give the time.”

- C. After a Fire Department unit has arrived on the scene and established command, an alarm company may call back and advise the dispatcher that the call will be a

false alarm, accidental activation, etc. When this happens, the dispatcher shall check with command before disregarding any companies.

Example: A commercial assignment is responding to Methodist Hospital, Engine 91 is on the scene and has command, and the alarm company calls back and advises that a child pulled a pull-station and they have no fire.

Dispatcher: “Methodist Hospital Command, the alarm company advises that this will be an accidental activation where a child has pulled a pull-station. Do you want me to disregard the rest of the companies?”

If Methodist Hospital Command advises, “Yes,” then disregard the companies as described above.

XVII. FIRE DEPARTMENT CALL TIMES

- A. The dispatcher shall furnish call times to the Fire Department using the following procedure:
 - 1. Locate the Fire Department incident in the computer
 - 2. Locate the option or screen that provides a list of the call, scene and in-service times for the call and call times for all of the units that responded.
 - 3. Print this information out.
 - 4. Write the incident number on the printout.
 - 5. Fax the printed report to Fire Headquarters at 751-7548.
- B. If the fax machine at either location is out of service, the Battalion Chief will send someone over to pick up the report.
- C. If the fire fighters lose the report and they call and ask for the times again, give them the time in a cooperative manner.

XVIII. ENCODING SENTRALOCKS

- A. Background

The Fire Department uses a master key system to gain access to various commercial buildings in Germantown. Under this system, a key vault is permanently installed in a wall of a commercial building and a master key for

sprinkler rooms, fire pump rooms, exit ways, etc., is placed in the key vault. All key vaults are connected to the building's burglar alarm system so that when the vault is opened the police are summoned. Only Fire Department personnel have access to the keys that unlock these key vaults. These keys are carried on the pumpers in devices called *Sentralocks*. The Sentralock can only be opened if two things occur. First, the proper radio code must be sent by the dispatcher and second, the person on the scene must have the proper access key.

B. Procedure

Upon request of an on-scene Fire Department officer, the dispatcher will encode the correct tone to open a specific Sentralock. The procedure will be as follows:

Engine 91: "Dispatch, this is Engine 91. Encode Sentralock 1."
Dispatch: "Check Engine 91. Encode Sentralock 1."

The dispatcher then follows this procedure:

1. Press the appropriate Knox Box button located on the Fire Department radio console. The LED on the "PAGE SAFETY" button will begin to flash.
2. Press the "PAGE SAFETY" button. An alert tone will automatically be transmitted over the Fire Department radio system.
3. At the end of this tone, the transmit light will go out. Document the fact that a Sentralock was activated, who made the request and the time the tone was sent.
4. Press the "PAGE CLEAR" key to clear the status panel and make it ready for the next page.
5. Also document the time that the key was re-secured in the Sentralock. The officer of the pumper who used the Sentralock will notify you when he/she has re-secured the key.

Sentralock Codes

The following codes operate the Sentralocks:

<u>Sentralock Number</u>	<u>Encode Sequence</u>
2	3 2D1223D1
3	3 2D1223D2

4	3 2D1223D3
5	3 2D1223D4
6	3 2D1223D5
7	3 2D1223D6
8	3 2D122141

XIX. ALERT TEAM NOTIFICATION FOR ADDITIONAL PERSONNEL

The Department has established the Alert Team System to provide a reserve or off-duty personnel who can respond to a given emergency within an effective period of time. The Alert Team System can be used to call in additional personnel for a working fire, emergency call, hazardous materials spill, to place reserve engines in service, disasters or any other situation that a Battalion Chief or Chief Officer decides requires additional personnel. Only a Battalion Chief (or a Lieutenant acting as a Battalion Chief) or Chief Officer may call for an Alert Team.

In the event any Alert Team is called for, immediately activate the all call tone for full-time personnel.

Use the following procedure to call an Alert Team:

- A. Press the “Alert” button located on the Fire Department radio console. The LED on the “PAGE SAFETY” button will begin to flash.
- B. Press the “PAGE SAFETY” button. An alert tone will automatically be transmitted over the Fire Department radio system.
- C. At the end of this tone, the transmit light will go out. The dispatcher will then broadcast a message similar to this:

“Attention all full-time Fire Department personnel. An Alert Team has been called for. Off-duty full-time personnel should report to Headquarters for manpower.”
- D. Press the “PAGE CLEAR” key to clear the status panel and make it ready for the next page.
- E. Document the Alert call with the name of the person who requested the Alert Team and the time the Alert Team was toned out.

