LAKEWOOD FIRE DEPARTMENT STANDARD OPERATING GUIDELINES	
SOG NUMBER: 301.22	OPERATING PROCEDURE
DATE IMPLEMENTED: AUGUST 15, 2023 DATE REVISED:	TITLE: RADIO COMMUNICATIONS & DISPATCH POLICY

PURPOSE:

This guideline was promulgated to establish procedures and protocols for the dispatch and response of Lakewood Fire Department units to specific types of emergencies or to escalating emergencies. It is an official guide for conduct of operations and training by personnel of the Lakewood Fire Department, the Lakewood Township Communications Division (herein referred to Lakewood Dispatch) and those agencies utilizing the department's services.

The contents, outline policy, and standardized procedures are to be followed in a variety of situations. It is obviously impossible to develop procedures for every situation which might arise, therefore, in situations not covered by specific instructions, decisions made, and actions taken must be governed by common sense and judgment on the part of supervisory personnel, shift supervisors, and in some cases, the dispatchers themselves.

The need for standardization cannot be overemphasized. Standard operating procedures save time, reduce confusion, eliminate errors, and will assist all concerned in providing timely and predictable reactions to emergency situations.

SCOPE:

This guideline shall apply to all Lakewood Fire Department units, the Lakewood Dispatch call takers and dispatchers, and any agency using the Lakewood Fire Departments radio frequencies.

DISPATCH POLICY:

The Lakewood Fire Department will respond to any FIRE and/or RESCUE EMERGENCY situation that threatens LIFE, SAFETY or PROPERTY. In cases where the fire department is not the appropriate agency or not capable of delivering the needed assistance, or if the situation is not a true emergency, an attempt will be made by Lakewood Dispatch to dispatch the appropriate provider. Lakewood Dispatch will dispatch the closest available unit(s) with the required capabilities to control the emergency using a Box Alarm system. The judgment of both Lakewood Dispatch and emergency response personnel is an integral part of the decision-making process, taking into consideration both the information received and the potential that exists.

In properly handling a report of a fire, you must keep in mind that time is critical. It is not realistic to expect that a person will remain in a burning building to answer all our questions. The first responsibility, therefore, is to determine if there is an "actual" fire and if the caller is inside the structure. If so, we must obtain as much information as possible, quickly. As a suggested minimum, we need to know the **location of the structure, what is burning, and if anyone else is inside**.

The type and number of apparatus, which will respond to a fire call is dependent upon the information received. It is the dispatcher's responsibility to attempt to identify when unusual conditions exist and to warn responding units of their presence.

It is understood that circumstances may prevent the dispatcher from obtaining this information in some cases. However, with all fire-related calls, it is imperative to get as much information on existing conditions as possible. It is also essential that this information be given to responding units to prevent fire spread and injuries.

When updating responding units, the Single alert tone will be used, herein referred to as "Alert Tone".

JURISDICTION:

For Fire & Rescue emergency incidents within the Township of Lakewood the Lakewood Fire Department will be dispatched. The Lakewood Fire Department has mutual aid agreements with surrounding Fire Departments to ensure proper coverage is maintained. The CAD (Computer Aided Dispatch) has been programmed to select Mutual Aid units for any calls that require assistance. Calls for assistance outside the Township of Lakewood boundaries will be transferred to the appropriate agency. If that agency requests Mutual Aid assistance, the CAD has been programmed to select the appropriate Lakewood Fire Department units and Lakewood Dispatch will dispatch those units accordingly.

CALL ROUTING:

Determination of the nature of the problem may indicate that a caller does not have an emergency that requires a fire department response. The identification, prevention, and reduction of unnecessary responses are basic parts of the Lakewood Township Communications Division function. The call routing process must not delay response to valid emergency incidents but should attempt to verify the nature of questionable calls. When a positive determination of need for emergency response cannot be made **the Fire Department policy is to dispatch.**

CALL TAKER:

The primary responsibility of the call taker is to determine, without delay, the location, telephone callback and nature of the emergency, and to verify entry of the incident into the CAD system.

On incoming calls, the communications center call taker is responsible for obtaining the following:

1. Correct address

2. Specific location

3. Callback telephone number

4. Name of the person reporting the emergency

5. Nature of the emergency (type of incident)

CALL/NATURE TYPES:

Coding calls to accurately describe the incident at hand is of the utmost importance. This is what allows the CAD to give the proper units to the dispatcher. In all instances it is most important for the dispatcher to attempt to use the proper NATURE TYPE for the information given. If a dispatcher uses the wrong code, it may delay the proper units from being dispatched. On the opposite side, if we were to use the WORKING STRUCTURE FIRE call type for all responses, not only would we run out of units relatively fast, there would be an excess of responding units for all but the most serious calls for service. It is here that the judgement of the dispatcher uses his/her expertise to attempt to get all the information needed to decide the proper nature type. All Natures and a brief description can be found in APPENDIX I of this document.

UNIT SELECTION:

Using a Box Alarm Assignment System, the CAD system recommends the closest, most appropriate unit(s) for dispatch based on resources needed, availability, current location, and capabilities. The CAD system combines this information with the response type.

A response plan is assigned to each Nature Code. The response type identifies the requirements needed for the assignment.

When an incident is selected for dispatch, the CAD system builds an ordered unit consideration list. As a unit is considered for dispatch, its capabilities are inventoried against the outstanding response requirements. If it can satisfy any outstanding requirement it is added to the recommendation. The CAD system will continue to add units to the recommendation until all response requirements have been satisfied or all units have been exhausted.

Career Fire Companies in the assigned zone will be the primary units dispatched to all incidents. If the IC (Incident Commander) requests an additional unit to be assigned to a box, the next unit listed on the plan will be dispatched. In the event the on-scene IC calls for a Truck to respond, the next Truck on the box will be assigned and dispatched.

The next recommended unit on the alarm will be dispatched if no company response is received within six (6) minutes. The other responding units will be notified of the circumstances.

UNIT TYPES:

The following terminology will be used when referring to units or apparatus of the Lakewood Fire Department. Names and explanation will provide system users with a better understanding of what is being referred to:

Engine

An Engine is a fire apparatus whose primary purpose is fire suppression, is equipped with a water tank and pump, carries hose, hand tools, ground ladders and pumps water. The primary purpose of the engine is to extinguish fire.

Truck (Ladder)

A Truck is a fire apparatus that has a hydraulically operated (aerial) ladder and/or platform, carries a full complement of ground ladders of various types and lengths, it also carries specialized equipment for forcible entry, ventilation and search and rescue tasks, and may carry extrication equipment. The primary purpose of the Truck is to perform forcible entry, search, rescue, and ventilation. The truck may also have a water pump and water tank, but that is not its primary purpose, and it does not carry the full complement of hose as an engine would.

Rehab & Care (RAC)

The RAC unit is a fire apparatus unit that is operated by Lakewood Township EMS personnel to provide rehabilitation and care to firefighters. This unit has no fire suppression or rescue capabilities.

Mask Service Unit (MSU)

The MSU is a fire apparatus operated by Lakewood Fire Department support service personnel. This apparatus is used for specialized fire ground functions: Examples: Air bottles, light towers, generating station, extra tools and equipment, etc. This unit has no fire suppression or rescue capabilities.

Chief Units

A Chief Unit is a command vehicle operated by a Lakewood Fire Department Chief Officer or Acting Chief Officer.

Rescue

A Rescue is a fire apparatus that carries specialized tools and equipment (Life Safety Ropes, Extrication, Confined Space, and HAZMAT Equipment). In addition to this, the rescue also carries a full complement of Truck equipment listed above. The Rescue Company can and is used as a truck company on most fire.

RESPONSE ASSIGNMENTS:

The amount and type of apparatus dispatched will be in accordance with the pre-established assignment instructions (See Appendix I).

Timely response and effective management of rescue and fire control situations represent the most immediate priorities of the Fire Department. Upon receipt of adequate or additional information, Lakewood Dispatch will update/upgrade the appropriate alarm assignment up to a <u>Working Box Alarm</u> assignment or until command is established upon the arrival of the first unit.

However, if Fire Department units are already on the scene and an ICP (Incident Command Post) has been established the dispatcher will notify the IC of an additional call(s) and/or information.

Example: A reported Smoke Alarm activation requires a "Local Alarm" response, one-unit is dispatched and responding. Subsequent calls received after initial dispatch indicate there may be a fire at the address (i.e., Additional calls or PD on scene advising of a fire) Lakewood Dispatch will upgrade the incident to a Working Box Alarm assignment without any further input from the FD. They will notify all responding units that they are upgrading the response and why as follows "[ALERT TONE] <u>All units responding to Box 17, 123 Easy Street, we are receiving multiple calls reporting a fire I am upgrading this to a WORKING STRUCTURE FIRE".</u>

Box

A "BOX" may be a geographical area, an address, or a list of addresses. The "BOX" area has a predetermined list of apparatus from various fire stations that will be dispatched to the incident based on Nature Code. Boxes can vary based on time of day, incident type, weather, hydranted areas vs. non-hydranted areas and any other potential situation.

