

# Springdale Fire Department

## Policy & Procedures Manual

### Volume 2 – Operations

#### Section 202 - Communications

##### 202.3 – Central Dispatch and Radio Communications Standards

Fire Dispatch Operations are managed by the Springdale Police Department. Complaints about communications associated with Fire Dispatch shall follow the Fire Department Chain of Command. Fire Dispatch Operations shall be identified on the radio as “Springdale.”

Channel 1 is routinely utilized by Springdale as the primary dispatch channel. Certain situations demand from time to time that Channel 2 be utilized in place of Channel 1 for radio traffic. Personnel shall remain aware of the current channel being utilized by Springdale.

Whenever Springdale is operating on Channel 2, all units communicating with Springdale shall switch to Channel 2. Failure to do so will result in ineffective communication as both the Channel 1 and Channel 2 repeaters cannot transmit at the same time without significant noise and interference.

Whenever units are operating on the east side of the city, it is preferred that those units switch to Channel 2 in order to maintain better radio coverage. When a unit switches to Channel 2 that unit must announce the switch so that Springdale and other units are aware of the need to also switch to Channel 2.

Listed below are additional standards of communications :

- Use of slang or foul language is not acceptable.
- Patient name(s) shall not announced over a radio transmission.
- Radio transmissions shall be in the format described below.
- Personnel shall “key the microphone” for two to three seconds prior to stating the message to allow for the radio repeater system to activate in order to not “chop off” the first part of the message.
- Personnel initiating the transmission shall state their unit number, to the unit or station they are calling. Example: “Truck 1 to Springdale.”
- Whenever incidents are not in progress it is recommended that personnel calling Dispatch precede the actual message by calling Springdale prior to stating the message. Example: “Truck 1 to Springdale”, wait for Springdale to reply, and then state the message.
- Radio transmissions related to emergency calls such as "Responding", and "On the Scene" should be in the form of a single transmission. Example: “Truck 1 Responding”.
- Personnel shall speak clearly, slowly, with normal volume and tone on all radio transmissions.