



SUBJECT: ALARM, DISPATCH AND COMMUNICATIONS

GUIDELINE NO.: 200.01

EFFECTIVE DATE: 11/16/2011

SUPERSEDES: 09/21/2011

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APPROVAL: SAUK COUNTY SHERIFF'S DEPARTMENT & MABAS DIVISION 131

MABAS DIVISION 131**PURPOSE**

This guideline provides direction for alarm, dispatch and communication procedures for MABAS Box Alarms.

RESPONSIBILITY

1. All Chief and Company Officers have the responsibility to comply with and ensure that the personnel under their command are adequately trained, fully understand, and comply with this guideline.
2. The MABAS Division 131 Dispatch Center Personnel have the responsibility to learn and follow this guideline.
3. All firefighters have the responsibility to learn and follow this guideline.

A. ALARM PROCEDURE

1. A request for a MABAS Box Alarm activation by an Incident Commander can be made either directly to MABAS Division 131 Dispatch Center or through the local dispatch center of the stricken community and can be made either via telephone or radio (EMS/FIRE Repeater) with the EMS/Fire Repeater being the preferred medium.
2. The stricken community must provide the following information to the Dispatch Center when requesting the MABAS Box Alarm activation:
 - a. The name of the requesting Fire Department
 - b. The type of Alarm (Structure Fire, Brush Fire, etc.) and Box Alarm number requested
 - c. The level of the Alarm requested
 - d. Nature of incident: Fire-Hazmat-Ambulance-etc.
 - e. The location of the incident, address and the name of the building (hospital-school-factory -etc.)
 - f. Staging location
 - g. Example: *Baraboo 8th Street Command to MABAS Division 131...Baraboo Fire 8th Street Command is requesting Box 6265-1 for a structure fire at 716 8th Street to the Box Alarm Level. Staging is at the Scene.*
3. A fill-in worksheet has been included in this document as an example for dispatchers.

B. IFERN Use

1. All responding apparatus shall inform MABAS Division 131 Dispatch Center over the IFERN frequency that they are responding.
2. When calling MABAS Division 131, wait for reply from dispatcher before giving message.
3. The normal radio message for a responding unit must include:
 - a. Department Name, Type of Apparatus to MABAS Division 131 responding to the Box (Name of Stricken Community and Number of Box Alarm) (Address of the Emergency).
 - b. EXAMPLE: *" Kilbourn Fire to MABAS Division 131 ... Kilbourn Truck is responding to Reedsburg Box 63-2, 700 Ash Street"*
4. All arriving apparatus in the Staging Area shall inform MABAS Division 131 over IFERN.
5. IFERN is used by the Staging Area Manager to talk with the Incident Commander
 - a.If a Staging Area Manager is not appointed, the first arriving fire department officer shall assume the role of Staging Area Manager
 - b.All apparatus/personnel in Staging shall monitor IFERN, but switch to tactical frequency (e.g. FG Red) when assigned out of staging.

6. All Change of Quarters Apparatus shall use IFERN to inform MABAS Division 131 of responding and on scene status as well as monitoring IFERN during the course of assignment.
7. All returning apparatus shall inform MABAS Division 131 when they are released from the scene and returning to their respective jurisdictions.
8. When arriving back at your station, check out of service on local dispatch frequency, i.e. EMS/Fire Repeater.