- *High Hazard Box*

  A High Hazard Box is an address or group of addresses that requires a larger or more specific group of responding apparatus. High hazard boxes will be designated with three or more digits, with the first 2 digits being the geographical box that the high hazard box lies within.

  Example: 600 River Ave (Hospital) is within BOX 18, is designated as BOX 181 (Due to the occupancy and nature of the building, the response for BOX 181 has additional apparatus added).

Predetermined Box and High Hazard Box assignments are the responsibility of the Chief of Department. It is the Chiefs sole discretion to determine the order and responses for the boxes.

The Lakewood Fire Department will only submit change requests once a year during the month of November (except for emergency cases). All changes will be submitted through the Chief of Department to the Lakewood Township Communications Division. Implementation will normally take effect on or about January 1 of the following year.

RESPONSE TYPES:

Local Alarm

A Local Alarm assignment will be dispatched for Nature Types that require only a single unit to mitigate the incident. (See Appendix I for list of Local Alarm Nature Types).

1 Engine and 1 Truck

A 1&1 assignment will be dispatched for Nature Types that require more than a one-unit response (but less than a box alarm response) to mitigate the incident.

Box Alarm

A Box Alarm will be dispatched for Nature Types that require Two (2) Engines and One (1) Truck

Working Box Alarm

A Working Box Alarm will be dispatched when requested by responding units or at the discretion of the dispatcher. *(i.e., dispatch receives multiple calls and/or confirmation of a working fire.)*

Upgraded Alarms

Alarms will be upgraded when at the discretion of the Incident Commander (IC) a determination is made that additional units are needed to mitigate the incident. When requesting to upgrade an alarm the IC shall request Lakewood Dispatch to "Upgrade" prior to stating the updated Nature Type.

Example: Arriving to a reported Structure Fire the First unit gives a size up, establishes Incident Command and reports that there is an actual fire. At this time, they will ask for the call to be Upgraded to a Working Structure Fire. Upon entering the proper nature type into the CAD, the dispatcher will dispatch the additional units on the BOX.

*In this instance, a reported Structure Fire (single caller reporting Smoke in a dwelling) the code used is **FD STRUCTURE FIRE,** upgrading this is as simple as adding the word "WORKING" in front of the existing nature, Using **FD WORKING STRUCTURE FIRE** will add units to the response as required. This upgrades the*

*response plan in the CAD. The Dispatcher **must redispatch** the incident in the CAD or the units associated with the correct response plan will not be attached to the incident.*

The term "Working" in the fire service relates to the expected need for the response. When an incident is deemed "Working" it is understood by the IC and the responding units, that all units assigned to the response will be needed to bring the incident under control.

The following are reasons IC's and/or Dispatchers will request alarms to be upgraded:

A. An actual or potential fire/rescue/hazardous situation exists, and the life hazard exceeds the rescue capabilities of initial alarm companies.
B. The number, location and condition of actual victims exceeds the rescue/removal/treatment capabilities of companies.
C. An actual or potential fire/rescue/hazardous situation exists, and the property protection demand (both internal and external) exceeds the fire control capabilities of initial alarm companies.
D. Fire/rescue/hazardous conditions become more severe, or the situation deteriorates significantly.
E. All companies have been committed and the fire/rescue/hazardous situation is not controlled.
F. Forces are depleted due to exhaustion or injury or are trapped or missing: Incident Command must forecast the effect the fire will have on personnel and provide for the support of such personnel in advance.
G. Incident Command runs out of some resources (firefighters, apparatus, water, equipment, command staff, etc.).
H. There is evidence of significant fire, but companies are unable to determine location and extent.
I. The commitment of fire companies on scene is not effective.
J. Fire companies cannot effectively perform early loss control operations.
K. The situation becomes so widespread/complex that Command can no longer effectively "cope"—the situation requires larger command organization and more sector functions.
L. The weather is or has the potential to have a particularly exhausting effect on resources.
M. Incident Command instinctively feels the need to summon additional resources-- (don't disregard fireground hunches).

SUPPLEMENTAL DISPATCH:

Depending on the resources required additional units may be dispatched to an incident in several methods. Units can be Special Called, or an Additional Alarm can be requested.

Special Call

A Special Call is a request for the dispatch of any combination of additional unit types, unit capabilities or specific units. The Incident Commander or Chief unit responding will request the type and the number of units needed. *i.e., "LAKEWOOD from CHIEF 1, please add another engine and truck on this incident."* The Dispatcher will add the next appropriate unit from the Response plan listed in the Instructions page in the Fire incident.

Additional Alarms

FIRE 2nd 3rd 4th 5th ALARM is used when requested by the IC, these alarm assignments are usually reserved for fires but may be used in other incidents when the needs are generic, and the incident outpaces the available manpower on scene. The **ALERT TONE** will be utilized to announce that the incident has been upgraded. *IC requests an upgrade to 2nd Alarm Dispatch acknowledges the request. The Nature code in the CAD is upgraded and re-dispatched. The Alert tone is transmitted, and the dispatcher will announce "Second alarm has been transmitted BOX 18, Address 600 River Ave."*

Greater Alarms

FIRE GREATER ALARM is used when the incident exceeds the 5th alarm assignment or whenever requested by the IC. At this time all requests for additional resources and/or manpower will require assistance from the Ocean County Fire Coordinator.

Canceling and/or Downgrading Responses

Police Officers on scene may request to cancel incoming Fire Department units only for outside smoke scares, MVA's, hazardous conditions, and other minor incidents. It is the responsibility of the responding Lakewood Fire Department unit(s) to determine, with available information, to continue to respond or cancel. In all circumstances the Fire Department may respond, at a reduced rate, to collect information for reporting purposes.

Fire Alarm calls may only be cancelled by the alarm company. Provided the alarm company requests the cancellation and advises a proper passcode was given. It is the responsibility of the responding Lakewood Fire Department unit(s) to determine, with available information, to continue to respond or cancel.

Clearing Companies

Only Command can release companies assigned to an incident. If applicable command may hold units at the scene, report the nature of the actual situation found and release the remainder of the assignment.

FALLBACK PROCEDURES:

During times of increased call activity (Storms, other weather-related emergencies, civil unrest, and terrorist attacks/war) the Officer in Charge (OIC) of the Fire Department will notify Lakewood dispatch to institute FALLBACK procedures as follows:

Fallback Step 1: Only the first available unit on the response plan will be dispatched to all incidents regardless of type. If the Incident requires an upgraded response the OIC of the responding unit will notify Dispatch to add the remainder of the units on the BOX. Dispatch will then follow normal dispatch procedures for that incident. *Fallback Step 1 is reserved for times of extreme call activity. This may be due to weather or other causes.*

Fallback Step 2: Units will only be dispatched to fires, rescues and/or incidents with confirmed life hazards. *FALLBACK Step 2 is reserved for times when the risk of responding to all, but the most serious incidents is too extreme. This may be applied to the entire response area in times of Extreme weather or confined to specific geographical areas during periods of civil unrest.*

EMERGENCY STANDBY:

During periods of significant weather, civil unrest, war, terrorist attacks, or any other time the OIC determines that travel may be difficult the Officer in Charge (OIC) of the Fire Department will advise Lakewood Dispatch to implement a Fire Department EMERGENCY STANDBY. Lakewood Dispatch will transmit the tones for the Units requested and dispatch the following message *"[Units requested] members are to report to their stations for emergency standby."*

Members will respond to their respective stations with the flow of traffic and report to the OIC and/or Dispatch when the apparatus has sufficient staffing to respond. They will remain on EMERGENCY STANDBY until released by the OIC.

No CAD Call will be generated for this assignment. Units can be placed "On Air" in the CAD.

FIRE DEPARTMENT RESPONSE ON BURN VICTIMS:

When a call is received for a burn victim it is the responsibility of the call taker to determine how the burn occurred so the Fire Department can be dispatched appropriately. The Fire Department is to be dispatched to all burn victims. If no fire is reported or suspected, use the Nature Type **FD BURN VICTIM**. This is for reporting purposes with the National Fire Incident Reporting System (NFIRS).

If there is any suspicion that there is still a fire hazard the correct Nature Type is to be used *i.e., F D STRUCTURE FIRE for a burn victim with suspicion that the fire has not been extinguished inside a structure.*

The Ocean County Fire Marshal's Office will be notified of all incidents with fire related burn victims.

