





































F – Foxtrot (FOKS-TROT)

S – Sierra (SEE-AIR-RAH)

G – Golf (GOLF)

T – Tango (TANG-GO)

H – Hotel (HOH-TEL)

U – Uniform (YOU-NEE-FORM)

I – India (IN-DEE-AH)

V – Victor (VIK-TAH)

J – Juliett (JEW-LEE-ETT)

W – Whiskey (WISS-KEY)

K – Kilo (KEY-LOH)

X – X-ray (ECKS-RAY)

L – Lima (LEE-MAH)

Y – Yankee (YANG-KEY)

M – Mike (MIKE)

Z – Zula (ZOO-LOO)

**Numbers:**

1 – WUN

6 – SIX

2 – TOO

7 – SEV-EN

3 – TREE

8 – AIT

4 – FOW-ER

9 – NIN-ER

5 – FIFE

0 – ZERO

**V. Emergency Response (Tiered Responses)**

1. All calls for service will be classified as an emergency or a non-emergency. Further, emergency response will either be classified as a Code 1 (Normal response) or Code 3 response (Lights and sirens) and will utilize the appropriate warning devices based on the call classification
2. The following are emergency calls for service that will justify a Code 3 response.
  - a. Structure Fire
  - b. Vehicle Fire
  - c. Grass Fire
  - d. Dumpster Fire

- e. Miscellaneous Fires
  - f. Transformer or Other Electrical Equipment Fire
  - g. Commercial Fire Alarm(s). (First Due only Code 3)
  - h. Motor Vehicle Accident with Injuries
  - i. Powerlines Down
  - j. Smell of Gas inside a Structure
  - k. Medical Emergency
  - l. Commercial Fire Alarm with Multiple Activations
  - m. Medical Alarms
  - n. Child(ren) Locked in Vehicle (House)
  - o. Residential Fire Alarms / Smoke detector activation with smoke (or smell)
  - p. Public Assist Involving a Fall or Entrapment
  - q. Technical Rescue
  - r. Mutual Aid to the Scene
  - s. Carbon Monoxide Detector Activation
  - t. Water Vac. (First Due only Code 3)
  - u. Elevator Rescue. First Due only Code 3
3. The following calls are emergency calls for service that justify a Code 1 response
    - a. Pet Locked in Vehicle
    - b. Vehicle Locked and Motor Running
    - c. Public Assist Involving Moving a Patient
    - d. Residential Smoke Detector Activation Without Signs of Fire
    - e. Smell of Gas outside of any structure
    - f. Assist Police or Other Agency Assistance call
    - g. Mutual Aid Fill-in
  4. All Emergency Code 3 calls for service can be downgraded to a Code 1 response once a unit is on the scene and has determined the urgency of the incident can be handled by that single company. Addition resources may still be required, but without urgency.
  5. Any Chief or Company Officer is responsible for making the ultimate decision on downgrading or upgrading a response.
  6. Dispatch should be notified if the response is downgraded or upgraded.
  7. Dispatchers are authorized to upgrade an assignment based upon information received in the Communications Center.

## **VI. Patient Priority**

1. The following list is the Priority System
  - a. Priority 1 – Patient Condition Life Threatening
  - b. Priority 2 – Patient Condition is Unstable
  - c. Priority 3 – Patient Condition Stable

