



# STANDARD OPERATING PROCEDURES

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## ***STANDARD OPERATING PROCEDURES***

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# STANDARD OPERATING PROCEDURES

SOP #6-601    Revision: 1 Effective Date: <b>March 1, 2012</b>	<b>INTRODUCTION</b>	Author: <b>691</b>
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This publication covers policies and procedures governing fire communications within the Bucks County Department of Emergency Communications.

It is an official guide for conduct of operations and training by personnel of the Bucks County Department of Emergency Communications and those agencies utilizing the department's services.

The contents outline policy and standardized procedures to be followed in a variety of situations. It is obviously impossible to develop procedures for every situation which might arise, therefore, in situations not covered by specific instructions, decisions made and actions taken must be governed by common sense and judgment on the part of supervisory personnel, shift supervisors, and in some cases, the dispatchers themselves.

**The need for standardization cannot be overemphasized. Standard operating procedures save time, reduce confusion, and eliminate errors and will assist all concerned in providing timely and predictable reactions to emergency situations.**



# STANDARD OPERATING PROCEDURES

SOP #6-602    Revision: 1 Effective Date: <b>March 1, 2012</b>	<b>FIRE DISPATCH PROCEDURES</b>	Author: <b>691</b>
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Many telecommunicators who are not directly involved in fire dispatching tend to think either that fire dispatching is inherently easy (just give them the address and tell them they have a fire), or conversely, that fire dispatching is so much more complicated than police dispatching that it is not possible to do both jobs proficiently.

Both viewpoints are wrong. It must be kept in mind that the communications process is one of visual images, not word symbols. Whether the call is one involving police officers responding to a robbery in progress, or fire fighters responding to a structure fire with people trapped, the thought process is exactly the same. Everything they do, the manner in which officers approach the store, the fire fighters positioning of their apparatus, depends on the visual images we create by the information we transmit via radio.

Every telecommunicator should be knowledgeable of the basic information required to efficiently dispatch a fire call, even though they may not have direct responsibility for fire dispatching. Therefore, all personnel must be familiar with the type of information required.

The critical components of a fire call may be identified and categorized in the same manner as police calls. We can then prioritize these components and apply the same basic dispatching principals as we do for any other type of emergency services dispatch.

In properly handling a report of a fire, we must keep in mind that time is critical. It is not realistic to expect that a person will remain in a burning building to answer all of our questions. Our first responsibility, therefore, is to determine if there is an "actual" fire and if the caller is inside the structure. If so, we must obtain as much information as possible, quickly. As a suggested minimum, we need to know the location of the structure, what is burning, and if anyone else is inside.

For example, if the caller reports a "kitchen fire" and advises that her small child is there with her, we should not waste time by asking how the fire started, can she put it out herself, and so forth. We should immediately advise her to take her child and leave the house. We may suggest that she either call back, from a nearby phone, or that she moves a safe distance from the house and await the arrival of the responding units. In either case, we should instruct her to watch for the arriving units and to identify herself to the fire fighters as the occupant/owner of the home.



# STANDARD OPERATING PROCEDURES

SOP #6-602    Revision: 1 Effective Date: <b>March 1, 2012</b>	<b>Fire Dispatch Procedures</b>	Author: <b>691</b>
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This will prove useful since she can provide the command officer with valuable information concerning layouts of the house, possible hazards, and other information that will enable them to make a quick "size up" of the situation. This may result in the fire being extinguished quicker, or minimizing losses.

If it has been determined that the caller is not threatened by the fire, we should make every effort to obtain as much pertinent data as possible, using the attached call guides.

The type and number of apparatus, which will respond to a fire call, may be dependent upon the information received.

It is the telecommunicator's responsibility to attempt to identify when unusual conditions exist and to warn responding units of their presence.

The above represents the basic information required to successfully handle a fire dispatch.

The "specific information" should be obtained for all types of fire related calls. It is understood that circumstances may prevent the dispatcher from obtaining this information in some cases. However, with all fire related calls, it is imperative to get as much information on existing conditions as possible. It is also essential that pre-arrival instructions be given in certain cases to prevent fire spread and injuries. The following fire dispatch procedures have been established to make dispatchers aware of specific information and pre-arrival instruction for various types of fire calls. **All specific information will be given to responding companies.**



# STANDARD OPERATING PROCEDURES

SOP #6-603    Revision: 1	<b>RESPONSE GUIDELINES</b>	Author: 691
Effective Date: <b>March 1, 2012</b>		

The Bucks County Department of Emergency Communications will not intercede in the decision of determining who responds where for what type of emergency unless written correspondence is received from the municipality or agencies involved requesting our participation in those matters where a mutually agreeable solution cannot be derived. The Bucks County Department of Emergency Communications reserves the right to require any individual police department, fire department or ambulance squad which chooses to participate in the county communications system to provide necessary geographical reference data and response information which is compatible with existing records and information retrieval systems which are in use now or will be developed in the future.

Response Assignments - The amount and type of apparatus dispatched will be in accordance with the pre-established equipment assignment instructions- (Fire Response List established by the responsible district fire chief).

The communications center dispatcher has authority to sound a box alarm and send additional apparatus on the initial alarm up to a full box alarm compliment if their best judgment indicates an incident requires more equipment than is shown on the equipment assignment card. Whenever this is done, the county dispatcher will notify the officer-in-charge.

The communications center dispatcher can, when their best judgment indicates, reduce the normal response, i.e., during storms and other situations where normal response would not be in the best interest of protecting life and property.

**NO** company will respond on a mutual aid assignment unless properly dispatched.



# STANDARD OPERATING PROCEDURES

SOP #6-604 Revision: 2 Effective Date: <b>October 18, 2015</b>	<b>FIRE COMMUNICATIONS NETWORK</b>	Author: <b>691</b>
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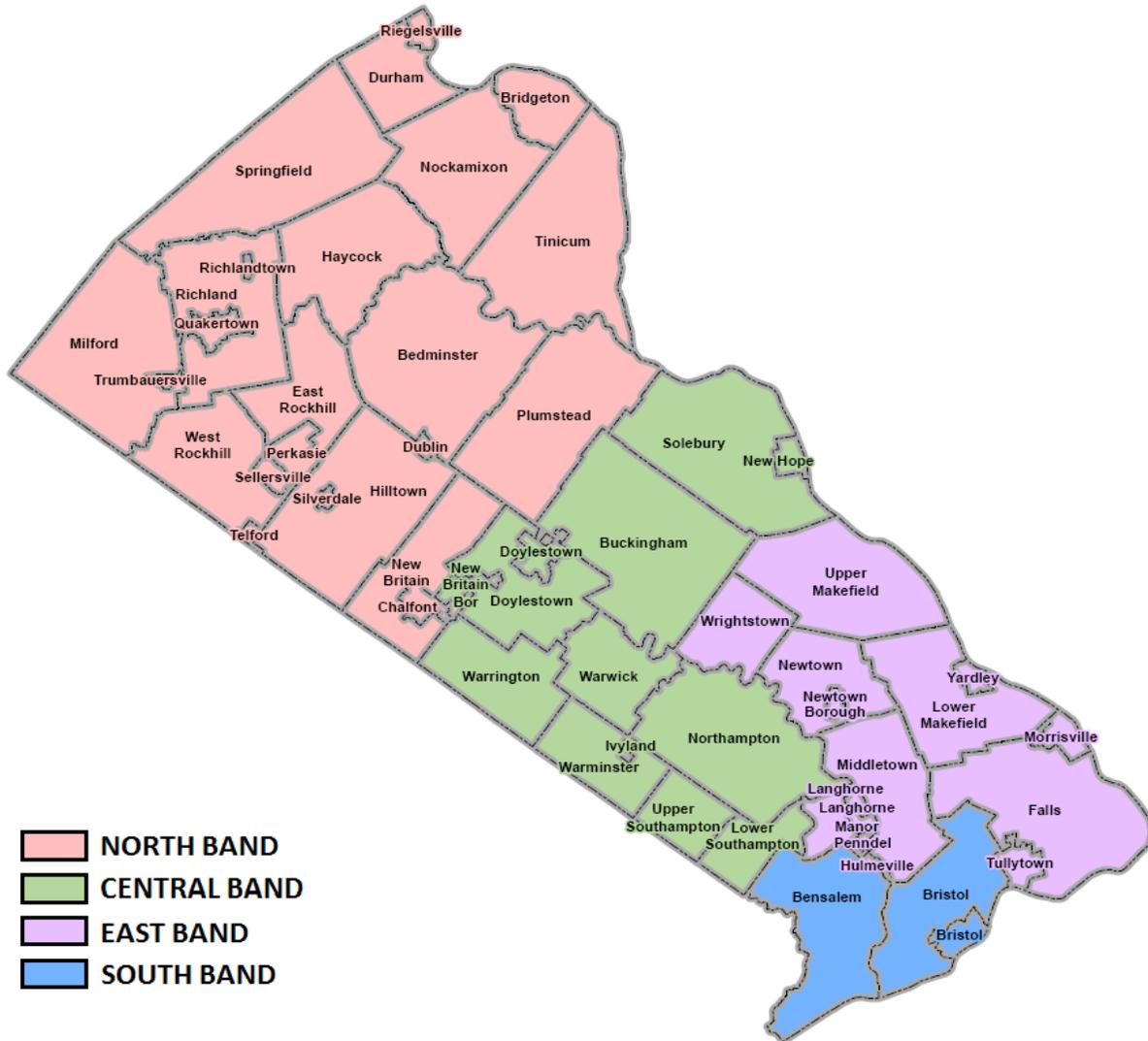
## 1.1 Fire Department Radio Zones

<b>NORTH</b>	<b>EAST</b>	<b>SOUTH</b>	<b>CENTRAL</b>
Quakertown (17/87)	Yardley Makefield (0/80)	Trevoze (4/84)	Feasterville (1)
West End #2 (18/87)	William Penn (7/77)	Edgely (10)	Southampton (2)
Dublin (23)	Penndel (8)	Croydon (11)	Northampton (3/73/83)
Plumsteadville (20/24)	Parkland (9)	Newportville (12/82)	Midway (5/15)
Perkasie (26/76)	Langhorne Middletown (21/22)	Levittown #2 (13)	Lower Southampton (6)
Sellersville (27)	Falls Twp (30)	Third District (14)	Doylestown (19/79)
Chalfont (34/74)	Fairless Hills (31)	Cornwells (16)	Warrington (29/78)
Richlandtown (36)	Levittown #1 (32)	Eddington (28)	New Hope Eagle (46/64)
Springtown (40)	Tullytown (33)	Union (37)	Ivyland (62)
Point Pleasant (41)	Lingohocken (35/95)	Newport (44/88)	Warwick (66)
Riegelsville (42)	Newtown (45/55)	Nottingham (65)	Warminster (90/91/92)
Upper Black Eddy (47)	Upper Makefield (71/81)	Bristol Consolidated (50)	Hartsville (93)
Delaware Valley (48/96)	Morrisville (98)	Bristol #1 (51)	
Ottsville (49/94)		Goodwill Hose (52)	
Richland Township (56)		American HH&L (25/53)	
Milford (57/75)		Dow Chemical (99)	
Trumbauersville (58)			
Silverdale (59)			
Hilltown (60/61)			

# STANDARD OPERATING PROCEDURES

SOP #6-604 Revision: 2 Effective Date: <b>October 18, 2015</b>	<b>FIRE COMMUNICATIONS          NETWORK</b>	Author: <b>691</b>
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## 1.2 Fire Department Radio Zones Map





# STANDARD OPERATING PROCEDURES

SOP #6-605 Revision: 1		Author: 691
Effective Date: <b>March 1, 2012</b>	<b>PHANTOM BOX SYSTEM</b>	

## 1.0 PURPOSE

1.1 This policy was established to define and describe the phantom box system.

## 2.0 SUMMARY

2.1 In conjunction with the box system, predetermined mutual aid assignments must be established. This should include every aspect from initial response to a multiple alarm fire. These responses should be based on individual needs (occupancy hazard vs. response).

## 3.0 POLICY

3.1 When establishing response to areas within specific boxes, this department highly recommends using the closest available apparatus according to miles traveled, as this is the nationally recognized policy.

3.2 This department will assist any fire department interested in making changes to their box system.

3.3 It is strongly recommended that you contact this department before making changes to your system to be sure they fall into the guidelines as outlined.

## 4.0 DEFINITIONS

4.1 The "Phantom Box" designates areas or zones within each department's respective fire district. These zones can be incorporated in conjunction with run book maps and preplans. When the box number corresponds with maps, it immediately gives responding apparatus the proper map number or page to reference. These maps may also include hydrant locations or static water sources and other pertinent information vital to responding apparatus.

4.2 The following defines each level of response:

4.2.1 **Local Box:** Includes unoccupied and very low risk type call such as trash, brush, wires, vehicle, fuel spills, dumpster, alarm systems, etc.

4.2.2 **Tactical Box:** Includes low hazard occupancies such as one and two family dwellings, scattered small businesses, light industrial occupancies, chimneys, appliances, hazardous material incidents and plane crashes, fires reported out in buildings, etc.



# STANDARD OPERATING PROCEDURES

SOP #6-605	Revision: 1	<b>Phantom Box System</b>	Author: 691
Effective Date: <b>March 1, 2012</b>			

- 4.2.3 **Box:** Includes medium to high hazard occupancies such as schools, hospitals, nursing homes, high-rise buildings, industrial occupancies, apartments, offices, mercantile and other high life hazard or large fire potential occupancies.
- 4.2.4 **Rescue Box:** Includes rescue situations from domestic and industrial accidents, auto extrication, building collapse, etc. Responses will vary according to severity of the incident.
- 4.2.5 **Special Assignments:** Any special response that would alter from normal dispatch terminology as previously stated such as assist police, squad, fire marshal, etc.
- 4.3 There are several publications recommending responses for evaluating the response capabilities for fire departments. They all generally agree with those, which we have outlined as follows:
  - 4.3.1 High Hazard Occupancies – Box: At least 4 engines, 2 ladder trucks, 2 chief officers, and other specialized apparatus as may be needed to cope with the combustible involved.
  - 4.3.2 Medium Hazard Occupancies – Box: At least 3 engines, 1 ladder truck, 1 chief officer and other specialized apparatus as may be needed or available.
  - 4.3.3 Low Hazard Occupancies - Tactical Box: At least 2 engines, 1 ladder truck, 1 chief officer and other specialized apparatus as may be needed or available.
  - 4.3.4 Rural Operations - Tactical Box: At least 1 engine with a large water tank (500 gallons or more), 1 tanker (1,000 gal. or more) and such other specialized apparatus that may be necessary to perform effective initial firefighting operations.



# STANDARD OPERATING PROCEDURES

SOP #6-606 Revision: 1 Effective Date: <b>March 1, 2012</b>	<b>LINE OFFICER DESIGNATIONS</b>	Author: <b>691</b>
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The following table describes the Chain of Command of ranking officers:

<b>Title</b>	<b>Identifier</b>	<b>Description</b>
<b>Chief</b>	Chief "X"	Highest ranking officer of the company Example: Chief 4
<b>Deputy Chief</b>	Deputy "X"	2 <sup>nd</sup> in command of the department/company Example: Deputy 49
<b>Assistant Chief</b>	Assistant "X" or Assistant "X-1"	3 <sup>rd</sup> in command of the department/company. Numbered by rank in the chain of command. Example: Assistant 23-1
<b>Battalion Chief</b>	Battalion "X" or Battalion "X-1"	4 <sup>th</sup> in command of the department/company. Numbered by rank in the chain of command. Example: Battalion 2-1
<b>Captain</b>	Captain "X" or Captain "X-1"	5 <sup>th</sup> in command of the department/company. Numbered by rank in the chain of command. Example: Captain 42-1
<b>Lieutenant</b>	Lieutenant "X" or Lieutenant "X-1"	6 <sup>th</sup> in command of the department/company. Numbered by rank in the chain of command. Example: Lieutenant 13-4
<b>Engineer</b>	Engineer "X" or Engineer "X-1"	The Chief engineer or assistant engineers of department/company are numbered by rank in chain of command. Example: Chief Engineer 14 or Assistant Engineer 14-2
<b>Safety</b>	Safety "X"	Safety officer of department/company.

# STANDARD OPERATING PROCEDURES

SOP #6-607 Revision: 2 Effective Date: <b>November 19, 2013</b>	<b>APPARATUS          TERMINOLOGY</b>	Author: <b>691</b>
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The following terminology will be used when referring to units or apparatus of the fire department. Names and explanation will provide system users with a better understanding of what is being referred to:

<p><b>ENGINE</b></p> 	<ul style="list-style-type: none"> <li>• Meets NFPA 1901 requirements</li> <li>• 1000 GPM or greater pump</li> <li>• Adapters for local conditions</li> <li>• (2) 1 ½ or 1 ¾ " or 2" pre-connected hand line, minimum of 150 feet length</li> <li>• 500 feet of 4 or 5" supply line or capable of 500 feet dual 3 or 3 ½ " supply</li> <li>• Fixed or portable master stream device, minimum 500 GPM</li> </ul>
<p><b>SQUIRT</b></p> 	<ul style="list-style-type: none"> <li>• Engine with elevated master stream</li> <li>• 500 feet of 4 or 5" supply line</li> </ul>
<p><b>QUINT</b></p> 	<ul style="list-style-type: none"> <li>• Meets NFPA 1901 for Quints</li> <li>• 1000 GPM or greater pump</li> <li>• Aerial ladder or elevated platform with permanently mounted waterway.</li> <li>• Minimum of 300 gallon water tank</li> <li>• Compliment of at least 85 feet of ground ladders.</li> </ul>
<p><b>LADDER</b></p> 	<ul style="list-style-type: none"> <li>• Meets NFPA 1901 for Aerials</li> <li>• Straight Ladder – minimum of 75 feet.</li> </ul>

# STANDARD OPERATING PROCEDURES

SOP #6-607 Revision: 2 Effective Date: <b>November 19, 2013</b>	<b>Apparatus Terminology</b>	Author: <b>691</b>
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<p><b>TOWER</b></p> 	<ul style="list-style-type: none"> <li>• Meets NFPA 1901 for Aerials</li> <li>• Tower ladder – telescoping platform</li> <li>• Ladder tower – ladder and bucket combination</li> </ul>
<p><b>SNORKEL</b></p> 	<ul style="list-style-type: none"> <li>• Meets NFPA 1901 for Aerials</li> <li>• Articulating Boom</li> </ul>
<p><b>AUTO RESCUE</b></p> 	<ul style="list-style-type: none"> <li>• Unit must meet the qualifications of the "Pennsylvania Voluntary Rescue Service Recognition Program, Vehicle and Machinery Rescue" Basic Response Level.</li> </ul>
<p><b>FIRE RESCUE</b></p> 	<ul style="list-style-type: none"> <li>• Unit is to support ladder and engine company operations.</li> <li>• This unit will have sufficient equipment to support either function.</li> <li>• This unit will be equipped with all the tools that a Rescue would carry with the exception of the hydraulic power equipment used for extrication.</li> <li>• It may also have a generator with a light tower, air cascade system or hydraulic power equipment used for extrication.</li> <li>• This unit will carry 4 or more firefighters.</li> </ul>
<p><b>MARINE RESCUE</b></p> 	<ul style="list-style-type: none"> <li>• Boat or Marine Unit equipped for water or swift-water rescue.</li> </ul>

