

	Standard Operating Guideline – West Fargo Fire Department		01.021
	Subject: Alerting and Communications		
	Section: Deployment and Safety		
	Date Authorized: 6/4/2020	Authorized by:	
Date Reviewed:	Chief Daniel Fuller		

Intent

To establish standard procedures for alerting and communications

References

National Fire Protection Association (NFPA) 1221 Standard for Installation, Maintenance and Use of Emergency Services Communications Systems

Definitions

Red River Regional Dispatch (RRRDC)- a joint communication center that provides services to the City of West Fargo along with all of Cass County North Dakota and Clay County Minnesota.

Cass-Clay Alerts- a communications system that provides both internal (city wide) communications and external (pubic in both Cass and Clay Counties) communications through several modes of communications

Computer Aided Dispatch (CAD) – a communications system that relies on text or alpha-numeric systems to relay incident information

Station Alerting System – the system installed in the fire stations that provides alerting and radio traffic

Guideline

1. The primary means of dispatch is the Computer Aided Dispatch (CAD) System using the following programs/methods
 - a. Station alerting systems (STS)
 - b. Alpha-numeric pagers
 - c. eDispatch cell phone app system

2. The secondary means of dispatch is the radio system on the dispatch call group
 - a. The STS have a redundant backup that switches to the radio system in the case of a CAD failure
 - b. Pagers and eDispatch

3. All response facilities should have a commercial phone line

4. Radio communications with Red River Regional Dispatch Center (RRRDC) is the radio network, which is a trunked, 800mhz system
 - a. Upon dispatch of an incident from RRRDC, a call group (CG) will be assigned for that specific incident
 - b. The dispatch call group remains the same regardless of the CG assigned

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5. In the event of communications outage, the Cass Clay Alerts System will be utilized by RRRDC to alert the department of both the outage and any pending incidents

6. Radio transmissions shall remain professional, clear and concise. All users of the radio system will adhere to the following guidelines.
 - a. Utilize the “hey you, this is me” form of contact.
 - b. Example: Engine 71 (hey you) from Chief 1 (this is me)
 - c. Ensure radio contact is made prior to transmitting your brief and concise message
Example: Engine 71 answering Chief 1, go ahead
 - d. Transmit your brief and concise message
 - e. Example: Engine 71, send your firefighters to the third floor
 - f. Repeat key information and acknowledge, example: Engine 71 received, sending firefighters to the third floor
 - g. The use of “10 codes” in radio traffic is discouraged.
 - h. The use of identifiers such as truck and portable radio numbers, or assignments in the Incident Management System should be used at all times.
 - i. The primary identifier will be the unit number, secondary is position, and tertiary is last name only. Positions include; officer, driver, and firefighter.
 - j. During operations, crews will keep cohesion and operate on the fireground as a single unit with a task with the call sign assigned.

7. Portable radios on scene should have SCAN disabled, with the exception of the incident commander and safety staff. This is to reduce confusion.

8. When going enroute and when arriving on scene to an emergency dispatch, the company officer or senior firefighter should use the CAD system to mark the unit enroute or on scene
 - a. A brief announcement over the radio of the unit’s status should be used as well for the situational awareness of other units

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