## **VII. Radio Communications**

1. All radio communications will be clear, concise, and professionally transmitted.

2. The following are the acceptable terms to be used over the air for incident or assignment verification:
- a. **Responding** – Used to verify a response / address should be given to ensure location
  - b. **On Scene** – Used to verify arrival at an incident location / address should be given to ensure location
  - c. **Clear** – Used to acknowledge a unit’s availability from an incident
  - d. **En Route** – Used by MICUs to indicate hospital transport or used by any unit directed to a special assignment
  - e. **Out at** – Used by MICUs to indicate arrival at a hospital or used by any unit arriving at a special assignment
  - f. **On the air** – Used by a unit to indicate it is no longer in its station
  - g. **Back** – Used by a unit when arriving back at its station, quarters, house, or previous assignment.
  - h. **Out of Service** – Used by a unit that is not available for calls
  - i. **Back in service** – Used by a unit that is available for calls
  - j. **Staging** – Used by a unit that has arrived on scene but is yet to receive an assignment
  - k. **Code & Priority** – Used by an MICU to indicate transport code and patient priority (Code 1 or 3, Priority 1,2,or 3)
  - l. **Back in the city** – Used by a unit to notify Coppell that they are back in the city and either “available” or “out of service”
  - m. **Code 4** – Used by a unit to verify the unit’s safety and security
  - n. **Investigating** – Used by a unit to clarify their initial actions on scene
  - o. **Received** – Used by a unit to acknowledge the receipt of the information
  - p. **Received Direct** – Used by an interested third party to acknowledge receipt of pertinent information
  - q. **Delayed Response** -Used by a unit to indicate that their response may be delayed due to service status, geographical position or obstacle.
  - r. **Hold** – Used to signify the units on scene needed to resolve an issue, usually followed by the clearing of the other units.
  - s. **3<sup>rd</sup> Up** –Apparatus is available but is the 3<sup>rd</sup> apparatus due in the city, and should only be dispatched when all other same type units have been assigned to calls. In the case of an engine being 3<sup>rd</sup> up, the other two engines and the truck need to be utilized prior to the 3<sup>rd</sup> up apparatus being assigned to the call.
3. The following terms are acceptable terms for fireground operations
- a. **All Clear** – used to indicate that all savable fire victims are out of the hazard area
  - b. **Under Control** – Used to indicate the forward spread of the fire/hazard has been stopped and the incident can be concluded with the immediate resources available
  - c. **Loss Stopped** – Used to indicate that no fire/hazard or fire control/hazard mitigation damage will take place

- d. **Fill In** – Used to request that resources assigned through the Alarm Assignment System stage at a vacant fire station and not report to the scene
  - e. **1<sup>st</sup> Alarm** – Used to identify the Full Alarm, Assignment sent to the scene of an emergency – 3 Engines, 1 Truck, 3 MICUs and 1 Chief Officer
  - f. **2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup>, and 5<sup>th</sup> Alarm** – Used to call the next assignment of resources from mutual aid cities – 3 Engines, 1 Truck, and 1 Chief Officer (per alarm)
4. Coppell Fire Department Primary 1 (CFP 1) is the primary dispatch channel for the Coppell Fire Department
  5. Special assignments and single assignment calls will be assigned to channel #2, by dispatch at the time of tone out. This assignment can be made by dispatch or the incident commander.
  6. Full assignments such as structure fires and intensive projects or calls, will be assigned to channel #3 by dispatch at the time of tone out.
  7. Verifying response is done as soon as the unit begins its response with the primary method transmitted via MDC Mobile CAD.
  8. Once the station tones or All Call tone has been set off, the dispatcher should manually select the Hi/Lo alert tone (alert #2) by pressing the music note button for at least 3 cycles of the tone, or three seconds.
  9. All communications with the Coppell Communications Center will be directed to “Coppell”
  10. All communications will be in the order of: Receiver from Sender. A pause should follow any request to Coppell. Example:  
Fire Department, “***Coppell from BC121***” (pause)  
Dispatch, “***Go Ahead B121***”
  11. If a unit is responding from any location other than its station, that unit will verify its response from that location. Example: E121 responding from 500 Southwestern.
  12. Responding units will utilize the MDCs as well as announce their arrival over radio.
  13. Units responding to and arriving on the scene of an emergency incident should transmit the address of the incident. Example “***M122 responding to 110 West Sandy Lake. M122 on the scene at 110 West Sandy Lake***”
  14. First arriving companies on any emergency incident will provide a size-up for the event or situation. Example “***M123 on scene 157 south Moore with a one story residential structure, fire on the AB corner, staging at the hydrant on Raven & Moore Rd. or Q121 on scene at Denton Tap and Sandy Lake Rd. with a two car MVA, moderate damage both vehicles, will be investigating.***”