HAZARDOUS MATERIALS & FUEL SPILL INCIDENTS (HAZMAT):

The following procedure provides a basic philosophy and strategic format for the communications center dispatcher and emergency response personnel (first responders) to identify their role in handling the initial dispatch, alerting of appropriate personnel, and handling of overall communications, as it relates to the working of a hazardous materials incident.

The dispatcher receiving the call should obtain the following and place all the information into the CAD comments for the incident:

1. Incident type (Accident, spills, leak, fire).
2. Material(s) involved/name and/or type.
    a) The dispatcher should attempt to obtain the proper spelling or UN numbers of the material(s) involved if possible.
3. Amount and size of containers involved.
4. Specific information about problems (size of spill, volume of leak, etc.).
5. Dangerous properties of the materials(s) involved.
6. If the call is received from a person with particular knowledge of the hazardous situation, have that person meet and direct the arriving units, if possible.

Upon acknowledgment of the first responding fire apparatus, the dispatcher will advise the unit of the information received from the caller.

Upgrading an incident to a Working HazMat Assignment and subsequent dispatch of a certified HazMat team to the incident site to provide appropriate equipment and technical expertise should be considered when any of the following incident characteristics are present:

1. The spill or leak involves, or has the potential to involve, not only gasoline, fuel oil, heating oil, propane or natural gas from the fuel supply tanks or lines involved, but also hazardous chemicals or substances (products) that were being transported by the vehicle(s) or stored on site.
2. Multiple vehicles and/or heating system fuel supplies are involved in the incident and are leaking different fuel(s), thereby creating a complex chemical environment that exceeds the training level or overwhelms the response capability of the fire department.

3. The imminent potential danger of significant uncontained fire or explosion exists at the site of the incident.

4. The potential exists for development of pockets of combustible/explosive vapors around the incident site due to the terrain and/or structures involved in or adjacent to the incident.

5. Visible smoke or vapor cloud is reported around the incident site at the time of the fire department's dispatch or arrival indicating a possible fire and/or chemical reaction.

6. Identification markings on the vehicle, cargo, or adjacent stored materials indicate the presence of reactive products, which may leak and react violently with leaking or spilled fuel(s), air (oxygen etc.) and/or suppressants (water, foam).

7. The potential exists for the fuel spill or leak to directly enter a waterway and diking or diverting the fuel spill or leak is beyond the capability of the first responders at the scene.

8. The potential exists for the contamination of drinking water supplies.

9. The safety of the first response personnel is jeopardized because of insufficient training, equipment, and personal protective equipment or supplies needed under a typical "Emergency Service Response".

10. Uncontrolled radiological, biological, or toxicological materials are present and may be released or are unstable.

The circumstances of an incident, as described in this section concerning hazmat team response, must be evaluated by the Incident Commander to determine if the incident is beyond the "Fire Department response" and necessitates response by a certified hazmat team.

FIRE MARSHAL NOTIFICATIONS:

Lakewood Dispatch will make notifications to the Ocean County Fire Marshal at the request of the Incident Commander (IC) or when prompted by the C.A.D. If the Fire Marshal intends to respond it will be communicated to the IC with an ETA and noted in the incident history. If it is just for notification purposes and no immediate response is required, this may be performed by the on-duty Officer in Charge (OIC) via email and/or phone. The OIC will communicate the same via radio to Lakewood Dispatch or add the comments to the incident history via the on-board Mobile Data Terminals (MDT).

UTILITY COMPANY NOTIFICATIONS:

When prompted by the C.A.D. immediate notification will be made by Lakewood Dispatch to the responsible utility company of where the incident is reported without waiting for a request from the responding units or the Incident Commander.

The following tasks will be completed by the dispatcher:
1. Contact the responsible utility company.
2. Provide a general synopsis for the incident to the utility company.
3. Obtain an E.T.A. from the utility company and enter it into the CAD and notify the responding units or the Incident Commander via radio.

COMMUNICATIONS WITH MEDEVAC HELICOPTER:

Upon confirmation of a MedEvac standby or response to the scene of an incident, the dispatcher will perform the following:
1. Advise the flight service to utilize the Ocean County UHF MedEvac frequency.
2. Obtain a Landing Zone location.
3. Obtain an E.T.A. from the flight service of the MedEvac.
4. The dispatcher will then relay to the responding fire units; the MedEvac Unit's identifier, landing zone, and E.T.A.

PRESCRIBED BURNS:

When a notification is received from the State Forest Fire Office advising of a prescribed burn to be conducted the dispatcher will obtain the following information:
1. Address or location of the prescribed burn.
2. Phone number of the caller.
3. Name of the caller
4. The caller will be advised to call back when completed.

The notification will be entered into C.A.D. by the dispatcher as a "**FD PRESCRB BURN**" unit type and notification will be made to the on-duty fire companies via station telephone.

DISPATCH:

The dispatcher is responsible for reviewing the unit(s) suggested for dispatch by the CAD system. The dispatcher transmits the call to the assigned units by clicking the Dispatch button on the Fire Incident page in the C.A.D and transmitting the dispatch script via radio.

Normal Dispatch

The voice dispatch message is broadcast over the Dispatch Channel:

- Dispatch Tone(s)
- Units Assigned
- Box Alarm Number
- Street Address
- Cross Street(s)
- Type and/or Nature of Incident

Example: "Engine 1, Engine 5, Ladder 5, Box 11, 300 Main Street, between Madison Avenue and Clifton Avenue for a reported structure fire." Time is XXXXhrs, Dispatcher #118.

*** It is very important that only the above information is transmitted during the initial dispatch. Any additional information shall be relayed to the first unit to establish communication(s) with Lakewood Dispatch***

During the initial dispatch firefighters are usually making their way to the apparatus, donning their proper PPE, and getting on the apparatus. These actions usually preclude them from listening to a long dispatch filled with additional information (engines starting, overhead doors opening) this may cause valuable information to not be heard or may delay the turnout time as firefighters are listening to a long dispatch for information.

Example: "Engine 1, Engine 5, Ladder 5, Box 11, 300 Main Street, between Madison Avenue and Clifton Avenue for a reported structure fire." … "Lakewood Engine 5 responding" … "Engine 5 From Lakewood we are getting additional reports of fire and entrapment at Box 11, 300 Main St."

DURING PERIODS OF HIGH ACTIVITY, THE DISPATCH MESSAGE MAY BE MODIFIED TO ADVISE UNITS TO CHECK THEIR MDT'S FOR DISPATCH.

Additional Information / Subsequent Calls

Lakewood Dispatch will relay any additional information gained from subsequent calls as soon as possible. Additional information and updates will be transmitted over the radio preceded by the **ALERT TONE**. The Additional information will then be entered in the Comments for the call in the CAD. Companies needing specific additional information shall request it from Lakewood Dispatch.

Working Box Alarm Notifications

Lakewood Dispatch will sound the Appropriate unit tone(s) over Dispatch Channel with the following message:

- Units Assigned
- Box Alarm Number
- Street Address
- Cross Street(s)
- Type and/or Nature of Incident

Example: "Engine 1 Engine 3 Ladder 3 Box 11, 300 Main Street, between Madison Avenue and Clifton Avenue for a working structure fire." Time now 1919 Dispatcher #118

Chief(s) Dispatch

Chiefs may request to be added to any response by the fire department. Emergency requests for Chief(s) to respond will be made via radio by using the Chief's tone and requesting a Chief to respond to the incident i.e., "Lakewood to All Chiefs, Box 18, 123 Easy St. for a HazMat assignment."

Special non-emergency requests for Chief's may be made by calling the phone number of the requested unit listed in the CAD unit's info tab.

Recall Procedures for Special Incidents

Incidents/events that, in the discretion of the Chief or Incident Commander (IC) requires the deployment of additional off duty personnel and/or apparatus, a Stage 1 or a Stage 2 recall for off duty personnel shall be requested through Lakewood Dispatch with a dispatcher assigning a unit as FDRC1 or FDRC2 to push to ACTIVE911. Lakewood Dispatch will sound the Engine 6 and Ladder 1 tone over Dispatch Channel with the following message:

- Dispatch Tone
- Units Assigned (**all off duty fire personnel**)
- Recall Stage 1 or 2
- Box Alarm Number
- Street Address
- Cross Street
- Type and/or Nature of Incident

Example: "All Off Duty Lakewood Fire Department Personnel, Stage 1 Recall, Box 90, 300 Main Street, between Madison Avenue and Clifton Avenue for a working HazMat Incident" Time now 1919 Dispatcher #118

Fires Reported Out

All calls reporting an extinguished fire, fall under the appropriate response category, and would be dispatched using the appropriate complaint type with the broadcasting of the terminology of "Extinguished (type)".

