

Polk County Fire, Rescue, and Training Association
Communication and Dispatching Guidelines

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1.0 GENERAL INFORMATION

1.1 This policy applies to the Polk County Fire, Rescue, and Training Association (referred to as PCFRTA) and member departments.

1.2 Personnel Designated Service Numbers (DSN):

Range	Agency	PCFRTA Member?
1-99	City of Bolivar	
100-199	Bolivar City Fire Department (BCFD)	Yes
200-299	Pleasant Hope Fire Protection District (PHFPD)	Yes
300-399	Morrisville Fire Rescue (MFR)	Yes
380-389	Citizens Memorial Hospital Security staff (overlap MFR)	
400-499	Central Polk County Fire Rescue (CPCFR)	Yes
500-599	Fair Play Fire Department	
600-699	Dunnegan Rural Fire Department (DRFD)	Yes
700-799	Humansville Fire Rescue (HFR)	Yes
800-899	Polk Rural Fire Department (PRFD)	Yes
900-999	Halfway Fire Rescue (HWFR)	Yes
1000-1099	Prairie Grove Rural Fire Department	
1100-1199	Reserved for PCFRTA	Yes
1200-1299	Polk County Health Center	
1300-1350	Polk County Central Dispatch	
1351-1399	Polk County Salvation Army	
1400-1499	Missouri Department of Conservation	
1500-1599	Polk County Emergency Management (PCEMA)	Yes
1600-1699	Not assigned	
1700-1799	Citizens Memorial Pre-Hospital Services	Yes
1800-2299	Not assigned	
2300-2399	Polk County Sheriff Department	
2400+	Not assigned	

1.3 Equipment and apparatus nomenclature. Each apparatus will be classified into one of the following categories and referred to as such during radio traffic.

DSN	Title	Description
x90, x95	Boat	Watercraft
x40, x45	Brush	Brush / wildland firefighting vehicle
x00	Command	Incident command / communications vehicle/trailer
x10, x50, x60	Engine	Firefighting engine or pumper
x15	Ladder	Aerial device without water pump
	Medic	ALS transport ambulance
x15	Quint	Aerial firefighting device with pump
x20, x25	Rescue	Vehicle with rescue equipment
x10, x50, x60	Rescue-Engine	Firefighting engine with rescue equipment

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x80, x85	Service	Service, utility, or other vehicle
DSN	Title	Description
x90, x95	Squad	BLS medical unit without rescue equipment
x30, x35, x65	Tanker	Water tender or tanker >1500 gallons with or without pump

1.4 Apparatus list by agency:

Apparatus	BCFD	CMH	CPCFR	DRFD	HFR	HWFR	MFR	PCEMA	PHFPD	PRF D
Boat			2							
Brush	1		2	4	2	1	2		2	3
Command	2							1		
Engine	2		3		3		5		2	2
Ladder										
Medic		1-4								
Quint	1		1				1			
Rescue	1		2		1		2			
Rescue-Engine	1			1		1			1	
Service							1		1	
Squad		1-2				2				
Tanker			1	1	2	1	4		1	2

1.5 Capabilities list by agency:

Capabilities	BCFD	CMH	CPCFR	DRFD	HFR	HWFR	MFR	PCEMA	PHFPD	PRF D
2.8 Hazmat	X		X				X			
2.10 Medical	X	X	X	X	X	X	X		X	X
2.12 Extrication	X		X	X	X	X	X		X	
2.17 Building Collapse Rescue	X		X		X		X		X	
2.17 Cave Rescue										
2.17 Confined Space Rescue			X							
2.17 High Angle Rescue			X							
2.17 Ice Rescue			X							
2.17 Outdoor Search and Rescue	X		X	X	X	X	X		X	X
2.17 Swiftwater Rescue			X			X				
2.17 Trench Rescue	X		X							

