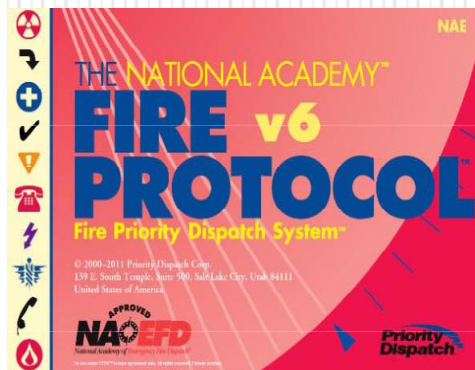


# Fire Priority Dispatch System



Emergency Fire Dispatch Protocol  
Field Responder Orientation

# Benefits of a Fire Priority Dispatch System

- The EFD must collect incident information that allows proper incident classification
- The EFD must identify on scene hazards that could threaten the safety of callers, victims and responders
- The EFD must determine what resources are needed
- The EFD must identify conditions when Post Dispatch or Pre-Arrival Instructions are needed

# Why Use EFD?







- Dispatchers are the first, First Responders
- Even though they are physically removed from the scene, they can still have an impact
- They use the information that they gather to prioritize, address scene safety concerns, initiate a response and provide Dispatch Life Support Instructions (DLS).



# What are the Benefits of Using a Protocol?

- Compliance to the protocol nearly ensures a consistent standard of service
- Fire departments can have a prioritized response allowing them to more efficiently utilize resources
- The Protocols provide established quality improvement procedures
- Dispatchers are certified and accredited
- There is reduced exposure to liability

# Case Entry Protocol

| ENTRY QUESTIONS   |   |         |
|---|---|---------|
| 1. What's the <b>address</b> of the emergency?<br>House/Apartment/Business/Intersection/Landmark/Jurisdiction/GPS/Body of Water |   | ✓       |
| 2. What's the <b>phone number</b> you're calling from?  |   | ✓       |
| 3. What's your <b>name</b> ?  |   |         |
| 4. Okay, tell me <b>exactly</b> what happened.  |   |         |
| <b>Person on fire</b> (outside) _____   |  | 67-E-1  |
| <b>Sinking vehicle</b> _____  |  | 72-E-1  |
| a. <b>(REPORTED BUILDING/STRUCTURE FIRE)</b>  |   |         |
| What <b>type of building</b> is involved? _____   |  | 69-E-?  |
| <b>Trapped in building fire</b> _____   |  | 69-E-?T |
| <b>Person on fire</b> (inside) _____  |  | 69-E-?P |
| b. <b>(Vehicle in floodwater)</b> Is the <b>water moving the vehicle</b> or getting deeper inside the vehicle?                  |   |         |
| <b>Yes</b> _____  |  | 72-E-2  |
| 5. Are you at that location now?  |   |         |

Every call begins with the Case Entry Protocol. This serves as the primary caller interrogation where essential information is gathered so that the incident can be correctly classified.

## Case entry questions address these issues:



- Address of the emergency and callback number
- Selection of the Chief Complaint
- The caller's location
- Caller Danger—Not Trapped
- ECHO determinant practice