# STANDARD OPERATING PROCEDURES

SOP #6-607 Revision: 2 Effective Date: <b>November 19, 2013</b>	<b>Apparatus Terminology</b>	Author: <b>691</b>
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<b>DIVE RESCUE</b> 	<ul style="list-style-type: none"> <li>• Boat or Marine unit equipped with Diving equipment capable of supporting rescue or recovery efforts underwater for an extended period of time.</li> </ul>
<b>OTHER RESCUES</b>	<ul style="list-style-type: none"> <li>• Trench Rescue</li> <li>• Technical Rescue</li> <li>• Cliff Rescue</li> <li>• Confined Space Rescue</li> </ul>
<b>TANKER</b> 	<ul style="list-style-type: none"> <li>• Meets NFPA 1901 requirements</li> <li>• 2000 Gallons capacity or more</li> <li>• Recommend portable tank equal or greater than size of tanker up to 4000 gallons</li> <li>• Siphon device or low level strainer with siphoning capability</li> <li>• Two (2) or more direct tank fills with 3" standard "Storz" coupling</li> <li>• One (1) rear dump, consider side dumps minimum of 1000 GPM dump capacity.</li> </ul>
<b>FIELD</b> 	<ul style="list-style-type: none"> <li>• Meets NFPA 1906 requirements</li> <li>• 100 GPM pump minimum</li> <li>• 200 Gallon water tank</li> <li>• Chain Saw</li> <li>• One (1) pre-connected hand line, any size, minimum 150 feet</li> <li>• Two (2) Indian tanks, backpack units or PW's</li> <li>• Any combination of shovels, rakes or brush hooks</li> </ul>
<b>TAC</b> 	<ul style="list-style-type: none"> <li>• Meets NFPA requirements</li> <li>• 1000 GPM and under</li> <li>• Adapters for local conditions</li> <li>• Two (2) 1 ½", 1 ¾" or 2" pre-connected hand lines, minimum 150 feet in length</li> </ul>

# STANDARD OPERATING PROCEDURES

SOP #6-607 Revision: 2 Effective Date: <b>November 19, 2013</b>	<b>Apparatus Terminology</b>	Author: <b>691</b>
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<p><b>SPECIAL SERVICE</b></p> 	<ul style="list-style-type: none"> <li>• Apparatus used for specialized fire ground functions:</li> <li>• Examples: Air unit, light towers, generating station</li> </ul>
<p><b>UTILITY</b></p> 	<ul style="list-style-type: none"> <li>• Pickup truck or Van</li> </ul>
<p><b>F.P. OR TRAFFIC UNIT</b></p> 	<ul style="list-style-type: none"> <li>• Fire Police Unit</li> </ul>
<p><b>F.M.</b></p>	<ul style="list-style-type: none"> <li>• County and Local Fire Marshals</li> </ul>
<p><b>CANTEEN</b></p> 	<ul style="list-style-type: none"> <li>• Canteen Unit for serving refreshments at a scene</li> </ul>
<p><b>HAZMAT</b></p> 	<ul style="list-style-type: none"> <li>• Carries control agents and/or monitoring equipment for hazardous materials control.</li> </ul>
<p><b>CHEMICAL</b></p> 	<ul style="list-style-type: none"> <li>• Carries foam, AFFF and other control agents for hazardous materials control.</li> </ul>



# STANDARD OPERATING PROCEDURES

SOP #6-607    Revision: 1 Effective Date: <b>March 1, 2012</b>	<b>Apparatus Terminology</b>	Author: <b>691</b>
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## ***Apparatus Terminology***

It is recommended that when establishing apparatus numbers the unit identifier and station number only be used. In situations where stations have more than one of a specific type of apparatus, the first unit will be identified by the station number, the second, station number -1, etc.

Example: Engine 3

Engine 3-1, Engine 3-2

Ladder 3

Rescue 3

Tanker 3

Out of county apparatus will be identified using the identifiers used in their normal day-to-day operations preceded by the county from which they are located.

*Example: Montgomery County Engine 11 for Bryn Athyn's engine.*

*Mercer County Ladder 33 for West Trenton's ladder. Etc.*



# STANDARD OPERATING PROCEDURES

SOP #6-608 Revision: 1 Effective Date: <b>March 1, 2012</b>	<b>RADIO TERMINOLOGY</b>	Author: <b>691</b>
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The following basic radio terminology will be used when dispatching or conversing over the Fire Communications System.

<u>Term</u>	<u>Explanation</u>
<b>Advise</b>	Give message to
<b>Available</b>	Apparatus or vehicle is in-service and ready to respond to an additional assignment.
<b>Command</b>	Incident Commander
<b>Cover/Cover Up</b>	Apparatus or vehicle is being transferred to another location or fill-in another station
<b>Disregard</b>	Cancel last message
<b>E.T.A.</b>	Estimated time of arrival
<b>Proceed</b>	You have been given clearance to transmit your message
<b>Investigating</b>	No fire or smoke visible from initiating unit's position
<b>MAYDAY</b>	Fire fighter or crew is in a life-threatening situation. Takes priority over all other messages.
<b>On Location</b>	Apparatus or vehicle has arrived at the location of the emergency.
<b>On-radio</b>	Apparatus or vehicle is capable of being contacted by radio
<b>Off-radio</b>	Apparatus or vehicle is not capable of being contacted by radio.
<b>PAR</b>	Personnel Accountability Report
<b>Prepare to copy</b>	Transmitted first to give apparatus or individuals who are going to receive an additional alarm response a forewarning that their next message will be an emergency alarm dispatch
<b>Priority</b>	When transmitted, means that the following message is an emergency and must have immediate attention. All apparatus and units will standby until the message is acknowledged.
<b>Recall</b>	All responding apparatus return to station
<b>OK</b>	Message received and understood
<b>Reduced Speed</b>	All responding apparatus will turn emergency warning lights and sirens off and proceed into the emergency scene as a normal vehicle.
<b>Relocate</b>	Apparatus covering more than one area from a Central location.
<b>Responding</b>	Apparatus or vehicle is en route to assigned location of emergency as dispatched.
<b>Returning</b>	Apparatus or vehicle is returning to station but not available to respond to an additional assignment
<b>Repeat</b>	Repeat your last message



# STANDARD OPERATING PROCEDURES

SOP #6-608    Revision: 1	<b>Radio Terminology</b>	Author: 691
Effective Date: <b>March 1, 2012</b>		

<b>RIT (FAST)</b>	Rapid Intervention Team. Responsible for the rescue of any firefighters should they become entrapped.
<b>Sector</b>	Specific area or task on the fire ground
<b>Staging</b>	Apparatus to remain uncommitted and not to respond directly into the scene. Level 1 staging applies to initial responding companies based on pre-assigned SOG's. Level 2 staging refers to additional alarm companies and is to a designated area.
<b>Stand-by</b>	Stop transmitting and wait for further instructions
<b>Under Control</b>	Emergency situation is under control
<b>Verify</b>	Verify an entire message and correct if necessary
<b>Take-up</b>	Stated apparatus and/or companies on the scene can shut down and wrap up
<b>Task Force</b>	Two or more units operating as a specialized unit or for a specific purpose

It is understood that all terminologies are not covered in this section and some may differ from those recommended. Therefore, any message directed to the county dispatcher for rebroadcast to incoming apparatus will be repeated as given to the dispatcher.



# STANDARD OPERATING PROCEDURES

SOP #6-609 Revision: 2 Effective Date: <b>May 6, 2015</b>	<b>FIRE DISPATCH TYPE DEFINITIONS</b>	Author: <b>691</b>
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<u>CAD Code</u>	<u>Incident Type</u>	<u>Response</u>	<u>Description</u>
<b>AIRC</b>	Airplane Crash	Tactical	The crash or downing of a large civilian or any type of military aircraft.
<b>BOMB</b>	Bomb Threat	NONE	Threat of an explosive device. Notify a chief officer and the local fire marshal.
<b>BURN</b>	Burn Victim	Varies upon type	Fire Dept response is required when a person is burned as a result of a fire.
<b>CBURN</b>	Controlled Burn	NONE	Information about Controlled Burns
<b>CPAGE</b>	Fire Chief Page Fire Alarm	NONE	Held incidents for Fire Chief's page until a given time.
<b>COALRM</b>	Carbon Monoxide Alarm	Local	Any report of a Carbon Monoxide alarm activation.
<b>COP</b>	Carbon Monoxide Poisoning	Local	Any incident involving potential victims showing signs of Carbon Monoxide Poisoning.
<b>DECON</b>	Decontamination Assignment	Local	Incident requiring FD assistance in decontaminating victims from another incident. Usually is dispatched to a hospital.
<b>ELEVAT</b>	Stuck Elevator	Local	A report of a stuck elevator with people on board
<b>EXBLD</b>	Extinguished Structures	Tactical	A fire reported to be extinguished inside a building or dwelling. All others are locals.
<b>FACCAL</b>	Accidental Fire Alarm	Local	Report of an accidental Fire Alarm
<b>FALRM</b>	Fire Alarm	Local	Any fire alarm with the exception of a water flow alarm.
<b>FAPL</b>	Appliance Fire	Tactical	Any appliance that can easily be unplugged and removed from the structure (Toaster/Microwave)
<b>FAPT</b>	Apartment Fire	Box	Any report of fire or smoke in an apartment regardless of its size
<b>FAST</b>	Fire Assist	Requested	Out of County response to the scene of a fire. Fire Code only
<b>FATEST</b>	Fire Alarm Testing	NONE	Information of a fire alarm on test mode
<b>FAUTO</b>	Automobile Fire	Local	Report of smoke or fire coming from a car, suv, van or pickup type vehicle that is not near a structure
<b>FBARN</b>	Barn Fire	Tactical	Any report of smoke or fire from a building used to store hay, animals or farm equipment.
<b>FBLD</b>	Building Fire	Box	Any report of smoke or fire coming from a large industrial building or shopping center
<b>FBOAT</b>	Boat Fire	Local	Any report of smoke or fire coming from a boat that can be towed on a trailer
<b>FBRU</b>	Brush Fire	Local	Any report of smoke of fire involving grass, trees or bushes that are in an open area and is in no danger to structures



# STANDARD OPERATING PROCEDURES

SOP #6-609 Revision: 2 Effective Date: <b>May 6, 2015</b>	<b>Fire Dispatch Type Definitions</b>	Author: <b>691</b>
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<b>FBUS</b>	Bus Fire	Local	Report of smoke or fire coming from a mass transit bus, school bus or private transport service.
<b>FCHIMN</b>	Chimney Fire	Tactical	Report of a fire problem in a dwelling involving the fireplace or chimney. If any doubt it has extended use FDWL.
<b>FCOV</b>	Fire Station Cover	Requested	Fire stations cover for an out of county station. FCOV-Engine, LCOV-Rescue, RCOV-Rescue
<b>FDRILL</b>	Fire Drill	NONE	Information received about a Fire Drill being conducted.
<b>FDUMP</b>	Dumpster Fire	Local	Report of smoke or fire coming from a detached industrial or residential dumpster.
<b>FDWL</b>	Dwelling Fire	Tactical	Fire or smoke reported from a single family dwelling, condominium, duplex or house trailer
<b>FEMSA</b>	Assist EMS ALS	Local	Assist EMS on an ALS EMS incident
<b>FEMSB</b>	Assist EMS BLS	Local	Assist EMS on a BLS EMS Incident
<b>FGARAG</b>	Garage Fire	Tactical	Report of smoke or fire from a detached garage.
<b>FGRILL</b>	Gas Grill Fire	Local	Report of fire from a grill fueled by a flammable gas with no exposure to a structure
<b>FHAZ</b>	HazMat at Fixed Location	Tactical	Reported spill or leak inside or outside of a fixed location (i.e. Industrial building)
<b>FHOSP</b>	Hospital Fire	Box	Report of a fire or smoke at any of the Bucks County Hospitals
<b>FINFO</b>	Fire Information	NONE	Any fire related information available to announce for FD knowledge.
<b>FINV</b>	Fire Investigation	Local	Report of smoke or smell of smoke outside, in an undetermined area or unknown type fire
<b>FIRE</b>	Unspecified Type	Local	Report of a fire for which there is no specific complaint type. (i.e. Lawn mower, vending machine)
<b>FNURS</b>	Nursing Home Fire	Box	Report of smoke or fire in a total care facility
<b>FOBLD</b>	Outbuilding Fire	Tactical	Any small structure used for storage outside a dwelling or business. (i.e. Shed)
<b>FMPAGE</b>	Fire Marshall Page	NONE	Request for page of Fire Marshall
<b>FPAGE</b>	FD Page	NONE	Requests for paging FD personnel
<b>FPOL</b>	Fire Police Request	Fire Police Only	Any request for fire police services.
<b>FRUB</b>	Rubbish Fire	Local	Report of smoke or fire from a trash receptacle or trash in the street.
<b>FSCHOL</b>	School Fire	Box	Any report of smoke or fire in an institute of education or day care center



# STANDARD OPERATING PROCEDURES

SOP #6-609 Revision: 2 Effective Date: <b>May 6, 2015</b>	<b>Fire Dispatch Type Definitions</b>	Author: <b>691</b>
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<b>FSPEC</b>	Special Assignment	Local	Requests from police, homeowners or EMS for special assistance, which does not involve an actual fire related problem.
<b>FSPILL</b>	Fuel Spill	Local	Petroleum spill or leak from any type of tank, cylinder, and fuel supply lines to either a motor vehicle or heating system. The quantity of 250 gallons or less.
<b>FSTORE</b>	Store Fire	Tactical	Report of smoke or fire from a small detached store such as a 7-11, Wawa, McDonald's, etc.
<b>FTA</b>	Traffic Accident w/Fire	Local	Report of a traffic accident where one or more of the vehicles are reporting to be on fire.
<b>FTAI</b>	Traffic Accident w/injuries	Local	Report of a traffic accident where one or more of the vehicles are reporting to be on fire and injuries reported.
<b>FTHAZ</b>	Hazmat Transportation	Tactical	Report of a spill or leak of hazardous material from a vehicle, railcar, ship of any kind which has been placarded
<b>FTRAIN</b>	Train Fire	Tactical	Report of smoke or fire from a passenger or freight train.
<b>FTRUCK</b>	Truck Fire	Local	Report of smoke or fire from any type of truck. (i.e. box truck or tractor trailer)
<b>FUMEIN</b>	Fumes Inside Structure	Tactical	Report of any type of fumes inside a structure.
<b>FUMES</b>	Fumes Outside	Local	Report of foul smell, or chemical smell in an outdoor area.
<b>GASL</b>	Gas Leak	Local	Leak of a gas product, either natural or propane, from any fuel tank, cylinder or supply line used to supply fuel to either a motor vehicle or heating system.
<b>GALRM</b>	Gas Alarm	Local	Report of a Gas Detector Alarm activation.
<b>MEDVAC</b>	Air Medical Evacuation	Local	FD response for a Medical helicopter landing.
<b>RAUTO</b>	Auto Extrication	Rescue	Report of a traffic accident where one or more of the occupants cannot leave the vehicle due to entrapment.
<b>RCLIFF</b>	Cliff Rescue	Rescue	Report of a person down an embankment or over a cliff or mountain where access is limited.
<b>RCLOSE</b>	Road Closure	NONE	Information pertaining to roadway closures
<b>RCONF</b>	Confined Space Rescue	Rescue	Report of a person trapped in a confined space such as a manhole or cave.



# STANDARD OPERATING PROCEDURES

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<b>RDOM</b>	Domestic Rescue	Rescue	Household emergency involving a patient caught or trapped by something in the house such as a child stuck in a stair railing. Discretion should be used regarding small toys or other item where the patient may be transported to a medical facility without being removed.
<b>RESCUE</b>	Rescue Not Specified	Rescue	Report of a patient needing rescue with no specifics.
<b>RFARM</b>	Farm Rescue	Rescue	Report of accident involving farm equipment and a person is reported trapped such as a body part in an auger or power take off.
<b>RIND</b>	Industrial Rescue	Rescue	Emergency in an industrial or office complex reporting someone entrapped in or under something in the workplace.
<b>RMAR</b>	Marine Rescue	Marine Box	Report of an overturned boat, people overboard from a boat or swimmers in distress.
<b>RTRENC</b>	Trench Rescue	Rescue	Report of a person trapped in a collapsed trench normally at a construction site.
<b>SAIRC</b>	Small Plane Crash	Tactical	Report of a crash involving a glider, single or twin-engine aircraft, and helicopter or hot air balloon.
<b>STDBY</b>	Traffic Accident Standby	Local	Request from police to standby at a motor vehicle accident where fire protection may be needed.
<b>TRAIN</b>	Train Derailment	Rescue	Report of any type of train accident either passenger or freight.
<b>WASH</b>	Wash Highway	Local	Process of removing debris and spillage of fluids (except fuel or oil) from a vehicle from the highway.
<b>WATER</b>	Water Flow Alarm	Local	Report from an alarm company or civilian reporting an active water gong or water flowing from a sprinklered building
<b>WIREIN</b>	Wires Inside	Tactical	Report of electrical burning or odor inside a building. If open flame is reported use the appropriate structure type.
<b>WIRES</b>	Wires Outside	Local	Report of wires down and arcing.



# STANDARD OPERATING PROCEDURES

SOP #6-610 Revision: 1 Effective Date: <b>March 1, 2012</b>	<b>CALL DISPOSITIONS</b>	Author: <b>691</b>
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## 1.0 PURPOSE

- 1.1 This policy was created to establish guidelines on defining and assigning final disposition codes to incidents.

## 2.0 POLICY

- 2.1 When making the department available, fire department personnel are to advise the dispatcher of the disposition of the call relative to the action taken by their department.
- 2.2 The Bucks County Fire Marshal's office is requesting that each department's officer or designee advise the dispatcher as to the possible cause of the fire, or if a call is to be referred to a fire marshal (county, township or borough) for further investigation.
- 2.3 Following each incident, the dispatcher must enter a disposition on the call before it can be cleared from the computer.

## 3.0 PROCEDURE

- 3.1 The following codes will be used by the dispatcher at the end of an incident:
  - 3.1.1 AAS - Accidental Alarm System
  - 3.1.2 ACC - Accidental (Fire Cause)
  - 3.1.3 CAN - Call Cancelled
  - 3.1.4 CU - Call Unfounded
  - 3.1.5 FEX - Fire Extinguished
  - 3.1.6 HM - Honest Mistake
  - 3.1.7 INC - Incendiary (Fire Cause)
  - 3.1.8 IVO - Investigation Only
  - 3.1.9 MFA - Malicious False Alarm
  - 3.1.10 MLA - Malfunctioning Alarm
  - 3.1.11 NA - No Action Taken
  - 3.1.12 NAT - Necessary Action Taken
  - 3.1.13 OOA - Out On Arrival
  - 3.1.14 RFM - Refer to Fire Marshal
  - 3.1.15 UND - Undetermined (Fire Cause)
  - 3.1.16 UNK - Unknown Disposition



# STANDARD OPERATING PROCEDURES

SOP #6-611 Revision: 2 Effective Date: <b>June 21, 2015</b>	<b>UNIT RECORD CODES</b>	Author: <b>691</b>
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## 1.0 PURPOSE

- 1.1 This policy was created to establish guidelines and define codes that are used within the C.A.D. system to list specific pieces of equipment and capabilities of apparatus that could aid in the efforts of dispatching apparatus for a specific task(s).

## 2.0 SUMMARY

- 2.1 Unit record codes allow the Incident Commander to ask for specific equipment required instead of apparatus. The dispatcher enters the code into the C.A.D. system and the closest available unit with the requested equipment is recommended for dispatch.