1.6 Radio Frequency List:

Ch	Name	RX	TX	PL
	FIRE DISPATCH			
1	Twr 1 Brghn	154.16	158.925	123

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2	Twr 2 Hvill	154.16	158.925	107.2
3	Twr 3 Polk	154.16	158.925	114.8
4	BCFD	155.025	158.985	131.8
Ch	Name	RX	TX	PL
	FIRE TACTICAL			
5	North Tac	153.89	simplex	94.8
6	South Tac	154.71	simplex	88.5
7	Alt North Tac	154.16	simplex	94.8
8	Alt South Tac	156.195	simplex	88.5
9	BCFD Ops 1	159.985	simplex	203.5
10	BCFD Ops 2			
11	MFR	155.0775	159.0675	136.5
12	HFD	155.055	simplex	100
	EMS			
13	CMH Repeater	155.4	158.9625	162.2
14	VMed28 (HEAR)	155.34	simplex	
	LAW			
15	Sheriff	155.49	159.09	100
16	BolivarPD	155.79	159.405	107.2
17	VLaw31 (LawMA)	155.475	simplex	
	INTEROPERABLE			
18	VFire21 (FireMA)	154.28	simplex	
19	VCall10	155.7525	simplex	
20	VTac11	151.1375	simplex	156.7
21	VTac12	154.4525	simplex	156.7
22	VTac13	158.7375	simplex	156.7
23	VTac14	159.4725	simplex	156.7
24	MTac	154.68	simplex	156.7
25	VFire22 (Cmd)	154.265	simplex	
26	VFire23	154.295	simplex	
27	VFire24	154.2725	simplex	156.7
28	VFire25	154.2875	simplex	156.7
29	VFire26 (Stg)	154.3025	simplex	156.7
	OTHER			
30	EmerMgmt	155.745	simplex	107.2
31	Skywarn	145.49	144.89	136.5
32	NOAANW	162.475		
33	NOAANE	162.45		
34	NOAAS	162.4		
	NEIGHBORING			
35	CedarFire	155.805	simplex	203.5
36	Cedar Eldo EMS	159.375	155.88	241.8/151.4
37	Cedar Stock EMS	155.115	155.88	241.8
38	Dallas911S	150.995	159.165	82.5
39	Dallas911N	150.995	159.165	88.5

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40	Dallas911NE	150.995	159.165	77
41	Dallas EMS	155.25	simplex	91.5
42	GreeneFire	154.4	simplex	151.4
43	HCFRPitt	154.295	158.835	173.8
Ch	Name	RX	TX	PL
44	HCFRWea	154.04	158.94	127.3/114.8
45	HCFRWhe	155.0025	158.7675	79.7
46	SCCFR	158.745	simplex	

1.7 Other communication methods: Agency non-emergency phone numbers and websites may be given to the public. Individual's names or other contact information may not be given to the public. Refer requests to websites or department phone numbers. In an emergency, dispatch may contact a responder and provide information on contacting the requesting party.

BCFD	417-326-2489	www.bolivar.mo.us
CMH	417-326-6000	www.citizensmemorial.com
CPCFR	417-777-3473	www.cpcfr.org
DRFD	417-327-9585	
HFR	417-754-8110	
HWFR	417-445-3163	
MFR	417-756-2029	www.morrisvillefirerescue.org
PCEMA	417-326-6610	www.polkcountyema.com
PHFPD	417-267-2009	
PRFD	417-253-4526	

1.8 Pager tests shall be conducted each weeknight at 1800 hours according to the following schedule. Each test shall be acknowledged by a responder.

Monday	HWFR Tower1	HWFR Tower3
Tuesday	DRFD Tower2	PCEMA
Wednesday	PHFPD Tower1	HFR Tower2
Thursday	CPCFR Tower1	BCFD
Friday	MFR Tower1	PRFD Tower3

2.0 ALARM ASSIGNMENTS

2.1 General notes:

A request from any public safety agency may initiate any alarm assignment, even if it does not meet the qualifications listed below.

Responding units or the incident commander (if established) may modify or supersede these response guidelines.

Requests for assistance state-wide mutual aid shall be handled through the fire mutual aid coordinator. PCEMA shall also be contacted if state-wide mutual aid is requested.

- Primary coordinator: Ken Witt 417-343-5141.
- Secondary: Robert Dickson 417-327-9652.
- Tertiary: Junior Dickover 417-830-3458.

2.2 Aircraft Emergency 1 (local standby): An aircraft has, or is suspected to have, an operational defect.

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- 1ST ALARM: 1 agency stage at stations. Contact PCEMA.
- 2ND ALARM: Go to Aircraft Emergency 2.

2.3 Aircraft Emergency 2 (full emergency): An aircraft has, or is suspected to have, an operational defect that affects normal flight operations to the extent that there is danger of an accident.

- 1ST ALARM: 1 agency, 2 engines, 1 rescue, 1 tanker, 1 medic. Contact PCEMA.
- 2ND ALARM: Go to Aircraft Emergency 3.

