

Mifflin County 911 Center Dispatch Procedures

Police Dispatch Format

1. Police Unit Number
2. Type of Incident
3. Status: In Progress Just Occurred Lapse Time _____
4. Address: _____
5. Resident's Last Name _____
6. Weapons Involved: Y or N Type of Weapon _____
7. Pertinent Details _____
8. Time

EMS (only) Dispatch Format

1. Alert Tone for Co.'s Due
2. Municipality _____
3. Location _____
4. Type of Incident _____
5. EMS Co. _____ ALS Unit _____ QRS Co. _____
6. Time _____

Fire and EMS Dispatch Format

1. Alert Tones for Primary Fire/EMS/ALS Companies due
2. Municipality _____
3. Location _____
4. Type of Incident _____
5. Box Alarm No. _____
6. Units Due
 - a. Task Force _____
 - b. Engine _____
 - c. Tanker _____
 - d. Truck _____
 - e. Rescue _____
 - f. Other _____
 - g. EMS Co.'s _____
 - h. ALS Units _____
 - i. QRS Co.'s _____
7. Alert & Siren Tones for Initial Company, all other companies & Department Chief Tones. (Alternate tower if needed)
8. Municipality _____
9. Location _____
10. Type of Incident _____
11. Box Alarm No. _____
12. Units Due
 - a. Task Force _____
 - b. Engine _____
 - c. Tanker _____
 - d. Truck _____
 - e. Rescue _____
 - f. Other _____
 - g. EMS Co.'s _____
 - h. ALS Units _____
 - i. QRS Co.'s _____
13. Time _____

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2nd Dispatch/Announcement Format

1. (3) Second burst of the General Announcement Tone
2. Location _____
3. Type of Incident _____
4. Box Alarm No. _____
5. Units Due
 - a. Task Force _____
 - b. Engine _____
 - c. Tanker _____
 - d. Truck _____
 - e. Rescue _____
 - f. Other _____
 - g. EMS Co.'s _____
 - h. ALS Units _____
 - i. QRS Co.'s _____

Time format will be:

Initial Dispatch

Four (4) minutes – to allow for response to station and acknowledge units

2nd Dispatch

Two (2) minutes – to allow for response to station and acknowledge units

Announce Next-Due for Initial Company (Both sets of Alert Tones)

Next Due will be filled automatically for “working” incidents or if command has not been established. Otherwise, Command will be contacted for their wished on filling the Box.

Information for units when responding:

1. Location _____
2. Resident's Name _____
3. Cross Streets _____
4. Type of Incident _____
5. Pertinent Details _____

Information for units when responding encompasses:

1st ALS

1st BLS

1st QRS

1st Company Chief

1st Company Apparatus

or “Details” on Request

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Response Procedures

1. Police
 - a. reserved
2. EMS
 - a. Apparatus
 - i. Apparatus will not interrupt dispatch to report:
 1. response status
 2. announce on the air
 3. request directions
 - ii. Apparatus should refrain from using sirens when transmitting or requesting information on the radio or Cellular phone.
 - iii. Apparatus should request instruction from command on a working channel when command has been established.
 - iv. Level (I) Staging should be utilized if not the first apparatus (of type) on scene unless directed otherwise by command/conditions.
 - b. Company/Dept. Officers (Chief/Dep. Chief/Asst. Chief)
 - i. Company or Department level Officers are the only officers who should be reporting their status as responding.
 - ii. Only the first Company or Department level Officer will be acknowledged by the Mifflin County Dispatch Center.
 - iii. Additional Company or Department level Officers may announce their response but will not be acknowledged by the Mifflin County Dispatch Center.
 - c. Line Officers (Capt./Lt./other)
 - i. Line Officers will not be acknowledged when responding.
 - d. Misc. Portables
 - i. In the event that a QRS responder reports that they are responding, no additional dispatches will be made and the QRS Company will be logged as responding.
 - ii. Miscellaneous portables are not to be used in reporting response status.
 - iii. Miscellaneous portables will not be acknowledged when responding. The exception will be QRS response.
 - iv. In the event of a last dispatch, responding EMS personnel can report that they will fulfill the requirements of an EMS crew to allow that unit to respond.
 - e. EMS Tactical Channel
 - i. The use of the Med-9 repeated is discouraged for communications between responders from the same company.

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- ii. The EMS Tactical Channel should be utilized to request additional equipment from units responding or to report staffing conditions.
3. Fire
- a. Apparatus
 - i. Apparatus will not interrupt dispatch to report:
 - 1. response status
 - 2. announce on the air
 - 3. request directions
 - ii. Apparatus should refrain from using sirens when transmitting or requesting information on the radio or Cellular phone.
 - iii. Apparatus should request instruction from command on a working channel when command has been established.
 - iv. Level (I) Staging should be utilized if not the first apparatus (of type) on scene unless directed otherwise by command/conditions.
 - b. Company/Dept. Officers (Chief/Dep. Chief/Asst. Chief)
 - i. Company or Department level Officers are the only officers who should be reporting their status as responding.
 - ii. Only the first Company or Department level Officer will be acknowledged by the Mifflin County Dispatch Center.
 - iii. Additional Company or Department level Officers may announce their response but will not be acknowledged by the Mifflin County Dispatch Center.
 - c. Line Officers (Capt./Lt./other)
 - i. Line Officers will not be acknowledged when responding.
 - d. Misc. Portables
 - i. Miscellaneous portables are not to be used in reporting response status.
 - ii. Miscellaneous portables will not be acknowledged when responding.
 - e. Fire Police
 - i. Miscellaneous portables are not to be used in reporting response status.
 - ii. Miscellaneous portables will not be acknowledged when responding.
 - iii. The use of Fire 1 is discouraged for communications between Fire Police Responders.
 - iv. The Fire Police Channel should be utilized to report staffing conditions and assignments to command.