# Chief Complaint Protocol

| 69 STRUCTURE FIRE  |          | 69   | 69          |         |           |         |           |
|--|----------|--|-------------|---------|-----------|---------|-----------|
| <b>KEY QUESTIONS</b><br>1. Do you see flames or smoke?<br>2. What type of building is involved?<br>a. (Garage) Is it attached to the house?<br>3. How many floors or stories are there?<br>* DELTA-level codes _____<br>4. (Not obvious) Is anyone trapped inside the building?<br>a. (Yes) How many? +<br>b. (Yes) Exactly where are they/you located?<br>5. Where exactly is the fire?<br>6. Which floor is the fire on?<br>* Caller trapped or Caller in danger _____<br>7. Is anyone injured?<br>a. (Yes) How many? +<br>8. (HAZMAT) Do you know the warning placard numbers (chemical ID) of the hazardous materials? |          | <b>POST-DISPATCH INSTRUCTIONS</b><br>a. I'm sending the fire department to help you now. Stay on the line, and I'll tell you exactly what to do next.<br>b. (Inside building or Appropriate) If it's safe to do so, leave the building, close the doors behind you, and remain outside.<br>c. Do not try to put the fire out.<br>d. Do not carry out anything that is on fire.<br>e. (COMMERCIAL/INDUSTRIAL/Multi-dwelling) If it's safe to do so, activate the alarm as you leave to warn others. Do not use the elevator.<br>* Suspend questioning when necessary to give safety PDIs, and then return to sequence.<br>* Notify responders of any confirmed ENTRAPMENT.<br>* Advise the caller and responders of potential hazards.<br>* Provide responders with any known information about the location and number of people trapped/in danger.<br><b>DLS</b> * Link to X-1 unless:<br>Trapped in Building Fire (1 <sup>st</sup> party) _____ B-1<br>Caller Danger - Not Trapped _____ B-2<br>Person on Fire _____ B-3<br>Danger Present - HAZMAT _____ B-4<br>Stay on the Line _____ X-2<br>Urgent Disconnect _____ X-3 |             |         |           |         |           |
| LEVELS #   | LEVELS # | DETERMINANT DESCRIPTORS  | R O I J K F | CODES   | RESPONSES | CODES   | RESPONSES |
| <b>E</b>   | 1        | 1 HIGH LIFE HAZARD   |             | 69-E-1  |           | 69-D-1  |           |
|  | 2        | 2 HIGH RISE  |             | 69-E-2  |           | 69-D-2  |           |
|  | 3        | 3 COMMERCIAL/INDUSTRIAL building   |             | 69-E-3  |           | 69-D-3  |           |
|  | 4        | 4 COMMERCIAL/INDUSTRIAL building with hazardous materials  |             | 69-E-4  | ☠         | 69-D-4  | ☠         |
|  | 5        | 5 Residential (multiple)   |             | 69-E-5  |           | 69-D-5  |           |
|  | 6        | 6 Residential (single)   |             | 69-E-6  |           | 69-D-6  |           |
|  | 7        | 7 Chimney  |             | 69-E-7  |           | 69-D-7  |           |
|  | 8        | 8 Large NON-DWELLING building/structure (barn, storage building)   |             | 69-E-8  |           | 69-D-8  |           |
|  | 9        | 9 Small NON-DWELLING building/structure (shed, detached garage)  |             | 69-E-9  |           | 69-D-9  |           |
|  | 10       | 10 Mobile home, house trailer, portable office   |             | 69-E-10 |           | 69-D-10 |           |
|  | 11       | 11 Building/Structure over water   |             | 69-E-11 |           | 69-D-11 |           |
|  | 12       | 12 Unknown building/structure type   |             | 69-E-12 |           | 69-D-12 |           |
| <b>C</b>   | 1        | 1 Appliance (contained)  |             | 69-C-1  |           |         |           |
|  | 2        | 2 Extinguished fire  |             | 69-C-2  |           |         |           |

The Case Entry question, “Okay, tell me exactly what happened?” helps the EFD to select the appropriate Chief Complaint.

# Six Components of the Chief Complaint

- Key Questions
- Determinant Descriptors
- Post-Dispatch Instructions
- Critical EFD Information
- Dispatch Life-Support Links
- Additional Information

**POST-DISPATCH INSTRUCTIONS**

a. I'm sending the **fire department** to help you now.  
**Stay on the line**, and I'll tell you **exactly** what to do next.

b. **Do not move** any involved persons unless they are **in danger**.

c. For everyone's safety, (tell any bystanders to) stand well **clear** of approaching **traffic**. If it's **safe** to do so, turn on flashing **hazard lights**.

d. **Stand safely** away from any **fuel, chemicals, or fumes**.