2.4 Aircraft Emergency 3 (accident): An aircraft accident has happened.

- 1ST ALARM: 2 agencies, 2 engines, 2 rescues, 2 tankers, 2 brush, 2 medics, CMH duty officer. Contact Law & PCEMA.
- 2ND ALARM: Additional 1 agency, 2 engines, 2 rescues.

2.5 Bomb Threat

- 1ST ALARM: 1 agency, 2 engines, 1 rescue. Contact Law & PCEMA.
- 2ND ALARM: Additional 1 rescue, 2 tankers.

2.6 Chimney Fire

- 1ST ALARM: 1 agency, 1 engine, 1 rescue.
- 2ND ALARM: Go to Structure Fire (Residential) - 1st alarm.

2.7 Fire Alarm: Alarm company without any confirmation by residents or carbon monoxide alarm. If there are medical complaints, go to Medical Emergency - 1st alarm. If there are reports from anyone on scene (with or without smoke/fire), go to the appropriate Structure Fire (Residential or Commercial) - 1st alarm.

- 1ST ALARM: 1 agency, 1 engine, 1 rescue.
- 2ND ALARM: Go to Structure Fire (Residential or Commercial) - 1st alarm.

2.8 Hazardous Materials Release: Release of known or unknown material that is dangerous to people or the environment.

- 1ST ALARM: 2 agencies, 2 engines, 2 rescue, 2 tankers, 1 medic, CMH duty officer. Contact Law, PCEMA, & Polk County Health Center.
- 2ND ALARM: Additional 1 agency, 2 engines, 2 rescues, 2 tankers, 2 brush.

Note: For each alarm assignment, at least one agency should have hazmat capabilities. See 1.5 Capabilities list by agency.

2.9 Landing Zone

- 1ST ALARM: 1 agency, 1 engine, 1 rescue.
- 2ND ALARM: Additional 1 engine, 1 rescue, 2 brush.

2.10 Medical Emergency: An ambulance dispatched priority 1 to a location without medical staff (i.e. not a nursing home).

- 1ST ALARM: 1 agency, 1 rescue, 1 medic.
- 2ND ALARM: Additional 1 engine, 1 rescue, CMH duty officer.

Notes: For each alarm assignment, at least one agency should have medical capabilities. See 1.5 Capabilities list by agency. If there are 4 or more patients, dispatch 2nd Alarm.

Additional note: If the following table indicates an asterisk (), initial response by fire department is not required unless specifically requested or if ambulance response time exceeds 30 minutes.

Alarm Assignments based on ProQA Determinant Codes:

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Code	Echo	Delta	Charlie	Bravo	Alpha	Omega	Notes
1 Abdominal Pain	-	1st	1st	-	*	-	
2 Allergies	2nd	1st	1st	1st	*	-	
3 Animal Bite	-	1st	-	1st	*	-	Consider stage for Law
4 Assault	-	1st	-	1st	*	-	Stage for Law
5 Back Pain	-	1st	1st	-	*	-	
6 Breathing Problems	2nd	1st	1st	-	-	-	
7 Burns	-	2nd	2nd	1st	1st	-	7-C-1 = 2.15 or 2.16 2nd Alarm 7-A-2 = 2.7
8 Carbon Monoxide	-	2nd	2nd	2nd	-	2.7	
9 Cardiac Arrest	2nd	1st	-	1st	-	1st	
10 Chest Pain	-	1st	1st	-	*	-	Consider 2.9
11 Choking	2nd	1st	-	-	*	-	
12 Seizures	-	1st	1st	1st	*	-	
13 Diabetic	-	1st	1st	-	*	-	
14 Drowning	-	1st	1st	1st	*	-	Dispatch 2.17 if still in the water
15 Electrocutation	2nd	2nd	1st	-	-	-	
16 Eye Problems	-	1st	-	1st	*	-	
17 Falls	-	2nd	-	1st	*	-	Consider 2.17
18 Headache	-	-	1st	1st	*	-	
19 Heart Problems	-	1st	1st	-	*	-	
20 Exposure	-	1st	1st	1st	*	-	20-D-2 = 2nd Alarm
21 Hemorrhage	-	1st	1st	1st	*	-	
22 Entrapments	-	2nd	-	2nd	1st	-	Dispatch 2.17 if still entrapped
23 Overdose	-	1st	1st	1st	-	1st	Consider 2.8
24 Pregnancy	-	1st	1st	1st	*	*	
25 Psychiatric	-	1st	-	1st	*	-	Consider stage for Law
26 Sick Person	-	1st	1st	1st	*	*	
27 Penetrating Trauma	-	1st	-	1st	*	-	27-D-5 = 2nd Alarm Consider stage for Law
28 Stroke	-	-	1st	-	1st	-	Consider 2.9
29 Traffic Incident	-	note	-	2.11	2.11	2.18	Dispatch 2.11 except: 29-D-1 = 2.12 2nd Alarm 29-D-3 = 2.8 29-D-4 = 2.12
30 Trauma	-	1st	-	1st	*	-	
31 Unconscious	2nd	1st	1st	-	*	-	
32 Unknown	-	1st	-	1st	-	-	
33 Transfer	-	*	*	-	*	-	
34 Crash Notification	-	note	-	note	2.11	2.18	Dispatch 2.11 or 2.12

