

	West Fargo Fire & Rescue Standard Operating Guideline			Authorized by: D. Fuller Fire Chief
	Subject: ALERTING AND COMMUNICATIONS			
	Section: OPERATIONS	Date Authorized:	Date Reviewed:	
	Number: 200	8/5/2015	11/1/2017	

Intent

The intent of this guideline is to establish procedures for alerting and communications for the fire department.

Definitions

Red River Regional Dispatch Center (RRRDC): a consolidated emergency communications center serving the metro area as well as Cass County in North Dakota and Clay County in Minnesota.

WFFDAN: an analog frequency used by the West Fargo Fire Department to provide alerting and voice messages over the paging system. This frequency can also be used for secondary fire ground communications. This paging network should be the primary means of alerting between RRRDC and WFFD.

Code Red System: a backup phone system to be used to alert the fire department in the event of a radio outage.

eDispatch System: a phone system which relays alerting from the WFFDAN voice frequency to cellphones registered with the system. Users can choose in application alerting, incoming call alerting or text alerting.

New World Computer Aided Dispatch (CAD) Alerting: the CAD system which utilizes alphanumeric messaging pagers to relay alerting through text.

WFFD: a digital frequency used by the West Fargo Fire Department for routine fire ground combinations

METRO: a shard digital frequency which can be used for additional fire ground traffic or secondary radio traffic

Guideline

The first line of communications with Red River Regional Dispatch Center (RRRDC) is the paging network, both the voice paging (operating on WFFDAN) and alphanumeric paging (operating on CAD). Members should carry one of these pagers at all times.

In the event of communications outage, the Code Red system will be utilized by RRRDC to alert the department.

The eDispatch system will also alert member’s cellphone at the same time as the WFFDAN voice system.

When dispatched to an emergency, members will report to their assigned station. The first firefighter entering the station shall utilize the base radio or telephone system to notify RRRDC and verify the location of the emergency. This information may also be available via the Aegis system on the computer at the base station radio. The location of the incident shall be clearly written on the white board and circled on the map.



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Radio transmissions shall remain professional, clear and concise. The use of “10 codes” in radio traffic is discouraged. The use of identifiers such as truck and portable radio numbers, or assignments in the Incident Management System shall be used at all times in lieu of names over the radio system.

Every member donning a self-contained breathing apparatus to enter an IDLH environment shall have a portable radio. There are no exceptions to this rule.

Base station radios should remain on WFFDAN frequency when not in use; after a call select this frequency. This will allow the station PA system to alert on duty personnel to ensure a call is not missed. When used to contact dispatch, select WFFD.