e. **(Trapped by downed power lines) Do not leave the vehicle.**

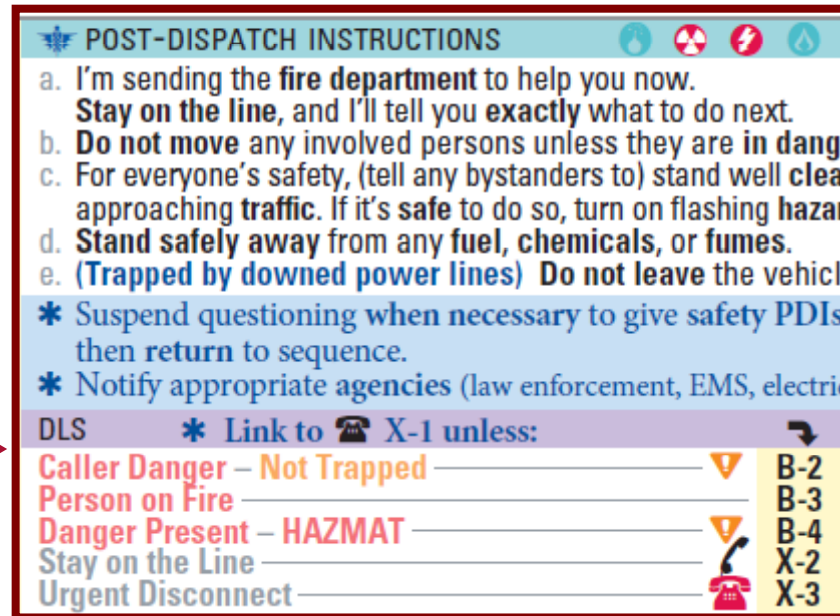
\* Suspend questioning when necessary to give safety PDIs, and then **return to sequence**.

\* Notify appropriate agencies (law enforcement, EMS, electric).

| DLS                         | * Link to ☎ X-1 unless: |       |
|-----------------------------|-------------------------|-------|
| Caller Danger – Not Trapped | _____                   | ▼ B-2 |
| Person on Fire              | _____                   | B-3   |
| Danger Present – HAZMAT     | _____                   | ▼ B-4 |
| Stay on the Line            | _____                   | ☎ X-2 |
| Urgent Disconnect           | _____                   | ☎ X-3 |



# Dispatch Life Support Links



**POST-DISPATCH INSTRUCTIONS**

- I'm sending the **fire department** to help you now. **Stay on the line**, and I'll tell you **exactly** what to do next.
- Do not move** any involved persons unless they are **in danger**.
- For everyone's safety, (tell any bystanders to) stand well clear of approaching **traffic**. If it's **safe** to do so, turn on flashing hazard lights.
- Stand safely away** from any **fuel, chemicals, or fumes**.
- (Trapped by downed power lines) Do not leave the vehicle**.

- \* Suspend questioning when necessary to give safety PDIs then **return** to sequence.
- \* Notify appropriate agencies (law enforcement, EMS, electric utility)

**DLS** \* Link to ☎ X-1 unless:

|                                    |   |     |
|------------------------------------|---|-----|
| Caller Danger – <b>Not Trapped</b> | ▼ | B-2 |
| Person on Fire                     |   | B-3 |
| Danger Present – <b>HAZMAT</b>     | ▼ | B-4 |
| Stay on the Line                   | ☎ | X-2 |
| Urgent Disconnect                  | ☎ | X-3 |

Dispatch Life Support Links (DLS) direct the EFD to instructions that are located on the Case Entry or Pre-Arrival Instruction Protocol and refer to situations that are likely to be encountered for a particular Chief Complaint.