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On-scene Procedures

1. Police
 - a. reserved
2. EMS
 - a. Apparatus
 - i. Apparatus will not interrupt dispatch to report arriving on the scene
 - ii. Apparatus should request instruction from command on a working channel when command has been established.
 - iii. In the event that command has not been established, the first arriving unit should report conditions on arrival at the scene. A size-up should follow as conditions allow.
 - iv. Level (I) Staging should be utilized if not the first apparatus (of type) on scene unless directed otherwise by command/conditions.
(recommendation)
 - b. Company/Dept. Officers (Chief/Dep. Chief/Asst. Chief)
 - i. Company or Department level Officers are the only officers who should be reporting their status as arriving on the scene.
 - ii. Only the first Company or Department level Officer will be acknowledged as arriving on the scene by the Mifflin County Dispatch Center.
 - iii. Additional Company or Department level Officers should announce their arrival on the scene on the assigned working channel to command and request an assignment.
 - c. Line Officers (Capt./Lt./other)
 - i. Line Officers should announce their arrival on the scene on the assigned working channel to command and request an assignment.
 - ii. In the event that command has not been established, the first arriving Line Officer should report conditions on arrival at the scene. A size-up should follow as conditions allow.
 - d. Misc. Portables
 - i. Miscellaneous portables are not to be used in reporting arrival on the scene.
 - ii. In the event that command has not been established, responder should report any life-threatening or hazardous conditions on arrival at the scene.
3. Fire
 - a. Apparatus
 - i. Apparatus will not interrupt dispatch to report arriving on the scene
 - ii. Apparatus should request instruction from command on a working channel when command has been established.

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- iii. In the event that command has not been established, the first arriving unit should report conditions on arrival at the scene. A size-up should follow as conditions allow.
 - iv. Level (I) Staging should be utilized if not the first apparatus (of type) on scene unless directed otherwise by command/conditions.
(recommendation)
- b. Company/Dept. Officers (Chief/Dep. Chief/Asst. Chief)
- i. Company or Department level Officers are the only officers who should be reporting their status as arriving on the scene.
 - ii. Only the first Company or Department level Officer will be acknowledged by the Mifflin County Dispatch Center.
 - iii. Additional Company or Department level Officers should announce their arrival on the scene on the assigned working channel to command and request an assignment.
- c. Line Officers (Capt./Lt./other)
- i. Line Officers should announce their arrival on the scene on the assigned working channel to command and request an assignment.
 - ii. In the event that command has not been established, the first arriving Line Officer should report conditions on arrival at the scene. A size-up should follow as conditions allow.
- d. Misc. Portables
- i. Miscellaneous portables are not to be used in reporting arrival on the scene.
 - ii. In the event that command has not been established, the responder should report any life-threatening or hazardous conditions on arrival at the scene.
- e. Fire Police
- i. Miscellaneous portables are not to be used in reporting arrival on the scene.
 - ii. In the event that command has not been established, Fire Police should report any life-threatening or hazardous conditions on arrival at the scene
 - iii. The use of Fire 1 is discouraged for communications between Fire Police Responders.
 - iv. The Fire Police Channel should be utilized to report staffing conditions and assignments.

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Working Channel Procedures

1. Working Channels will be assigned by the Mifflin County Dispatch Center
2. Selection of Working channels will be based on:
 - a. Type of incident
 - b. Severity of incident
 - c. Coordination with other incidents
3. Working Channels will only be assigned when command has been established
4. General Working Channel Assignments see attached.

Command & Communications

1. Report of Conditions on arrival at the scene
 - a. Type of Accident/vehicles involved
 - b. Smoke or Flames Showing
 - c. Evacuation of Occupants
 - d. Hazards to responders
2. Assignments for responding units
 - a. Reduce Rate
 - b. Level I or Level II Stage
 - c. Specific Assignment for Units
 - d. Request additional Alarm or units
 - e. Hold the response to Units already responding
 - f. Place the Box/Alarm available
3. Assume Command & Request Working Channel if needed
4. Scene Size-up as time allows

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Channel	Primary Assignment	Secondary Assignment	Description
Fire 1	Fire Dispatch/ General Incident	Fire Dispatch	Dispatch & Normal Operations of Small Incidents
Fire 2	1st Working Incident	1st Working Incident (Command Channel)	1st Working Incident or Command Level Communications On-scene & to Mifflin County)
Fire 3	Local Incident	1st Working Incident (Operations Channel)	Operations
Fire 4	Local Incident	Water Supply	Off-scene communications
Fire 5	Local Incident	Local Incident	Off-scene communications
Fire 6	2nd Working Incident	2nd Working Incident (Operations Channel)	2nd Working Incident
Fire Police	Fire Police		Fire Police Operations
Med 9	EMS Dispatch		Dispatch & Normal Operations
Med 10	EMS Dispatch		
EMS Tactical	Local EMS Communications		On-scene EMS Communications