15. The first arriving officer may assume Command and issue a size-up followed by an incident strategy, calls for resources and tactical assignments. Example ***“Q121 on scene 157 south Moore, same size-up, this will be an Offensive operation / Requesting a second alarm / Q121 is Moore Command.”***
16. Any incident requiring command to be established will name the incident based on the incident location.
17. “Staging” is an acceptable designation for a unit checking out on a scene.
18. If an emergency incident requires sub-fleeting of the channels, Command will continue to communicate with dispatch on the primary dispatch channel, while communicating with incident resources on the appropriate sub-fleet channel.
19. In the event that a unit encounters an un-dispatched emergency incident needing additional resources, that unit will immediately call dispatch and declare “Emergency Traffic”, followed by the situation, location, resource needs and unit situation. Example ***“Coppell from B121, Emergency Traffic”*** dispatch: ***“Go Ahead B121 “B121 is at 1700 east Beltline with a 3 car accident with injuries / Need a Engine and a Truck, 2 MICUs/ B121 is code 4”***
20. If the unit is involved in the above mentioned incident and requires assistance, the unit will need to transmit that it is “Not Code 4”. Example ***“Coppell from B121, Emergency Traffic”*** dispatch: ***Go Ahead B121 “B121 is at 1700 east Beltline involved in a 3 car accident with injuries/ Need a Engine and a Truck, 2 MICUs/ B121 needs assistance.”***
21. Any potential catastrophic emergency or on-scene event where resources are deployed will warrant a Personnel Accountability Report (PAR). Each company will respond to the PAR with the number of resources and their location. Example ***“E123 has PAR x 4, Division C.”***
22. Full assignment calls may require dispatch to give Command 10 minute alerts through out the incident. Example ***“Command from Coppell”*** Command: ***Go Ahead Coppell “You are 10 (20, 30, etc. ) minutes into the incident”***
23. To cancel a call, the dispatcher should manually select the short beep alert tone (alert #3). Sound the alert for 3 beeps by pressing the music note button on the radio computer prior to verbal instructions. NOTE: The cancel can be made by dispatch receiving information that the call can be disregarded or by an apparatus on scene that does not require assistance from any other units. This procedure should only be used when units are still enroute to a call, not when all dispatched units are on scene.
24. If an emergency button is activated, dispatch will initiate pre-alert tones, followed by an announcement ***“Emergency Button Activation, Unit (whichever one was identified on the Site Lens system) status?”*** The portable radios of the Fire Fleet are programed to have an “Open Mic” for 20 seconds to assure communication is possible. If the unit does not respond, a roll call will be initiated. Each unit will

respond by its radio designation, total number of resources on the unit (PAR) and if code 4 or not. ***“E122 has PAR x 3, we are Code 4, Rehab”***

25. If a firefighter finds themselves in trouble or encounters a firefighter in distress, they will issue a “MAYDAY, MAYDAY, MAYDAY”. The following guidelines will be followed by Command:
  - a. Close the radio channel
  - b. Identify the source of the mayday.
  - c. Roll operations to the next higher radio channel.
  - d. Conduct a PAR
  - e. Request the next call for mutual aid or additional resources as necessary
  - f. Activate the Rapid Intervention Crew Team (RIC)
  - g. Maintain communications with the member until the emergency is resolved.
26. The radio message “Mayday” will be used by firefighters to report their status as being in trouble and needing rescue. Any member may use “Mayday” to report a lost firefighter. Any report of “Mayday” will receive priority radio traffic followed by the emergency traffic tone. The emergency traffic tone will then be broadcast on **ALL** tactical channels being used on the fireground, and personnel will be advised that we have a missing or trapped firefighter.
27. When encountering a situation in which a deceased person is found, the radio designation will be “Signal 27” Example ***“E121 is on the scene at 300 Bethel Road. Coppell from E121, show signal 27.”***
28. On EMS incidents, when the patient(s) have been contacted, the unit will announce Patient Contact. ***“M122 has Patient Contact”***
29. When a patient refuses transport, the unit will transmit Patient Refusal. If there is no patient on the scene requiring medical evaluation, the unit will transmit No Patient. Example ***“Coppell from M123...Patient Refusal”*** or ***“Coppell from M123 ....No Patient”***
30. When a patient is transported, the unit will transmit the patient priority and the patient transport code as well as mileage. Example ***“M124 is transporting to Baylor Grapevine Code 3 Priority 2 beginning mileage 35,584.”***