## 3.0 POLICY

- 3.1 It is the responsibility of individual fire departments to advise the Emergency Communications Center when this equipment is moved, added or capacities change.
- 3.2 The following codes will list Apparatus Specifications/Capabilities:
  - 3.2.1 CS - CASCADE SYSTEM
  - 3.2.2 FT - FEET
  - 3.2.3 H3 - HOSE 3"
  - 3.2.4 H4 - HOSE 4"
  - 3.2.5 H5 - HOSE 5"
  - 3.2.6 HP - HORSEPOWER
  - 3.2.7 P - PUMP CAPACITY - GPM
  - 3.2.8 PT - PORTABLE TANK
  - 3.2.9 T - TANK CAPACITY - GALLONS
  - 3.2.10 TF - TANK CAPACITY - GALLONS (FOAM)
- 3.3 The following codes will list Equipment Codes:
  - 3.3.1 ABH – Air Bags High Pressure
  - 3.3.2 ABL – Air Bags Low Pressure
  - 3.3.3 AC – Air Compressor
  - 3.3.4 AED – Automatic External Defibrillator
  - 3.3.5 ASQ – Articulating Boom (Squirt)
  - 3.3.6 CAFS – Compressed Air Foam System
  - 3.3.7 CR – Cliff Rescue



# STANDARD OPERATING PROCEDURES

SOP #6-611 Revision: 2	<b>Unit Record Codes</b>	Author: 691
Effective Date: <b>June 21, 2015</b>		

- 3.3.9 CSHP – Cascade System > 4500PSI
- 3.3.10 CSLP – Cascade System < 4500PSI
- 3.3.11 CSR – Confined Space Rescue
- 3.3.12 CTTR – Trench & Collapse Trailer
- 3.3.13 CWS – Cold Weather Suits/Ice Suits
- 3.3.14 DCON – Decon Showers
- 3.3.15 FCLA – Foam Class A
- 3.3.16 FCLB – Foam Class B
- 3.3.17 FRTF – Fire Regional Task Force
- 3.3.18 GD – Gas Detector
- 3.3.19 XXKW - Generator
- 3.3.20 HAR – High Angle Rescue
- 3.3.21 HD – Heat Detector
- 3.3.22 HG – Heat Gun
- 3.3.23 IRS – Ice Rescue Sled
- 3.3.24 LT – Light Tower
- 3.3.25 MAC – Mobile Air Compressor
- 3.3.26 NIMS – NIMS Resource Typed Apparatus
- 3.3.27 QRS – Quick Response Unit (Medical)
- 3.3.28 RHAB – Firefighter Rehab Unit
- 3.3.29 RIT – Rapid Intervention Team
- 3.3.30 RM – Radiation Monitors
- 3.3.31 RR – Railroad Car Jacks
- 3.3.32 SB – Stokes Basket
- 3.3.33 SC – Spill Control (Pads, Pigs, etc.)
- 3.3.34 SN – Snorkel
- 3.3.35 SWR – Swift Water Rescue
- 3.3.36 TC – Traffic Control Equipment
- 3.3.37 TIC – Thermal Imaging Camera
- 3.3.38 TRT – Technical Rescue Hand Tools
- 3.3.39 TRTF – Technical Rescue Task Force
- 3.3.40 TSQ – Telescoping Boom
- 3.3.41 WN – Winch



# STANDARD OPERATING PROCEDURES

SOP #6-612 Revision: 1 Effective Date: <b>March 1, 2012</b>	<b>COMMUNICATIONS RESPONSE GUIDELINES</b>	Author: <b>691</b>
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## 1.0 PURPOSE

- 1.1 This policy was created to establish guidelines and regulations for units responding and returning available from an incident.

## 2.0 POLICY

- 2.1 The identifying call words "Bucks County" will be used by the communications center when communicating with mobile and portable units and by all mobile and portable units when calling the county with the exception of going "responding" and "on scene".
- 2.2 Under normal conditions it is not necessary for mobile units to call and await acknowledgment before transmitting routine messages.
  - 2.2.1 However, when radio traffic is heavy, or in advance of sending a lengthy message, it is preferred to make a preliminary call and await instructions before proceeding.
- 2.3 The phrase "OK" will be used to signify acknowledgment, i.e., that a message has been received, understood and will be complied with.
- 2.4 When responding to alarms, all units must make sure that Bucks County acknowledges appropriate units as responding.
- 2.5 Each and every unit should be placed on the air.

## 3.0 PROCEDURE

- 3.1 The following communications guidelines will be followed at all times:
  - 3.1.1 All chief officers will be acknowledged.
  - 3.1.2 The chief will always be acknowledged when responding, even if not the first officer.
  - 3.1.3 All officers (except the chief) responding to station will not be acknowledged.
  - 3.1.4 Captains and lieutenants will not be acknowledged unless officer-in-charge.
  - 3.1.5 All responding apparatus will be acknowledged.
  - 3.1.6 The first officer arriving "on scene" will be acknowledged.
  - 3.1.7 The chief arriving on scene will be acknowledged.
  - 3.1.8 All apparatus arriving on scene will be acknowledged.
  - 3.1.9 Apparatus returning to station or making itself available will be acknowledged.
  - 3.1.10 Once apparatus is made available it is not necessary to sign "off radio" at the station.



# STANDARD OPERATING PROCEDURES

SOP #6-612    Revision: 1 Effective Date: <b>March 1, 2012</b>	<b>Communications Response Guidelines</b>	Author: <b>691</b>
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- 3.1.11 With the exception of the chief, company officers returning to station or making themselves available will not be acknowledged unless they are making the entire department available.
- 3.1.12 The department chief will be acknowledged at all times when returning or making himself available.



# STANDARD OPERATING PROCEDURES

SOP #6-613    Revision: 1 Effective Date: <b>March 1, 2012</b>	<b>COMMUNICATIONS WITH PORTABLES</b>	Author: <b>691</b>
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## 1.0 PURPOSE

1.1 This policy was created to establish guidelines for the use of portable radios on the radio system.

## 2.0 SUMMARY

2.1 Every effort has been made to accommodate the use of portable units within the fire communications system. However, many conditions exist which can severely limit the coverage obtained with portable units. The officer- in-charge should have access to communications with portable and mobile units at all times.

## 3.0 POLICY

3.1 The following guidelines will be followed:

3.1.1 Every effort should be made to utilize the fire ground channels during fire ground operations.

3.1.2 The OIC shall have access to communications with portable and mobile units at all times.

3.1.3 EMS personnel may operate on a fire department fire ground channel only if their squad is operating in conjunction with a fire department at an incident.

## 4.0 PROCEDURE

4.1 Officers will maintain their identity at all times when operating with portable units, unless assigned a title within the incident command structure.

4.2 When used by non-officers, portable units will use designations to reflect the apparatus which the portable radio has been assigned, followed by the word "portable".

4.2.1 *Example: "E24 Portable"*



# STANDARD OPERATING PROCEDURES

SOP #6-614 Revision: 2 Effective Date: <b>October 18, 2015</b>	<b>PORTABLE RADIO CHANNEL MAP</b>	Author: <b>691</b>
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1.1 The following chart depicts a portable radio channel layout for banks A – C:

<u><b>BANK A</b></u>	<u><b>BANK B</b></u>	<u><b>BANK C</b></u>
Home Zone	<b>8CALL90 CH</b>	Tac 1
Home FG	<b>8TAC91 THK</b>	Tac 2
Emergency Band	<b>8TAC92 PV</b>	Tac 3
North Band	<b>8TAC93 LS</b>	Tac 4
North Fire Ground	<b>8TAC94 WR</b>	Tac 5
East Band	Zone 1	Local
East Fire Ground	Zone 2	Local
South Band	Zone 3	Local
South Fire Ground	Zone 4	Local
Central Band	Zone 5	Local
Central Fire Ground	Zone 6	Local
Fire Police Direct	Zone 7	Local
Fire Police North	Zone 8	Local
Fire Police South	Zone 9	Local
EMS North	Dispatch	Local
EMS South	Programming	Local



# STANDARD OPERATING PROCEDURES

SOP #6-614 Revision: 2 Effective Date: <b>October 18, 2015</b>	<b>Portable Radio Channel Map</b>	Author: <b>691</b>
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1.2 The following chart depicts a portable radio channel layout for banks D – F:

<u><b>BANK D</b></u>	<u><b>BANK E</b></u>	<u><b>BANK F</b></u>
Home Zone	OPEN	OPEN
Home DIRECT	OPEN	OPEN
Emergency Band	OPEN	OPEN
North Band	OPEN	OPEN
North DIRECT	OPEN	OPEN
East Band	OPEN	OPEN
East DIRECT	OPEN	OPEN
South Band	OPEN	OPEN
South DIRECT	OPEN	OPEN
Central Band	OPEN	OPEN
Central DIRECT	OPEN	OPEN
Fire Police Direct	OPEN	OPEN
Fire Police North	OPEN	OPEN
Fire Police South	OPEN	OPEN
EMS North	OPEN	OPEN
EMS South	OPEN	OPEN





# STANDARD OPERATING PROCEDURES

SOP #6-615 Revision: 1 Effective Date: <b>October 18, 2015</b>	<b>GPS</b>	Author: <b>691</b>
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## 1.0 PURPOSE

- 1.1 This policy will outline the use and specifications of the GPS feature on all portable and mobile radios.

## 2.0 SUMMARY

- 2.1 The GPS feature is a feature that is enabled on portable and mobile radios. The most important capability of this feature is the ability to track a radio if a system user assigned a radio is in distress. The “auto ping” feature of GPS is not enabled on departmental radios. The radio will not automatically request a ping to be sent at certain time intervals. The only time a radio will request a GPS ping is when the emergency ID is depressed. The ping will send a request to the C.A.D. which will then populate the departments mapping program with your location. Otherwise, to ping a radio, the command has to be entered by the dispatcher through the C.A.D. system. A GPS ping is only as good as the radio signal. Therefore a ping in a large building may show the location as part of the building without being as specific as if the ping request was made at an outside location. The radio alias must be properly entered into the C.A.D. during logon for the GPS feature to work.

## 3.0 POLICY

- 3.1 Dispatchers will only make a GPS request of a unit when it is requested by that fire department OIC or if there is an emergency involving a system user.
- 3.2 Dispatchers will log portable and mobile radios on by their full alias.
  - 3.2.1 *Example: F09-074*
- 3.3 The Chief or their designee will annually complete and submit the issued Department Info File forms listing portable radio assignments.
- 3.4 The Chief or their designee will notify the Department of Communications in written or in electronic form when any mobile or portable radios are reassigned to keep the Department Info Files accurate.

## 4.0 PROCEDURE

- 4.1 Dispatchers will have the ability through the **DGPS** (Display GPS) command to display the last GPS report received for a unit. The display will list the latitude/longitude and date/time.



# STANDARD OPERATING PROCEDURES

SOP #6-615	Revision:1	<b>GPS</b>	Author: 691
Effective Date: <b>October 18, 2015</b>			

- 4.2 Dispatchers will have the ability to request immediate GPS location through the **GGPS**(Get GPS) command.
  - 4.2.1 This command will only be used at the request of a fire department OIC or if there is an emergency involving a system user.
- 4.3 Dispatchers will have the ability to set the reporting time for a GPS by using the **SGPS**(Set GPS)

## 5.0 DEFINITIONS

- 5.1 **DGPS**(Display GPS) displays the last GPS report received for a unit it will include the latitude/longitude and date/time.
- 5.2 **GGPS**(Get GPS) allows an immediate GPS report of a car radio or portable.
- 5.3 **SGPS**(Set GPS) allows a dispatcher to set the reporting time for a GPS device. It can be a portable or mobile radio. The parameters will be the unit id and the frequency of the report in seconds.



# STANDARD OPERATING PROCEDURES

SOP #6-616 Revision: 2 Effective Date: <b>May 6, 2015</b>	<b>0600-1800 DISPATCH</b>	Author: <b>691</b>
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## 1.0 PURPOSE

1.1 To establish a variance in dispatch during common day work hours when firefighting manpower can be decreased.

## 2.0 SUMMARY

2.1 Recognizing the decrease in firefighting manpower during the daytime hours, the following procedure has been established:

## 3.0 POLICY

3.1 Companies may add additional apparatus to assignments between 0600 and 1800 hours, Monday through Friday.

3.1.1 This variance will be defined as the "A" pattern in C.A.D.

3.1.2 Monday through Friday between 1800 and 0600 as well as Saturday and Sunday will be defined as the "B" pattern in C.A.D.

3.2 These requests must be made in written form or email to the communications center.



# STANDARD OPERATING PROCEDURES

SOP #6-617    Revision: 1 Effective Date: <b>March 1, 2012</b>	<b>ANSWERING THE CALL</b>	Author: <b>691</b>
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## 1.0 PURPOSE

1.1 This policy was created to establish parameters of receiving and processing calls for service.

## 2.0 SUMMARY

2.1 This policy will define the dispatcher’s responsibilities while answering emergency and non-emergency telephone calls while on duty.

## 3.0 POLICY

3.1 Communications center telephones - On incoming calls, the communications center dispatcher is responsible for obtaining the following:

- 3.1.1 Correct address
- 3.1.2 Specific location
- 3.1.3 Callback telephone number
- 3.1.4 Name of the person reporting the emergency.
- 3.1.5 Nature of the emergency (type of incident)

3.2 All incoming phone lines, except 9-1-1 lines, will be answered “Fire-Rescue” followed by the dispatcher’s number.

3.3 For every fire and EMS call generated, the law enforcement agency covering that area will be notified.



# STANDARD OPERATING PROCEDURES

SOP #6-618 Revision: 1 Effective Date: <b>March 1, 2012</b>	<b>DISPATCH OF FIRE ALARMS WITHOUT VERIFICATION CODE</b>	Author: <b>691</b>
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## 1.0 PURPOSE

- 1.1 This policy was created to establish guidelines when an alarm is received without proper verification code.

## 2.0 POLICY

- 2.1 When receiving a call for a fire alarm from an alarm company and the alarm company advises they have made contact with the premises, the contact person is advising there is no fire but they do not have the proper verification code, the following procedure is to be followed:

## 3.0 PROCEDURE

- 3.1 Upon receipt of a call meeting the above stated criteria the combined complaint type for a fire alarm will be entered (FALRM).
- 3.2 The police dispatcher will dispatch the recommended police unit.
  - 3.2.1 If there are no units available to respond to the call, notify fireboard immediately.
- 3.3 The Dispatch Zone Dispatcher will dispatch the fire department officer's tones and announce the following:
  - 3.3.1 "Any available Station (XX) chief officer contact fire communications as soon as possible."
- 3.4 The Dispatch Zone Dispatcher will then send an alpha page to the respective company's group through either the conventional modem or through the "I am Responding" program.
  - 3.4.1 *Example: TO/INT1/STA48,ANY AVAILABLE STA 48 CHIEF OFFICER CALL FIRE COMMUNICATIONS*
  - 3.4.2 *Example: TO/INT1/IAR9,ANY AVAILABLE STA 9 CHIEF OFFICER CALL FIRE COMMUNICATIONS*
- 3.5 This call will be handled as requested by the officer who calls in, whether it is to dispatch the department, handle with an officer or let the police handle.
- 3.6 If no officer calls in within two (2) minutes, the call is to be dispatched as a normal alarm system.
- 3.7 This procedure is to be followed only when the alarm company advises they have made contact at the premises and they are advising there is no fire but the proper code has not been received. In all other instances, the fire department is to be dispatched according to pre-established departmental procedures.



# STANDARD OPERATING PROCEDURES

SOP #6-619 Revision: 1 Effective Date: <b>March 1, 2012</b>	<b>FIRES REPORTED OUT</b>	Author: <b>691</b>
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## 1.0 PURPOSE

1.1 This policy was created to establish guidelines for incidents reported to the Emergency Communications Center that indicate a possibility of a fire being extinguished.

## 2.0 SUMMARY

2.1 On occasion, calls are received to the communications center where the fire has been reported to be extinguished. This policy will allow the dispatcher to clarify the report of the fire being possibly extinguished during the dispatch phase.

## 3.0 POLICY

3.1 After following proper verification protocols, the dispatcher shall determine what was on fire from the caller and if the fire appears to be out.

3.2 Once determining what was on fire from the caller, the dispatcher will then enter the appropriate complaint type.

## 4.0 PROCEDURE

4.1 All calls reporting an extinguished fire, which fall under the local response category, would be dispatched using the appropriate complaint type with the broadcasting of the terminology of *“Extinguished (type)”*.

4.1.1 *Example: an automobile would be entered into the system as a “FAUTO” and would be announced as an “Extinguished Automobile”.*

4.2 All calls reporting an extinguished structure would be dispatched as a tactical box assignment with a minimum dispatch recommendation of 2 engines and 1 ladder and would be announced as an *“Extinguished (type of structure).”*



# STANDARD OPERATING PROCEDURES

SOP #6-620 Revision: 2 Effective Date: <b>July 1, 2015</b>	<b>ALARM DISPATCHING</b>	Author: <b>691</b>
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## 1.0 PURPOSE

1.1 This policy will describe the different phases and aspects of dispatching fire incidents.

## 2.0 SUMMARY

2.1 This policy will describe the format of how an incident is dispatched by using the alert tone to designate the type of call using a given number of beeps as the code.

## 3.0 POLICY

3.1 One beep will be used for the following call types:

- 3.1.1 Local Alarms / Covers or Relocates
- 3.1.2 Rescue Box
- 3.1.3 Marine Box
- 3.1.4 Special Assignment
- 3.1.5 Chiefs Investigation

3.2 Two beeps will be used for the following call types

- 3.2.1 Tactical Boxes

3.3 Three beeps will be used for the following:

- 3.3.1 Box Alarms

## 4.0 PROCEDURE

4.1 The following format will be followed when dispatching an incident:

- 4.1.1 Sound alert tone the proper number of times
- 4.1.2 Announce local, tactical, or box, the box number and the address.
  - 4.1.2.1 *Example: "Tactical Box 29-1, the fire is reported at 135 North Main Street (announce cross streets)."*
- 4.1.3 Sound station tones
- 4.1.4 Announce the location and type of alarm twice using the format.
  - 4.1.4.1 *Example: "Tactical Box 29-1, "\*" the fire is reported at 135 North Main Street, (Announce cross streets) a dwelling." Repeat statement and time out.*
  - 4.1.4.2 "\*" If individual apparatus is to be announced or more than one station is to respond, it will be noted prior to the location.



# STANDARD OPERATING PROCEDURES

SOP #6-620	Revision: 2	<b>Alarm Dispatching</b>	Author: 691
Effective Date: <b>July 1, 2015</b>			

- 4.2 The following is another example of proper dispatch:
  - 4.2.1 Sound alert tones for box assignment.
  - 4.2.2 Announce the box number & address.
    - 4.2.2.1 *Example: "Box 90-10, the fire is reported at 100 East Street Road, between Jacksonville Road and Johnsville Boulevard.*
  - 4.2.3 Sound station tones\*
    - 4.2.3.1 \* Departments with multiple stations  
If both stations use the same tone, we will only hit their tones once and make the appropriate announcement.
  - 4.2.4 Announce "Box number, Attention (list of apparatus), Location & Type" twice including the time out on the second announcement.
    - 4.2.4.1 *Example: "Box 90-10, attention E91, SQ93, ML95, SS93, the fire is reported at 100 East Street Road, between Jacksonville Road and Johnsville Boulevard, a building." (Repeat with time of day)*
- 4.3 Announce street addresses whenever possible.
- 4.4 The dispatcher will give the street addresses of schools, churches, etc. and name of the building if known, announcing the address followed by the name of the establishment.
  - 4.4.1 *Example: "Box 45-67, the fire is reported at 460 S. State Street between South Chancellor Street and Barclay Street at the GDL Plaza"*



# STANDARD OPERATING PROCEDURES

SOP #6-621    Revision: 1 Effective Date: <b>March 1, 2012</b>	<b>ANNOUNCING FIRE LOCATION ON ZONE FREQUENCY</b>	Author: <b>691</b>
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## 1.0 PURPOSE

1.1 This policy was created to establish a format of rebroadcasting incidents on the proper zone frequency.

## 2.0 POLICY

2.1 All fire locations will be dispatched on the zone frequency in accordance with the procedures as outlined below.

## 3.0 PROCEDURE

3.1 Following the dispatch of an alarm on the Dispatch Zone frequency, the dispatcher will redirect the call to the Fire Zone Dispatcher by using the "DN" command.