# Pre-Arrival Instructions:




| B FIRE AND HAZARDS RESCUE   |  | DLS/FIRE & HAZARDS RESCUE  |
|---|--|--|
| <p><b>1</b> 🚒 <b>Trapped in Building Fire (1<sup>st</sup> Party)</b></p> <ul style="list-style-type: none"> <li>Exactly <b>where</b> are you <b>located</b>?</li> <li>What is the <b>best entrance</b> of the building to <b>get to you</b>?</li> </ul> <p><b>If it's safe to do so:</b></p> <ul style="list-style-type: none"> <li>Stay <b>low</b> to the floor.</li> <li><b>Close the door</b> immediately.</li> <li><b>Do not</b> use the <b>elevator</b>.</li> <li><b>Cover the cracks</b> in the doors with <b>wet clothes</b>, towels, cloths, drapes, or anything else that is readily available.</li> <li><b>Cover the air vents</b>, if needed.</li> <li><b>Do not break</b> any windows. If air is needed, <b>open</b> the window <b>just enough</b> to breathe.</li> <li><b>Make yourself known</b> to the <b>firefighters</b> (responders) when they arrive – <b>wave, call</b> out to them, <b>yell</b> for help.</li> </ul> <p style="text-align: right;">Return to sequence<br/>Stay on the line → X-2</p> | <p><b>Academy Policy</b></p> <p>The International Academy of EFD considers any situation necessitating the provision of these instructions to be an extremely High Risk-Inherent Situation Case (HiRISC) and believes that the trained EFD (or their agency), making a good-faith attempt to provide these instructions, should not be held responsible for any bad outcomes. This should not be considered a legal interpretation, but a strong official opinion of the Council of Standards and Board of Trustees of the IAEEFD.</p> | <p><b>5</b> 🚒 <b>Trapped in Confined Space/Structure Collapse (1<sup>st</sup> Party)</b></p> <ul style="list-style-type: none"> <li><b>Where</b> are you <b>located</b>?</li> <li><b>What</b> can you <b>see</b>?</li> <li><b>What</b> can you <b>hear</b>?</li> <li>Are there any <b>other dangers</b> present?</li> </ul> <p>Make <b>as much noise</b> as you can to <b>help us find you</b>. If you can do it <b>without</b> making a <b>spark</b>, find an object and <b>tap</b> on the walls, pipes, or anything else.</p> <p style="text-align: right;">Return to sequence<br/>Stay on the line → X-2</p>  |
| <p><b>2</b> 🚒 <b>Caller Danger – Not Trapped</b></p> <p>Help is on the way. If it's <b>safe</b> to do so, <b>leave</b> the area <b>immediately</b>. Once you get outside, <b>do not go back in</b> under any circumstances.</p> <ul style="list-style-type: none"> <li>Can you <b>take the phone with you</b>?</li> </ul> <p style="text-align: right;">Yes → Return to sequence</p> <p><b>(No)</b> <b>Call us back</b> from a <b>safe</b> location, if possible. If you <b>can't call</b> us back, <b>make yourself known</b> to the <b>firefighters</b> (responders) when they arrive.</p> <p style="text-align: right;">End</p>  |  | <p><b>6</b> 🚒 <b>Trench (Collapse/Rescue)</b></p> <p>Order anyone else still in the trench to <b>get out</b> of it <b>immediately</b> because of the danger of <b>secondary collapse</b>.</p> <p>If it's <b>safe</b> to do so, order all <b>heavy equipment</b> in the area, <b>except</b> for <b>ventilation</b> devices, to be <b>shut down</b> to reduce vibrations that may cause a <b>secondary collapse</b>.</p> <p>Order all vehicles to keep <b>at least 150 feet</b> (45 meters) away.</p> <p><b>Do not</b> allow any <b>hand tools or objects</b> in the trench to be removed. They may serve as <b>clues</b> to the location of the trapped person(s).</p> <p>Fire department personnel will want to <b>talk to the site foreman</b>. Please have someone <b>locate</b> him or her.</p> <p style="text-align: right;">Return to sequence<br/>Stay on the line → X-2</p> |

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Pre-Arrival Instructions are structured scripts that are designed for the EFD to be able to guide the caller through potential life-saving steps before responders arrive on the scene.