## VIII. Call Response

1. **Single Company Assignment** – Is an incident that consists of a single company responding to the event. It can be a Medic, Engine, Truck, Rescue, or a Chief Officer
  - a. Any single company assignments that involve an obstruction to or on a major roadway/highway, add a truck or engine, if the truck is not available, as a blocker.
  - b. Run Assignments

### **1 Engine (Truck can be assigned if no available engines)**

#### **PA – Public Assist**

Tamper Alarms

Smoke detector checks with no other fire indicators

Customer service type calls / non-emergency (a situation that does not fall under an emergency category but you know the Fire Department needs to respond.)

#### **HAZCON – Hazardous Condition**

Fuel spill less than 100 gallons

Fluid spills on minor accident calls (blocker not necessary with police on scene)

Smoke or natural gas odor outside a structure

Arcing or down power lines

Miscellaneous hazardous conditions

#### **MF – Miscellaneous Fire (give actual type of fire on dispatch)**

Trash/rubbish Fire

Vehicle Fire

Dumpster Fire

#### **ER – Elevator Rescue**

Elevator with person(s) trapped inside / doors will not open

Elevator stuck between floors

#### **MAE – Mutual Aid Engine (no Truck substitution needed)**

Fill in assignments at other city station

**MAB – Mutual Aid Brush**

Sent to aid other cities with grass/brush fires

**APD - Assist Police Department**

Blocker for traffic control purposes

PD requesting FD for police situation

**ODOR – Odor Investigation**

Smoke, natural gas or burning odor in a structure

**RFA – Residential Fire Alarm**

Fire alarm at a residence

Carbon monoxide alarms

Smoke detector activation with no visible or odor indicators

**1 Truck**

**MAT – Mutual Aid Truck (no Engine substitution needed)**

Fill in assignments at other city stations (advise Battalion Chief to fill request)

**APD – Assist Police Department**

Assist ladder a structure

Blocker for traffic control purposes

**1 MICU**

**MAA – Mutual Aid Ambulance**

To scene (notify Battalion Chief)

2. **Special Assignment** – An incident that consist of two companies or more, but less than a full assignment responding to an event.
  - a. Note: Where an engine is not available for a recommended response, a truck can be substituted. Where a truck is not available to fill a recommended response, substitute an engine
  - b. Run Assignments

**1 Engine / 1 MICU**

**ME – Medical Emergency**

All medical calls (This includes, SASSA, SHOOT, STAB)

Chest pains

Difficulty Breathing

Injured person – any trauma

Seizures

Altered mental states/stroke

Unconscious person

Obstetrical emergencies

**EPA – Emergency Public Assist**

Lift / move assist for a person

Fall

Vehicle lockouts with child or elderly person inside

Pets locked in vehicle

**SUIC – Suicide**

**DECEASED – Deceased Person**



**1 Brush / 1 Engine**

**GRASS – Grass/Brush Fire**

Grass or brush fire that is not impinging on a structure

**1 Engine / 1 MICU / 1 Truck / 1 Chief Officer**

**MAJOR – Major Accident**

Vehicle accident that involves injuries

Rollover accidents

Entrapment / people pinned

**1 Engine / 1 Truck**

**MF – Miscellaneous Fire**

Vehicle fires in or near major roadway / highway

**CFA – Commercial Fire Alarms**

Commercial structures only

Carbon monoxide alarms

Smoke detector activation with no visible or odor indicators

**PPA – Property Public Assist**

Water vacs running / non-running (may require addition of Utility vehicle at FD direction)

Residential lockouts

**1 Engine / 1 Chief Officer**

**MAE – Mutual Aid Engine**

To the scene of a working assignment in another city

**MAT – Mutual Aid Truck**

To the scene of a working assignment in another city

**2 Engine / 1 Truck / 2 MICU / 1 Rescue / 1 Chief Officer**

NOTE : E122 and M122 will respond as R122. E122 and M122 will go out of service. If E122 and M122 are not available, assign first available staff R122. The additional Medic can be added and sent directly to the scene to complete the staffing.