3.2 Upon completion of dispatch on the Dispatch Zone frequency, the Fire Zone dispatcher will broadcast the following:

3.2.1 Sound alert tone proper number of times for assignment.

3.2.2 Announce the box number, the address of the alarm, mutual aid apparatus due on the assignment and the type of alarm.

3.2.2.1 *Example: "Tactical Box 9-51, attention (appropriate apparatus due), fire is reported at 168 South Hawthorne Avenue, between Brownsville Road and Meadow Lane, a dwelling."*



# STANDARD OPERATING PROCEDURES

SOP #6-622 Revision: 1 Effective Date: <b>March 1, 2012</b>	<b>CHANGE IN ZONE FOR RESPONSE</b>	Author: <b>691</b>
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## 1.0 PURPOSE

- 1.1 This policy was created to establish guidelines when the situation arises of a responding company having to switch to a frequency other than their primary operating frequency.

## 2.0 POLICY

- 2.1 Companies will respond on the zone frequency in which the incident is taking place whenever possible.
  - 2.1.1 It is not necessary to go responding on the normal zone frequency and switch over of go responding on the alternate zone also.
- 2.2 If this is not possible, the companies will respond on the zone from which the mutual aid is responding or the Emergency Band.
- 2.3 It will be the dispatcher's responsibility to know the frequency with as little or no traffic on it to respond.

## 3.0 PROCEDURE

- 3.1 When companies are to respond on a zone other than their primary zone, the following will be broadcast within the normal dispatch immediately before time out is given.
  - 3.1.1 *Example: "All companies operate on the \_\_\_\_\_ band." This will be stated at the end of the broadcast on the zone frequency.*
- 3.2 The fire zone dispatcher will also repeat this procedure in the following steps:
  - 3.2.1 Multi-select the home zones of the companies dispatched.
  - 3.2.2 Simulcast the re-announcement of the call on all the zones affected.
  - 3.2.3. At the end of the re-announcement, the dispatcher will announce "All companies operate on the \_\_\_\_\_ band"



# STANDARD OPERATING PROCEDURES

SOP # <b>6-623</b> Revision: 1 Effective Date: <b>July 5,</b>	<b>OUT OF COUNTY RESPONSE TO BURLINGTON/MONTGOMERY COUNTIES</b>	Author: <b>691</b>
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## 1.0 PURPOSE

- 1.1 This policy was created to establish guidelines on Bucks County apparatus responding to incidents in Burlington and Montgomery Counties.

## 2.0 SUMMARY

- 2.1 With mutual aid response plans in place, there will be occasions when outside counties will contact the Communications Center for Bucks County fire apparatus to respond to incidents located within their counties. The current radio system has the capability to create a bridge with the Counties of Burlington (NJ) and Montgomery radio systems so departments that do not have the necessary frequencies programmed in their radios can communicate with each other directly. This feature is known as a patch.

## 3.0 POLICY

- 3.1 Incidents involving Bucks County apparatus responding to Burlington County, the responding apparatus will first respond on their normal operating zone to be acknowledged by a Bucks County dispatcher, then switch to an assigned TAC channel and respond with the Burlington County Fire Dispatcher.
- 3.2 Incidents involving Burlington County apparatus responding into Bucks County, the incident will remain on the first due company's normal Bucks County operating channel and the Burlington County apparatus will be patched in.
- 3.3 Incidents involving Bucks County apparatus responding to Montgomery County, the responding apparatus will first respond on their normal operating zone to be acknowledged by a Bucks County dispatcher, then switch to an assigned TAC channel and respond with the Montgomery County Fire dispatcher.
- 3.4 Incidents involving Montgomery County apparatus responding into Bucks County, the incident will remain on the first due company's normal Bucks County operating channel and the Montgomery County apparatus will be patched in.
- 3.5 At NO TIME will any of the Bucks County primary fire bands be patched to the Burlco or Montco channels while Bucks County apparatus are responding out of the county, unless directed by a DIII or Squad Coordinator.



# STANDARD OPERATING PROCEDURES

SOP # <b>6-623</b> Revision: <b>1</b> Effective Date: <b>July 5, 2017</b>	<b>Out of County Response to Burlington/Montgomery Counties</b>	Author: <b>691</b>
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## 4.0 PROCEDURE

- 4.1 Incidents involving Bucks County apparatus responding to Burlington County, the Fire Zone Dispatcher will patch an available TAC channel approved by the DIII or Squad Coordinator with the Burlco1 channel.
- 4.2 Bucks County apparatus will respond on their normal working band, then switch their radios to the designated TAC channel and go responding with Burlington County Fire Radio.
- 4.3 Incidents involving Burlington County apparatus responding into Bucks County, the Fire Zone Dispatcher will patch the Burlco1 channel with the respective Bucks County Band.
  - 4.3.1 *Example: If the incident is operating on the South Band, the Fire Zone Dispatcher will patch the South Band and the Burlco1 channel.*
- 4.4 Incidents involving Bucks County apparatus responding to Montgomery County, the Fire Zone Dispatcher will patch an available TAC channel approved by the DIII or Squad Coordinator with the Montco2 channel.
- 4.5 Bucks County apparatus will respond on their normal working band, then switch their radios to the designated TAC channel and go responding with Montgomery County Fire Radio.
- 4.6 Incidents involving Montgomery County apparatus responding into Bucks County, the Fire Zone Dispatcher will patch the Montco2 channel with the respective Bucks County Band.
- 4.7 If there are more than one Out of County incidents at one time, the main Montco intercom (Montco1) can also be used, with Bucks County apparatus utilizing another designated TAC channel.



# STANDARD OPERATING PROCEDURES

SOP #6-624 Revision: 1 Effective Date: <b>March 1, 2012</b>	<b>FAILURE TO RESPOND REPORTS</b>	Author: <b>691</b>
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## 1.0 PURPOSE

- 1.1 This policy was established to provide a guideline of response times after a unit has been dispatched.

## 2.0 SUMMARY

- 2.1 After being dispatched, these guidelines will be used to determine how much time each piece of equipment is allotted to respond.

## 3.0 POLICY

- 3.1 The following times are to be used for scratch times:
  - 3.1.1 Initial dispatched piece(s) – Four **(4)** minutes.
  - 3.1.2 Second due piece of apparatus from the same station – Seven **(7)** minutes.
  - 3.1.3 Third due piece of apparatus from the same station – Nine **(9)** minutes
  - 3.1.4 Fourth due piece of apparatus from the same station – Eleven **(11)** minutes.
  - 3.1.5 Add two minutes for each additional piece of apparatus.
- 3.2 Initial apparatus will have six **(6)** minutes to respond to alarm systems after dispatch.
- 3.3 Covers and relocates will be given up to ten **(10)** minutes to respond.
- 3.4 Failure to respond at these times will require the next due company to be dispatched.
  - 3.4.1 If the original company’s initial dispatched piece of apparatus fails to respond in the allotted time, they will be re-dispatched along with the next due unit being dispatched.
- 3.5 When an officer is responding or on scene, apparatus replacements will be at their discretion.



# STANDARD OPERATING PROCEDURES

SOP #6-625 Revision: 1 Effective Date: <b>March 1, 2012</b>	<b>RECALLS, HOLD AT STATION &amp; REDUCED SPEED</b>	Author: <b>691</b>
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## 1.0 PURPOSE

- 1.1 This policy was established to create a format for instances of recalls, apparatus placed on reduced speed or requested to be held in station.

## 2.0 POLICY

- 2.1 Upon requests that apparatus be recalled, placed on reduced speed, or requested to hold in station, the following format is to be used:

## 3.0 PROCEDURE

### 3.1 RECALLS:

- 3.1.1 Sound the recall alert tone on the radio screen.
- 3.1.2 Announce, "Attention all companies responding on (*box #, address*), recall." DO NOT REPEAT
- 3.1.3 When apparatus is recalled with the exception of a specified piece(s), announce, "Attention all companies responding on (*box #, address*), with the exception of (*specific piece(s)*), recall." REPEAT
- 3.1.4 All recalls will be simultaneously dispatched on the operating zone and dispatch band as long as apparatus is responding to the scene.

### 3.2 HOLD AT STATION:

- 3.2.1 Sound the single alert tone and re-announce "Attention all companies responding on (*box #, address*), hold at station." DO NOT REPEAT

### 3.3 REDUCED SPEED:

- 3.3.1 When apparatus is placed on reduced speed, announce, "Attention all companies responding on (*box #, address*), reduce speed." DO NOT REPEAT
- 3.3.2 When responding apparatus is placed on reduced speed with the exception of a specified piece(s), announce, "Attention all companies responding on (*box #, address*), with the exception of (*specified piece(s)*), reduce speed." DO NOT REPEAT
- 3.3.3 If an officer reduces the speed of responding apparatus, the dispatcher will not call units to check response or ask if the officer-in-charge wants apparatus replaced.



# STANDARD OPERATING PROCEDURES

SOP #6-626 Revision: 1 Effective Date: <b>October 18, 2015</b>	<b>FIREGROUND CHANNELS</b>	Author: <b>691</b>
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## 1.0 PURPOSE

- 1.1 This policy was created to provide a description of the digital and analog fireground channels and their functions.

## 2.0 SUMMARY

- 2.1 The system will include 8 total fireground frequencies for fire department use, one for each respective operating zone.
- 2.2 Each zone frequency will have a digital fireground channel and an analog fireground channel.
- 2.3 The digital fireground channels will function the same as the four zone frequencies, with the capabilities of being monitored and recorded in the communications center.
- 2.4 The analog fireground channels will function in the same manner as the previous radio system, only being heard within a limited range of distance.
- 2.5 The communications center will be unable to monitor or record any transmissions made on the analog fireground channels.

## 3.0 POLICY

- 3.1 Individual fire departments should predetermine which fireground, digital or analog respective to their home zone channel, which they will use for routine fireground communications.
- 3.2 Incidents involving mutual aid, the Incident Commander will determine which fireground frequency that will be used.
- 3.3 The Incident Commander will notify the Fire Zone dispatcher which fireground channel will be used during the incident.

## 4.0 PROCEDURE

- 4.1 During mutual aid incidents, once the Incident Commander determines which fireground channel (analog vs digital) to use, he/she will advise the Fire Zone Dispatcher.



# STANDARD OPERATING PROCEDURES

SOP #6-626    Revision: 1	<b>Fireground Channels</b>	Author: 691
Effective Date: <b>October 18, 2015</b>		

- 4.2    The Fire Zone dispatcher will make the following announcement:
  - 4.2.1    “Companies operating on Box X-X, all portables will switch and operate on Fireground X”
    - 4.2.1.1 *Digital Example: “Companies operating on Tactical Box 30-50, all portables will switch and operate on East Fireground.”*
    - 4.2.1.2 *Analog Example: “Companies operating on Box 52-14, all portables will switch and operate on South Direct.”*



# STANDARD OPERATING PROCEDURES

SOP #6-627 Revision: 2 Effective Date: <b>October 18, 2015</b>	<b>FIREGROUND COMMUNICATIONS</b>	Author: <b>691</b>
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## 1.0 PURPOSE

1.1 This policy was created to establish guidelines and format for communications via radio on the scene of an incident.

## 2.0 SUMMARY

2.1 The officer-in-charge, after summarizing the situation will, as soon as possible, make a fire ground report to Bucks County advising conditions, what units will hold and any estimate of how long the units will be held. This will enable the communications dispatcher to determine the need for cover-ups, etc. During all fires and emergencies, the officer-in-charge should periodically advise Bucks County as to the current situation and progress. This provides the communications center, as well as the companies on the scene with an overall awareness of the situation.

## 3.0 POLICY

- 3.1 The first arriving officer or apparatus will provide a size up report on arrival of a working fire.
- 3.2 Fire Ground communications within Bucks County will have the option of operating either on low power DIRECT channels or using a fire ground channel on the digital system.
- 3.3 The incident commander **must** notify the Communications Center of the proper fire ground to be used on the incident.

## 4.0 PROCEDURE

- 4.1 When responding on apparatus, all officers, except the chief of the department, will identify with the apparatus to which they are assigned, when operating from the mobile unit.
  - 4.1.1 If the officer becomes the officer-in-charge, will assume the "command" designation.



# STANDARD OPERATING PROCEDURES

SOP #6-627	Revision: 2	<b>Fireground Communications</b>	Author: 691
Effective Date: <b>July 1, 2015</b>			

- 4.2 All arriving apparatus on any emergency will report the apparatus "on location".
- 4.3 Chief officers or command units should advise Bucks County when they are on the fire ground.
- 4.4 The first unit to arrive "on location" will advise the communications center and report information of value for other units responding.
- 4.5 If nothing is visible, the unit will report "On location, investigating."
  - 4.5.1 *Example: "Engine 22 on location, investigating" (Do not say, "nothing showing")*
- 4.6 When a unit reports "on location" with smoke, fire or other conditions visible, a brief report of the building size (small, medium, large) including height and occupancy and conditions existing upon arrival.
- 4.7 All information on fire grounds will be entered into the complaint in C.A.D, whenever possible.
- 4.8 The incident commander will also notify the Fire Zone dispatcher of which fire ground option they will be using.
  - 4.8.1 Digital Fire Ground Channel Option
    - 4.8.1.1 *Example: "Chief 19 on location smoke showing side "A" operating on CENTRAL FIRE GROUND."*
  - 4.8.2 Analog Fire Ground Channel Option
    - 4.8.2.1 *Example: "Chief 19 on location smoke showing side "A" operating on CENTRAL DIRECT."*
- 4.9 When a company reports "on location" with smoke, fire or other conditions visible, the communications dispatchers will repeat the information over the Fire Zone and Dispatch Zone, for Tactical and Box assignments only, in the following format:
  - 4.9.1 Sound alert tone
  - 4.9.2 Announce: "Companies responding on (Box #), (unit providing report) is on scene reporting (repeat the report given verbatim)."
    - 4.9.2.1 *Example: (Sound alert tone) "Companies responding on Tactical Box 29-1, Deputy 29 is on scene reporting a 2 story dwelling with heavy smoke showing, side "A", operating on Central FIRE GROUND. "*



# STANDARD OPERATING PROCEDURES

SOP #6-628 Revision: 2 Effective Date: <b>December 17, 2012</b>	<b>ASSIGNMENT UPGRADES</b>	Author: <b>691</b>
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## 1.0 PURPOSE

- 1.1 This policy was created to establish format for upgrading a dispatched assignment to a higher level of assignment or alarm.

## 2.0 POLICY

- 2.1 On all incident type upgrades, the dispatcher will utilize the balance command.
- 2.2 On an upgrade from a local alarm to a tactical or from a tactical to a full box, the original department will be re-dispatched.
- 2.3 When a "box on a local or tactical" is requested, the remaining apparatus assigned to the box will be dispatched as well as the home company's tones.
- 2.4 If a "second alarm on a local" is requested, the remaining apparatus assigned to the box and the full second alarm assignment will be dispatched as well as the home company's tones.
  - 2.4.1 A two-step process will be used to ensure dispatch of proper apparatus.
    - 2.4.1.1 1st step – Balance from local box to box
    - 2.4.1.2 2nd step – Balance from box to second alarm

## 3.0 PROCEDURE

- 3.1 The following format will be used for a typical upgrade of an assignment:
  - 3.1.1 The Fire Zone Dispatcher will use the "BAL" command with the proper complaint type.
  - 3.1.2 The Dispatch Zone Dispatcher will then re-dispatch the call following the "Alarm Dispatching" policy while adding the home company's tones to the re-dispatch.
- 3.2 The following format will be used for an upgrade from a local box to a second alarm:
  - 3.2.1 The Fire Zone Dispatcher will first upgrade the assignment to the appropriate Box assignment by utilizing the "BAL" command.
  - 3.2.2 The Dispatch Zone dispatcher will dispatch the Box assignment following the "Alarm Dispatching" policy.
  - 3.2.3 The Fire Zone Dispatcher will then balance the Box assignment to the second alarm assignment by utilizing the "2A" command.
  - 3.2.4 The Dispatch Zone Dispatcher will then transmit in C.A.D. the automatic "REQA" feature, or if the box card is exhausted, manually select the specified apparatus listed in the "FRL" field on the C.A.D. screen.
  - 3.2.4 The Dispatch Zone Dispatcher will dispatch the second alarm assignment following the "Multi Alarm Dispatch" policy.



# STANDARD OPERATING PROCEDURES

SOP #6-629    Revision: 3 Effective Date: <b>July 5, 2017</b>	<b>MULTIPLE ALARM DISPATCH</b>	Author: <b>691</b>
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## 1.0 PURPOSE

1.1 This policy was created to establish policy and format for dispatching a multiple alarm incident.

## 2.0 SUMMARY

2.1 An alternate form of dispatch will be used when announcing a multiple alarm fire. This policy will outline the proper format for these types of incidents.

## 3.0 POLICY

3.1 When a fire goes to a second alarm or more, a long alert tone will be sounded for each additional alarm.

*3.1.1 Example: Two beeps would equal a second alarm, three beeps for a third alarm, etc.*

## 4.0 PROCEDURE

4.1 The dispatcher will sound the alert tone for the proper alarm.

4.2 Announce, "The second alarm on box (*box #*), address of fire, (*address*), the following companies will respond, switching their radios to the (the band on which the fire is located) Band:" (*list of apparatus*).

4.3 Sound station tones.

4.4 Announce: , "The second alarm on box (*box #*), address of fire, (*address*), the following companies will respond, switching their radios to (the band on which the fire is located) Band:" (*list of apparatus*) twice including time out on the second announcement.



# STANDARD OPERATING PROCEDURES

SOP #6-630 Revision: 2 Effective Date: <b>July 5, 2017</b>	<b>MULTIPLE ALARM RESPONSE</b>	Author: <b>691</b>
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## 1.0 PURPOSE

1.1 This policy will outline the response actions once the multi-alarm assignment has been transmitted.

## 2.0 SUMMARY

2.1 Once a multi-alarm fire has been transmitted, the incident has the potential to grow exponentially. This procedure should aid in the effort to keep radio traffic as controlled as possible to ease the flow of the incident command system.

## 3.0 POLICY

3.1 Companies due on the first alarm will respond on the primary operating zone.

3.2 The fire ground commander will be prepared to designate a staging area when requesting the second alarm assignment.

3.3 Second alarm companies will respond and remain on the primary operating zone, and report to the staging area.

3.4 The officer aboard the first arriving apparatus will assume temporary command of the staging area until relieved by an officer designated by the Fire Ground Commander.

3.4.1 The staging officer will assume the title, "Staging Officer" and will remain on the primary operating zone to communicate with the incident commander.

## 4.0 PROCEDURE

4.1 When a single piece of apparatus or equipment is requested to the scene, the dispatcher will use the following format:

4.1.1 Sound the single alert tone.

4.1.2 Announce "Attention Engine 65, respond on the second alarm on Box 7-3, address of fire, 4 Trenton Avenue, between Bellevue Avenue and Main Street, at the Hulmeville Inn."

4.1.3 Sound proper station tones.

4.1.4 Repeat the message as outlined in procedure 4.1.2 in this section, adding time out at the end of message.

4.1.5 Any extra apparatus on a specific alarm will be dispatched as that alarm until the next alarm is requested.



# STANDARD OPERATING PROCEDURES

SOP #6-631 Revision: 1 Effective Date: <b>March 1, 2012</b>	<b>NOTIFICATION OF ADDITIONAL ALARMS</b>	Author: <b>691</b>
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## 1.0 PURPOSE

1.1 The following procedure has been established to alert companies that are in service on the zone frequency of an additional alarm.