# Case Exit Protocol:

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| 1  Routine Disconnect   | Stay on the Line   | 3  Urgent Disconnect  |
|--|--|--|
| <p>If it's safe to do so:</p> <ul style="list-style-type: none"><li>• Keep all bystanders away from the area.</li><li>• Assign someone to guide the emergency crews to the general area.</li></ul> <p>(Appropriate) Do not approach or enter any hazardous or dangerous areas.</p> <p>(Always) I'm going to let you go now. Help is on the way. If anything worsens in any way, call us back immediately for further instructions.</p> <p style="text-align: right;">End</p>   | <p>* Consider staying on the line with the caller (as long as doing so does not threaten or jeopardize the caller's safety in any way) to obtain information for:</p> <ul style="list-style-type: none"><li>• Child callers</li><li>• Fire or HAZMAT incidents</li><li>• Mass casualty incidents</li><li>• Suicide attempts</li><li>• Trapped caller or people</li></ul> | <p>I need to hang up now (to take another call).</p> <p>If it's safe to do so, keep all bystanders away from the area.</p> <p>Do not approach or enter any hazardous or dangerous areas.</p> <p>If anything worsens in any way, call us back immediately for further instructions.</p> <p style="text-align: right;">End</p> |
| <p>2  Stay on the Line</p> <p>I'll stay on the line with you as long as I can.</p> <p>If it's safe to do so:</p> <ul style="list-style-type: none"><li>• Keep all bystanders away from the area.</li><li>• Assign someone to guide the emergency crews to the general area.</li></ul> <p>(Appropriate) Do not approach or enter any hazardous or dangerous areas.</p> <p>(Always) If anything worsens in any way, just let me know. Tell me when the firefighters get there.</p> <p style="text-align: right;">Routine disconnect → 1<br/>Urgent disconnect → 3</p> |  |  |

**X CASE EXIT** **X-CARD**

The Case Exit Protocol gives the EFD an appropriate and consistent way to end each call as well as instructions for when it is necessary to keep the caller on the line.

# Chief Complaint Classification

- There are 27 Chief Complaints that are numbered 50 through 77
- These 27 Chief Complaints are divided into four groupings:
  - Support
  - Rescue
  - Fire
  - Major



# The Support Incidents are:



- 66 – Odor (Strange/Unknown)
- 60 – Gas Leak/Gas Odor (Natural and LP gases)
- 55 – Electrical Hazard
- 53 – Citizen Assist/Service Call
- 65 – Mutual Aid/Assist Outside Agency
- 74 – Suspicious Package/Explosives
- 76 – Bomb Threat



# The Rescue Incidents are:

- 72 – Water Rescue
- 56 – Elevator/ Escalator Rescue
- 58 – Extrication/ Entrapped (Machinery/ Vehicle)
- 62 – High Angle Rescue (Above or Below Grade)
- 54 – Confined Space/ Structure Collapse
- 73 – Watercraft in Distress
- 77 – Motor Vehicle Collision



# The Fire Incidents are:



- 68 – Smoke Investigation (Outside)
- 52 – Alarms
- 63 – Lightning Strike (Investigation)
- 67 – Outside Fire
- 71 – Vehicle Fire
- 64 – Marine Fire

# The Major Incidents are:

- 51 – Aircraft Emergency
- 59 – Fuel Spill
- 61 – Hazmat
- 70 – Train and Rail Collision/  
Derailment
- 75 – Train and Rail Fire
- 57 – Explosion
- 69 – Structure Fire





## In conclusion, Fire Priority Dispatch System:

- Provides accountability for everyone involved in an incident
- Allows agencies to make informed decisions on resource allocation
- Provides a consistent and predictable standard for fire dispatch
- Provides reliable tracking of agency specific data
- Ensures the correct dispatch for the specific incident circumstances

