

Texas Fire Chiefs Association
DOCUMENT SUBMISSION FORM

Candidate Department: **Irving Fire Department**

Best Practice Standard: 3.11 Required Telecommunications Training

Proofs of Compliance Submitted:

1. IFD Communication Center Training Program

Submitted By: Scott Johnson, Program Manager

Date:

Evaluator's Review

Evaluator:

Date Accepted:

2013

IFD Communications Center Training Program



Dispatch skill goal at Two Weeks

Upgrade calls; Fire, Hazmat

Transfer Calls: 911 & Business

Hook Flash, 3 way conversation

“Where is Waldo”; refresh cell phone location

Exchange equipment on runs

Status board colors

Special up units; adding equipment

Contact private ambulances

Dispatch to and for Mutual Aid

Location at city limits

Find a Business, Park, and School

Change location

Out of service/ district/ limited response

Add notes

Ship run to MDT

Verify emergency signal from radio

Forward numbers on desk sets

Additional notification on multi alarms

Dispatch Goals 3 months

APCO medical

Change location

Forward numbers on desk sets

Previous Calls and Previous Incident (P/C, PI) print or e-mail results.

Send messages to an MDT

Dispatch skill goal at 3 to 6 months

EOC

Press reports

Daily run reports

Time cards & daily detail

Alarm Office e-mail and calendar

Training Calendar impact on company availability

Log-in for CAD (Wintergrate)

Contact trouble with 911 Positron, GEAC, Enroute Mobile

O/T procedure

Hard copy of work schedule

How to place in service companies on extra equipment.

Batteries

Location of Phone and equipment rooms

Radio assignment change out

Enroute Mobile system status check

Recorders

Emergency Siren warning system

Dispatch folder on "J" drive – get familiar with it lots of information.

Weather station – radio shop responsible

Monthly map upgrade on phone system

Manning extra equipment

Punch cards/ manual dispatch

Box 4

Patch calls; Care flight, other applications

Contact other city departments

Contact Positron and Tarrant County 911

