

SFD Dispatch Policy and Guideline Manual

Section Title: Overview of the Regional Dispatch Center and SFD
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Effective: August 6, 2008
Revised: December 28, 2010

INTRODUCTION AND OVERVIEW

The Springdale Fire Department (SFD) utilizes a regional dispatch concept. SFD provides fire and EMS dispatching for the following communities:

1. Springdale
2. Lowell and Bethel Heights
3. Tontitown
4. Johnson
5. Nob Hill and Sonora (EMS dispatch only)
6. Hickory Creek and Pleasure Heights (EMS dispatch only)
7. Elm Springs (EMS dispatch only)

SFD has automatic mutual aid agreements with Fayetteville Fire Department.

It is mandatory for each dispatcher to become familiar with each of these communities.

SFD is divided into four divisions: Administration, Operations, Fire Prevention and Training Division. The Administration Division consists of the Fire Chief, Assistant Fire Chief, and the office clerks. The Operations Division is managed by the Division Chief of Operations. This division consists of the three shifts (A Platoon, B Platoon and C Platoon) and Fleet Services. The Fire Prevention Division consist of the fire marshal and one fire inspector on each of the three platoons. The Training Division consists of the Training Officer.

Each engine and truck company is responsible for responding to incidents within their Fire Management Area (FMA). Each squad is responsible for responding to incidents within their Ambulance Management Area (AMA).

SFD firefighters work three platoon shifts – A Shift, B Shift and C Shift. Firefighters work 24 hours on-duty and 48 hours off-duty. Each platoon is staffed with a Battalion Chief that serves as the shift commander, seven captains (company officers) and the appropriate number of driver-operators and firefighters to provide proper manning of the apparatus.

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**FIRE DEPARTMENT HEADQUARTERS
FIRE STATION 1
417 Holcomb Street**

UNITS

Battalion 1
Truck 1
Engine 1
Reserve Engine 8
Rescue 1
Special Operations Rescue 2
STAT 1
Squad 1
Reserve Squad 2
Reserve Squad 3
USAR truck

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FIRE STATION 2
1207 Dyer Street

UNITS
Engine 2

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FIRE STATION 3
Sanders Street

UNITS
Engine 3



FIRE STATION 4
3420 Elm Springs Road

- UNITS**
Engine 4
Squad 4
Reserve Squad 7

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FIRE STATION 5
1776 E. Robinson

UNITS
Engine 5
Squad 5

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FIRE STATION 6
1623 S. 48th Street

UNITS

Truck 6
Squad 6
Haz-Mat 1
Haz-Mat Decon Trailer
Reserve Engine 7

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STORAGE FACILITY
202 E. Price Avenue

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UNITS

- Fire Safety House
- Technical Rescue Trailer (remove from station 1?)
- Haz-Mat Command Post (remove from Station 6)
- Flatbed tl w/wood for technical rescue
- O' Betsy
- Quad machine belonging to WC

Storage facility located at 202 East Price Avenue inside the fenced back lot at the Springdale Police Department. A knox padlock is installed on a hasp on the smaller roll-up door which is the only access point.

**LOWELL FIRE DEPARTMENT
Lowell Station 41**

UNITS

Engine 41

Engine 43

Tanker 41

Rescue 41

STAT 41

Truck 41

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**LOWELL FIRE DEPARTMENT
Bethel Heights Station 42**

UNITS

Engine 42

Tanker 42

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TONTITOWN FIRE DEPARTMENT

Tontitown Fire Station 51

UNITS

Engine 52

Engine 53

Rescue 51

Rescue 52

Stat 51

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TONTITOWN FIRE DEPARTMENT
Tontitown Fire Station 52 – Water Dept. Building

UNITS

Engine 51

Tanker 51

Brush 51

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JOHNSON FIRE DEPARTMENT
Fire Station 61

UNITS

- Car 61
- Car 62
- Engine 61
- Engine 62
- Truck 61
- Tanker 61
- Brush 61

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CAVE SPRINGS FIRE DEPARTMENT**UNITS**

- 511 – Engine (1000 gallons of water)
- 512 – Engine (1000 gallons of water)
- 521 – Tanker Truck (1200 gallons of water)
- 522 – Tanker Truck (2500 gallons of water)
- 541 – Brush Truck
- 542 – Brush Jeep
- 551 – Rescue Truck (Extrication Equipment & Medical)
- 552 – Support Unit (Air Cascade & HazMat)

The Cave Springs Fire Department is an all volunteer department. Cave Springs Fire Department provides fire coverage and first responder coverage on EMS calls with our ambulance for the city of Elm Springs. They are dispatched by Benton County Central Communications (CENCOM) (479)-273-5532 option 1.

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SFD APPARATUS



ENGINE

An engine is a triple combination fire fighting apparatus carrying water, hose and pump. Engines also carry various tools (i.e. axes and ladders) to assist firefighters in suppressing fires and to also mitigate other hazards. Engine companies also respond to medical and trauma emergencies. Engine companies are staffed with a captain, a driver and a firefighter.

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**LADDER TRUCK - QUINT**

A truck - quint is a combination fire fighting apparatus carrying water, hose, pump, ground ladders, and an aerial ladder. On Truck 1 the ladder can be extended up to 100 feet. On Truck 6 the ladder can be extended up to 75 feet. The truck also carries various suppression tools to assist in overhaul and salvage. The truck is staffed with a captain, driver and one or two firefighters.

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SQUAD

A squad is an advanced life support ambulance that operates like a mobile intensive care unit. It is used to treat and transport the injured and sick to the hospital. The squad is staffed with a firefighter/EMT and a firefighter/paramedic.

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RESCUE 1

The rescue is a medium size apparatus that carries the “Jaws of Life” extrication equipment, extra SCBA air bottles, long backboards, various other rescue equipment, Stokes basket, basic hazardous materials equipment and suits. It is staffed with one or two firefighters depending on staffing levels. The rescue does not fight fires, it responds to provide extra equipment as well as manpower.

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RESCUE 2 (SPECIAL OPERATIONS)

This rescue truck is used for tactical rescues such as high angle, confined space and swift water. This rescue is not manned full time.

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STAT 1

The STAT (Special Tactics And Tools) truck is a Hummer truck with a pump panel. This truck is used to fight brush and grass fires. It is the only apparatus that is able to function in NWMC's parking garage. When the STAT is dispatched to an incident, it is manned by the firefighters assigned to Rescue 1.

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CAR

Cars are staffed by administrative or operational command officers or fire prevention personnel.

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BATTALION CHIEF

The battalion chief vehicle or fire command is a suburban vehicle that is staffed by the on-duty battalion chief or shift supervisor.

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HAZ-MAT 1

The HAZ-MAT truck is owned and operated by the Northwest Arkansas Metro Fire Chief's Association. This truck responds to hazardous materials incidents in Benton and Washington Counties.

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USAR TRUCK AND TRAILER

The Urban Search and Rescue truck and trailer are provided by federal funding. They are subject to dispatch in areas outside of Springdale as well as outside of Arkansas. The trailer is equipped with special rescue equipment for trench collapses and building collapses. It also has tools such as metal and concrete cutters for other technical situations. The truck is equipped with the statewide AWIN radio service.

