



**MUKWONAGO FIRE DEPARTMENT**  
**OPERATING PROCEDURES**

Dispatch Procedures		Approved by: Chief Jeffrey R. Stien	
POL #15	Draft Date: 02/24/14	Revision Date:	Effective Date: 2/24/14

**PURPOSE:** The purpose of this policy is to define a systematic dispatching by the Village of Mukwonago Dispatch Center for all non-emergency and emergency incidents for the Mukwonago Fire Department.

**SCOPE:** This policy is to be followed by all officers and members of this department. Authority to deviate from this policy/procedure rests with the officer in charge of the incident who will be responsible for the results of any deviation.

**A. Responses**

There are four (4) types of responses:

1. **Ambulance Crew** – Emergency Medical Responses shall have a minimum of two (2) EMS personnel respond to the call. There may be a “first responder” which is a response directly to the scene. The crew may consist of Paramedics, EMTs or A-EMT. If an additional ambulance request comes in while the primary crew is still unavailable from the first call, the dispatcher should tone for the Mukwonago Ambulance backup crew. The fire department currently operates three (3) ambulances. Due to staffing or equipment availability, the dispatcher may be directed to request an ambulance from another community (mutual aid). The requestor will advise dispatch where the mutual aid ambulance shall respond to or the location at which the ambulance should standby.
2. **Paramedic Intercept (Primary)** - The Paramedic Intercept is a request for a Paramedic to respond to an outside agency’s request for assistance. This response is with the paramedic intercept vehicle staffed with a minimum of one Paramedic. This is used mainly when the primary Paramedic is available. If a Paramedic is unavailable, dispatch shall be notified to inform the requesting agency a Paramedic will be unable to respond.
3. **Duty Company** – The Duty Company response is a small scale response of the Fire Department. The Duty Company consists of approximately eight (8)

firefighters and EMS personnel. Examples of Duty Company types of calls include:

- Motor vehicle crash
- Investigation of smoke, fire, and CO alarms – each with a report of no fire involvement
- Car fire
- Dumpster fire
- Service call (wires down, locked out of a home, assist with alarm reset)

The Duty Officer may determine the incident requires additional equipment and/or personnel are needed. Dispatch shall be advised for an additional tone(s) to meet such needs.

4. **Fire Department Response** – The Fire Department Response is an all call requesting all available personnel to respond as directed. Examples of Fire Department Responses include:

- Backup Ambulance call
- Backup Paramedic tone
- Confirmed Structure Fire
- Wildland (grass) Fire
- Industrial Accident
- Water Rescue
- Search for Missing person
- Severe thunderstorm / tornado warning.
- MABAS call
- Bomb Threat
- Storm Warning immediate to Mukwonago. These include tornado, thunderstorm and blizzard warnings. **Note- these are warnings not watches.**
- Any other incident at the discretion of the Fire Chief or designee

## B. Communications

1. The Fire Department uses clear text language – no 10-codes. The Fire Department shall utilize the Fire Dispatch frequency when calling en-route, on scene, and clearing the incident. Once on scene, Fire Department units will switch to a designated frequency as indicated by the Incident Commander (8TACRED, TAC-A, COMM 32, etc.). The Incident Commander or designee will be responsible for communicating to dispatch when an alternate frequency will be

used for on scene radio traffic, monitoring dispatch frequency, and transmitting information to dispatch.

Clear text language commonly used by Fire Department personnel includes:

- Emergency / non-emergency
  - En Route
  - On scene
  - Patient contact
  - Clear scene
  - In quarters
  - Available
  - Under control
  - All clear
  - Loss stopped
  - Command terminated
  - Units can return when ready
  - Other change of status communication
2. When toning out a fire department call that may require a police response (i.e. MVA, combative patient, etc.) the dispatcher will utilize the simulcast feature. When the tone goes out, it sends a 3 beep alert message to squads and then broadcasts the voice message from the fire tone over the police frequency. The dispatch message will be: Attention Mukwonago Fire Department (Ambulance Crew, etc.) and Village (or Town) police squads – then continue the message. In the event of a police tactical situation or incident of a sensitive nature, dispatch will request personnel report to their station for a special assignment. In this case, the Fire Chief or designee will need to call dispatch via telephone land-line for additional incident information and staging assignment.

### C. AMBULANCE CALLS

Unless the primary ambulance is on a call, the message to be transmitted will be transmitted on the *MUF CREW tone*. If the primary ambulance is already on a call, the message should go out on the ALL CALL tone. The message will be: **Mukwonago Fire Department ambulance (back up ambulance) crew**, report for duty. You have a call at (address or location), then give the nature of the call and any additional information available. If there is no response from any unit within three (3) minutes, re-tone an **All Call** on the *ALL CALL tone*, for the call. If there is no response within five (5) minutes following the second tone, contact WCCC and request a Paramedic Ambulance from Vernon Fire to respond. If Vernon is not available, check with a fire officer as to their preference.