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36 Outbreak	-	1st	1st	-	*	-	
Code	Echo	Delta	Charlie	Bravo	Alpha	Omega	Notes
37 Transfer	-	*	*	*	*	-	

2.11 Motor Vehicle Accident (No Entrapment): An accident involving one or more motor vehicles with leaking fluids, injury, or fire with no trapped occupants. An accident not involving fluids, injury, or fire with a request from a public safety agency for fire response shall be referred to the Traffic Assist first alarm assignment.

- 1ST ALARM: 1 agency, 1 engine, 1 rescue. Contact Law.
- 2ND ALARM: Go to Motor Vehicle Accident (Entrapment) - First Alarm

Note: Contact Polk County Health Center if any vehicle is transporting food products.

2.12 Motor Vehicle Accident (Entrapment - Extrication Needed): Any entrapment of an occupant in a passenger vehicle. Entrapment of other kinds (i.e. tractor roll-over, industrial accident, etc.) shall be referred to Technical Rescue first alarm.

- 1ST ALARM: 1 agency, 1 engine, 1 rescue, 1 medic, CMH duty officer. Contact Law.
- 2ND ALARM: Additional 1 agency, 1 engine, 1 rescue.

Note: For each alarm assignment, at least one agency should have extrication capabilities. See 1.5 Capabilities list by agency. Contact Polk County Health Center if any vehicle is transporting food products.

2.13 Natural Cover Fire: Natural materials such as trees, grass, and fields that are on fire.

- 1ST ALARM: 1 agency, 1 engine, 1 tanker, 2 brush.
- 2ND ALARM: Additional 1 agency, 1 engine, 1 tanker, 2 brush, 1 medic (non-dedicated). Contact Dept of Conservation.

Note: If structures are in danger, automatically strike a second alarm.

2.14 Storm Spotting: A severe thunderstorm or tornado WARNING in an adjacent county and the storm system is approaching Polk County. If storm system is producing a TORNADO WARNING is less than 10 minutes from any jurisdiction, relay ETA to all agencies when dispatched. Responders may shelter in place prior to going en route.

- 1ST ALARM: All units to stations for spotting. Notify CMH on-duty crews. Contact PCEMA.
- 2NT ALARM: NA

Note: Each agency will utilize tactical channels. Each agency will establish a command post that will relay summary reports to PCEMA via Towers.

2.15 Structure Fire (Commercial): Any building, dwelling, storage, or man-made enclosure that is on fire that is used for business purposes or profit (multi-family dwellings such as apartment complexes should be considered commercial structures).

- 1ST ALARM: 3 agencies, 2 engines, 1 rescue, 2 tankers, 1 medic (non-dedicated). Contact Power Company & PCEMA.
- 2ND ALARM: Additional 1 agency, 2 engines, 2 rescues, 2 tankers, CMH duty officer.

Notes: Contact Polk County Health Center when any food establishment is involved. If persons are reported trapped within the structure, automatically dispatch second alarm.

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2.16 Structure Fire (Residential): Any building, dwelling, shed, or man-made enclosure that is on fire that is not used for business or profit.

- 1ST ALARM: 2 agencies, 2 engines, 1 rescue, 2 tankers, 1 medic (non-dedicated). Contact Power Company.
- 2ND ALARM: Additional 1 agency, 2 engines, 1 rescue, 2 tankers, CMH duty officer. Contact PCEMA.

Note: If persons are reported trapped within the structure, automatically dispatch second alarm.

2.17 Technical Rescue: Building collapse, cave, confined space, high angle, ice, outdoor search, trench, water, etc. Indicate type of rescue on initial dispatch.

- 1ST ALARM: 1 agency, 1 engine, 2 rescues, 1 brush, 1 medic, CMH duty officer.
- 2ND ALARM: Additional 1 agency, 1 engine, 2 rescues, 2 brush. Contact PCEMA.