C. DISPATCH PROCEDURES

1. Check the Box Card and start MABAS Box Alarm Worksheet.
2. To dispatch a Box Alarm, the following must be done:
 - a. Activate "MABAS Tones"
 1. These tones consist of a Sauk County MABAS Tone and IFERN Tones.
 - a. This one activation sets both sets of tones off
 - b. After all tones have cleared, announce:
 1. "MABAS Division 131 to all locals, (Stricken Community) Fire Department is requesting Box (Number) at (Location) to the (Level of Alarm); all Departments due to respond, switch to and acknowledge on the IFERN frequency".
 2. Example: " MABAS Division 131 to all locals: Reedsburg Fire Department is requesting Box Number 63-2 at 700 Ash Street, to the Box Alarm level; all departments due to respond, switch to and acknowledge on the IFERN frequency. The following departments are due to respond: List all departments and specific apparatus to respond."
 3. Repeat message listed under "1"
3. Departments that are due to respond shall acknowledge the request for service within three (3) minutes. If not the department's pager tones will be activated again.
4. The individual department has eight (8) minutes to respond to the call for service, otherwise the next department on the next alarm level will be called to respond.
5. If a department that is due to respond on an Alarm cannot supply properly staffed apparatus because of an existing situation (i.e., present fire of their own, apparatus out of service, or lack of personnel), THEY MUST notify the MABAS Division 131 Dispatcher immediately so that the fill-in apparatus can be assigned from another department (this is done from the next level of alarm).
6. If a department sends the wrong equipment, it is up to MABAS Division 131 Dispatcher to return the equipment and advise them of the equipment that they were due to respond with on the Box Alarm. This is important when agencies begin sending apparatus at will when they hear a Box Alarm dispatched (self-dispatching).
7. When a Box Alarm is called, all local apparatus on the scene will change to the IFERN frequency.
8. Each request for additional Alarms will require the repeating of the alerting sequence and revising only the level of the Alarm.
9. If a fill-in was used on a previous Alarm, a dispatcher will have to provide a fill-in on each subsequent Alarm.
10. Timing Benchmarks
 - a. The MABAS Dispatcher will contact the Incident Commander initially at 10, 20, and 30 minutes after the MABAS activation.
 - b. And then every 30 minutes thereafter advising them of the amount of time into the Alarm and request a progress report on the incident.
11. If a second fire or emergency in the same area should require a Box Alarm during the original Box Alarm, it may be to the advantage of the dispatcher to use the remaining equipment from the next level of Alarm from the Box Alarm in progress.
12. Personnel are to respond with Fire Department apparatus and not in their private vehicles.
13. On a change of quarters, the assigned vehicle must physically change to the designated station

14. When a Box Alarm is struck out, the following information is needed:
 - a. The identity of the Incident Commander
 - b. The location or number of the Box Alarm
15. Dispatching procedures for striking out a Box Alarm:
 - a. On the IFERN frequency, the State MABAS tones should be activated two (2) times, then announce the following:
 1. "This is MABAS Division 131 to all locals: (Name of Community with Box Alarm) Fire Department has struck out (Box Alarm Number) by authority of the Incident Commander." Repeat the message.
 2. EXAMPLE: "This is MABAS Division 131 to all locals: Reedsburg Fire Department has struck out Box Number 63-2 by authority of the Incident Commander". Repeat the message.
 - b. The dispatcher shall continue to control the IFERN frequency until all companies at the scene are released and are returning.
 - c. The order in which equipment is returned is at the discretion of the Incident Commander of the Box Alarm.
 - d. Responding companies should continue to the scene unless directed otherwise by the Incident Commander or MABAS 131 Dispatcher.

Time of Request: _____

Date of Request: _____

MABAS DIVISION 131 BOX ALARM REQUEST WORKSHEET

INFORMATION TO OBTAIN:

Requesting Agency: _____

Box Alarm Number: _____

Box Level: _____
(MABAS Box Alarm, MABAS 2nd Alarm, MABAS 3rd Alarm, etc.)

Type of Incident: _____
(Structure Fire, Hazardous Materials Spill, etc.)

Location: _____
(Address/Business Name, Intersection, etc.)

Staging Area: _____

Timing Benchmark: _____ 0-10 minutes _____ 10-20 minutes _____ 30 minutes plus

DISPATCH PROCEDURES:

- **Locate and Review Appropriate Box Alarm Card**
- **Activate appropriate Box Alarm Icon on MABAS Radio Screen**
- **Announce Box Alarm information as follows:**

“THIS IS MABAS DIVISION 131 TO ALL LOCALS. THE _____ (Agency)

FIRE DEPARTMENT IS REQUESTING MABAS BOX # _____

TO THE _____ LEVEL,
(Box, 2nd Box , 3rd Box, etc.)

FOR A _____
(Incident Type-e.g. Structure Fire, Mass Casualty, etc.)

AT _____
(Location)

STAGING WILL BE AT _____”.
(Staging Area Location)

“THE FOLLOWING DEPARTMENTS ARE DUE TO RESPOND”:

(Read List of Resources/Departments and Change of Quarters from Box Card)

“ALL RESPONDING UNITS MUST SWITCH TO AND ACKNOWLEDGE MABAS DIVISION 131 DISPATCH ON IFERN”.

The MABAS Division 131 Dispatcher will contact the Incident Commander at 10, 20 and 30 minutes, after arrival of first fire department unit, into the overall incident then continue every thirty (30) minutes advising them of the amount of time into the Alarm and request a progress report on the incident.

DISPATCHING PROCEDURES FOR STRIKING OUT A BOX ALARM:

- MABAS tone should be activated two (2) times, then announce the following:

"This is MABAS Division 131 to all locals: _____
(Name of Community with Box Alarm)

Fire Department has struck out Box Alarm Number: _____

by authority of the Incident Commander."

Repeat the message.

Place any notes regarding this call on the CAD Narrative and attach the Box Card used, remember to make a new copy of the card you removed from the binder