## 2.0 POLICY

2.1 Immediately following the alarm being dispatched on the dispatch frequency, it will be rebroadcast on the zone frequency as follows:

## 3.0 PROCEDURE

3.1 The Fire Zone dispatcher will hit an alert tone and hail the unit and ask them to prepare to copy another run.

3.2 Once the unit acknowledges, the Fire Zone dispatcher will then give the box number, the address of the alarm and the type of alarm.

3.2.1 *Example:*

**Dispatcher:** *Sound Alert tone, "Bucks County to Engine 55, prepare to copy another run."*

**E55:** *"Engine 55 to Bucks, proceed"*

**Dispatcher:** *"Transmitting Tactical Box 45-1, 12 South Lincoln Avenue between Washington Avenue and Watson Mill Lane, a Dwelling."*

**E55:** *"Engine 55 received."*

3.2 The dispatcher must receive an acknowledgment from an officer or apparatus that this call has been received.



# STANDARD OPERATING PROCEDURES

SOP #6-632	Revision: 1	<b>EQUIPMENT TRANSFERS</b>	Author: 691
Effective Date: <b>January 18, 2014</b>			

## 1.0 PURPOSE

1.1 This policy has been established to ensure reasonable fire protection of an area affected by a working fire or incident that has taxed local resources.

## 2.0 SUMMARY

2.1 Whenever a number of units are unavailable for service in the same area of the county, equipment transfers will be made to insure reasonable fire protection to the affected area. These units wouldn't be considered part of the initial incident, but rather would function in a "fill-in" role and would provide additional coverage for the committed company.

## 3.0 POLICY

3.1 All covers will be carried out using the "CVR" command using the respective station and dispatch pattern to be covered.

3.2 Fire Stations will be covered automatically, unless otherwise noted, when the following conditions exist:

3.2.1 When companies go on the scene with a working fire and the dispatcher has not received a report of conditions within ten minutes of the arrival of the first apparatus.

3.2.2 When a department responds a full station assist and the conditions previously stated exist.

3.2.3 When a company has two or more engines committed on a mutual aid assignment.

3.2.4 Immediately on multiple alarm fires when previous conditions exist.

3.3 Equipment on cover-up will retain its own identity at all times.

3.4 When a unit is transferred to another station, they will not respond on any alarms unless dispatched by the county and will be dispatched by the unit number while on the cover-up.

3.5 Any department that has only one engine-company committed on a mutual aid assignment and requires their station be covered must request it.

3.6 Specialized apparatus relocates should occur only when two or more pieces of specific apparatus are committed at the scene of an emergency. These relocates will be to a centralized location, not to cover an individual station.

3.7 Any department not able to provide a cover and at the same time have sufficient manpower to provide service for its own local district should scratch on the assignment.



# STANDARD OPERATING PROCEDURES

SOP #6-632	Revision: 1	<b>Equipment Transfers</b>	Author: 691
Effective Date: <b>January 18, 2014</b>			

- 3.8 It is not recommended to call a cover for your station so you may provide a cover to another. The only time this is acceptable would be a situation that your department will be involved in a task force, which will be responsible for your local.
- 3.9 In the event a department scratches on a cover or relocate because of insufficient personnel for the second piece of apparatus, the dispatcher should be advised so that the crew that is available and will be considered for additional mutual aid assignments or extra alarms.
- 3.10 Any department having two or more apparatus committed on a mutual aid assignment and having additional personnel available should advise the dispatcher so that station will not be covered and the dispatcher will know what additional apparatus is available from that station. This should not be construed to mean that you would call the dispatcher when your department has a crew available and has not been dispatched.
- 3.11 Any department not wanting stations covered automatically as outlined will make written request of such to the Emergency Communications Department.

## 4.0 PROCEDURE

- 4.1 The Dispatch Zone Dispatcher will perform the following when dispatching a cover or relocate assignment:
  - 4.1.1 Follow guidelines as outlined in SOP #6-620, sections 4.1.1 and 4.1.2.
  - 4.1.2 Announce the appropriate apparatus being dispatched on the cover and to which station they are covering or relocating.
    - 4.1.2.1 *Example: "Engine 52 cover Engine 14"*
    - 4.1.2.2 *Example: "Ladder 65, Rescue 12, Engine 44 relocate to Station 8"*
  - 4.1.3 Transmit appropriate station tones
  - 4.1.4 Repeat step 4.1.3 twice adding the phrase "companies will switch and operate on the Emergency Band" with the time out at the end.
    - 4.1.4.1 *Example: "Engine 52 cover Engine 14, Engine 52 cover Engine 14, companies will switch and operate on the Emergency Band at 0255 hours"*
  - 4.1.5 The Dispatch Zone Dispatcher will then utilize the "CVN" command and fill out the appropriate information in the mask(s), then enter them into the system.



# STANDARD OPERATING PROCEDURES

SOP #6-633 Revision: 2 Effective Date: <b>October 18, 2015</b>	<b>EMERGENCY ID ACTIVATIONS</b>	Author: <b>691</b>
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## 1.0 PURPOSE

- 1.1 This policy was created to provide a guideline in the event an Emergency ID distress button is activated during an incident.

## 2.0 SUMMARY

- 2.1 All radios are equipped with an orange Emergency ID button. This is the same safety device the police departments use for officer safety. It provides the ability to set off an emergency distress alert to the dispatcher. This button is to be used in the event that a firefighter is down or trapped on an emergency scene.
- 2.2 During an Emergency ID activation on a digital channel, receiving radios will sound an audible alert, display “EA RCVD” on the top display as well as an orange “Emergency” ribbon on the front display with the system ID number in distress.
- 2.3 During an Emergency ID activation on an analog channel, receiving radios will sound an audible alert, display “EA RECVD” on the top display as well as an orange “Emergency” ribbon on the front display with the MDC ID number in distress.
- 2.4 On the analog channels, receiving radios will display “Emergency Call” and the MDC ID number when the radio in distress transmits.
- 2.5 An Emergency ID activated on any analog channel will not be received in the Communications Center. However, the information outlined in section 2.3 and 2.4 of this SOP will function with radios in the field.

## 3.0 POLICY

- 3.1 The Emergency ID button is to be used only if there is a **LIFE-THREATENING** situation involving the safety of firefighting personnel.
- 3.2 All departments will supply the Emergency Communications Department with portable assignment information so it can be attached to their station information file.
- 3.3 It is imperative that each department supply accurate radio assignment records to the communications center for these purposes and for GPS tracking.

## 4.0 PROCEDURE

- 4.1 When an Emergency ID is activated, the dispatcher will perform the following:
  - 4.1.1 Ask the alerting unit to report, this will be attempted three times.



# STANDARD OPERATING PROCEDURES

SOP #6-633    Revision: 2 Effective Date: <b>October 18, 2015</b>	<b>Emergency ID Activations</b>	Author: <b>691</b>
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4.1.2 If no response from the alerting unit, the Fire Zone dispatcher will sound an alert tone and contact the Incident Commander and advise him/her of the portable distress button activation (*unit # and apparatus/officer assignment*) and location of unit if known.

4.1.2.1 *Example: Emergency ID received from R45 portable radio,*

**Dispatcher:** *Bucks County to R45 portable, (pause for response),  
Bucks County to R45 portable, (pause for response),  
Bucks County to R45 portable, (pause for response).*

**Dispatcher:** *(alert tone) Bucks County to Newtown Command.*

**Incident Command:** *Proceed Bucks County*

**Dispatcher:** *Be advised we're receiving an emergency ID activation  
from R45's portable radio.*

- 4.2 If an Emergency ID activation occurs on an analog Fireground channel, the Incident Commander will immediately notify the Fire Zone dispatcher and provide the 4-digit MDC ID received.
- 4.3 The Fire Zone dispatcher will check the respective company's Info File in the C.A.D. to cross reference the portable radio's I.D. and it's apparatus/officer assignment and report back to the Incident Commander.
- 4.4 The Incident Commander will then conduct P.A.R. (Personnel Accountability Report)



# STANDARD OPERATING PROCEDURES

SOP #6-634 Revision: 1 Effective Date: <b>March 1, 2012</b>	<b>FIREFIGHTER MAYDAY AND THE P.A.R. REPORT</b>	Author: <b>691</b>
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## 1.0 PURPOSE

- 1.1 This policy was created to establish guidelines in the event that a firefighter has called for a “Mayday” and provide instruction on how to report the Personnel Accountability Report (P.A.R.) on the scene of an incident.

## 2.0 POLICY

- 2.1 The term “**MAYDAY**” will indicate that a firefighter(s) are in trouble or down on the scene of an incident.
- 2.2 The term “**P.A.R.**” will be used to save radio traffic and time to report all are firefighters are accounted for.

## 3.0 PROCEDURE

- 3.1 The term “Mayday” will be transmitted and the portable radio Emergency ID should be activated by the firefighter(s) in distress.
- 3.2 The Incident Commander will acknowledge the “Mayday” and advise the Emergency Communications Center that a “Mayday” has been requested.
- 3.3 The Fire Zone Dispatcher will enter the “Mayday” command into the C.A.D.
  - 3.3.1 *Example: “E28 MAYDAY”*
- 3.4 The Dispatch Zone dispatcher and the Fire Zone Dispatcher simultaneously will announce on their respective zones the following:
  - 3.4.1 (Sound alert tone) “All companies standby for an emergency announcement and limit your transmissions to emergencies only.”
  - 3.4.2 “Companies operating on (Box #), a “Mayday” has been declared, all companies are to report their P.A.R. count to (name of Incident Command).” (Repeat)
    - 3.3.2.1 *Example: “Engine 71 to command, we have P.A.R.”*
  - 3.4.3 The Dispatch Zone dispatcher will then send an additional ALS unit to the scene and place the designated Air Medical Unit on standby.
- 3.5 Once the Incident Commander declares P.A.R. for the incident, the Fire Zone Dispatcher will then enter the “PAR” command into C.A.D.
  - 3.5.1 *Example: “E71 PAR”*



# STANDARD OPERATING PROCEDURES

SOP #6-635 Revision: 1 Effective Date: <b>January 5, 2013</b>	<b>EMERGENCY EVACUATION SIGNAL</b>	Author: <b>691</b>
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## 1.0 PURPOSE

1.1 This policy was created to provide guideline in the event of an emergency evacuation of a structure.

## 2.0 SUMMARY

2.1 Emergency conditions such as imminent building collapse require rapid evacuation of fire/emergency personnel from a building or area. This procedure provides a standard method by which such orders can be communicated to all emergency personnel.

## 3.0 POLICY

3.1 When the order to "Evacuate the building" has been given by the incident commander, the following actions will be followed:

## 4.0 PROCEDURE

- 4.1 The Fire Zone Dispatcher will enter the "EVAC" command in the C.A.D.
- 4.2 The Fire Zone Dispatcher and Dispatch Zone dispatcher will sound an alert tone for 5 seconds.
- 4.3 The Fire Zone Dispatcher and Dispatch Zone dispatcher will then announce simultaneously the following: "Companies operating on (Box #), all personnel are to evacuate the fire building". (*Repeat*)
- 4.4 The operators of all apparatus close enough to have equipment in service in the building will respond by issuing a 20-30 second blast of the air or standard horns.
  - 4.4.1 The horns will be activated in one continuous blast so as not to be confused with the normal sounds of additional arriving companies.
- 4.5 Upon termination of the air horns, the incident commander should report to the Fire Zone Dispatcher a location where all non-committed personnel should meet after evacuating.
- 4.6 Committed personnel will report back to their respective apparatus.
- 4.7 The Fire Zone Dispatcher will then repeat the order on all frequencies in use on the fire ground (*with the exception of the analog fireground channels*).
- 4.8 All committed personnel will be accounted for by apparatus and report P.A.R. to the incident commander or the officer designated to this assignment.
- 4.9 The senior officer of each department at that location will take P.A.R. for non-committed personnel at the evacuation-meeting place.
- 4.10 The incident commander will notify the Fire Zone Dispatcher when all companies have reported P.A.R.



# STANDARD OPERATING PROCEDURES

SOP #6-636 Revision: 3 Effective Date: <b>August 31, 2017</b>	<b>STATUS TIME CHECK</b>	Author: <b>691</b>
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## 1.0 PURPOSE

1.1 This policy was created to establish guidelines for status checks for fire personnel on incidents.

## 2.0 SUMMARY

2.1 The NFPA has placed guidelines on minimum requirements for emergency operations that covers numerous topics on safety aspects during an incident. Part of these guidelines include communications protocols during working fires, hazardous materials incidents or general hazardous conditions.

## 3.0 POLICY

3.1 In accordance with NFPA 1500 8.2.4, 2013 edition, “the Communications Center will start an incident timer when the first arriving unit is on scene of a working structure fire or hazardous materials incident, or when conditions appear to be time sensitive or dangerous.”

3.2 In accordance with NFPA 1500 8.2.4.1, 2013 edition, “The Communications Center shall notify the incident commander at every 10-minute increment with the time that resources have been on the incident until the fire is knocked down or the incident becomes static.”

3.3 The Incident Commander shall be permitted to cancel the incident clock notifications at any time during the incident.

3.4 There will be **NO** time checks during declared Storm Emergencies.

3.5 An agreement has been made with the Bucks County Chiefs and Firefighters Association to modify this time increment to **20** minutes and to be conducted on working fires, rescue incidents and hazardous materials incidents until they are placed under control.

## 4.0 PROCEDURE

4.1 At the 20 minute mark of the first arriving unit of an incident, the Fire Zone dispatcher will contact the Incident Commander or first arriving officer/apparatus for the time check.

*4.1.1 Example: “Bucks County to “XX Command” time check.”*

4.2 The Incident Commander or first arriving officer/apparatus will provide a progress report to the Fire Zone dispatcher.

4.3 At each 20 minute increment after the initial time check, the Fire Zone dispatcher will repeat this process.



## **STANDARD OPERATING PROCEDURES**

SOP #6-636    Revision: 3 Effective Date: <b>August 31, 2017</b>	<b>Status Time Check</b>	Author: <b>691</b>
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- 4.4    In the event that the unit does not answer a time check, the Fire Zone Dispatcher will attempt to call them two more times.
- 4.5    If there is no response after the third attempt, the police will be dispatched to the scene.



# STANDARD OPERATING PROCEDURES

SOP #6-637 Revision: 1 Effective Date: <b>March 1, 2012</b>	<b>SITUATIONS UNDER CONTROL</b>	Author: <b>691</b>
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## 1.0 PURPOSE

1.1 This policy was created to establish guidelines for announcing when an incident is placed under control by the incident commander.

## 2.0 POLICY

2.1 When the following situations are placed under control, the following formats will be used:

## 3.0 PROCEDURE

### 3.1 FIRES:

3.1.1 The Fire Zone dispatcher will announce "The fire is under control on (Tactical Box or Box #), (address), at (time)."

3.1.1.1 Example: "The fire is under control on Tactical Box 93-30, 1161 York Road at 0334 hours."

3.1.2 This will be announced simultaneously on the Dispatch Band by the Dispatch Zone Dispatcher.

3.1.3 Local alarms will **NOT** be acknowledged under control.

### 3.2 HAZ-MAT's:

3.2.1 The Fire Zone dispatcher will announce "The incident is under control on (Tactical Box or Box #), (address), at (time)."

3.2.1.1 Example: "The incident is under control on Tactical Box 8-95, Northbound Interstate 95 at Durham Road, at 1320 hours."

3.2.2 This will be announced simultaneously on the Dispatch Band by the Dispatch Zone Dispatcher.

### 3.3 EXTRICATIONS:

3.3.1 The Fire Zone Dispatcher will announce "The extrication is complete on (Rescue Box #), (address), at (time)."

3.3.1.1 Example: "The extrication is complete on Rescue Box 0-1, Main Street and Afton Avenue, at 0035 hours."



# STANDARD OPERATING PROCEDURES

SOP #6-638	Revision: 1	<b>STORM EMERGENCY</b>	Author: 691
Effective Date: <b>March 1, 2012</b>			

## 1.0 PURPOSE

- 1.1 This policy was created to establish guidelines under the circumstances when the Communications Center is being inundated with calls for service during times of severe weather.

## 2.0 SUMMARY

- 2.1 There may be times when severe inclement weather will increase call volume in the Emergency Communications Center. In turn, this in all probability will increase radio traffic. This policy will aid in the efforts to control radio traffic during periods of high volume.

## 3.0 POLICY

- 3.1 Under these conditions the dispatcher may when their best judgment indicates, reduce the normal response to incidents to one-station responses.
- 3.2 On local alarms it will be necessary for apparatus to reduce radio traffic to responding and available messages. No other transmission will be necessary unless a priority situation arises.
- 3.3 During these emergency situations in which departments may incur numerous incidents in their response area, it is recommended that departments institute the incident command system establishing the different locations as sectors.
  - 3.3.1 Sector commanders will maintain contact with the Incident Commander on the zone frequency, while companies operating in the respective sectors would operate on one of the fireground channels.

## 4.0 PROCEDURE

- 4.1 The dispatcher will sound one long alert tone and announce, "Attention all companies, Bucks County is now operating under storm emergency conditions."
- 4.2 On tactical and box responses it will only be necessary for all apparatus to go responding and only the first unit going on location.
- 4.3 Radio priority will be given to companies operating on confirmed tactical and box assignments and companies operating on these incidents should keep radio usage to **priority messages only**.
- 4.4 While operating under these conditions, companies receiving multiple local alarms, a Chief Officer will be given the information via their zone frequency, and may direct the units from handle the additional calls following storm policy.
- 4.5 MDT usage is highly encouraged during these times.

# STANDARD OPERATING PROCEDURES

SOP #6-638    Revision: 1  
Effective Date: **March 1, 2012**

## Storm Emergency

Author: **691**

- 4.6    When the situation has cleared Bucks County will announce the emergency condition is cleared and companies may return to normal operating procedures.





# STANDARD OPERATING PROCEDURES

SOP #6-639    Revision: 2 Effective Date: <b>May 18, 2015</b>	<b>DISPATCH OF CALLS RECEIVED VIA RADIO</b>	Author: <b>691</b>
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## 1.0 PURPOSE

1.1 This policy was created to establish a format of dispatching incidents being reported via radio.

## 2.0 POLICY

2.1 The Dispatch Zone Dispatcher will dispatch Fire/EMS services immediately without a box number when supplied with the first due company by personnel reporting the incident via radio.

2.2 If additional companies are due after the box number has been established, they will be dispatched at that time.

2.3 All requests received for fire, police and EMS services will be complied with when requested by any fire department official or apparatus.

2.4 If there is a discrepancy with what was requested, it will be addressed with the requesting individual and the fire department involved.

## 3.0 PROCEDURE

3.1 Once the request for dispatch is received via radio for a fire or EMS response, the Dispatch Zone dispatcher will immediately dispatch the requested piece(s) of apparatus without box number in the following format:

3.1.1 Sound one alert tone

3.1.2 Announce: *(apparatus requested)* with *(requesting officer/unit)*, *(location)*

3.1.3 Transmit station tones

3.1.4 Announce: *(apparatus requested)* with *(requesting officer/unit)*, *(location)*, *(type)* repeat with time at the end.

3.1.4.1 Example: *“Engine 8 with Battalion 8, Durham Rd and Lincoln Highway, an automobile, (repeat), (time)”*

3.1.5 The Dispatch Zone dispatcher will then verify the location and enter the incident into C.A.D. and dispatch any additional apparatus if necessary.