Note: For each alarm assignment, at least one agency should have appropriate technical rescue capabilities. See 1.5 Capabilities list by agency.

2.18 Traffic Assist

- 1ST ALARM: 1 agency, 1 engine, 1 rescue. Contact Law.
- 2ND ALARM: Additional 2 engines.

2.19 Vehicle Fire: Mobile property involved in fire such as car, truck, RV, etc. If the vehicle is a semi-truck with trailer, automatically proceed to second alarm.

- 1ST ALARM: 1 agency, 1 engine, 1 rescue, 1 tanker.
- 2ND ALARM: Additional 1 engine, 2 tankers, 2 brush, 1 medic.

Note: Contact Polk County Health Center if vehicle is transporting food.

3.0 ALARM TRANSMISSION

3.1 General radio etiquette. State the unit you are calling first, then your DSN. During initial contact, include channel name. All communications will be plain text and will not include 10-codes or other terminology (two exceptions allowed are ProQA determinant codes and J4 to indicate fatality). Use of customer's names or names of residents will not be transmitted on the radio.

3.2 Initial dispatch shall include two tones, agency name (the first agency broadcasted should be the department where the incident is located), additional agencies, call type, location, and mapbook page.

3.3 If no response to tones within two minutes, repeat first tone sequence. If no response after another two minutes, tone the next closest agency. If the call type is a medical call with ambulance en route that will arrive on scene prior to fire units, contact the responding ambulance for determination of dispatching next closest agency.

3.4 Initial acknowledgement of the call by first personnel will be answered by dispatch and personnel responding to stations will transmit blindly and do not need acknowledgement from dispatch. However, if personnel respond directly to the scene, see the following section about secondary dispatches.

3.5 After the first unit (personnel or apparatus) calls en route to the scene, a secondary dispatch is required. Additional units responding to the scene do not require secondary dispatches. Pertinent

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information shall be relayed to this unit. This information includes, but is not limited to:

- Scene safety information is required in all secondary dispatches.
- Other responding agencies and status.
- Better description of location (i.e. house color) and confirmation of ANI-ALI address.
- Patient condition information.
- Materials involved in fire or situation.

3.6 Accurate timestamps shall be recorded for the following in CAD (including seconds) and shall be included in faxed incident report:

- 9-1-1 call
- Initial dispatch and all subsequent dispatches
- First unit en route to station (or acknowledging dispatch)
- Each apparatus en route to incident
- First unit arriving at incident (either POV or apparatus)
- Each apparatus arriving at incident
- Establishment of command and each transfer of command (include DSN of IC)
- Incident under control
- Each apparatus departing incident
- Command terminated (include DSN of IC)
- Any details that command reports to dispatch
- First POV en route and arriving on scene

3.7 Cancellation of responding units may be requested by any public safety agency. The request for cancellation shall be transmitted to the senior responding unit. The determination by the senior responding unit may include, but not limited to: cancel and return to service, reduce code and proceed, or continue in the response priority.

4.0 ON-SCENE COMMUNICATIONS

4.1 A chain of command will be maintained within each PCFRTA agency and all emergency operations will be based on the National Incident Management System (NIMS). The first arriving unit will be considered command until a transfer of command has occurred. This includes all public safety entities no matter if command is formally established or not.

4.2 For the safety of all responders, all dispatch and tactical frequencies shall be monitored and recorded in dispatch with immediate playback available. Every 20 minutes, dispatch shall contact command for a status check.

4.3 If a mayday is received on any frequency, dispatch shall transmit a single alert tone, clear the frequency, and automatically dispatch the next alarm assignment to the location on another frequency. The mayday frequency, regardless of which frequency is used, will be reserved for communications only between mayday caller(s), incident command, and safety.

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4.4 The tactical communication system will be determined by the incident commander. Responding agencies and incident command shall operate on the primary frequency based on incident location. As a general rule, when different agencies are operating on the same scene, each agency will maintain cohesion as a team and will communicate on a discrete tactical frequency.

5.0 AFTER THE INCIDENT

5.1 After all units have returned to service, dispatch shall fax a copy of the incident run report to the affected agencies.

BCFD	417-777-3513
CMH	417-328-6754 (faxed report is not needed)
CPCFR	417-777-2464
DRFD	
HFR	
HWFR	417-445-2008
MFR	417-756-2029
PCEMA	417-777-8175
PHFPD	417-267-2009
PRFD	