CARVER FIRE DEPARTMENT

Standard Operating Guidelines

Section 2.05 – I AM RESPONDING - Dispatch **June 15, 2013**

1.0 PURPOSE

The purpose of this guideline is to explain the function of the new I AM RESPONDING feature in our system.

1.1 SCOPE

This guideline is intended to give our Dispatchers a better understanding of the system and how they should utilize it.

1.2 OVERVIEW

The intent of the I AM RESPONDING system is to accurately account for all Officers and Firefighters that are responding on individual Fire Incidents, ensuring appropriate Officers and Firefighters are responding on the call, and scene accountability. The system also allows better communications with firefighters (Drill calendar, upcoming events, apparatus out of service, etc.).

Each Officer/Firefighter has been assigned their own I AM RESPONDING computer account, which they should maintain. The Fire Chief and Deputy Chief have access to all accounts within the system. Once toned out by Fire Dispatch for a Fire Incident, Officers/ Firefighter shall one touch dial the I AM RESPONDING system, notifying it of their appropriate response. The system will automatically post their response on all eight I AM RESPONDING screens within the Fire Department.

The Text Screen section (shown below) now has a Paging Group called **DISPATCH INCIDENT**. This paging group ** DISPATCH INCIDENT** posts whatever you type in the text block, to all station screens and sends a text's message to all Carver Fire Department Firefighters. The *MUTUAL AID/SCENE UPDATES* paging group does not post information to the screens, but does send a message to all CFD Firefighters. This paging group should be used for potential mutual aid calls, scene updates and non-important items where you need to contact all firefighters, but do not want it posted to the screens.

This new features will ensure that as firefighters arrive at the stations, during 8:30 am – 4:30 pm dispatcher shift, they can glance at the screen to see the correct dispatch information. The screen will clear in one hour.

1.3 OPERATION

01. At the start of the Dispatchers shift, they should open the I AM RESPONDING program, and log in using the login and password posted on the main computer monitor.

02. The Text screen should be open and readied for use at all times.

03. The page should be sent out only after the initial radio dispatch has been completed that opens the home receivers and activates the station sirens.

04. To send a page for an initial fire incident:

A. Type your message, with Incident type, location and companies toned.
B. Select "ALL" in Message type
C. Select Dispatch Incident in the Paging Group
D. Put cursor on "Send" and click mouse

Example. Car Fire – 37 Meadow Street – Company's 1 and 3 toned.

05. To send a page for an Incident update or a non-emergency page such as fire weather:

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A. Type your message, with Incident type, location and companies toned.
B. Select "ALL" in Message type
C. Select "Mutual Aid/Scene Updates
D. Put cursor on "Send" and click mouse

Example. Meadow Street Command reports fire is knocked down

06. Once the page has been sent out, the Dispatcher will start to see who is responding on the I AM RESPONDING screen.

07. The I AM RESPONDING feature can also be used to send a non-emergency notification to individual members or Groups (Dive Team, Officers, Company 1,) by using the individual name in the Members side or the group name in the Paging Group side of the directory.