# STANDARD OPERATING PROCEDURES

SOP #6-640 Revision: 1 Effective Date: <b>March 1, 2012</b>	<b>DISPATCH FOR SPECIFIC ASSIGNMENT</b>	Author: <b>691</b>
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## 1.0 PURPOSE

1.1 This policy was created to establish format for the dispatch of apparatus to an assignment for a specific task.

## 2.0 SUMMARY

2.1 On occasion, there are certain circumstances when the BLK, FRL or incident commander will request a specific piece of apparatus on the assignment for a designated task. These can include Rapid Intervention Team responses, Air Cascade assignments or Rehab assignments.

## 3.0 POLICY

3.1 The following formats will be used when an assignment calls for a piece of apparatus that has a specific task for dispatch:

## 4.0 PROCEDURE

4.1 Rapid Intervention Team (*R.I.T.*) / Firefighter Assist & Search Team (*F.A.S.T.*) responses:

4.1.1 “Attention (*unit*) respond on (*BOX #*), address of fire (*location*), a R.I.T. team assignment.”

4.2 Air Cascade Assignment responses:

4.2.1 “Attention (*unit*) respond on (*BOX #*), address of fire (*location*), an Air Cascade Assignment.”

4.3 Rehab Assignment responses:

4.3.1 “Attention (*unit*) respond on (*BOX #*), address of fire (*location*), a Rehab Assignment.”



# STANDARD OPERATING PROCEDURES

SOP #6-641    Revision: 1 Effective Date: <b>March 1, 2012</b>	<b>EMS DISPATCH TO FIRE CALLS</b>	Author: <b>691</b>
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## 1.0 PURPOSE

1.1 This policy was created to establish guidelines on EMS being dispatched in conjunction with the Fire Department on incidents.

## 2.0 POLICY

2.1 EMS will be dispatched with the Fire Department automatically when the following conditions exist:

2.1.1 When fire department box cards specify EMS response automatically on certain fire calls.

2.1.2 On any fire call where information is received for a possible rescue or a burn victim with critical burns, facial burns w/respiratory distress, or electrical burns, an ALS unit will be dispatched immediately.

2.2 For those departments, that do not request an ambulance on the initial dispatch, they will get one on the report of a working fire.

## 3.0 PROCEDURE

3.1 When fire department box cards specify EMS response automatically on certain fire calls, the Dispatch Zone dispatcher will utilize the "COPY" command to add the EMS unit(s) to the fire incident.

3.2 If call entry text warrants EMS response to a fire incident as outlined in this policy, and EMS has not already been entered, the Dispatch Zone dispatcher will utilize the "COPY" command to add the necessary EMS unit(s) to incident.



# STANDARD OPERATING PROCEDURES

SOP #6-642 Revision: 1 Effective Date: <b>March 1, 2012</b>	<b>FIRE DEPARTMENT RESPONSE ON BURN VICTIMS</b>	Author: <b>691</b>
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## 1.0 PURPOSE

1.1 This policy was created to establish guidelines on Fire Department response on incidents involving burn victims.

## 2.0 POLICY

2.1 When a call for EMS is received for a burn victim it is the responsibility of the call taker to determine how the burn occurred so the Fire Department can be dispatched when appropriate.

2.1.1 The C.A.D. will generate a combined incident for the "FMPAGE" complaint type automatically when either the "ABURN" or "BBURN" complaint types are used.

2.2 The local Fire Marshal will be notified of all burn victim calls.

## 3.0 PROCEDURE

3.1 Any burn caused by a chemical, or an open flame or electrical burn, which is out of control or potentially out of control, the proper response for the fire department will be dispatched.

3.2 If the caller advises the fire is extinguished, the fire department will be dispatched for the appropriate assignment to ensure the fire is truly extinguished.

3.2.1 *Example: Boiling water burns are an FM notification only while burns from an extinguished kitchen fire should be entered as an "EXBLD" complaint type.*

3.3 The Dispatch Zone dispatcher will notify the local Fire Marshal.



# STANDARD OPERATING PROCEDURES

SOP #6-643 Revision: 1 Effective Date: <b>March 15, 2013</b>	<b>DISPATCH OF FIRE UNITS TO ASSIST EMS UNITS</b>	Author: <b>691</b>
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## 1.0 PURPOSE

1.1 This policy was created to establish guidelines of dispatching fire apparatus/units in the assistance of EMS units on an active incident.

## 2.0 SUMMARY

2.1 Occasionally while an E.M.S. units(s) is on an active incident, they may have the need for the Fire Department to be dispatched to assist in aid for the patient. There could be a multitude of reasons for the request for assistance, such as a simple need of manpower for lifting efforts, but could extend to needs in assistance with C.P.R. or such high priority care.

## 3.0 POLICY

3.1 There are two complaint types to utilize during these requests:

3.1.1 FEMSA will be used when the requesting E.M.S. unit(s) is on an ALS incident.

3.1.2 FEMSB will be used when the requesting E.M.S. unit(s) is on a BLS incident.

3.2 The following procedures will be followed when a request is made for F.D. assistance by an E.M.S. unit on an active incident:

## 4.0 PROCEDURE

4.1 When the initial request is made, the E.M.S. Zone dispatcher will utilize the copy command in C.A.D. to generate the "FEMSA" or "FEMSB" incident.

4.2 The Dispatch Zone dispatcher will follow SOP #6-620, section 4.1.1.

4.3 The Dispatch Zone dispatcher will use the following format:

4.3.1 Engine XX with Squad/Medic XXX, (address, cross streets)

4.4 The Dispatch Zone dispatcher will then sound the appropriate station tones.

4.5 Upon completion of the station tones sounding, the Dispatch Zone dispatcher will have the following two formats to follow:

4.5.1 BLS (FEMSB) incidents: The Dispatch Zone dispatcher will announce the call type as a "BLS assist" while also including the E.M.S. call type.

4.5.1.1 Example: "E26 with Squad 151, 143 South 5<sup>th</sup> Street, between West Chestnut Street and West Walnut Street, a BLS assist on a fall victim."



# STANDARD OPERATING PROCEDURES

SOP #6-643    Revision: 1 Effective Date: <b>March 15, 2013</b>	<b>Dispatch of Fire Units to Assist EMS Units</b>	Author: <b>691</b>
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- 4.5.2 ALS (FEMSA) incidents: The Dispatch Zone dispatcher will announce the call type as an “ALS assist” while also including the E.M.S. call type.
  - 4.5.2.1 *Example: “E26 with Medic 151, 143 South 5<sup>th</sup> Street, between West Chestnut Street and West Walnut Street, an ALS assist with a cardiac arrest.”*
- 4.5.3 Once the Dispatch Zone Dispatcher has completed their dispatch, the Fire Zone Dispatcher will follow this same format during their re-announcement.



# STANDARD OPERATING PROCEDURES

SOP #6-644 Revision: 1 Effective Date: <b>March 1, 2012</b>	<b>MCI OVERVIEW</b>	Author: <b>691</b>
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## 1.0 PURPOSE

- 1.1 This policy reflects the Mass Casualty Incident plan set forth by the Bucks County E.H.S. Office. It is designed only to provide a response overview and define each level.

## 2.0 POLICY

- 2.1 Complete details of the MCI Plan can be found in the EMS Communications manual.
- 2.2 There are five (5) levels of mass casualty incidents. These levels are outlined as follows:
  - 2.2.1 Level 1 - 10-24 Surviving patients
    - 2.2.1.1 Response: Seven (7) ALS/BLS, One (1) QRS, One (1) Engine and One (1) Helicopter on standby.
  - 2.2.2 Level 2 – 25-50 surviving patients
    - 2.2.2.1 Response: Thirteen (13) ALS/BLS, Two (2) QRS, One (1) MCI Unit, One (1) Engine, One (1) Rescue, CP800 or local command vehicle, and Two (2) Helicopters on standby.
  - 2.2.3 Level 3 – 50-100 surviving patients
    - 2.2.3.1 Response: Eighteen (18) ALS/BLS, Three (3) QRS, Two (2) MCI Units, Two (2) Engines, Two (2) Rescues, CP800, Three (3) Helicopters on standby to prepare for deployment.
  - 2.2.4 Level 4 – Greater than 100 surviving patients
    - 2.2.4.1 Response: Twenty-one (21) ALS/BLS, Four (4) QRS, Three (3) MCI Units, Three (3) Engines, Two (2) Rescues, CP800, Three (3) Helicopters on standby to prepare for deployment and notification to Bucks County EMA for possible Strike Team Response.
  - 2.2.5 Level 5 – Disaster greater than 500 victims
    - 2.2.5.1 Response: Thirty (30) ALS/BLS, Six (6) QRS, Four (4) MCI Units, Four (4) Engines, (3) Rescues, CP800, Three (3) Helicopters on standby to prepare for deployment and notification to Bucks County EMA for possible Strike Team Response.

## 3.0 PROCEDURE

- 3.1 The Dispatch Zone dispatcher will follow all necessary instructions listed in the “INFO MCI” file.



# STANDARD OPERATING PROCEDURES

SOP #6-645    Revision: 2	<b>EMS STATUS CODES</b>	Author: 691
Effective Date: <b>January 21, 2016</b>		

## 1.0 PURPOSE

1.1 This policy reflects the EMS Status Code definitions as set forth by the Bucks County E.H.S. Office.

## 2.0 POLICY

2.1 Complete details of the EMS Status Codes can be found in the EMS Communications manual listed in the chapter titled “Response Code Changes”.

2.2 There are four (4) levels of response “status”. They are defined as follows:

2.2.1 Code Green – Normal Daily Operations

2.2.2 Code Yellow – Preparatory Period for pending inclement weather, Pre-mass gatherings/events, severe federal terror risk.

2.2.3 Code Orange – Operational Period for inclement weather in place and affecting the County, MCI, mass gathering or any incident(s) taxing or potentially taxing the region beyond available resources.

2.2.4 Code Red – Weather affecting the County, major MCI or incident(s) that have exhausted system resources, evacuation of a hospital or nursing home, riots or major police action.

2.3 Code changes will be automatic with winter weather warnings.

## 3.0 PROCEDURE

3.1 The Dispatch Zone dispatcher will follow all necessary instructions in the “INFO EMSSTATUS” file.



# STANDARD OPERATING PROCEDURES

SOP #6-646 Revision: 2 Effective Date: <b>July 1, 2015</b>	<b>HAZARDOUS MATERIALS &amp; FUEL SPILL INCIDENTS</b>	Author: <b>691</b>
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## 1.0 PURPOSE

1.1 This policy was created to establish formal guidelines for incidents involving hazardous materials and large fuel spills.

## 2.0 SUMMARY

2.1 The following procedure provides a basic philosophy and strategic format for the communications center dispatcher and emergency response personnel (first responders) to identify their role in handling the initial dispatch, alerting of appropriate personnel, and handling of overall communications, as it relates to the working of a hazardous materials incident.

## 3.0 POLICY

3.1 When a potential Hazardous Materials Incident is occurring, the following procedure should be followed:

## 4.0 PROCEDURE

4.1 The dispatcher receiving the call should obtain the following:

4.1.1 Incident type (*Accident, spills, leak, fire*)

4.1.2 Material(s) involved/name and/or type

4.1.2.1 The dispatcher should attempt to obtain the proper spelling or UN numbers of the material(s) involved if possible.

4.1.3 Amount and size of containers involved.

4.1.4 Specific information about problem (*size of spill, volume of leak, etc.*)

4.1.5 Dangerous properties of the materials(s) involved.

4.1.6 If the call is received from a person with particular knowledge of the hazardous situation, have that person meet and direct the arriving units, if possible.

4.2 After dispatching the incident over the radio, the Dispatch Zone dispatcher will then perform the following tasks:

4.2.1 Immediately notify the supervisor on duty in the communications center for sending of notifications via the Everbridge Notification System.

4.2.2 Refer to the "INFO STA 89RSAN" file and follow any necessary instructions.

4.3 The Fire Zone dispatcher will advise the first responding chief officer from the first due district of the information received from the caller.



# STANDARD OPERATING PROCEDURES

SOP #6-646    Revision: 2 Effective Date: <b>July 1, 2015</b>	<b>Hazardous Materials &amp; Fuel Spill Incidents</b>	Author: <b>691</b>
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- 4.4    Upon acknowledgment of the first responding fire apparatus going on-radio, the Fire Zone dispatcher will advise the unit of the information received from the caller.
- 4.5    When the Fire Zone dispatcher is advised by the local incident commander to have the County H.I.R.T representative call or respond, the dispatcher will accomplish the following:
  - 4.5.1    Immediately notify the supervisor on duty in the communications center for sending of Everbridge notifications.
  - 4.5.2    Refer to the “INFO STA 89RSAN” file and follow any necessary instructions.
- 4.6    Dispatch of a certified HAZMAT team to the incident site to provide appropriate equipment and technical expertise should be considered when any of the following incident characteristics are present:
  - 4.6.1    The spill or leak involves, or has the potential to involve, not only gasoline, fuel oil, heating oil, propane or natural gas from the fuel supply tanks or lines involved, but also hazardous chemicals or substances (*products*) that were being transported by the vehicle(s) or stored on site.
  - 4.6.2    Multiple vehicles and/or heating system fuel supplies are involved in the incident and are leaking different fuel(s), thereby creating a complex chemical environment that exceeds the training level or overwhelms the response capability of the fire department.
  - 4.6.3    The imminent potential danger of significant uncontained fire or explosion exists at the site of the incident.
  - 4.6.4    The potential exists for development of pockets of combustible/explosive vapors around the incident site due to the terrain and/or structures involved in or adjacent to the incident.
  - 4.6.5    Visible smoke or vapor cloud is reported around the incident site at the time of the fire department's dispatch or arrival indicating a possible fire and/or chemical reaction.
  - 4.6.6    Identification markings on the vehicle, cargo, or adjacent stored materials indicate the presence of reactive products, which may leak and react violently with leaking or spilled fuel(s), air (*oxygen etc.*) and/or suppressants (*water, foam*).



# STANDARD OPERATING PROCEDURES

SOP #6-646    Revision: 2 Effective Date: <b>July 1, 2015</b>	<b>Hazardous Materials &amp; Fuel Spill Incidents</b>	Author: <b>691</b>
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- 4.6.7 The potential exists for the fuel spill or leak to directly enter a waterway and diking or diverting the fuel spill or leak is beyond the capability of the first responders at the scene.
- 4.6.8 The potential exists for the contamination of drinking water supplies.
- 4.6.9 The safety of the first response personnel is jeopardized because of insufficient training, equipment, and personal protective equipment or supplies needed under a typical "Emergency Service Response".
- 4.6.10 Uncontrolled radiological, biological or toxicological materials are present and may be released or are unstable.
- 4.7 The circumstances of an incident, as described in this section concerning hazmat team response, must be evaluated by the officer in charge to determine if the incident is beyond the "fire department response" and necessitates response by a certified hazmat team.

*(Source: PEMA circular #C93-1)*



# STANDARD OPERATING PROCEDURES

SOP #6-647    Revision: 2 Effective Date: <b>July 1, 2015</b>	<b>TECHNICAL RESCUE TASK FORCE</b>	Author: <b>691</b>
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## 1.0 PURPOSE

1.1 This policy was created to establish guidelines on dispatching the Bucks County Technical Rescue Task Force Team (BCTRTF).

## 2.0 POLICY

2.1 When either a notification of a BCTRTF leader or team response is requested for dispatch, the following procedure will be followed at all times:

## 3.0 PROCEDURE

3.1 The Dispatch Zone dispatcher will notify the supervisor of the request for notification purposes via the Everbridge Notification System.

3.2 The Dispatch Zone dispatcher will then follow all instructions necessary in the "INFO STA 97" file.



# STANDARD OPERATING PROCEDURES

SOP #6-648 Revision: 2 Effective Date: <b>July 1, 2015</b>	<b>REGIONAL FIRE TASK FORCE</b>	Author: <b>691</b>
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## 1.0 PURPOSE

1.1 This police was created to established guidelines on dispatching the Bucks County Regional Fire Task Force (BCRFTF).

## 2.0 SUMMARY

2.1 The Bucks County Regional Fire Task Force has been established to provide a team of qualified responders who are trained to assist Bucks County communities and the Southeastern Pennsylvania (SEPA) Regional Task Force in response to County or Regional Task Force request for Mutual Aid or Assistance to natural and manmade emergencies, disasters, and acts of terrorism.

## 3.0 POLICY

3.1 All requests for assistance will be initiated from the incident commander or his/her authorized designee at an incident scene, the Emergency Communications Center or the County Emergency Manager where the incident occurs.

3.2 Mutual aid requests for assistance shall be made to the Emergency Communications Center or County Emergency Management Coordinator or authorized designee in the responding county.

3.3 Intra-state mutual aid requests for assistance may also be made through the Pennsylvania Emergency Management Agency.

## 4.0 PROCEDURE

4.1 Upon receiving a request for mutual aid, the call taker will obtain the name of the requesting agency and the location of the incident.

4.2 The call taker will immediately notify a supervisor to send the following Everbridge System page to the Task Force Leaders:

4.2.1 “The BCRFTF (group) has been requested to respond to an incident at (location).”

4.3 A Task Force Leader will call the Emergency Communications Center and advise which Task Force to dispatch and where the staging location will be for the responding task force group.



# STANDARD OPERATING PROCEDURES

SOP #6-648    Revision: 2 Effective Date: <b>July 1, 2015</b>	<b>Regional Fire Task Force</b>	Author: <b>691</b>
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- 4.4    The Dispatch Zone Dispatcher will dispatch the designated task force group using the following format:
  - 4.4.1    "The Bucks County Regional Fire Task Force (*group*) has been requested to respond to an incident at (*location*). The following units will respond switching your radios to the Emergency Band, (*list units*). Companies will stage at (*location*)."



# STANDARD OPERATING PROCEDURES

SOP #6-649 Revision: 1 Effective Date: <b>March 1, 2012</b>	<b>NOTIFICATION OF IMPROPER DISPATCH</b>	Author: <b>691</b>
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## 1.0 PURPOSE

1.1 This policy was created to establish a standard format to make notification of a possible error(s) of a dispatched incident.

## 2.0 POLICY

2.1 If a borderline call is received in the communications center and the wrong fire department or ambulance is dispatched, it is the responsibility of the Fire Department or ambulance dispatched to notify the dispatcher of the error as soon as possible.

2.2 This type of notification is to be done over the telephone when possible to keep the air free of extra radio traffic and maintain professionalism within the system.

## 3.0 PROCEDURE

3.1 Once a request for a correction of dispatch is made, the Dispatch Zone dispatcher will dispatch the appropriate unit(s) to the incident.

3.1.1 The initially dispatched company may request notification be made to one of the responsible agency's chief officers informing them of the discrepancy.

3.1.2 The responsible agency will make the determination if their company is to be dispatched or if the initially dispatched company can handle the incident.



# STANDARD OPERATING PROCEDURES

SOP #6-650 Revision: 1 Effective Date: <b>March 1, 2012</b>	<b>OFFICER NOTIFICATION</b>	Author: <b>691</b>
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## 1.0 PURPOSE

- 1.1 This policy was established to provide a method of reaching a fire department officer through the Emergency Communications Centers assistance.

## 2.0 POLICY

- 2.1 Fire department personnel requesting pages are requested to do so only for essential messages, and should make an attempt to contact the individual via telephone before requesting a page.

## 3.0 PROCEDURE

- 3.1 When a message is received for a company officer, the Dispatch Zone dispatcher will use the officer's tone for the station will be dispatched to have that officer contact fire communications.
  - 3.1.1 *Example: "Chief 31 call fire communications, (Repeat), at (time)."*
- 3.2 The dispatch zone dispatcher will then send an alpha page to the respective company's group.
  - 3.2.1 *Example: TO/INT1/STA31, Chief 31 call fire communications*
- 3.3 If the department does not have officer's tones, an attempt will be made via telephone.
- 3.4 If no contact is made via phone, then try the radio.