*Example: A vehicle fire would be entered into the system as a "**FD Vehicle Fire**" and would be dispatched as the same. When unit(s) sign enroute the dispatcher shall provide the unit with the update. (Fire Reported Out)*

Change of Status

All units are always either in an Available or Unavailable status. The status refers to the unit's availability to accept a dispatch. Units assigned to an incident are considered Unavailable until released.

Units changing their status to Unavailable should report to Lakewood Dispatch by radio, CAD or telephone the reason and the length of time they will be unavailable. When becoming available again, units are responsible to report this status change to Lakewood Dispatch. (See Appendix II for a List of Available and Unavailable CAD status codes).

Self-Dispatch

Units may request to be added on an alarm assignment by contacting Lakewood Dispatch on the Dispatch Channel. Units must advise if they are substituting for another unit or responding in addition to the original assignment. The original unit dispatched will not be canceled unless the unit is replacing that unit. Lakewood Dispatch will Sound the ALERT TONE followed by the message canceling or updating the responding units.

Verbal Alarms in Quarters

Fire companies receiving a verbal alarm while in quarters, shall immediately notify the dispatcher by telephone or radio of the alarm location and nature of incident and if adequate staffing is available request from Lakewood Dispatch to be added to the assignment and proceed to the location of the verbal alarm. Verbal alarms received at quarters where only a special unit is in service shall be immediately reported to Lakewood Dispatch.

Verbal Alarms Out of Quarters

Any unit observing a fire or emergency or receiving a verbal alarm while out of quarters shall immediately notify the dispatcher by radio of the alarm location and nature of incident, request from Lakewood Dispatch to be added to the assignment and proceed to the location of the verbal alarm.

In the event the unit is responding to another alarm; after transmitting radio notification of a verbal alarm to Lakewood Dispatch and receiving acknowledgement, the Units Officer in Charge shall make the determination which incident shall have priority and notify Lakewood Dispatch of same.

Dispatcher's Action on Verbal Alarms

When notified of the cause of a verbal alarm the dispatcher should follow provisions pertaining to telephone alarms.

Responding

All fire responses will be Emergency Mode unless otherwise indicated by Lakewood Dispatch or Incident Command (IC). The unit officer will make the determination to respond after reviewing the dispatch information.

If the unit officer makes the decision to respond in a non-Emergent manner to an Emergency Mode alarm, he/she must advise Lakewood Dispatch. Similarly, if the company officer makes the decision to respond in Emergency Mode on a non-Emergent alarm, he/she must advise Lakewood Dispatch.

While responding, companies may communicate with one another if radio traffic permits. Effective communications during this period can set the stage for effective action and improve the overall rescue and fire attack effort. Factors such as occupancy hazards, access, traffic conditions and response routes may be communicated.

Company officers should review tactical information on their MDT, map books and any pre-fire planning information carried on the vehicle for specific tactical information. Subsequent arriving units should monitor radio traffic to be fully informed of the situation based on reports of the first arriving units.

All arriving apparatus to any emergency will report the apparatus "on location".

Canceling

When cancelling responding companies at the request of an IC or responding units the dispatcher shall sound the ALERT TONE followed by the units being cancelled. *i.e., Engine 5 arrives and establishes command, requests to cancel all other units, ALERT TONE followed by "All units responding to box 18 address of 600 River Ave. can cancel per command".* If special instructions are given those should be relayed during the message. In this instance if the responding unit cancels all units except for one *"Lakewood from River Ave. command… cancel all units except for Ladder 5… ALERT TONE… All units responding to box 18 address of 600 river avenue can cancel except for Ladder5".*

Incident Status & Milestones

All Incident Status and Milestone indications will be communicated to Lakewood Dispatch who shall repeat the change in Status or Milestone back to the Incident Commander (IC), give the time, and document the change in the Incident History.

The following is a list of Incident Status Changes and Milestones:

- Fire unit(s) need immediate police department assistance.

- CO above 100ppm: Level of carbon monoxide is above 100 parts per million, units will be operating with SCBA protection.

- Command Terminated: There is no longer a single person in charge of the incident. Communications can be held with anyone still on the scene.

- Defensive: Units operating in the defensive strategy.

- Extrication Complete: All patients extricated.

- Mayday: A Mayday has been declared on an incident.

- Offensive: Units operating in the offensive strategy.

- Rescue Contact: Rescue has made contact with the patient.

- Additional Alarms (2nd 3rd 4th etc.) (ALERT TONE All units operating at BOX 18 Address 600 River Ave 2nd Alarm has been transmitted, time out)

- Personnel Accountability Report: All personnel assigned to a particular work area or sector has been accounted for. It is used to confirm there are no missing fire personnel on the incident site.

- Primary Search Completed: Primary search has been completed.

- Secondary Search Completed: A more comprehensive search of the building has been completed.

- Ventilation Complete: The task of ventilation has been completed.

- Fire Operations Channel Assigned: A fire operations (fire ops) channel has been assigned to an incident. Dispatch shall advise all responding units that an Ops Channel has been established and state the channel selected. *(Alert Tone) Lakewood to all units operating on Box 18, 600 River Ave. utilize fire ops 1."*

- Under Control: The fire has been contained and will not extend. It does not mean the fire is out. It may also be used during Haz Mat calls, indicating a leak has been secured. The incident time clock will be discontinued at this milestone. The ALERT TONE shall be selected and transmit the same to all units. ([ALERT TONE], "all units operating at BOX 18 Address 600 River Ave Fire is reported under Control. Time out.")

- Utilities Secured: The power/gas has been shut off to the occupancy.

Elapsed Time Notifications

Lakewood Dispatch will start an incident timer when the first arriving unit is on scene of any **WORKING** incident or when requested to start an incident time clock by the Incident Commander. Lakewood Dispatch will verbally provide command with elapsed time notifications every fifteen (15) minutes until the incident is declared under control or Command requests to discontinue notifications. At the 15-minute mark of the first arriving unit of an incident, the dispatcher will contact the Incident Commander for a time check.

Example: "XX Command from Lakewood, 15-minutes into the incident."

The Incident Commander will provide a progress report to the dispatcher. At each 15-minute increment after the initial time check, the dispatcher will repeat this process. Elapsed Time Notifications shall be documented in the Incident History.

In the event that the unit does not answer a time check, the Dispatcher will attempt to call them two more times. If there is no response after the third attempt, the police will be dispatched to the scene to make contact with the Incident Commander.

Situations Under Control

When the following situations are placed under control, the following formats will be used:

- FIRES: The dispatcher will initiate the ALERT TONE and announce, "The fire is under control on (Box #), (address), at (time)." *Example: "The fire is under control on Box 18, 123 Main Street at 0334 hours."*

- HAZ-MAT: The dispatcher will initiate the ALERT TONE and announce, "The incident is under control on (Box #), (address), at (time)." *Example: "The incident is under control on Box 18, 123 Main Street at 0334 hours."*

- EXTRICATIONS/RESCUES: The dispatcher will initiate the ALERT TONE and announce, "The extrication (or rescue) is complete on (Box #), (address), at (time)." *Example: "The extrication (or rescue) is complete on Box 18, Main Street and Broadway at 0334 hours."*

INCIDENT STAGING:

The objective of Staging procedures is to provide a standard system of initial placement for responding apparatus, personnel, and equipment prior to assignment at tactical incidents.
This will:

- Prevent excessive apparatus congestion at the scene.
- Allow time for Command to evaluate conditions prior to assigning companies.
- Place apparatus in an uncommitted location close to the immediate scene to facilitate more effective assignment by Command.
- Reduces radio traffic during the critical initial stages of the incident.
- Allow Command to formulate and implement a plan without undue confusion and pressure.
- Provides a resource pool from which Command may assign units and resources

Staging involves two levels: LEVEL 1 and LEVEL 2

Level 1 Staging

Level 1 Staging is automatically in effect for all incidents with three or more companies responding. During any multi-company response, companies should continue responding to the scene until a company reports on the scene. In situations where the simultaneous arrival of first due companies is possible, the affected officers shall utilize radio communications to coordinate activities and eliminate confusion. It will be the ongoing responsibility of Dispatch to confirm the arrival of the first on-scene unit.

Once a company announces its arrival on the scene, Level 1 Staging will be implemented in the following manner: For Fires, Hazardous Materials, & Special Operations Incidents. The first 2 arriving engine companies and first arriving ladder company will respond directly to the scene and initiate appropriate operations according to SOG's and/or General orders. All other units, unless given orders by the IC, will stage in their direction of travel, uncommitted, approximately one block from the scene announce via the Radio to Dispatch and the IC they are ON SCENE and STAGING then, if applicable, switch to the appropriate Fire Operations Channel and await assignment by the IC. The Unit's should position themselves to provide a maximum of possible tactical options regarding access, direction of travel, water supply, etc., **At no time except as noted above should unit's self-assign**.