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1. PARAMEDIC INTERCEPT CALL

The message for a paramedic intercept is: **Mukwonago Fire Department ambulance** you have a Paramedic Intercept request. You have a call at (address or location), then give the nature of the call and any additional information available. This tone should go out on the *MUF CREW tone*. You should call a paramedic who is on an active call, to verify their availability. If there is no paramedic available, notify the caller at the time of the call.

2. FIRE DEPARTMENT DUTY CREW CALL

The message for a duty crew call is: **Mukwonago Fire Department Duty Crew** report for duty. You have a call at (address or location), then give the nature of the call and any additional information available. This call should go out on the *MUF CREW tone*, unless the primary ambulance is already on a call. In that case, tone on *ALL CALL*. The fire department may have a unit designated as “command” and will handle unit assignments on the scene. If necessary, the IC may call for additional resources.

3. FIRE DEPARTMENT ALL CALL

The message for an all call is: **Mukwonago Fire Department All Call** report for duty. You have a call at (address or location), then give the nature of the call. This should go out on the *ALL CALL tone*. If there is a fire or other hazardous situation, urge the caller and all other residents to evacuate by the safest possible route. As the fire units call in, provide them with any additional information and updates. The fire department will designate a “command” unit and will handle assignments.

**D. Mukwonago Fire request for MABAS (mutual aid)**

1. The Waukesha County Communications Center (WCCC) has been designated as the County’s MABAS dispatch center.
2. Notify the responding agencies dispatch center where a response is needed (i.e. standby at station one, go to the scene, etc.), what equipment is needed and what type of response (emergency or non-emergency) is requested.
3. In the event the other fire department requests an escort or assistance in locating the scene, if a village or town police squad is available, dispatch a squad to an appropriate location to intercept the fire units and provide escort to the scene.
4. If the responding mutual aid department is not dispatched through Mukwonago Dispatch, they will be in contact with their own dispatch center.

**E. Knox boxes**

The fire department has added Knox Boxes in several of their units. A Knox box is a small safe that can hold keys and other items. The fire department wants to provide accountability for the keys and so the boxes will be opened by radio tones, at the request of an authorized person. The procedure to release the Knox box is as follows:

1. The first arriving fire department apparatus (engine, ladder, or chief grade officer) will provide dispatch with the unit number. That unit will ask dispatch to release the key (open the Knox box). Dispatch will use the scroll feature on the radio console and will set off the appropriate unit tone. Upon completion of the task, the fire personnel will replace the key and relock the box. The fire unit will notify dispatch that the key has been replaced and the Knox box is secure. Dispatch will log the replacement and re-securing of the box.
2. In the event the fire department is sent on a mutual aid call to another fire department station, the first unit arriving at the mutual aid station will request dispatch to release the key. Dispatch will use the scroll feature on the radio console and will set off the appropriate unit tone. Upon completion of the task, the fire unit will notify dispatch the key has been replaced and the box is secure. Dispatch will log the replacement and re-securing of the box.

**F. Request for Records**

1. A request for records must come from a command level officer. The request may be for radio or telephone recordings, CAD call information, or other records.
2. All record requests must be approved by the Chief of Police, or his designee.
3. A request for a record check (CHRI) must come from the Fire Chief or his designee. The records must be run under the "E" designator for reason. Dissemination of these records is covered by TIME, NCIC and CIB policies and applicable State and Federal laws. These records shall not leave the police department.
4. If the response requires a fire report and vehicle information is necessary to complete the report, this may be provided to the authorized fire personnel. Any information released, must be related to a fire/EMS call.

**G. Times and Run Numbers**

1. If dispatch is not busy, the dispatcher may provide the caller with the information.

2. If dispatch is busy, the dispatcher will advise the caller and select one of the following options:
  - The dispatcher will call the fire station and speak to anyone at that location, or leave a message on the voice mail.
  - The dispatcher will fax the information to the station.
  - The dispatcher can contact the requestor on a cellular telephone with the information when time permits.
  - Information can be sent via the WDA.
  - If advised, you may e-mail to [chiefstien@mukwonagofire.org](mailto:chiefstien@mukwonagofire.org) or [dcwegner@mukwonagofire.org](mailto:dcwegner@mukwonagofire.org)

#### **H. Media and Press Releases**

All information and releases pertaining to fire department business will be handled by the department Chief(s), Incident Commander or designee on the scene.