# STANDARD OPERATING PROCEDURES

SOP #6-651 Revision: 2 Effective Date: <b>May 18, 2015</b>	<b>FIRE MARSHAL NOTIFICATIONS</b>	Author: <b>691</b>
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## 1.0 PURPOSE

1.1 This policy was created to establish guidelines on notifying a fire marshal.

## 2.0 POLICY

2.1 Communications Department dispatchers will make notifications for a fire marshal at the request of the incident commander.

2.2 The dispatchers will either add a fire marshal to an active incident history or will generate a C.A.D. complaint when notification is to occur at a later time.

2.3 In the event of a confirmed fatality, the dispatcher should immediately notify the local Fire Marshal.

2.4 County fire marshals will conduct normal day-to-day operations on the Emergency band.

2.5 Local fire marshals may operate on the respective talk group for their township or borough.

2.6 It is understood that they will relinquish use of this talk group when directed to do so by the Emergency Communications Center.

## 3.0 PROCEDURE

3.1 The Fire Zone dispatcher will notify the local fire marshal upon request.

3.1.1 The Fire Zone dispatcher will check the status monitor for any special contact information relating to the fire marshal being requested and follow any instruction if necessary.

3.2 In the event of a Bucks County Fire Marshal being requested, the Fire Zone dispatcher will perform the following:

3.2.1 During normal business hours, the dispatcher should contact the office to reach an available fire marshal.

3.2.2 During after-hours or holidays, the dispatcher will utilize the on-call fire marshal calendar located on the Bucks County Fire Marshals "Outlook" calendar and contact the appropriate fire marshal.



# STANDARD OPERATING PROCEDURES

SOP # <b>6-652</b>	Revision: <b>1</b>	<b>PECO RESPONSE</b>	Author: <b>691</b>
Effective Date: <b>January 26, 2018</b>		<b>NOTIFICATIONS</b>	

## 1.0 PURPOSE

1.1 This policy was created to establish guidelines on the need for PECO response to incidents.

## 2.0 SUMMARY

2.1 To minimize confusion and expedite the process of information exchange on the scene of an incident, PECO has requested certain information during the notification process. This information will assist the responding PECO representative once they have arrived at the incident to put them in quick contact with the Incident Commander

## 3.0 POLICY

3.1 In accordance with PECO's request of information exchange, the Fire Zone Dispatcher will follow the below procedure:

## 4.0 PROCEDURE

4.1 The Fire Zone Dispatcher will contact the PECO Operations Center once requested by the Incident Commander and provide the following:

- 4.1.1 The nature and any information pertinent for the request of PECO.
- 4.1.2 The name and rank of the Incident Commander making the request.
- 4.1.3 The department name of the Incident Commander.



# STANDARD OPERATING PROCEDURES

SOP #6-653    Revision: 1 Effective Date: <b>March 1, 2012</b>	<b>GAS LEAK NOTIFICATIONS</b>	Author: <b>691</b>
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## 1.0 PURPOSE

1.1 This policy was created to establish guidelines on proper notifications for natural gas leak incidents.

## 2.0 SUMMARY

2.1 This policy will cover instances when reports are received of a natural gas leak from a pipeline or a supplied source, such as a gas main or service line.

## 3.0 POLICY

3.1 Immediate notification will be made to the responsible gas company of where the incident is reported without waiting for a request from the responding fire agency.

## 4.0 PROCEDURE

4.1 The following tasks will be completed by the Fire Zone dispatcher:

4.1.1 Contact the responsible gas company.

4.1.2 Provide the text information entered for the incident to the gas company.

4.1.3 Obtain an E.T.A. from the gas company and enter it into both police and fire incidents.



# STANDARD OPERATING PROCEDURES

SOP #6-654    Revision: 2 Effective Date: <b>October 18, 2015</b>	<b>COMMUNICATIONS WITH HELICOPTER SERVICES</b>	Author: <b>691</b>
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## 1.0 PURPOSE

1.1 This policy was created to establish guidelines on communication between ground units and Air Medical Units once their service has been requested.

## 2.0 POLICY

2.1 The following procedure will be followed when an Air Medical unit(s) is requested to the scene of an incident:

## 3.0 PROCEDURE

3.1 Upon confirmation of an Air Medical Unit's response to the scene of an incident, the dispatcher will perform the following:

3.1.1 The EMS Zone Dispatcher will refer to the "Bucks County Air Ambulance" file located on the Public Drive to determine the appropriate flight service for response.

3.1.2 Advise that particular flight service to utilize the respective home company's analog fireground frequency which is located in the INFO HELICOPTER LAND file.

3.1.3 Obtain an E.T.A. from the flight service of the Air Medical Unit.

3.1.4 Provide a Landing Zone location with ADC map coordinates.

3.1.5 Provide a Landing Zone Officer contact. (*if provided*)

3.2 If the primary helicopter cancels due to weather conditions:

3.2.1 The second due helicopter is to be called and advised that the primary helicopter has cancelled due to weather conditions

3.2.2 No more calls are to be made after the second helicopter cancels due to weather conditions.

3.3 The Fire Zone dispatcher will then relay to the Landing Zone (*LZ*) officer the responding Air Medical Unit's identifier and E.T.A.

3.4 Fire units at the scene are encouraged to use a mobile radio for these transmissions.



# STANDARD OPERATING PROCEDURES

SOP #6-655 Revision: 1 Effective Date: <b>August 31, 2017</b>	<b>FIRE POLICE NETWORK</b>	Author: <b>691</b>
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## 1.0 PURPOSE

1.1 This policy was created to establish a guideline on which region Fire Police units are located in and which primary Fire Police channel they are to operate on.

## 2.0 POLICY

NORTH	SOUTH
Midway (5/15)	Yardley Makefield (0/80)
Quakertown (17/87)	Feasterville (1)
West End (18/87)	Southampton (2)
Doylestown (19/79)	Northampton (3/73/83)
Plumsteadville (20/24)	Trevoise (4/84)
Dublin (23)	Lower Southampton (6)
Perkasie (26/76)	William Penn (7/77)
Sellersville (27)	Penndel (8)
Warrington (29/78)	Parkland (9)
Chalfont (34/54/74)	Edgely (10)
Richlandtown (36)	Croydon (11)
Springtown (40)	Newportville (12/82)
Point Pleasant (41)	Levittown #2 (13)
Riegelsville (42)	Third District (14)
New Hope Eagle (46/64)	Cornwells (16)
Upper Black Eddy (47)	Langhorne Middletown (21/22)
Delaware Valley (48/96)	American HH&L (25/53)
Ottsville (49/94)	Eddington (28)
Richland Township (56)	Falls Township (30)
Milford (57)	Fairless Hills (31)
Trumbauersville (58)	Levittown #1 (32)
Silverdale (59)	Tullytown (33)
Hilltown (60/61)	Lingohocken (35/95)
Riegelsville (62)	Union (37)
Haycock (63)	Newport (44/88)
Warwick (66)	Newtown (45/55)
	Bristol Consolidated (50)
	Bristol #1 (51)
	Goodwill Hose (52)
	Ivyland (62)
	Nottingham (65)
	Upper Makefield (71/81)
	Warminster (90/91/92)
	Hartsville (93)
	Morrisville (98)



# STANDARD OPERATING PROCEDURES

SOP #6-656 Revision: 3 Effective Date: <b>August 31, 2017</b>	<b>FIRE POLICE DISPATCH</b>	Author: <b>691</b>
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## 1.0 PURPOSE

1.1 This policy was created to establish guidelines on the dispatch of fire police units.

## 2.0 POLICY

2.1 Only Police, Fire, and EMS officers can request fire police.

2.2 The following procedures will be followed when fire police are requested to be dispatched:

## 3.0 PROCEDURE

3.1 When requests are made for fire police, the following information will be needed:

3.1.1 Location

3.1.2 The officer or unit making the request

3.1.3 Reason for the request

3.1.3.1 *Examples: Traffic Control, Crowd Control, Crime Scene Control*

3.2 When dispatching fire police, the following format will be used:

3.2.1 The Dispatch Zone dispatcher will multi-select the Paging Channel with both of the Fire Police Channels (FP North and FP South).

3.2.2 The Dispatch Zone dispatcher will transmit the requested company's fire police tones.

3.2.3 The Dispatch Zone dispatcher will then transmit the six (6) beep fire police tones.

3.2.4 Announce the following: "All available station (X) fire police are to respond to (location) for (reason). (repeat with time)

3.2.4.1 *Example: "All available Station 5 fire police are to respond to Route 413 and Route 263 for traffic control of an accident scene (repeat) at 0718 hours."*

3.2.5 A copy of the incident will be sent to the printer of each station involved.

3.2.5.1 This can be accomplished via the "DN" command.

3.2.6 After the assigned fire police unit(s) is dispatched in C.A.D., the incident will be cleared out.



# STANDARD OPERATING PROCEDURES

SOP #6-656	Revision: 3	<b>Fire Police Dispatch</b>	Author: 691
Effective Date: <b>August 31, 2017</b>			

- 3.3 In the event that all township or borough fire police are requested, the following format will be announced:
  - 3.3.1 “All available (requested township or borough) fire police are to respond to (location) for (reason). (repeat with time)
    - 3.3.1.1 *Example: “All available Bristol Township fire police are to respond to 1205 Edgely Avenue for Crowd Control at a Crime Scene, (repeat) at 1018 hours.”*
- 3.4 In the event that all countywide fire police are requested, the following tasks will be followed:
  - 3.4.1 All prior information outlined in section 3.1 of this policy will be followed accordingly, however it will be documented in the call specifying the request for all Bucks County Fire Police are requested.
  - 3.4.2 Prior to dispatch, the Dispatch Zone dispatcher will make an attempt to contact the Bucks County Fire Police Commissioner or Deputy Commissioner and request approval for dispatch.
  - 3.4.3 If the request is denied, a notation will be made and the incident will be cancelled.
  - 3.4.4 If either Commissioner cannot be contacted after reasonable attempts, a detailed notation will be made into the incident and the call will be dispatched.
  - 3.4.5 If approval is given for dispatch, the following tasks will be followed:
    - 3.4.5.1 The Dispatch Zone dispatcher will transmit the “799” tone
    - 3.4.5.2 The Dispatch Zone dispatcher will follow the format as outlined in section 3.2 of this policy, but substitute “All available Bucks County Fire Police” in lieu of the Station number.



# STANDARD OPERATING PROCEDURES

SOP #6-657	Revision: 2	<b>FIRE POLICE OPERATIONS</b>	Author: 691
Effective Date: <b>October 18, 2015</b>			

## 1.0 PURPOSE

1.1 This policy was created to establish guidelines on the operations of fire police units in conjunction with the Bucks County radio system.

## 2.0 POLICY

2.1 Fire Department radios will be equipped with the fire police talk groups to allow them to talk directly to the fire police operating at the scene.

2.2 The use of any of the primary fire talk groups by fire police is strictly prohibited.

2.3 The following procedures will be followed once Fire Police units are dispatched:

## 3.0 PROCEDURE

3.1 Responding units will normally use their respective digital primary channels to establish radio communications.

3.2 Once communications has been established fire police units should switch to the BCFP analog channel for operations.

3.2.1 FP Direct is a low power analog channel and should be used anytime fire police units are using close proximity traffic control details.

3.3 The fire police incident commander may be assigned a TAC channel for contact with the incident commander during major incidents.

3.4 Following the termination of the incident fire police should switch back to the primary channels.



# STANDARD OPERATING PROCEDURES

SOP #6-658    Revision: 2	<b>FIRE POLICE RECALL</b>	Author: 691
Effective Date: <b>August 31, 2017</b>		

## 1.0 PURPOSE

1.1 This policy was created to establish format for the recalling of dispatched fire police units.

## 2.0 POLICY

2.1 Upon a request that fire police are recalled from an assignment that was dispatched, the Dispatch Zone dispatcher will use the following format on the Dispatch Band and simulcast on the appropriate Fire Police Channel:

## 3.0 PROCEDURE

3.1 The Dispatch Zone dispatcher will sound the Recall Alert Tone.

3.2 Announce "Attention all fire police responding to (address), recall."

3.2.1 *Example: "Attention all Station 23 fire police responding to Route 313 and Rickert Road, Recall."*

3.3 Supplement both fire and police incident histories to show the recall.



# STANDARD OPERATING PROCEDURES

SOP #6-659 Revision: 1 Effective Date: <b>March 1, 2012</b>	<b>DAILY EQUIPMENT REPORT &amp; ANNOUNCEMENTS</b>	Author: <b>691</b>
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## 1.0 PURPOSE

- 1.1 This policy was created to establish guidelines and format to the daily equipment out-of-service list announcement.

## 2.0 POLICY

- 2.1 When apparatus is placed "out of service" it will be announced twice a day until it is back in service regardless of the length of time.
  - 2.1.1 Exceptions to this will be when an apparatus goes "Out of Service" due to extended repairs or refurbishment or if an apparatus is no longer owned by the Fire Department, the apparatus will be listed on the out of service list for a period of no greater than thirty (30) days and will then be taken out of the computer till such time it is back in service.
- 2.2 The daily apparatus status report and announcements will be simulcast on the Dispatch Zone and four (4) Fire Zones at 0800 and 1900 hours.

## 3.0 PROCEDURE

- 3.1 When apparatus is placed out of service, the dispatcher will place the apparatus out of service by utilizing the "DWRN F/" command.
- 3.2 The Dispatch Zone dispatcher will then announce the following:
  - 3.2.1 "Attention all companies concerned, Engine 22 is out of service at *(time)*, KCI-570, Dispatcher (#)."
- 3.3 When apparatus is placed back in service, the dispatcher will utilize the "DWNX" command.
- 3.4 The Dispatch Zone dispatcher will then announce the following:
  - 3.4.1 "Attention all companies concerned, Engine 22 is back in service *(time)*, KCI-570, Dispatcher (#)."
- 3.5 The daily equipment report announcement will be announced in the following format:
  - 3.5.1 "KCI-570, the Fire Communications Center of Bucks County, Pennsylvania reports the following apparatus 'out of service', *(list of apparatus)*, at 1900 hours, KCI-570, Dispatcher (#)."



# STANDARD OPERATING PROCEDURES

SOP #6-660 Revision: 2 Effective Date: <b>August 31, 2017</b>	<b>FUNERAL &amp; SPECIAL ANNOUNCEMENTS</b>	Author: <b>691</b>
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## 1.0 PURPOSE

- 1.1 This policy was created to establish guidelines and format to special announcements that would be made over the Dispatch Zone.

## 2.0 POLICY

### 2.1 Funeral Announcements

- 2.1.1 These announcements will be restricted to any level of past or present, chief officers (Chief, Deputy, Assistant or Battalion), presidents, line of duty fatalities or "Life Member".

- 2.1.1.2 Life Member is defined as a member with 20 years or greater of service as attested to by their fire company.

- 2.1.2 All announcement requests will be submitted by the members' home company.

- 2.1.3 Any requests submitted on behalf of the home company will not be honored.

- 2.1.4 Announcements for a past Chief or President will be made during the morning and evening announcements.

- 2.1.5 Announcements for chief officers less than the rank of Chief or Life Members will receive a single announcement, which will occur during the evening announcements.

- 2.1.6 These announcements will be made following the equipment report announcements.

### 2.2 Special Announcements

- 2.2.1 All routine special announcements will be made immediately following the equipment report announcements.

- 2.3.1.1 *Example: Advisory board meetings*

- 2.2.2 Only meeting or training cancellations will be made at other times.

- 2.2.3 All other requests for announcements will be done through the printer modem system.

### 2.3 Submission

- 2.3.1 All Announcements will be submitted to the on-duty supervisor on department letterhead either by fax or email.



# STANDARD OPERATING PROCEDURES

SOP #6-660    Revision: 2 Effective Date: <b>August 31, 2017</b>	<b>Funeral &amp; Special Announcements</b>	Author: <b>691</b>
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### 3.0 PROCEDURE

3.1 The following format will be used for a funeral announcement:

3.1.1 “It is with deep regret the officers and members of the (Fire Company) announce the death of (Title) (Deceased), who passed away on (Date). The viewing will be held on (Date & Time) at the (Location). Funeral services will be held at (Date & Time), with internment immediately following at the (Location).”



# STANDARD OPERATING PROCEDURES

SOP #6-661 Revision: 2 Effective Date: <b>July 1, 2015</b>	<b>DISPATCH OF DRILLS</b>	Author: <b>691</b>
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## 1.0 PURPOSE

1.0 This policy was created to establish guidelines and regulations on the dispatch of a pre-designated training exercise.

## 2.0 POLICY

2.1 A department chief must submit in writing a list of apparatus that will participate in the drill.

2.2 This list must be submitted to the Emergency Communications Center at least 7 days prior to the date of the drill.

2.3 Drills will be monitored accordingly, depending on the workload of the Emergency Communications Center at the time of the training exercise.

2.4 At **"NO"** time will station tones be dispatched for training exercises.

## 3.0 PROCEDURE

3.1 The Dispatch Zone dispatcher will perform the following actions:

3.1.1 Sound the proper alert tone(s) for the type of call.

3.1.2 Make the following announcement: "The following announcement is a training exercise."

3.1.3 Announce the location and type of alarm twice using the normal dispatch format.

3.1.4 Make the following announcement: "Companies are again reminded that this is a training exercise, at (time)."

3.1.4.1 *Example: "(sound alert tones), The following announcement is a training exercise, (pause), Tactical Box 42-2, (list apparatus participating), the fire's reported at 702 Edgewood Rd between Delaware Road and Cedar Road, a dwelling. (repeat) Companies are again reminded that this is a training exercise. (time)"*



# STANDARD OPERATING PROCEDURES

SOP #6-662	Revision: 1	<b>ALERTING SYSTEM TESTS</b>	Author: 691
Effective Date: <b>March 1, 2012</b>			

## 1.0 PURPOSE

1.1 This policy was created to establish guidelines on weekly tests of siren and tone alerting equipment.

## 2.0 POLICY

2.1 Weekly tests of siren and tone alerting equipment will **not** be conducted by the Emergency Communications Center for any department which answers in excess of one hundred (100) alarms per year.

## 3.0 PROCEDURE

3.1 All alerting system tests should be broadcast as follows:

3.1.1 "Bucks County is testing the alerting system of Station (X), (time)."

3.2 Any testing which occurs at the same time as a time check should be broadcast as follows:

3.2.1 "Bucks County is testing the alerting system of Station (X), (time) hours, KCI-570, Dispatcher \_\_\_\_."



# STANDARD OPERATING PROCEDURES

SOP #6-663    Revision: 1 Effective Date: <b>March 1, 2012</b>	<b>LOST OR MISSING PERSONS</b>	Author: <b>691</b>
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## 1.0 PURPOSE

1.1 This policy was created to establish guidelines on handling requests for fire department assistance with searches of lost or missing persons.

## 2.0 POLICY

- 2.1 The fire department will not be dispatched without first contacting the responsible police department for authority to alert the fire department.
- 2.2 In the event that the call for a search is received from a system user through the Fire-EMS board and the caller specifically requests the fire department, then the dispatcher, in addition to relaying the call to the responsible police department as above will notify the responsible district fire chief by telephone or pager of the situation as a point of interest only at that time.

## 3.0 PROCEDURE

3.1 When the responsible police department determines the need for fire department assistance in the search, normal fire department dispatching procedures will prevail.



