Learning Objective 1

Explain the procedures for receiving emergency and nonemergency external communications.

Learning Objective 2

Describe the information required to dispatch emergency services.

Emergency calls are received through two basic systems.

Communications centers contain a variety of equipment.

Processing an emergency call requires gathering information.
Emergency calls are reported to responders in a variety of ways.

Enhanced 9-1-1

Public Alerting Systems
- Radio
- Wired telegraph circuit box
- Telephone fire alarm box
- Radio fire alarm box

REVIEW QUESTION

What is the procedure for receiving an emergency external communication?

Receiving nonemergency calls is also a part of station life.

- All types
  - Requests for assistance
  - Personal calls
- Know procedures
- Be professional
- Refer those you cannot answer

You must remain calm and courteous when handling angry calls.

Take information
- Refer caller
- PIO as contact
- Be familiar with department

Some stations may have a watch room that is monitored at all times.

Emergency services dispatching begins with some form of alert.

- Audible alarm
- Pager
- Alerting device
REVIEW QUESTION

What is the procedure for receiving a nonemergency external communication?

Learning Objective 3

Describe the systems used for internal communications.

Internal communications are transmitted to specific groups.

- Within fire department
- Department to other agencies during emergencies

Radio systems used to transmit messages vary based on location and size.

- Fixed location
- Mobile
- Portable

Radio signals transmit in either analog or digital format over two types of carrier waves.

- AM Wave
- FM Wave

Signal transmission occurs depending on the type of equipment in the system.
Signal transmission occurs depending on the type of equipment in the system.

Modern fireground systems are designed to operate on multiple channels.

A trunked system uses repeaters to assign transmissions to available frequencies.

REVIEW QUESTION

What types of systems are used for internal communication?
Learning Objective 4

Explain radio limitations that may impact internal communications.

Review Question

What radio limitations can impact internal communications?

Learning Objective 5

Describe radio procedures used for internal communications.

Always follow local protocols when sending a message, these are part of the official incident record.

- Identify yourself
- Acknowledge message
  - ABCs of Good Communications:
    - A: Accurate
    - B: Brief
    - C: Concise
  - Wait a second or two for signal

Warning

DO NOT REMOVE YOUR FACEPIECE TO TALK INTO THE MIC.
REVIEW QUESTION

What radio procedures must be followed for internal communications?

Summary

- Fire department communications are a critical factor in the successful outcome of any incident.
- There is a direct connection between fireground communications and fireground safety: The better the communications, the safer the incident.

Learning Objective 6

Handle emergency and nonemergency calls.

This objective is measured in Skill Sheet 3-I-1.

Learning Objective 7

Use a portable radio for routine and emergency traffic.

This objective is measured in Skill Sheet 3-I-2.