Continuing Education For the Fire Fighter

Fire Department Communications

Module 1

Chapter 3

LEARNING OBJECTIVES

Explain the procedures for receiving emergency and nonemergency external communications.

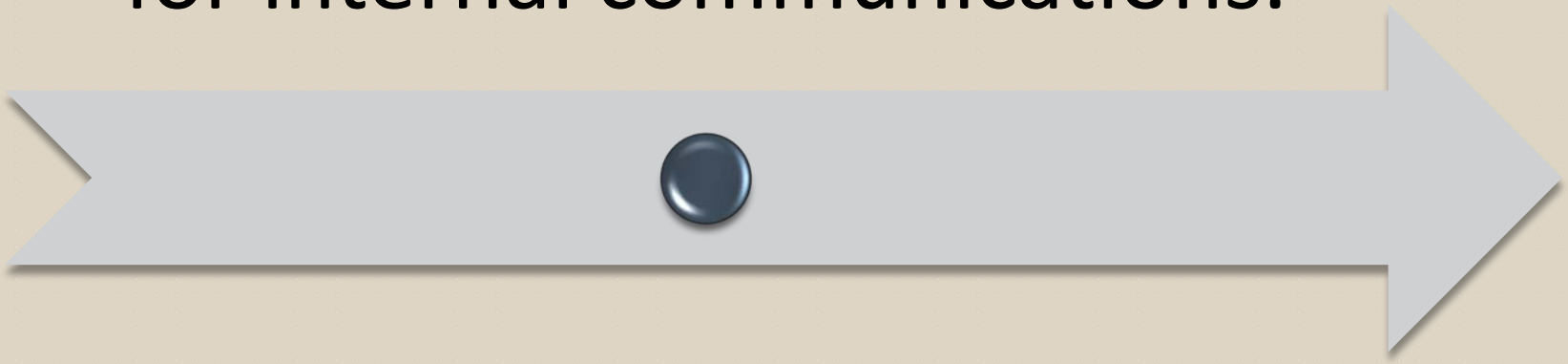
Describe the information required to dispatch emergency services.

Describe the systems used for internal communications.

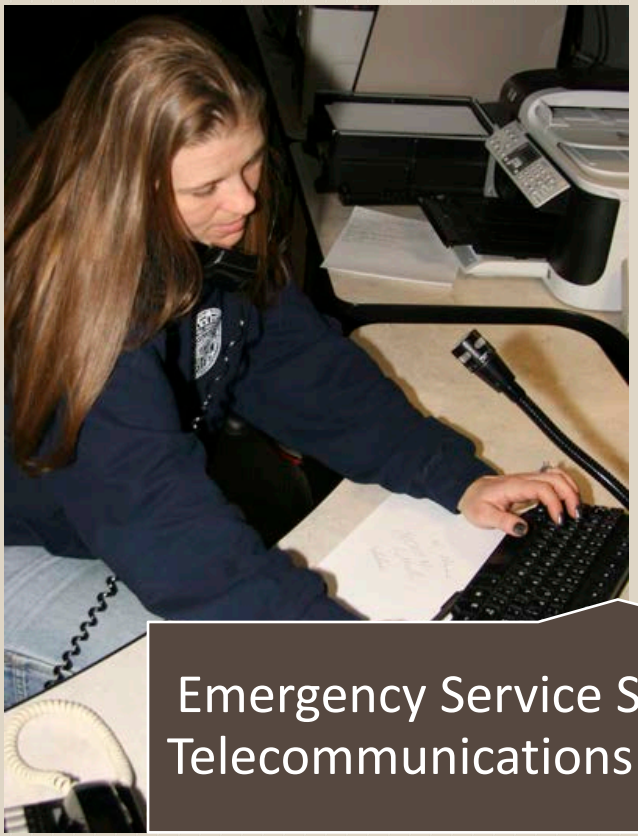
Explain radio limitations that may impact internal communications.

