

## PURPOSE

To provide a standard process in which to handle dispatching responsibilities during evacuation or catastrophic failures of the Phoenix Fire Department Regional Dispatch Center (PFDRC).

## POLICY

*It is the intent of the Peoria Fire Department to provide a seamless transition if/when the need arises to self dispatch.*

- *PFDRC will make notifications if possible through the station alerting package to initiate the fail safe plan.*
- *WENS system will make notifications to all department members*
- *Automatic Aid will be suspended during the use of these fail safe protocols. Mutual Aid May be utilized on a case by case basis.*
- *All crews are expected to return to service as soon as possible. This includes crews immediately going available from training, public displays, meetings etc.*
- *PFDRC will also notify all Public Safety Answering Points (PSAP's) to institute their Fail Safe protocols.*
- *Upon notification all crews shall monitor Peoria Fail Safe channel BC191 (located on Bank 2 channel 1). Peoria Fire Department will utilize this channel as our primary dispatch channel and Peoria Fail Safe BC192 as the tactical channel (Located on Bank 2 channel 2)*
- *Peoria P.D. Dispatch (PSAP) will contact BC192 either by phone @8109 or fail safe ch1 prior to transferring any calls.*
- *The following will be the minimum information gathered by the PSAP prior to transferring any call*
  1. *Name*
  2. *Address*
  3. *Phone number*
  4. *Nature of emergency (Medical, Fire, haz-mat, etc)*
- *DC191 will respond to Peoria P.D.'s alarm room to assume dispatch responsibilities.*
- *BC192 will be the initial dispatchers/call takers until DC191 is setup and ready to take over dispatching duties. BC192 will then respond to P.D.'s alarm room to assist with dispatching/call taking duties.*
- *Self help during this time will be limited to ABC's, Adult/child/infant CPR and child birth. If a Paramedic is not already on the Fail Safe Dispatch team adding one should be considered to enhance and streamline phone triage and self help instructions.*

- *A dispatch kit will be kept with each battalion that will contain items needed to perform dispatching duties including: phone numbers, nature codes, manual mode cards, self help information sheet, map book and MCT lites.*
- *Depending on time of day and call volume the following personnel may be called in to assist with either dispatching duties or manning additional response vehicles. The determination will be made by the on duty Deputy Chief.*
  - *EMS Chief*
  - *Training Chief*
  - *Training Capt*
  - *TLO*
  - *Any other personnel as needed*
- *It is anticipated that it will take at least 1 hr for personnel from the PFDRC to transition to their back-up dispatch center and resume dispatching duties.*

Approved: \_\_\_\_\_  
Stacy Irvine, Acting Fire Chief

\_\_\_\_\_  
Date