XX. FIRE DEPARTMENT STATUS

It is the responsibility of the dispatcher to maintain a constant awareness of the current status and location of all first-out and reserve apparatus. The Battalion Chief will forward a roster listing

the staffing roster for each apparatus, as well as the current status of all apparatus (i.e., in or out of service). This roster may be updated during the shift as personnel changes require. The dispatcher shall keep this roster close at hand as it is part of our accountability system in case a fire fighter becomes trapped or missing in an incident. The dispatcher is not responsible for tracking the movements of the staff level chief officers, but the dispatcher should be familiar with the methods to quickly contact them given the time of day and day of the week. Chief officers may at times provide temporary instructions on how to be contacted in an emergency, and the dispatcher should be aware of these instructions and make sure they are passed on at shift change.

XXI. EMERGENCY MANAGEMENT SIREN SYSTEM ACTIVATION PROCEDURES

A. Authorization to Activate the Sirens

The Emergency Warning Siren System shall only be activated upon official notification from one of the following sources:

1. The Memphis/Shelby County Emergency Management Agency, either by the EMA monitor, ringdown, telephone or radio.
2. Dennis Wolf, Fire Chief
3. Richard Hall, Police Chief
4. Patrick Lawton, City Administrator
5. Sharon Goldsworthy, Mayor
6. On-duty Fire Department personnel
7. On-duty Police Department personnel

Notification from any other source should be carefully considered before activating the sirens, and one of the above City of Germantown officials should be contacted for guidance.

B. Activation Procedure

The senior dispatcher on duty, using the Fire Department paging console, shall perform the following steps when issuing a tornado alert:

1. Depress CLEAR.

2. Press “CD START.” Sirens will sound.
3. Activate Fire Department Radio Alerting System reserve tone (199 button) and full-time alert tone (100 button) and give the following message:
 - a. Attention all Fire Department personnel.
 - b. The emergency sirens have been activated due to a tornado warning until (_____).
 - c. All personnel should take cover and tune to local radio and TV for information.
 - d. Continue to monitor the fire radio frequency.
 - e. You will be notified when to respond.
 - f. Do not contact Communications.
 - g. This is not a test.
 - h. This is an actual tornado warning.
4. Notify the following personnel:
 - a. Fire Department – Battalion Commander
 - b. Fire Department – Deputy Fire Chief
 - c. Fire Department – Assistant Fire Chief
 - d. Fire Department – Fire Chief
 - e. Police – Staff Lieutenant
 - f. Police – Communications Captain
 - g. Police – Administrations Inspector
 - h. Police – Deputy Chief
 - i. Police – Chief
 - j. City Administrator
 - k. Mayor
5. Document siren activation in the Fire Department log.
6. Reset Emergency Management monitor.
7. All sirens are on a timer. The sirens will run for 3 to 5 minutes (depending upon the model of the siren), then shut themselves off. The dispatcher will need to restart the sirens by pressing “CD START” every 3 to 5 minutes for either (a) the duration of the tornado warning, or (b) until one of the authorized officials tells you to stop sounding the sirens.
 - The dispatcher will be able to hear the siren at the Municipal Center if it activates. If you receive reports that a siren(s) has failed to activate, press “CD START” again.
 - Notify the Deputy Fire Chief, Battalion Commander and Police Communications Captain if

any siren fails to activate.

C. Saturday Test at 12 Noon

Germantown will test its outdoor warning sirens at noon on Saturday, weather permitting. “Weather permitting” is subjective, but unless we have bad weather in the area, we will test the sirens. If the dispatcher is uncertain about the weather, the dispatcher should contact the on-duty Battalion Chief and ask if the sirens should be tested. The Battalion Chief will take a look outside and make a decision.

1. Depress CLEAR.
2. Press “CD START.”
3. Wait 60 seconds while the sirens sound.
4. Press “CD STOP.”
5. Document test on Fire Department log.

If any siren fails to activate, do not press “CD START” again. Note on the Fire Department radio log the location of the siren(s) that failed to go off. Notify the Deputy Fire Chief of the siren(s) that failed to go off.

Note: The Memphis/Shelby County Emergency Management Agency monitor will still be used for activation of the sirens for tornado warnings. On Wednesdays, the dispatcher may hear a message similar to “THIS IS A TEST OF THE MEMPHIS/SHELBY COUNTY AREA SIREN WARNING SYSTEM. I REPEAT, THIS IS ONLY A TEST” on the Emergency Management monitor. If you hear this message, simply ignore it and reset the monitor.