Level 2 Staging

Level 2 Staging is utilized when Command desires to maintain a reserve of resources on-scene, and when the need to centralize resources is required. Level II Staging places all reserve resources in a central location and automatically requires the implementation of a **Staging Supervisor**. Level 2 Staging will be implemented for all 2nd alarm or greater incidents. Level 2 staging should be considered for first alarm hazardous materials incidents, or other incidents in which Command desires to centralize resources, or simply to park apparatus in a central, unobstructed location.

Companies which are already staged (Level 1) or in-route to Level 1 Staging, will stay in Level 1 unless otherwise directed by Command. All other responding units will proceed to the Level 2 Staging Area. When activating Level 2 Staging, Command will notify Dispatch to give an approximate location for the Staging Area and may request a separate fire operations radio channel for the Staging Sector. Lakewood Dispatch will notify all responding units that LEVEL II staging is in effect and direct them to the location of the staging area. The First Arriving unit's Officer will assume the role of **Staging supervisor and will communicate this to the IC.**

All responding companies will stay off the Fire Operations Channel, respond directly to the designated Staging Area, and the Company Officer will report in person to the Staging Officer. The crew will stand by their unit with crew intact until assigned incident duties or is released from the scene.

RADIO PROCEDURES

Radio communications will be regulated by the following order model guidelines:

1. Clear Text will be utilized at all times. ***In compliance with NIMS the use of 10 codes and/or numbering systems will not be used under any circumstances.***

2. Sender will call the receiver by their unit ID and then will give their unit ID.

3. The receiver will give their ID to indicate they are ready to receive.

4. Sender will then extend message, order, etc.

5. The receiver will give ID and acknowledge receipt of message. A brief restatement is the best acknowledgment.

6. Lakewood Dispatch will acknowledge, and time stamp all communications directed to it by a brief restatement of the message with particular attention given to repeating on the scene size-up, progress reports, recall requests, requests for additional resource and all Incident Status changes, time checks and milestones.

Short-specific

Before transmitting know what you are going to say. Choose precise terms to communicate the desired message as clearly and briefly as possible without wasting airtime.

Task Oriented/Company Oriented

Command's orders to operating companies should indicate a specific task assigned to the company. They should be of a magnitude reasonably performed by a single company alone or in concert with other companies.

Indicate Objective

In addition to being task and company oriented, assignments should indicate an objective to the action. The company should know exactly where to go, to whom to report, what is the task and what is the objective of the task. Orders should tell what to do - not how to do it (unless Command wants something specific).

Clear Tone/Self Control Effective Rate

Speak clearly at a practiced rate. Not too fast and not too slow. Control your emotions and excitement deliberately. If you do not consciously control your voice, it will become garbled under stress.

Well Timed/Spaced

Prioritize your messages. Do not use valuable airtime with unimportant messages and insignificant details. Maintain an awareness of the overall situation and your role in it. Do not interrupt conversations unless you have Emergency Traffic. Listen before transmitting and wait until a message transaction has been completed. Pause between consecutive messages. This will make it clear when one message has been completed and another started. It also allows other units to break in with urgent/emergent traffic if applicable.

Unit Designation

For radio communications, the following designations will be recognized as standard:

Title	Identifier
Lakewood Dispatch	Lakewood
Officer of any unit	Unit ID
Engineer/Driver of an apparatus	Chauffeur
Firefighter on any unit	Unit ID, Riding Position
Safety	Safety "X"
Battalion Chief	Chief 3
Deputy Chief	Chief 2
Chief of Department	Chief 1

Radio Code

"Plain language" radio messages should be used in preference to numerical codes to facilitate understanding. There is no official Lakewood Fire Department radio code. This is also in compliance with NIMS.

Radio Terminology

The following basic radio terminology will be used when dispatching or conversing over the radio.

Term	Explanation
All Hands	Included in the progress report information about the amount of personnel assigned to an incident. *i.e., "Lakewood from Command we are using All Hands at Box 18 for a fire on the second floor of a 3-story ordinary structure."* This states that all units assigned to the box are being used or expected to be used to control the incident
Advise	Give message to
Available	Apparatus or vehicle is in-service and ready to respond to an additional assignment.
_____Command	Incident Commander
Clear	Apparatus or vehicle assigned to the incident are released from the incident and available for other calls. If apparatus or vehicle is unavailable, they will report their status to Lakewood Dispatch.
Cover/Cover Up	Apparatus or vehicle is being transferred to another location or fill-in another station
Disregard	Cancel last message
Doubtful	The fire most likely will not be controlled with the units currently operating or assigned. Most likely additional units will be requested. Spoken in the progress report as "Fire is doubtful"
E.T.A.	Estimated time of arrival
Hold	Apparatus or Vehicle's to hold at the incident and remain unavailable for other calls.
Investigating	No fire or smoke visible from initiating unit's position
MAYDAY	Fire fighter or crew is in a life-threatening situation. Takes priority over all other messages.
On Location	Apparatus or vehicle has arrived at the location of the emergency.
On-air	Apparatus or vehicle is capable of being contacted by radio
Off-air	Apparatus or vehicle is not capable of being contacted by radio.
PAR	Personnel Accountability Report
Prepare to copy	Transmitted first to give apparatus or individuals who are going to receive an additional alarm response a forewarning that their next message will be an emergency alarm dispatch
Probable	The fire most likely will be controlled by the unit's operating. Spoken in the progress report as "Fire is probable"

Proceed	You have been given clearance to transmit your message
Received	Message received and understood
Reduced Rate	All responding apparatus will turn emergency warning lights and sirens off and proceed into the emergency scene as a normal vehicle.
Relocate	Apparatus covering more than one area from a Central location.
Responding	Apparatus or vehicle is enroute to assigned location of emergency as dispatched.
Repeat	Repeat your last message
RIT (FAST)	Rapid Intervention Team. Responsible for the rescue of any firefighters should they become entrapped.
Sector	Specific area or task on the fire ground
Staging	Apparatus to remain uncommitted and not to respond directly into the scene. Level 1 staging applies to initial responding companies based on pre-assigned SOG's. Level 2 staging refers to additional alarm companies and is to a designated area.
Stand-by	Stop transmitting and wait for further instructions
Take-up	Stated apparatus and/or companies on the scene can shut down and wrap up
Task Force	Two or more units operating as a specialized unit or for a specific purpose
Under Control	Emergency situation is under control
Urgent	When transmitted, means that the following message is an emergency and must have immediate attention. All apparatus and units will standby until the message is acknowledged.
Verify	Verify an entire message and correct if necessary
Will Hold	Used in conjunction with the terms Doubtful or Probable, will hold to the room building or area of involvement when report is given. "Doubtful will hold, or Probable will hold"

It is understood that all terminologies are not covered in this section, and some may differ from those recommended. Therefore, any message directed to the dispatcher for rebroadcast to incoming apparatus will be repeated as given to the dispatcher.

Acknowledgement

All units responding to an incident shall acknowledge dispatch by radio on the dispatch channel. Each unit responding should be placed as "EN" (enroute) in the CAD. If Lakewood Dispatch does not confirm an acknowledgment within one (1) minute, the responding unit will request acknowledgment by radio and/or via MDT.

The following communications guidelines will be followed at all times:

1. All responding units will be acknowledged.
2. All units arriving on scene will be acknowledged.
3. Units clearing an incident or making itself available will be acknowledged.
4. Units returned to the firehouse will be acknowledged.

Loss of Radio Communication

In the event communication is lost with any Lakewood Fire Dept. unit(s) Lakewood Dispatch will attempt to establish communication with the unit(s) via an alternative form of communication such as CAD Messaging, Cell Phone, and/or contacting another unit at the incident.

All Fire Dept. front line units have a cellphone assigned to it with the number listed in the CAD. It may be accessed by clicking on the Unit information tab.

If communication cannot be established with an alternative means Lakewood Dispatch will dispatch Lakewood Police immediately to the unit(s) last known location to attempt to establish communication. At this time notification to the Chief of Department shall be made via phone.

Fire Operation (OPS) Channels

All fire radios will include six (6) fire op channels for fire department use. Lakewood Dispatch will be unable to monitor or record any transmissions made on the fire ops channels. The Incident Commander will determine which fire ops channel will be used and notify Lakewood Dispatch of same. Lakewood Dispatch will ensure that no two (2) incidents will be using the same fire ops channel.

The dispatcher will then make the following announcement and note the same in call comments.

Example: *"**(Alert Tone)** Lakewood to all units operating on Box 18, 600 River Ave. utilize fire ops 1".*

The dispatcher will also notify all arriving units that a fire ops channel has been established and will inform the arriving units of the channel's information.

