Texas Fire Chiefs Association

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Candidate Department:	Coppell Fire Department

Best Practice Standard:_ 9.09_____
(insert the Best Practice Standard you are working on - example "1.01")

Proofs of Compliance Submitted:

--Copy of radio communication standards

Submitted By:	Gregg Loyd	**Date:**	10/1/2013

Evaluator's Review

Evaluator: **Date Accepted:**

Coppell Fire Department
Standard Operating Guidelines

SOG# 02-05 – Communications	**Effective Date:** 10/31/2005
Fire Chief:	**Revised Date:** 10/1/2013

Purpose: To develop uniform communications for fire department operations

Scope: This policy applies to all members of the Operations Division

Directions:

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

2.   Coppell Fire Department Primary 1 (CFP 1) is the primary dispatch channel for the Coppell Fire Department. This channel is for dispatch and talk around purposes.

3.   Medical Emergencies, Major Accidents, Miscellaneous Fires, Commercial Fire Alarms, and general Calls for service will be assigned CFP 2 if available.

4.   All structure fire calls, and rescue assignments and Large Incident calls will automatically be rolled over from the primary dispatch channel to CFP 3.

5.   Verifying response is done as soon as the unit begins its response either by push button on the MDC, or verbally if the MDC is not available. There are no roll calls.

6.   All communications with the Coppell Communications Center will be directed to "Coppell." Emergency (anticipated) responses only require acknowledging and verifying responses: "**R122 responding**."

7.   All communications will be in the order of: Receiver from Sender. A pause should follow any request to "Coppell."
"Coppell from B121…" *Go Ahead B121***…or "Command from Interior Division…"**

8.   If a unit is responding from any location other than its station, that unit will verify its response from that location: "**E121 responding from 500 Southwestern**."

9.   The following are the acceptable terms to be used over the air for incident or assignment verification:
"Responding"   Used to verify a response/Address should be given to ensure location

"On Scene"	Used to verify arrival at an incident location/Address should be given to ensure location
"Clear"	Used to acknowledge a unit's availability from an incident
"En route"	Used by MICUs to indicate hospital transport or Used by any unit directed to a special assignment
"Out at"	Used by MICUs to indicate arrival at a hospital or Used by any unit arriving at a special assignment
"On the air"	Used by a unit to indicate it is no longer in its station
"Back…"	Used by a unit when arriving back at its station, quarters, house, or previous assignment
"Out of Service"	Used by a unit that is out of service
"Back in Service"	Used by a unit that is back in service
"Staging"	Used by a unit that has arrived on scene but yet to receive an assignment
"Code & Priority"	Used by an MICU to indicate transport code and patient priority (Code #1 or #3/Pt priority #1, #2 or #3)
"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"
"Code 4"	Used by a unit to verify the unit's safety and security
"Investigating"	Used by a unit to clarify their initial actions on scene
"Received"	Used by a unit to acknowledge the receipt of the information
"Received Direct"	Used by an interested third party to acknowledge receipt of pertinent information
"Delayed Response"	Used by a unit to indicate that their response may be delayed due to service status, geographical position or obstacle.
"Hold"	Used to signify the units on scene needed to resolve an issue, usually followed by the clearing of the other units.
"Close the Channel"	Used after a "Mayday" or "Emergency Traffic" call. Requires everyone to hold their traffic except the IC and the caller.

10. The following terms are acceptable terms for fireground operations:

"All Clear"	Used to indicate that all savable fire victims are out of the hazard area
"Under Control"	Used to indicate that the forward spread of the fire/hazard has been stopped and the incident can be concluded with the immediate resources available
"Loss Stopped"	Used to indicate that no fire/hazard or fire control/hazard mitigation damage will take place
"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 (only requested prior to the 2nd alarm)
"1st 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
"2nd, 3rd, 4th & 5th Alarms"	Used to call the next assignment of resources from mutual aid cities-3 Engines, 1 Truck and 1 Chief Officer (per Alarm)

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11.   Units responding to and arriving on the scene of an emergency incident should transmit the address of the incident: "**M122 responding to 110 West Sandy Lake," & "M122 on the scene at 110 West Sandy Lake**."

12.   First arriving companies on any emergency incident will provide a size-up of the event or situation: " **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 "**E121 on scene at Denton Tap and Sandy Lake Road with a two car MVA, moderate damage both vehicles, will be investigating**."

13.   The first arriving officer will assume Command (if Quick Attack has not been selected) and issue a size-up followed by an incident strategy, calls for resources and tactical assignments: "**E121 on scene 157 South Moore, same size-up, this will be an Offensive operation/Requesting a second alarm/E121 is Moore Command**."

14.   Any incident requiring Command to be established will name the incident based on the incident location.

15.   Units not receiving immediate assignments will transmit "Staging" and their location.

16.   If an emergency incident requires sub-fleeting of the channels, Command will continue to communicate with Coppell on the primary dispatch channel, while communicating with incident resources on the appropriate sub-fleet channel.

17.   The term "**Emergency Traffic**" will be utilized to declare any unforeseen hazards on the scene that poses an immediate threat to the health and safety of the firefighters responding or on-scene, or to the victims of the incident. **"Coppell from T123, Emergency Traffic, …**_Go Ahead T123_**…There is a downed power-line in the back yard of the fire structure. "**

18.   In the event that a unit encounters an undispatched emergency incident needing additional resources, that unit will immediately call Coppell and declare "Emergency Traffic," followed by the situation, location, resource needs and unit situation **"Coppell from B121, Emergency Traffic…** _Go Ahead_**….B121 is at 1700 East Beltline with a 3 car MVA with injuries/Need an Engine and a Truck, 2 MICUs/B121 is Code 4.**"

19.   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": "**Coppell from B121, Emergency Traffic…**_Go Ahead B121_**….B121 is at 1700 East Belt Line involved in a 3 car MVA with injuries/Need 2 Engines, 2 MICUs/B121 needs assistance.**"

20.   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: "**E123 has PAR x 4, Division C**."