Information About Germantown’s Emergency Siren System

The City of Germantown has ten (10) emergency outdoor warning sirens in its system. These sirens are intended as warning devices for those who are out of doors. While some people are able to hear certain sirens while they are indoors, the system was not designed to warn those who are indoors, and it is not capable of being heard indoors in all parts of Germantown.

There are currently two (2) types of sirens in our system. All types of sirens are radio controlled through equipment located in the dispatch office. The oldest type is the ThunderBeam. These three sirens require AC voltage to operate and will

not operate in a power failure unless they are connected to an emergency power supply. All of our ThunderBeam sirens have emergency power supplies.

The second type is the 2100DC model siren. The seven 2001DC sirens run on AC power and use battery power in a power failure. The AC voltage is used to run the siren under normal conditions and to keep the batteries charged. These sirens are capable of about 15 minutes of operation if the batteries are fully charged. During a power failure, once a siren's batteries are depleted, that siren will no longer sound until AC power is restored. It takes several hours to recharge the batteries once they are depleted.

Once activated by radio signal, all ten sirens operate on a timer. The length that the siren will run is either 3 or 5 minutes and depends upon the model type of the radio control receiver in the siren. The sirens must be restarted every 3 to 5 minutes in order to keep sounding the tornado warning signal.

The eight (8) sirens are located as follows:

<u>Siren Location</u>	<u>Siren Type</u>	<u>Rated Range (Feet)</u>
Riverdale Park - 7391 Neshoba	2001DC	5,700
Howard/McVay Park - 2400 Howard	2001DC	5,700
City Hall – 1930 S. Germantown	ThunderBeam	4,500
Germantown Station Park 3075 Laurinburg Cl	2001DC	5,700
Farmington Elem. School 2085 Cordes	2001DC	5,700
Fire Station 4 – 3031 Forest Hill Irene Road	2001DC	5,700
Houston Levee Park – 9777 Dogwood	2001DC	5,700
Fire Station 2 – 8925 Dogwood	ThunderBeam	4,500
Johnson Road Park – Johnson Road	2001DC	5,700
Fire Station 1 – 2700 Cross Country	ThunderBeam	4,500

XXII. 911 CONTINGENCY PLANS

As a result of the 911 District's concern over handling of 911 calls in the event of failures within South Central Bell's central office system or evacuation of the City's Communications Center, the following routing plans have been implemented by the Shelby County 9-1-1 Emergency Communications District to ensure that 911 calls are answered in as many situations as possible.

Scenario One – Central Office Isolation from System

If the Germantown Central Office becomes disassociated with the overall system due to a cable cut or other problem, all telephone subscribers in the "Germantown" exchanges will be routed to 754-7222. This means the dispatchers will need to take the information on calls outside of Germantown and relay these calls to the appropriate emergency agency.

Scenario Two – 911 Routing Computer Failure

If Bell's tandem central office fails and cannot route 911 calls, all telephone subscribers in the "Germantown" exchanges will be routed to 754-7222. This means the dispatchers will need to take the information calls outside of Germantown and relay these calls to the appropriate emergency agency.

Scenario Three – Disruption of 911 Network

In this situation, callers from the "Germantown" exchanges will be routed to our 911 trunks. This means the dispatchers will need to take the information on calls outside of Germantown and relay these calls to the appropriate emergency agency.

Scenario Four – Evacuation of Communications Center

In the event the Communications Center must be evacuated, calls will be routed to 754-1414. The dispatchers are to report to Station 3 and answer calls in on 754-1414 using the phone at the watch desk. The dispatchers shall also operate the radio and dispatch calls from the watch desk. Bring all of your current radio logs or paper, pens, Handy Map and back-up run assignment map book if you can safely collect these items before evacuating Communications.

XXIII. SECONDARY FIRE PROTECTION

It is the responsibility of the dispatcher to initiate steps to provide back-up fire protection. This is done automatically when the reserve tone is activated on every call. When a working fire occurs, it is the responsibility of the dispatcher to make sure that the reserve pumper at Station 3 is staffed as soon as possible. You have several ways to do this, once you know you have a working fire, EMS call or other incident(s).