Example: *"Lakewood from Engine 1 we are arriving 600 River Ave. (Lakewood replies) Received Engine 1, Utilize Fire Ops 1 for Communications".*

All units arriving to an incident shall switch to the assigned channel upon notice of an operational channel.

On-scene Reports

The first arriving fire department unit initiates the command process by giving an initial radio report and establishing command of the incident. The initial Incident Commander remains in Command until Command is transferred, or the incident is stabilized, and Command is terminated. Lakewood Dispatch will document the reports in the incident history.

The standard **Initial Radio Report** includes:

1. Unit designation/on the scene.
2. Address/Location.
3. Building (if applicable)
   - Height (one story, two story, etc.)
   - Construction Type
   - Occupancy
4. Conditions.
   - Smoke showing (amount and location)
   - Fire showing (amount and location)
   - Working fire
5. Action taken.
   - Investigating (indicates checking)
   - Laying a line
   - Attacking with…etc.
6. Needs.
   - 2nd Alarm
   - Water Supply
   - Assistance with first line
   - Ladders
   - Etc.

7. Establish Command with name.

Examples:

     Lakewood from Engine 5 – (wait for acknowledgement) "Engine 5 is on location at 123 Main Street with a two- story, wood frame occupied school with fire showing on the second-floor alpha side. Engine 5 is advancing a 1-3/4" hand line to the second floor. I need a water supply established; Engine 5 will be Main Street Command."

If nothing is visible, the unit will report "On location, investigating."

Example: Lakewood from Engine 5 – (wait for acknowledgement) Engine 5 is on location at 123 Main Street with a two-story, wood frame, occupied school, investigating, Engine 5 will be establishing Main Street Command."
(See appendix IV for report script)

Incident Command

Once command has been established, all routine communication between Lakewood Dispatch and an incident will be directed through Incident Command.

Progress Reports

At "**WORKING"** incidents or higher, Command will provide Lakewood Dispatch with regular progress reports *(per elapsed time notifications section)* or whenever significant tactical plans are changed, or unusual situations are encountered. The first progress report should be given after initial action has been implemented and should include the correct address and an improved description of the building and fire conditions if the arrival report was incomplete. This usually occurs at the 15-minute mark. Lakewood Dispatch will repeat significant facts from all progress reports for the information of monitoring units and document the reports in the incident history.

Progress Report

    (See appendix IV for report script)

Working Incident

The term Working Incident indicates a situation that will require the commitment of all responding companies i.e., "**ALL HANDS**". This report advises Lakewood Dispatch that all companies assigned will be engaged in tactical activities and will be held at the scene for an extended period.

When notified of a Working Incident, Lakewood Dispatch will:

1. Dispatch Appropriate Units for the Assignments and start elapsed time notifications.
2. Document progress reports, sectors, assignments, emergency traffic, and elapsed time notifications and append additional information provided from the Incident Commander in the Incident History.
3. Be prepared to dispatch further assistance.
4. Be prepared to dispatch any special agencies or equipment when the need is indicated.
5. Make notifications to pertinent personnel.

Lakewood Dispatch will monitor radio traffic on all incidents via the Fire Dispatch channel. All Communication between the IC and Dispatch will be on this channel.

Mayday

The "MAYDAY" radio message shall be used to indicate that a team or individual is in extreme danger, such as:

1. Becoming trapped or entangled.
2. Cut off by fire.
3. Cut off by collapse.
4. Falling through a floor or roof.
5. Becoming pinned.
6. Any SCBA failure.
7. Firefighter down.
8. Becoming lost or disoriented, or losing a member of your crew.
9. Anytime a PASS device is fully activated, and a PAR report confirms a member in distress.
10. Structural Collapse during interior firefighting.
11. Air supply is less than required to exit IDLH atmosphere.
12. Any other life-threatening condition not listed in the above-specified conditions.

Person(s) calling MAYDAY should follow the Lakewood Fire Department MAYDAY Guidelines.

MAYDAY/Emergency Traffic

'MAYDAY/Emergency Traffic' will be utilized by any unit issuing a MAYDAY transmission and will receive the highest communications priority from Command and all operating units. Units SHALL initiate MAYDAY communications by depressing the red emergency button on their portable radios (for 2 seconds), and by verbally contacting the incident commander.

EXAMPLE: Push emergency button for 2 seconds, followed by "MAYDAY, MAYDAY, MAYDAY" the unit will then transmit his/her message. The unit receiving the message (Incident Commander) will repeat message one (1) time and inform Lakewood Dispatch of the transmission. Lakewood Dispatch will document all MAYDAY transmissions in the Incident History.

WITHOUT EXCEPTION THE AIR BELONGS TO ANY UNIT WITH MAYDAY / EMERGENCY TRAFFIC.

Urgent

The "URGENT" radio message shall be used to indicate a serious condition or change in conditions such as:

1. A firefighter has suffered an injury that is not immediately life threatening but requires medical assistance.
2. Signs of structural instability indicating danger of possible structural collapse.
3. Sudden increase in fire or smoke conditions that may inhibit firefighter egress.
4. An interior attack is to be discontinued and an exterior attack instituted.
5. Loss of water that may endanger firefighters.
6. Immediate need for additional resources such as:
   a. Ground ladders for trapped occupants in imminent danger.
   b. Immediate alternate means of egress due to fire conditions.
7. Fire extension into an exposure to a degree that any delay may considerably enlarge the fire problem.
8. Structural collapse has occurred during defensive operations.
9. Or any other dangerous condition not listed in the above-specified conditions.

THE AIR BELONGS TO ANY UNIT WITH URGENT TRAFFIC UNLESS A MAYDAY IS TRANSMITTED.

DIVISIONS/GROUPS:

Divisions are assigned by their location (First Floor Division). Groups are assigned by their function (Ventilation Group). Division and Group Supervisors should use face-to-face communications with assigned companies as much as possible and shall keep Command informed of progress via radio on any problems encountered and/or significant progress. Command may assign Supervisors to a designated Safety Channel when desired to enhance overall scene safety.

MOBILE DATA TERMINAL (MDT) OPERATIONS

All Lakewood Fire Units are provided with an onboard Mobile Data Terminal (MDT). Fire Department users will operate the MDT equipment in accordance with all laws, procedures, and guidelines mandated by Federal, State, and Local Governments having jurisdiction over such matters. Operation of the MDT equipment will be in accord with the system standards and operational procedures established by the Lakewood Fire Department and the Lakewood Police Department.

All traffic generated over the system will be made in the performance of the employee's official duties as they relate to the fire service. A message that contains information that is unnecessary, excessive, abusive, or personal in nature or of a subject matter totally unrelated to the employee's official duties is prohibited. Lakewood Dispatch will log and archive all messages processed by the MDT system. Periodic analysis of messages will be performed, and any violations will be reported to the appropriate authority for action.

At no time will a person operate the terminal under another's identification. At all times, units with MDT equipped will make every effort to maintain the security of the MDT from unauthorized use. It should be clearly understood that all messages sent in C.A.D. are subject to review by Department management. All records covered in this policy are subject to open public records laws and consideration of such should be considered in their content. Lakewood Dispatch will have the authority to disable any MDT when its operation is in violation of the law or an established standard.

Appendix I
Fire Nature Codes

NATURE TYPES	NATURE CODE	RESPONSE ASSIGNMENT	DEFINITION OF NATURE TYPE
STRUCTURE FIRE	FD STRUCTR FIRE	BOX ALARM	Report Smoke or Fire Inside a Dwelling/Commercial/Industrial
WORKING STRUCTURE FIRE	FD W STRUC FIRE	WBOX + RIT + OCFM + Utility Companies	Working Fire Inside a Dwelling/Commercial/Industrial Brings additional resources
TRUCK FIRE	FD TRUCK FIRE	1 ENGINE + 1 TRUCK	Report of smoke or fire from any type of truck. (i.e., box truck or tractor trailer)
WORKING TRUCK FIRE	FD W TRUCK FIRE	BOX	Working truck fire brings additional resources
FIRE 2nd ALARM	FD 2ND ALARM	Additional 2 ENGINES and 1 LADDER	Used when additional resources are needed regardless of the incident type (Usually an upgrade for a Working Structure fire)
FIRE 3rd ALARM	FD 3RD ALARM	2nd ALARM + 2 ENGINES + 1 LADDER + Additional RIT TEAM	Used when additional resources are needed regardless of the incident type
FIRE 4th ALARM	FD 4TH ALARM	3rd ALARM + 2 ENGINES + 1 LADDER + Additional RIT TEAM	Used when additional resources are needed regardless of the incident type
FIRE 5th ALARM	FD 5TH ALARM	4th ALARM + 2 ENGINES + 1 LADDER +RIT TEAM	Used when additional resources are needed regardless of the incident type
FIRE GREATER ALARM	FD GREATER ALARM	5th ALARM + 2 Engines + 1 Truck + RIT + Mutual Aid Companies	Used when Fire Exceeds the capabilities of the CAD and requires Ocean County Fire Coordinator assistance with units

Appendix I
FIRE NATURE CODES CONT.