**TECH – Technical Rescue**

Rope Rescue (High / Low Angle)

Trench Rescue

Confined Space

Structural Collapse

Water rescue (Swift Water / Dive)

**1 Rescue / 1 Truck / 1 Chief Officer**

NOTE: 1 Engine and if available 1 Medic will respond as R122

**TECHA – Technical Rescue Assist Other Agency**

High angle

Below grade / trench

Water rescue

3. **Full Assignment** – An incident that consist of 3 Engines, 1 Truck, 3 MICU's and
  - a. Chief Officer to respond to an event.
  - b. Run Assignment

**SF – Structure Fire**

Structure Fire

Dumpster fire in or against a structure

Vehicle fire in or against a structure

Grass fire impinging on a structure

Visible smoke inside a structure

Burning or burned electrical hazards (smoking and / or charred outlets or fixtures)

Fire alarms with multiple activations

Any fire alarm at a school or daycare facility (during occupied hours)

Any fire alarm at a nursing home or hospital facility

Any fire alarm at a church during occupied hours

**HM – Hazmat**

Fuel spills greater than 100 gallons

Chemical spills or release

Accidents dictating HM response

Ammonia Alarms

**PTRANS – Public Transportation Accident / Disaster**

Aviation crash / fire

Train crash / fire

Bus (school or daycare bus/van) crash /fire

4. **Mutual Aid** – is when local Fire Departments in close proximity, assist each other with resources and services. The Communications Center has an established alarm assignment for mutual aid to answer additional calls for service when no Coppell companies are available. When mutual aid companies are responding to our City to cover additional calls, the following procedures should be used.
  - a. Manually select the short beep alert tone (alert #3), sound the alert for 3 beeps by pressing the music note button on the radio computer prior to verbal information.
  - b. Verbalize information pertinent to the call that mutual aid is responding to, including the call type and apparatus responding to the City to answer the call for service.
  - c. Mutual aid can be disregarded if a closer company already in Coppell can answer the call faster than the mutual aid company. The dispatcher will

always have the closest company with the fastest response time respond to a call

- d. If mutual aid companies are already in Coppell fire stations, use CFD dispatch procedures.

**NOTE: These procedures are designed to give Fire personnel the information, without requiring them to take action. It is the dispatcher’s job to send the appropriate companies to pending calls. There is no need to wait for the Fire personnel to instruct us on whom to call or send for mutual aid.**

**IX. Alarm Assignments**

**NOTE: On working fires contact utility companies (electric and/or gas)**

1. Where

Fire Station One	520 Southwestern Blvd.	Mapsco 11-D
Fire Station Two	366 S. MacArthur Blvd.	Mapsco 1B-W
Fire Station Three	133 E. Parkway Blvd.	Mapsco 1A-P

**NOTE: In order for other agencies to gain access to these stations, they should use their opticom to open the bay doors.**

Below are the Alarm Assignments and the Station Fill-Ins:

1st Alarm Fill-Ins  
 Station #1-Grapevine  
 Station #2-Carrollton  
 Station #3-Lewisville

2nd Alarm to the Scene  
 Grapevine  
 Carrollton  
 Lewisville  
**Rehab: Farmers Branch**  
**Truck Assignment-Lewisville**

2nd Alarm Fill-Ins  
 Station #1 **Grapevine**  
 Station #2-Farmers Branch  
 Station #3-Flower Mound

3rd Alarm to the Scene  
**Grapevine**  
 Farmers Branch  
 Flower Mound  
**Truck Assignment- Flower Mound FD**

3rd Alarm Fill-Ins  
 Station #1-Flower Mound  
 Station #2-Carrollton  
 Station #3-Lewisville

4th Alarm to the Scene  
 Flower Mound  
 Carrollton  
 Lewisville  
 Truck Assignment-Carrollton

4th Alarm Fill-Ins  
 Station #1-DFW  
 Station #2-Irving  
 Station #3-Grapevine

5th Alarm to the Scene  
 DFW  
 Irving  
 Grapevine  
 Truck Assignment- **Grapevine**

**Mass Casualty Incidents**1<sup>st</sup> Call: DFW Airport2<sup>nd</sup> Call: Farmers Branch3<sup>rd</sup> Call: Frisco

**Hazardous Materials Incidents** - requiring specialized hazardous materials handling call the Hazardous Materials Teams in the following order.