- A. Activate the reserve tone again (encode 199). You may activate the reserve tone as many times as necessary. You do not need to ask permission of anyone. You have authorization. Monitor the personnel status at Station 3 every few minutes until you have a crew. It takes at least 3 reserve fire fighters to make a crew. If

you have at least 6 reserve fire fighters and at least 2 are qualified to drive (you will have to ask how many qualified drivers are over there), send a second crew to Station 1 to staff that reserve pumper.

- B. Call reserve personnel at home and tell them that on orders of the Fire Chief, they are to report to Station 3 to staff reserve equipment. You can delegate this task to a reserve or other person at Station 3, if there is someone over there.
- C. If the above two actions fail to get a crew, you may inform a chief officer that there has not been an adequate reserve response and ask permission to call for an Alert Team. You **may not** call for an Alert Team without authorization from a Battalion Chief or Chief Officer.
- D. Unless a Fire Department officer (defined as Chief Officer, Battalion Chief, Lieutenant or Reserve Chief Officer, Reserve Lieutenant or Reserve Captain) reports to Station 3 and takes over arranging for adequate staffing, inform the incident commander when the reserve pumper(s) is staffed.
- E. If the incident commander calls for another pumper or a fire or EMS call comes in, and we do not have an engine to send, call for the closest mutual aid company. Generally, the Collierville Fire Department will be the closest, followed by Shelby County, Bartlett and Memphis.
- F. If you need a mutual aid engine company to cover one of our stations, call Collierville first. Call Shelby County if Collierville can't cover. Call Bartlett if the first two can't cover. Memphis may not be willing to send a pumper to cover a fire station, but they will respond to a fire or EMS call if requested for mutual aid.
- G. Once you have a reserve pumper staffed at a fire station, substitute that pumper for the normal running assignment out of that station. For example, Ladder 93 normally makes calls to Neshoba and Riverdale first-in. Ladder 93, however, is committed to a working fire with Engine 92. Engines 91 and 94 are in quarters and staffed with full-time fire fighters, and you have a crew of three (3) reserve fire fighters at Station 3 staffing Engine 95. A car fire comes in at Riverdale and Neshoba. Engine 95 should be dispatched since it is staffed, not Engine 91.
- H. Reserve personnel may not be familiar with the Zetron equipment since they do not work with it every day. They may forget to punch the button when they are toned out on a call. If you dispatch them and a minute goes by and the light hasn't changed on the console and they haven't checked in on the radio, call them over the radio and ask them if they are responding.

XXIV. EMERGENCY RESPONSE IN A DISASTER

In conjunction with the City's Emergency Management Plan, the fire dispatchers shall take the following procedures once a disaster occurs, such as a tornado or earthquake, or if the disaster plan is activated.

- A. Activate siren warning system if required.
- B. Activate any necessary call in procedures.
- C. Test the ringdown link to Memphis and Shelby County Emergency Management Agency to be sure it works.
- D. Define the type of disaster (tornado, earthquake, etc.).
- E. Keep detailed written logs and maintain the CAD log.
- F. Assess all communication systems (all radios, phones, etc.) to determine what is in service and what is out of service. Prepare short status reports on the Fire Department communications system status for the EOC. The EOC will ask for this report.
- G. Use back-up equipment as required. If nothing is working, assess current status in Communications and surrounding area (Municipal Center Complex and Station 3) to see if equipment is working in other areas. Return to Communications after your assessment and await orders.
- H. Dispatch companies to fire and EMS calls to your best ability as resources and current status will allow.

XXV. URBAN SEARCH AND RESCUE TASK FORCE NOTIFICATION

A. Policy

In the event the FEMA Urban Search and Rescue (USAR) task force, Tennessee Task Force One, is activated, it will be necessary to inform the members of the Fire Department. The dispatcher shall initiate the notification process.

B. Procedure

- 1. Immediately upon receiving notification from the Memphis and Shelby County Emergency Management Agency or a Fire Department chief officer that the Task Force has been activated, the dispatcher shall activate

the Alert Duty tone and broadcast the following message:

“Attention all Fire Department personnel. The Urban Search and Rescue Task Force has been activated. All Task Force members need to report to their point of departure.”

2. Immediately after alerting Fire Department members over the Radio Alerting System, the dispatcher shall then contact the Fire Chief, Assistant Fire Chief, Deputy Fire Chief and the on-duty Battalion Chief and notify them that the Task Force has been activated and the Fire Department personnel have been called up.

XXVI. REVIEW PROCESS

An annual review of this policy shall be conducted to determine if it should be revised, canceled or continued in its present form.

This order shall remain in effect until revoked or superseded by competent authority.