NATURE TYPES	NATURE CODE	RESPONSE ASSIGNMENT	DEFINITION OF NATURE TYPE
OVEN FIRE	FD OVEN FIRE	1 ENGINE + 1 TRUCK	Reported Fire INSIDE Oven
BOAT FIRE	FD BOAT FIRE	BOX ALARM	Any report of smoke or fire coming from a boat
WORKING BOAT FIRE	FD W BOAT FIRE	WORKING BOX	Upgraded Boat fire to bring additional resources
BRUSH FIRE	FD BRUSH FIRE	1 ENGINE + 1 TRUCK + BRUSH UNIT + STATE FOREST FIRE	Any report of smoke of fire involving grass, trees, or brush
WORKING BRUSH FIRE	FD W BRUSH FIRE	BOX	Working Brush Fire. Brings additional resources
MULCH FIRE	FD MULCH FIRE	LOCAL	Any report of smoke of fire involving mulch
DUMPSTER FIRE	FD DUMPSTER FIR	1 ENGINE + 1 TRUCK	Report of smoke or fire coming from a detached dumpster.
WORKING DUMPSTER FIRE	FD W DUMPSTER	BOX	Working dumpster fire. Additional resources needed
TRASH/RUBBISH FIRE	FD TRASH FIRE	1 ENGINE + 1 TRUCK	Report of smoke or fire from a trash receptacle or rubbish in the street.
TRAIN FIRE	FD TRAIN FIRE	BOX ALARM	Report of smoke or fire from a passenger or freight train.
WORKING TRAIN FIRE	FD W TRAIN FIRE	WORKING BOX	Working passenger or freight train fire.

Appendix I
FIRE NATURE CODES CONT.

NATURE TYPES	NATURE CODE	RESPONSE ASSIGNMENT	DEFINITION OF NATURE TYPE
UNAUTHORIZED BURNING	FD UNAUTH BURN	LOCAL	Report of any outdoor burning deemed to be unauthorized
GRILL FIRE	FD GRILL FIRE	1 ENGINE + 1 TRUCK	Report of fire from a grill with no exposure to a structure
VEHICLE FIRE	FD VEHICLE FIRE	1 ENGINE + 1 TRUCK	Report of a vehicle fire (Car Van or SUV)
WORKING VEHICLE FIRE	FD W VEH FIRE	BOX	Working Vehicle Fire (Multiple Vehicles) (Cars, Vans, or SUV's) Brings additional resources
MVA FIRE	FD MVA VEH FIRE	BOX	Report of a traffic accident where one or more of the vehicles are reporting to be on fire.

Appendix I
RESCUE NATURE TYPES

NATURE TYPES	NATURE CODE	RESPONSE ASSIGNMENT	DEFINITION OF NATURE TYPE
AIRCRAFT INCIDENT	FD AIRCRFT INCD	BOX ALARM	The crash or downing of any type of aircraft
WORKING AIRCRAFT INCIDENT	FD W AIRCRAFT	WORKING BOX	Upgraded aircraft incident adding units to Box
BUILDING COLLAPSE	FD BLDG CLPSE	BOX ALARM	Report of collapse of building non fire related
WORKING BUILDING COLLAPSE	FD W BLDG CLPSE	BOX ALARM + Tech Rescue Team	Upgraded collapse of building.
ELEVATOR ENTRAPMENT	FD ELVTR ENTRAP	1 ENGINE + 1 TRUCK	A report of a stuck elevator with people on board
WORKING ELEVATOR ENTRAPMENT	FD W ELVTR ENTRAP	BOX ALARM	A report of a stuck elevator with people on board /WORKING incident Adds More apparatus and manpower
MVA VS BUILDING	FD MVA BUILDING	1 ENGINE + 1 TRUCK	Report of Motor Vehicle Crashing into Building
MARINE RESCUE	FD WATER RESCUE	BOX + Water Rescue Team (LPD)	Report of an overturned boat, people overboard from a boat or swimmers in distress.
MVA EXTRICATION	FD MVA ENTRPMNT	1 ENGINE + 1 TRUCK (Extrication Capable) + Chief	Report of a traffic accident where one or more of the occupants cannot leave the vehicle due to entrapment.

Appendix I
RESCUE NATURE TYPES (Cont.)

NATURE TYPES	NATURE CODE	RESPONSE ASSIGNMENT	DEFINITION OF NATURE TYPE
WORKING MVA EXTRICATION	FD W MVA ENTRMT	BOX ALARM (Extrication Capable) + Mutual Aid Extrication Team	Working Extrication brings additional units and equipment
MVA OVERTURNED VEHICLE	FD MVA OVERTURN	1 ENGINE + 1 TRUCK	Overturned vehicle. No entrapment. If reported entrapment use MVA Extrication.
MVA TRAIN CRASH	FD MVA TRAIN	BOX ALARM	Passenger Vehicle Vs Train. If reported entrapment use MVA Extrication
RESCUE	FD RESCUE	BOX ALARM	Report of a patient needing rescue with no specifics. **Non-Fire related**
WORKING RESCUE	FD W RESCUE	BOX ALARM + Tech Rescue Team	Working **Non-fire related** Rescue Incident brings additional resources
TRAIN DERAILMENT	FD TRAIN DERAIL	BOX ALARM	Report of any type of train accident either passenger or freight.
WORKING TRAIN DERAILMENT	FD W TRAIN DERL	WORKING BOX+ HAZMAT + Tech Rescue Team	Working train accident either passenger or freight brings additional resources

Appendix I
HAZMAT NATURE TYPES

NATURE TYPES	NATURE CODE	RESPONSE ASSIGNMENT	DEFINITION OF NATURE TYPE
HAZMAT	FD HAZMAT	BOX ALARM	Reported spill or leak inside or outside of a fixed location (i.e., Industrial building)
WORKING HAZAMT	FD W HAZMAT	BOX ALARM + HAZMAT Team	Spill or leak inside or outside of a fixed location (i.e., Industrial building) Working incident brings additional resources
FUEL SPILL	FD FUEL SPILL	BOX ALARM	Petroleum spill or leak from any type of tank, cylinder, and fuel supply lines If upgraded Use WHAZMAT

NATURAL GAS/PROPANE NATURE TYPES

NATURE TYPES	NATURE CODE	RESPONSE ASSIGNMENT	DEFINITION OF NATURE TYPE
NATURAL GAS/PROPANE LEAK	FD GAS/PROP LEK	BOX ALARM + EMS + NJNG	Leak of a gas product, either natural or propane, from any fuel tank, cylinder or supply line used to supply fuel to either a motor vehicle or heating system.
WORKING NATURAL GAS LEAK	FD W GAS/PROPAN	WORKING BOX	Working gas leak brings additional resources
GAS ODOR INSIDE	FD ODOR GAS IN	1 ENGINE + 1 TRUCK	Report of Gas Odor inside a structure
GAS ODOR OUTSIDE	FD ODOR GAS OUT	LOCAL	Report of Gas Odor outside

Appendix I
CO NATURE TYPES

NATURE TYPES	NATURE CODE	RESPONSE ASSIGNMENT	DEFINITION OF NATURE TYPE
CO INCIDENT	FD CO INCIDENT	BOX	Any incident involving potentially dangerous levels of Carbon Monoxide (Above 100 PPM and Above)
WORKING CO INCIDENT	FD W CO INCIDNT	WORKING BOX + HAZMAT	Upgraded incident involving potentially dangerous levels of Carbon Monoxide

HAZARDOUS CONDITIONS NATURE TYPES

NATURE TYPES	NATURE CODE	RESPONSE ASSIGNMENT	DEFINITION OF NATURE TYPE
HAZARDOUS CONDITION	FD HAZARD CONDT	LOCAL	Any condition that threatens the safety of person(s) water leak/electrical issues, Wire/Pole/Tree (non-fire) etc.
BOMB THREAT	FD BOMB THREAT	1 ENGINE +1 TRUCK	Threat of an explosive device. Notify a chief officer.