1<sup>st</sup> Call – DFW Airport2<sup>nd</sup> Call – Irving3<sup>rd</sup> Call – Dallas4<sup>th</sup> Call – Plano**Technical Firefighting and Rescue Services****1. Dive Rescue**1<sup>st</sup> Call – Lewisville2<sup>nd</sup> Call – Grapevine**2. Swift Water Rescue**1<sup>st</sup> Call – Carrollton2<sup>nd</sup> Call – Grapevine**3. Grass / Wildland Fires**1<sup>st</sup> Call – Flower Mound2<sup>nd</sup> Call – Grapevine3<sup>rd</sup> Call – Carrollton4<sup>th</sup> Call – Lewisville**4. Air & Light Vehicles**1<sup>st</sup> Call – Flower Mound2<sup>nd</sup> Call – Carrollton**5. Trench / Heavy Rescue**1<sup>st</sup> Call – Lake Cities2<sup>nd</sup> Call – Grapevine3<sup>rd</sup> Call – Allen4<sup>th</sup> Call – Plano**6. Foam Vehicles**1<sup>st</sup> Call DFW Airport**7. Rehab**1<sup>st</sup> Call – Farmers Branch2<sup>nd</sup> Call – Lewisville3<sup>rd</sup> Call – Red Cross**8. Aeromedical Helicopter**1<sup>st</sup> Call – PHI2<sup>nd</sup> Call – Careflite

## X. Outdoor Warning System

1. Definitions
  - a. Outdoor Warning System – The Outdoor Warning System consist of Ten sirens that cover approximately 90 percent of Coppell’s geographic area and approximately 98 percent of its population.
  - b. EMC – Emergency Management Coordinator
  - c. EOC – Emergency Operations Center
  
2. Testing procedures
  - a. The test of the Outdoor Warning System and Tone Alert Radio Network will commence every 1<sup>st</sup> Wednesday of the month at 1300 hours. The test will not be held if, in the opinion of the EMC or Battalion 121 in the absence of the EMC, inclement weather is occurring or if inclement weather is in the area and poses a threat to the city. If the test is postponed, it shall be conducted on the following test date, unless there are repairs to the systems that dictate an earlier testing.
  - b. If the test is to be postponed, EMC will notify the Communications Center of the postponement the morning of the test date and advise the date of the makeup date.
  - c. EMC will contact the City Manager’s Officer when the test will take place outside the normal testing schedule.
  - d. A test consisting of an actual activation of the Outdoor Warning System and the Tone Alert Radio Network.
  - e. The test site may alternate between the EOC and Dispatch to ensure the activation capabilities of both facilities are maintained. It is at the discretion of the EMC to determine if there needs to be a change in the schedule. The EMC will be present at both sites for the test.
  - f. Battalion 121 may assign individual fire apparatus or fire personnel to each of the Outdoor Warning Sites to observe the function of the siren during the test and will notate such on the Monthly Early Warning Test Report Form.
  - g. EMC/Dispatch shall listen to radio traffic to know when all units are in place at their assigned sire. Once all units are in place, EOC/Dispatch shall activate the siren test, selecting “Wail” on the Activation Hot Key window.
  - h. Once the sirens have been activated, EOC/Dispatch shall radio all fire units with the call “ATTENTION ALL UNITS, THE SIRENS ARE SOUNDING.”
  - i. The coordinator of the test may conduct a roll call, EOC/Dispatch will complete the siren portion of the test by clicking “Cancel All” on the Activation Hot Key and shall radio all fire units with the call “ATTENTION ALL UNITS, SIRENS HAVE BEEN TURNED OFF”
  - j. Upon hearing this radio traffic, the coordinator of the test will begin a roll call to get verification of siren turned off.
  - k. Upon completion of the second roll call, the coordinator of the test will release all units back to normal duty.
  - l. Upon completion of the Tone Alert Radio Network test, EOC/Dispatch shall click on “Cancel All” on the Activation Hot Key to complete the test.