# STANDARD OPERATING PROCEDURES

SOP #6-664 Revision: 1 Effective Date: <b>March 1, 2012</b>	<b>CONTROLLED BURNS</b>	Author: <b>691</b>
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## 1.0 PURPOSE

- 1.1 This policy was created to establish guidelines on handling information received from residents performing a controlled burn.

## 2.0 POLICY

- 2.1 When a call is received from a resident advising of a controlled burning to be conducted on their property, the dispatcher will obtain the following information:
  - 2.1.1 Address of the controlled burning.
  - 2.1.2 Phone number of the caller.
  - 2.1.3 Name of the caller
- 2.2 If the caller advises that permission has been received, ascertain the name of the individual who authorized and document in complaint.
- 2.3 If a call is received from a resident requesting that a controlled burning be extinguished because of being annoyed by smoke, etc. and it is being supervised, the call will be referred to the local police department.

## 3.0 PROCEDURE

- 3.1 The call will be entered into C.A.D. by the dispatcher as a "CBURN".
- 3.2 The caller will be advised to call back when completed.



# STANDARD OPERATING PROCEDURES

SOP #6-665    Revision: 1 Effective Date: <b>March 1, 2012</b>	<b>TEMPORARY ROAD CLOSINGS</b>	Author: <b>691</b>
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**1.0 PURPOSE**

1.1 This policy was created to establish guidelines on notification to system users of temporary road closures.

**2.0 POLICY**

- 2.1 The dispatcher will use the "RCLOSE" complaint type when entering temporary road closures into the C.A.D.
- 2.2 The dispatcher will document when and how long the roadway will be closed.
- 2.3 The Dispatch Zone dispatcher will notify the supervisor of any state roadway that will be closed for more than one (1) hour for notification purposes to EMA.

**3.0 PROCEDURE**

- 3.1 The Dispatch Zone dispatcher will announce all road closings received on the dispatch band using the following format:
  - 3.1.1 "Attention all companies concerned, (Road to be closed) between (Cross Streets) will be closed until (time) hours this date. (Repeat)
  - 3.1.1.2 *Example: "Attention all companies concerned, Jacksonville Road between Almshouse Road and Pulinski Road will be closed until 1530 hours this date, (Repeat)."*



# STANDARD OPERATING PROCEDURES

SOP #6-666 Revision: 1 Effective Date: <b>March 1, 2012</b>	<b>MOBILE DATA TERMINAL OPERATIONS</b>	Author: <b>691</b>
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## 1.0 PURPOSE

- 1.1 This policy was created to establish guidelines on the operations of the Mobile Data Terminal (MDT) system.

## 2.0 POLICY

- 2.1 Users will operate the MDT equipment in accordance with all laws, procedures, and guidelines mandated by Federal, State, and County Governments having jurisdiction over such matters.
- 2.2 Operation of the MDT equipment will be in accord with the system standards and operational procedures established by the Bucks County Department of Emergency Communications.

## 3.0 PROCEDURE

- 3.1 All traffic generated over the system will be made in the performance of the employee's official duties as they relate to the fire service or other duty previously approved, in writing, by the County of Bucks.
- 3.2 A message that contains information that is unnecessary, excessive, abusive, or personal in nature or of a subject matter totally unrelated to the employee's official duties is prohibited.
- 3.3 The County will log and archive all messages processed by the MDT system. The retention period for these archives is forty-five (45) days.
- 3.4 Periodic analysis of messages will be performed, and any violations will be reported to the appropriate authority for action.
- 3.5 At no time will a person operate the terminal under another's identification.
- 3.6 At all times, agencies with MDT equipped units will make every effort to maintain the security of the MDT from unauthorized use.
- 3.7 It should be clearly understood that all messages sent in C.A.D. are subject to review by Department management.
- 3.8 All records covered in this policy are subject to PA open records laws and consideration of such should be considered in their content.
- 3.9 The County will have the authority to disable any MDT when its operation is in violation of the law or an established standard.
  - 3.9.1 For an MDT to be disabled, the criteria needed are the same as presented elsewhere in this Department's SOP's under "Disabling System Radios."



# STANDARD OPERATING PROCEDURES

SOP #6-667 Revision: 1 Effective Date: <b>March 1, 2012</b>	<b>MDT AND C.A.D. INTERFACE</b>	Author: <b>691</b>
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## 1.0 PURPOSE

- 1.1 This policy was created to establish guidelines on MDT operations in conjunction with the C.A.D. system.

## 2.0 POLICY

- 2.1 The use of all the Mobile Data Terminals and their use with the Bucks County Department of Emergency Communications Center computer aided dispatch system will be in accordance with the following procedures at all times.

## 3.0 PROCEDURE

- 3.1 MDT users will not be able to retrieve information from another department or class of service (EMS, Fire, and Police).
  - 3.1.2 Dispatch personnel are prohibited from sending this information to the MDT user's terminal.
- 3.2 The fire MDT's will have the following capabilities when logged on to the MDT:
  - 3.2.1 UR, US, IS, IH, WHERE and WHO (See user guide for detailed information)
  - 3.2.2 Point to Point Messaging
  - 3.2.3 Status Changes (En route, On scene, AIQ, Available on radio, Available on scene and Out of Service types)
  - 3.2.4 Miscellaneous comments
  - 3.2.5 Emergency I.D. activation
- 3.3 Dispatch information will appear on the screen once the unit has been assigned to an incident.
- 3.4 The use of MDT's is highly encouraged during periods of heavy radio traffic or storm conditions.



# STANDARD OPERATING PROCEDURES

SOP #6-668    Revision: 1 Effective Date: <b>March 1, 2012</b>	<b>FIRE BRIGADE OPERATIONAL GUIDELINES</b>	Author: <b>691</b>
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**1.0 PURPOSE**

1.1 This policy was created to establish guidelines and regulations of a fire brigade on the Bucks County Radio System.

**2.0 POLICY**

- 2.1 Fire Brigades will operate in accordance with all applicable FCC regulations.
- 2.2 Fire Brigades will operate in accordance to the policies and procedures as stated in the "Fire Procedures Manual" for the County of Bucks.
- 2.3 Violations of said policies and procedures could result in the loss of their privilege to operate on the system.

**3.0 PROCEDURE**

- 3.1 Fire Brigades can only operate on the Bucks County Fire Radio system upon proper notification and with the approval of the Incident Commander.
- 3.2 Fire Brigades will operate primarily on the Emergency Band.
  - 3.2.1 Operation on a zone frequency will be done at the request of the Officer in charge of the incident.
- 3.3 Fire Brigade response vehicles will only be allowed to operate on the radio system.



# STANDARD OPERATING PROCEDURES

SOP #6-669 Revision: 2	<b>PENNFIRS REPORTS</b>	Author: 691
Effective Date: <b>September 8, 2015</b>		

## 1.0 PURPOSE

- 1.1 This policy was created to establish guidelines on submitting incident reports using the PennFIRS (Pennsylvania Fire Information Reporting System) program.

## 2.0 POLICY

- 2.1 Completed “Firehouse Software” incident reports will be sent to the following email address: [Firehouse@buckscounty.org](mailto:Firehouse@buckscounty.org)

## 3.0 PROCEDURE

- 3.1 A department who is submitting reports for the first time will require sending their “Department” file.
- 3.2 The following steps will be followed to submit incident reports:
  - 3.2.1 Click the File drop down menu
  - 3.2.2 Highlight NFIRS 5.0 Incident Reporting
  - 3.2.3 Export NFIRS 5.0 Transaction file
  - 3.2.4 NFIRS 5.0 Export Wizard box appears
  - 3.2.5 Put dot in 2<sup>nd</sup> white circle
  - 3.2.6 Export Completed Incident Transactions and Department
  - 3.2.7 Information (first submission only, thereafter you can click the top white circle)
  - 3.2.8 Click Next
  - 3.2.9 NFIRS 5.0 Export Wizard Box appears
  - 3.2.10 Set date from
  - 3.2.11 Set date to
  - 3.2.12 Additional Information (check appropriate boxes)
  - 3.2.13 Click Next
  - 3.2.14 Output Files
  - 3.2.15 Click next
  - 3.2.16 Completion box appears
  - 3.2.17 Check white dot (your choice)
  - 3.2.18 Yes, copy the files to a removable disk drive. The box on the right will highlight.
  - 3.2.19 Type in the appropriate “drive” letter. You may use the files from this “drive” letter to attach an e-mail attachment and send it to [firehouse@buckscounty.org](mailto:firehouse@buckscounty.org)
    - 3.2.19.1 Or use the “email set-up” feature in the program.



# STANDARD OPERATING PROCEDURES

SOP #6-670 Revision: 2 Effective Date: <b>June 21, 2015</b>	<b>FIRE DEPARTMENT ADDRESSES</b>	Author: <b>691</b>
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## 1.1 DISTRICT 1

### QUAKERTOWN FIRE CO. #1

**STATION 17**  
P.O. Box 398  
505 W. Broad St.  
Quakertown, PA 18951  
215-536-3743

### WEST END FIRE CO. #2

**STATION 18**  
1319 Park Ave.  
Quakertown, PA 18951  
215-536-6130

### DUBLIN VOLUNTEER FIRE CO.

**STATION 23**  
P.O. Box 181  
194 N. Main St.  
Dublin, PA 18917  
215-249-3740

### PERKASIE FIRE CO.

**STATIONS 26/76**  
P.O. BOX 203  
100 N. 5<sup>TH</sup> St.  
Perkasie, PA 18944  
215-257-6950  
215-257-9052 (Sta. 76)

### SELLERSVILLE FIRE CO.

**STATION 27**  
P.O. Box 315  
2 N. Main St.  
Sellersville, PA 18960  
215-257-4028

### RICHLANDTOWN FIRE CO.

**STATION 36**  
P.O. Box 640  
125 S. Main St.  
Richlandtown, PA 18955  
215-536-2416

### SPRINGTOWN VOL. FIRE CO.

**STATION 40**  
P.O. Box 23  
3010 Rt. 212  
Springtown, PA 18081  
610-346-8383

### RICHLAND TWP. FIRE RESCUE

**STATION 56**  
64 Shelly Rd.  
Quakertown, PA 18951  
215-536-7226

### MILFORD TWP. FIRE CO.

**STATIONS 57/75**  
P.O. Box 18  
2185 Milford Square Pk.  
Milford Square, PA 18970  
215-536-1765

### TRUMBAUERSVILLE FIRE CO.

**STATION 58**  
P.O. Box 142  
142 N. Main St.  
Trumbauersville, PA 18970  
215-538-1880

### SILVERDALE VOL. FIRE CO.

**STATION 59**  
P.O. Box 83  
111 W. Main St.  
Silverdale, PA 18962  
215-257-9620

### HILLTOWN TWP. VOL. FIRE CO.

**STATIONS 60/61**  
P.O. Box 231  
5 Hilltown Pk.  
Line Lexington, PA 18932  
215-822-1233  
215-822-8287 (Sta. 61)

### HAYCOCK FIRE CO.

**STATION 63**  
850 Old Bethlehem Rd.  
Quakertown, PA 18951  
215-536-2224

### QUAKERTOWN FIRE DEPT.

**STATION 87**  
35 N. 3<sup>rd</sup> St.  
Quakertown, PA 18951  
215-536-1443



# STANDARD OPERATING PROCEDURES

SOP #6-670 Revision: 2 Effective Date: <b>June 21, 2015</b>	<b>Fire Department Addresses</b>	Author: <b>691</b>
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## 1.2 DISTRICT 2

### MIDWAY FIRE CO.

#### STATIONS 5/15

P.O. Box 296  
5770 Rt. 202  
Lahaska, PA 18931  
215-794-5612  
215-794-5613 (Sta. 15)

### DOYLESTOWN FIRE CO.

#### STATIONS 19/79

P.O. Box 208  
76 Shewell Ave.  
Doylestown, PA 18901  
215-348-2656  
215-348-2339 (Sta. 79)

### PLUMSTEADVILLE FIRE CO.

#### STATIONS 24/20

P.O. Box 405  
5064 Stump Rd.  
Plumsteadville, PA 18949  
215-766-8250

### WARRINGTON FIRE CO.

#### STATIONS 29/78

P.O. Box 738  
2310 Freedoms Wy.  
Warrington, PA 18976  
215-343-0544  
215-997-9771 (Sta. 78)

### CHALFONT FIRE CO.

#### STATIONS 34/74

101 N. Main St.  
Chalfont, PA 18914  
215-822-9685  
215-822-7568 (Sta. 74)

### LINGOHOCKEN FIRE CO.

#### STATIONS 35/95

P.O. Box 102  
1090 Washington Ave.  
Wycombe, PA 18980  
215-598-3500

### POINT PLEASANT FIRE CO.

#### STATION 41

P.O. Box 1  
6500 Point Pleasant Pk.  
Point Pleasant, PA 18950  
215-297-5167

### RIEGELSVILLE FIRE CO.

#### STATION 42

P.O. Box 185  
333 Delaware Rd.  
Riegelsville, PA 18977  
610-749-2737

### NEW HOPE-EAGLE FIRE CO.

#### STATIONS 46/64

P.O. Box 314  
46 N. Sugan Rd.  
New Hope, PA 18938  
215-862-2692  
215-297-8474 (Sta. 64)

### UPPER BLACK EDDY FIRE CO.

#### STATION 47

P.O. Box 171  
Upper Black Eddy, PA 18972  
610-982-5710

### DELAWARE VALLEY VOL. FIRE CO.

#### STATION 48/96

P.O. Box 243  
75 Headquarters Rd.  
Erwinna, PA 18920  
610-294-9385

### OTTSTVILLE FIRE CO.

#### STATIONS 49/94

P.O. Box 26  
249 Durham Rd.  
Ottsville, PA 18942  
610-847-5270

### IVYLAND FIRE CO.

#### STATION 62

62 Wilson Ave.  
Ivyland, PA 18974  
215-675-9333

### WARWICK FIRE CO.

#### STATION 66

P.O. Box 78  
2390 Old York Rd.  
Jamison, PA 18929  
215-343-9971

### WARMINSTER FIRE DEPT.

#### STATIONS 90/91/92

300 Ivy St.  
Warminster, PA 18974  
215-675-4691  
215-674-9691 (Sta. 91)  
215-675-1135 (Sta. 92)

### HARTSVILLE FIRE CO.

#### STATION 93

1195 York Rd.  
Warminster, PA 18974  
215-672-9242



# STANDARD OPERATING PROCEDURES

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## 1.3 DISTRICT 3

### FEASTERVILLE FIRE CO.

#### STATION 1

20 Irving Pl.  
 Feasterville, PA 19047  
 215-953-8111

### SOUTHAMPTON FIRE CO.

#### STATION 2

925 Street Rd.  
 Southampton, PA 18966  
 215-357-6353

### NORTHAMPTON FIRE CO.

#### STATIONS 3/73/83

50 Newtown-Richboro Rd.  
 Richboro, PA 18954  
 215-357-8277  
 215-968-3955 (Sta. 73)  
 215-942-0771 (Sta. 83)

### TREVOSE FIRE CO.

#### STATIONS 4/84

4900 Street Rd.  
 Trevose, PA 19053  
 215-357-1314  
 215-357-6160 (Sta. 84)

### LOWER SOUTHAMPTON FIRE CO.

#### STATION 6

466 Elmwood Ave.  
 Trevose, PA 19047  
 215-357-8517

### PENNDel FIRE CO.

#### STATION 8

220 Centre St.  
 PennDel, PA 19047  
 215-757-2707

### PARKLAND FIRE CO.

#### STATION 9

831 Avenue D  
 Parkland, PA 19047

### CORNWELLS FIRE CO.

#### STATION 16

2049 Bristol Pk.  
 Bensalem, PA 19020  
 215-639-1111

### LANGHORNE-MIDDLETOWN FIRE CO.

#### STATION 21/22

P.O. Box 203  
 114 E. Maple Ave.  
 Langhorne, PA 19047  
 215-757-5526

### EDDINGTON FIRE CO.

#### STATION 28

2700 Eddington Ave.  
 Bensalem, PA 19020  
 215-245-9841

### UNION FIRE CO. (CORNWELLS)

#### STATION 37

2067 State Rd.  
 Bensalem, PA 19020  
 215-639-2988

### NEWPORT FIRE CO.

#### STATIONS 44/88

P.O. Box 778  
 5961 Bensalem Blvd.  
 Bensalem, PA 19020  
 215-638-1619  
 215-757-1619 (Sta. 88)

### NOTTINGHAM FIRE DEPT.

#### STATION 65

3420 Street Rd.  
 Bensalem, PA 19020  
 215-638-7008



# STANDARD OPERATING PROCEDURES

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## 1.4 DISTRICT 4

### YARDLEY-MAKEFIELD FIRE CO.

#### STATIONS 0/80

P.O. Box 221  
105 S. Main St.  
Yardley, PA 19067  
215-493-4211  
215-493-4212 (Sta. 80)

### WILLIAM PENN FIRE CO.

#### STATIONS 7/77

10 Main St.  
Hulmeville, PA 19047  
215-752-7740  
215-943-1908 (Sta. 77)

### EDGELY FIRE CO.

#### STATION 10

1200 Edgely Ave.  
Levittown, PA 19057  
215-943-7751

### CROYDON FIRE CO.

#### STATION 11

911 State Rd.  
Croydon, PA 19021  
215-788-6715

### NEWPORTVILLE FIRE CO.

#### STATIONS 12/82

2425 New Falls Rd.  
Newportville, PA 19056  
215-788-5220  
215-788-2159 (Sta. 82)

### LEVITTOWN FIRE CO. #2

#### STATION 13

P.O. Box 342  
6 County Wy.  
Levittown, PA 19058  
215-945-4930

### THIRD DISTRICT FIRE CO.

#### STATION 14

1141 Harrison Ave.  
Bristol, PA 19007  
215-788-6214

### FALLS TWP. FIRE CO.

#### STATION 30

P.O. Box 118  
Morrisville, PA 19067  
215-295-5966

### FAIRLESS HILLS FIRE DEPT.

#### STATION 31

P.O. Box 14  
425 Hood Blvd.  
Fairless Hills, PA 19030  
215-949-0443

### LEVITTOWN FIRE CO. #1

#### STATION 32

P.O. Box 39  
Fairless Hills, PA 19030  
215-945-6767

### TULLYTOWN FIRE CO.

#### STATION 33

100 Bordentown Rd.  
Tullytown, PA 19007  
215-949-3033

### NEWTOWN FIRE ASSOCIATION

#### STATIONS 45/55

P.O. Box 215  
14 Liberty St.  
Newtown, PA 18940  
215-968-3731  
215-860-5503 (Sta. 55)

### BRISTOL CONSOLIDATED FIRE CO.

#### STATION 50

P.O. Box 2125  
250 Pond St.  
Bristol, PA 19007  
215-785-0125

### BRISTOL FIRE CO. #1

#### STATION 51

P.O. Box 123  
198 Wood St.  
Bristol, PA 19007  
215-785-1975

### GOODWILL HOSE CO. #3

#### STATION 52

P.O. Box 2067  
190 Mifflin St.  
Bristol, PA 19007  
215-788-9833

### AMERICAN HOSE, HOOK & LADDER

#### STATIONS 53/25

P.O. Box 563  
2401 E. Farragut Ave.  
Bristol, PA 19007  
215-788-8801

### UPPER MAKEFIELD FIRE CO.

#### STATIONS 71/81

P.O. Box 125  
1221 Taylorsville Rd.  
Washington Crossing, PA 18977  
215-493-5200  
215-579-1717 (Sta. 81)

### MORRISVILLE FIRE DEPT.

#### STATION 98

528 N. Pennsylvania Ave.  
Morrisville, PA 19067  
215-295-9001

**BUCKS COUNTY**

**9-1-1**  
**EMERGENCY**

**POLICE - FIRE - EMS**

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