Appendix I
ODOR INVESTIGATION NATURE TYPES

NATURE TYPES	NATURE CODE	RESPONSE ASSIGNMENT	DEFINITION OF NATURE TYPE
ODOR INVESTIGATION	FD ODOR INVEST	LOCAL	Report of UNKNOWN Odor inside or outside **Not Natural Gas (Use Odor Gas) or smoke**
ODOR of SMOKE OUTSIDE	FD ODR SMKE OUT	LOCAL	Report of smoke odor **OUTSIDE**, in an undetermined area or unknown type fire
ODOR of SMOKE INSIDE	FD ODR SMKE IN	LOCAL	Reported **Odor** of smoke **INSIDE**, a structure. **If visible smoke or fire is reported use STRUCTURE FIRE**

Appendix I
ALARM NATURE TYPES

NATURE TYPES	**NATURE CODE**	**RESPONSE ASSIGNMENT**	**DEFINITION OF NATURE TYPE**
FIRE ALARM	FD FIRE ALARM	1 ENGINE +1 TRUCK	Any fire alarm from Central Station monitoring except for a water flow alarm.
ELEVATOR ALARM	FD ELEVATOR ALM	LOCAL	A report of a stuck elevator without people on board
SMOKE ALARM	FD SMOKE ALARM	LOCAL	Reported audible smoke alarm activation by persons reporting via phone/in person. No fire or smoke reported. If smoke or fire reported inside use **Structure Fire**
CO ALARM NON-SYMPTOMATIC	FD CO ALM NONSM	LOCAL	Any report of a Carbon Monoxide alarm activation. No Symptoms reported
CO ALARM SYMPTOMATIC	FD CO ALM SYMPT	1 ENGINE +1 TRUCK	Any report of a Carbon Monoxide alarm activation. With reported symptomatic persons
NATURAL GAS ALARM	FD NAT GAS ALRM	1 ENGINE +1 TRUCK	Report of a Gas Detector Alarm activation.
WATERFLOW	FD WTRFLW ALARM	1 ENGINE +1 TRUCK	Report from an alarm company or civilian reporting an active water gong or water flowing from a sprinklered building

Appendix I
MISC. NATURE TYPES

NATURE TYPES	NATURE CODE	RESPONSE ASSIGNMENT	DEFINITION OF NATURE TYPE
MED EVAC	FD MEDIVAC	LOCAL	FD response for a medical helicopter landing.
ASSIST PD	FD ASST PD/EMS	LOCAL	Requests from police, homeowners or EMS for special assistance, which does not involve an actual fire related problem.
ASSIST EMS	FD ASST PD/EMS	LOCAL	Assist EMS
STATION COVER	FD STATION COVR	Requested	Fire stations cover for our town
LOCK REMOVAL	FD LOCK REMOVAL	LOCAL	Any request to remove a fire department applied lock out lock
BURN VICTIM	FD BURN VICTIM	LOCAL	Fire Dept response is required when a person is burned as a result of a fire for NFIRS reporting
ACTIVE SHOOTER	FD ACT SHOOTER	BOX	Units will stage in a safe location and await orders from PD.
DECON	FD DECON	2 ENGINES	Incident requiring FD assistance in decontaminating victims from another incident. Usually is dispatched to a hospital or HAZMAT
MUTUAL AID SCENE	FD MUTUAL AID	As Requested	Requested by another agency for Lakewood Fire Units to Respond to the SCENE
MUTUAL AID COVER	FD MUTL AID CVR	As Requested	Requested by another agency for Lakewood Fire Units to STANDBY in their STATION
LOCKDOWN	FD LOCKDOWN	LOCAL	Reported Lockdown of School or Business
UNATTENDED PACKAGE	FD UNATTND PKG	LOCAL	Reported unattended or suspicious package
FD PRESCRIBED BURN	FD PRESCRB BURN	NO RESPONSE	Control Burning By NJFFS
FD STAND-BY	FD STANDBY	LOCAL	Used for Non-Emergency Fire Department Stand By (i.e., Fireworks Detail). Does not generate a NFIRS run.

Appendix II

<u>AVAILABLE UNIT STATUS</u>

<u>OD (On-Duty)</u>

<u>On-Air</u>

<u>UNAVAILABLE UNIT STATUS</u>

<u>EN (Enroute)</u>

<u>AR (Arrive)</u>

<u>TRAIN (Training)</u>

<u>OOS (Out of Service)</u>

<u>OF (Off-Duty)</u>

Appendix III

LAKEWOOD FIRE DEPARTMENT ADDRESSES AND PHONE NUMBERS

Station 1 (Volunteer)

119 First Street

Lakewood, NJ 08701

Ext. 6400

Station 2 (Volunteer)

1350 Lanes Mill Road

Lakewood, NJ 08701

Ext. 6500

Station 3 (Volunteer)

976 New Hampshire Avenue

Lakewood, NJ 08701

Ext. 6600

Station 3-1 (Volunteer)

170 Lafayette Blvd.

Lakewood, NJ 08701

Ext. 6600

Station 4 (Volunteer)

300 River Avenue

Lakewood, NJ 08701
Ext. 6700

Station Engine 5 (On-Duty)

735 Cedar Bridge Avenue

Lakewood, NJ 08701

Ext.7401

Station Ladder 5 (On-Duty)

800 Monmouth Avenue

Lakewood, NJ 08701
Ext. 7415

Fire Headquarters
733 Cedar Bridge Avenue

Lakewood, NJ 08701

Ext. 6104

Appendix IV

<u>LAKEWOOD FIRE DEPARTMENT INITIAL SIZE-UP AND PROGRESS REPORT SCRIPT</u>

Lakewood Fire Department Initial on Scene Report Script

Lakewood _____(Unit#) is arriving at _____(address)

We have a _____Story

Construction type (Fire Proof, Noncombustible, Ordinary, Heavy Timber, Wood Frame)

Occupied/Vacant

PD/MD/ (Private Dwelling Multiple Dwelling) Commercial Building

Describe **Conditions** or Out Investigating (if nothing to report on arrival)

Fire/Smoke Showing from the _____Floor A B C D Side/roof.

_____

Actions _____(Stretching Line 1 ¾ vs 2.5 where/ making a rescue….)

Needs_____(2nd alarm /Water supply/ Assistance with first line/ Ladders…)

_____(Unit #) Will be _____Command

Lakewood Fire Department Initial on Scene *<u>Sample</u>* Report Script

Lakewood Engine 5 (Unit#) is arriving at 235 Main St (address)

We have a 3 Story.

Construction type (Fireproof, Noncombustible, Ordinary, Heavy Timber, Wood Frame) Occupied/Vacant

PD/MD/ (Private Dwelling Multiple Dwelling) Commercial Building

Describe **Conditions** or Out Investigating (if nothing to report on arrival)

Fire & Smoke Showing from the 2nd Floor A B C D Side/roof.

_____

Actions Engine 5 will be stretching a 1 ¾ line (Stretching Line 1 ¾ vs 2.5 where/ making a rescue….)

Needs Upgrade this to a working fire and have the next arriving engine establish a water supply (2nd alarm /Water supply/ Assistance with first line/ Ladders…)

Engine 5 (Unit #) Will be Main St Command

Appendix IV cont.

LAKEWOOD FIRE DEPARTMENT INITIAL SIZE-UP AND PROGRESS REPORT SCRIPT

Lakewood Fire Department Progress Report Script

Lakewood from _____ Command (wait for response)

Progress report # _____

At box #_____Address _____

We have _____Lines Stretched and _____in operation

Primary/ secondary Searches on the _____Floor(s) are

In progress/ Negative…

    _____*Victims Found*   *on the* _____*Floor and are being removed.*

Trucks are opening up.

Fire is DWH / PWH / UC (Doubtful will hold, Probable will hold, Under Control) at this time.

Progress reports are to be given in 15-minute Intervals until the incident is Under Control or when conditions change (Offensive/Defensive)

Lakewood Fire Department Progress Report _Sample_ Script

Lakewood from Main St Command (wait for response)

Progress report # 1

At box #18 Address 235 Main St

We have 3 Lines Stretched and 2 in operation.

Primary/ secondary Searches on the 1st & 2nd Floor(s) are

In progress/ Negative…

    1 Victim Found on the 2nd Floor and is being removed.

Trucks are opening up

Fire is DWH / PWH / UC (Doubtful will hold, Probable will hold, Under Control) at this time.

Progress reports are to be given in 15-minute Intervals until the incident is **Under Control** or when **conditions change** (Offensive/Defensive)

Appendix V

LAKEWOOD FIRE DEPARTMENT CHAIN OF COMMAND

The following table describes the Chain of Command of Ranking Officers:

Title	Identifier	Description
Chief of Department	Chief 1	Highest ranking officer of the department.
Deputy Chief	Chief 2	2nd in command of the department.
Battalion Chief	Chief 3	3rd in command of the department.
Captain	Captain "last name"	4th in command of the department. Highest ranking officer of the fire company.
Lieutenant	Lieutenant "last name"	5th in command of the department. 2nd in command of the fire company.
Safety	Safety "X"	Safety officer of department/company.