21. If an emergency button is activated, the activation will be investigated by Coppell via radio traffic. The member not in distress with accidental activation will respond with Code 4 or Code 4 with PAR X 3.

22. If a firefighter finds themselves in trouble or encounters a firefighter in distress, they will issue a "MAYDAY" in accordance with Coppell Fire Department SOG#02-03, *Trapped or Missing Firefighter.*

23. If an emergency evacuation is needed of the structure or immediate scene area is needed, evacuations orders will be given over the radio followed by a single long blast of the apparatus air horn(s), and a PAR will be conducted following the evacuation in accordance with SOG # 02-03.

24. After a Company declares a "HOLD" over the radio, the companies released from service will clear only once back on the primary dispatch channel. It is not necessary for the declaring unit to clear each unit, the term "HOLD" verifies that.

25. The following list is the unit designations for the Coppell Fire Department's resources:

Chief 121	Fire Chief
Chief 122	Deputy Chief of Operations
Chief 123	Deputy Chief of Prevention
Chief 124	Deputy Chief of Support Services
Investigator 121	Assistant Fire Marshal
EMC 121	Captain of Emergency Management
EVT 120	Emergency Vehicle Technicians
Battalion 121	On-duty Battalion Chief
Battalion 122	Oncoming Battalion Chief
Battalion 123	Off-going Battalion Chief
Fire Admin	
Station 1	
Station 2	
Station 3	
Engine 121	
Engine 122	
Engine 123	
Quint 120	(Q121, Q122, Q123)
Truck 123	
Medic 121	
Medic 122	
Medic 123	
Medic 124	
Medic 125	(Special Events Golf Cart)
Rescue 122	
Brush 121	
Ops 120	Special Operations 120
Utility 120	Conveyance for Support 120 (F250)
Utility 121	Admin Vehicle (Tahoe)
Utility 122	Admin Vehicle (Tahoe)

Support 120   Rescue Trailer

26.   When encountering a situation in which a deceased person is found, the radio designation will be "Signal 27:" **" E121 is on the scene at 300 Bethel Road….Coppell from E121, show Signal 27."**

27.   On EMS incidents, when the patient(s) have been contacted, the unit will announce Patient Contact: **"M121 has Patient Contact."**

28.   When a patient refuses transport, the unit will transmit Patient Refusal. If there is no patient on the scene requiring medical evaluation, then the unit will transmit No patient. **"Coppell from M123…Patient Refusal,"** or **"Coppell from M123…No Patient."**

29.   Patient transports should indicate the patient priority and the patient transport code. The following list is the Priority System-
          Priority 1-Patient Condition Life Threatening
          Priority 2-Patient Condition Unstable
          Priority 3-Patient Condition Stable

    "M124 is transporting to Baylor Grapevine Code 3 Priority 2."

30.   Orders given on the Emergency Incident should be verified by repeating the order or instructions.

31.   If a company responds mutual aid to another city, the company will verify response with the Coppell Communication's Center, and then switch over to the designated mutual aid channel.

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

1st Alarm Fill-Ins   2nd Alarm to the Scene
Station #1-Grapevine   Grapevine
Station #2-Carrollton   Carrollton
Station #3-Lewisville   Lewisville
                                                                  Rehab: Farmers Branch
                                                                  Truck Assignment-Lewisville

2nd Alarm Fill-Ins   3rd Alarm to the Scene
Station #1-DFW Grapevine   DFW Grapevine
Station #2-Farmers Branch   Farmers Branch
Station #3-Flower Mound   Flower Mound
                                                                  Truck Assignment-Grapevine FMFD

3rd Alarm Fill-Ins   4th Alarm to the Scene
Station #1-Flower Mound   Flower Mound
Station #2-Carrollton   Carrollton
Station #3-Lewisville   Lewisville
                                                                  Truck Assignment-Carrollton

4th Alarm Fill-Ins   5th Alarm to the Scene
Station #1-DFW   DFW
Station #2-Irving   Irving
Station #3-Grapevine   Grapevine
                                                                  Truck Assignment-FMFD Grapevine

32.   For EMS Incident Alarms for Mass Casualty Incidents (MCI), call for MICUs from
        the same cities as above, but also request MCI Vehicles in the following order:

1st Call-DFW Airport   2nd Call- Farmers Branch   3nd Call-Frisco

33.   For Hazardous Materials Incidents requiring specialized hazardous materials handling
        call the Hazardous Materials Teams in the following order:

1st Call-DFW Airport
2nd Call-Irving
3rd Call-Dallas
4th Call-Plano

34.   For Technical Firefighting and Rescue Services, call the following teams:

Dive Rescue
1st Call-Lewisville
2nd Call-Grapevine

Swift Water Rescue
1st Call-Carrollton
2nd Call-Dallas

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Grass/Wildland Fires
1st Call- Flower Mound
2nd Call- Grapevine
3rd Call- Carrollton
4th Call- Lewisville

Air & Light Vehicles
1st Call-Flower Mound
2nd Call-Carrollton

Trench/Heavy Rescue
1st Call-Lake Cities
2nd Call-Grapevine
3rd Call-Allen
4th Call-Plano

Foam Vehicles
1st Call-DFW Airport

Rehab
1st Call-Farmers Branch
2nd Call-Lewisville
3rd Call –Red Cross

Aeromedical Helicopter
1st Call – Careflite
2nd Call – PHI