LEARNING OBJECTIVES

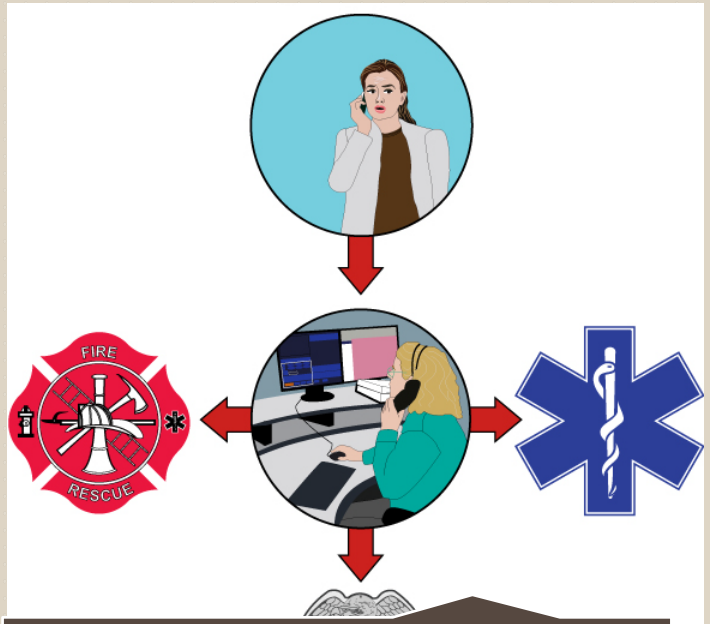
Describe radio procedures used for internal communications.



EMERGENCY CALLS ARE RECEIVED THROUGH TWO BASIC SYSTEMS.



Emergency Service Specific Telecommunications Center

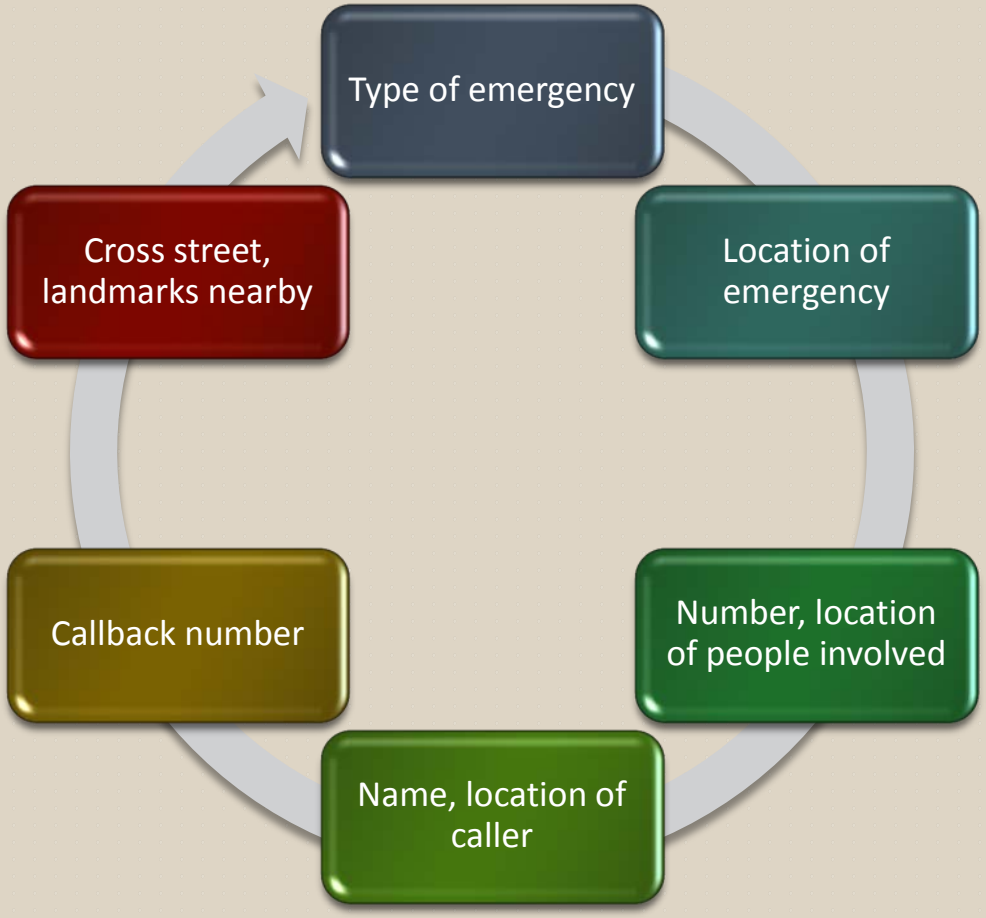


Public Safety Answering Point

COMMUNICATIONS CENTERS CONTAIN A VARIETY OF EQUIPMENT.

- Two-way radio
- TDD-TTY-Text phone
- Tone-generating equipment
- Telephones
- Direct-line telephones
- Computers
- Recording systems, devices
- Alarm-receiving 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

RECEIVING NONEMERGENCY CALLS IS ALSO A PART OF STATION LIFE.

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.

INTERNAL COMMUNICATIONS ARE TRANSMITTED TO SPECIFIC GROUPS.

RADIO SYSTEMS USED TO TRANSMIT MESSAGES VARY BASED ON LOCATION AND SIZE.

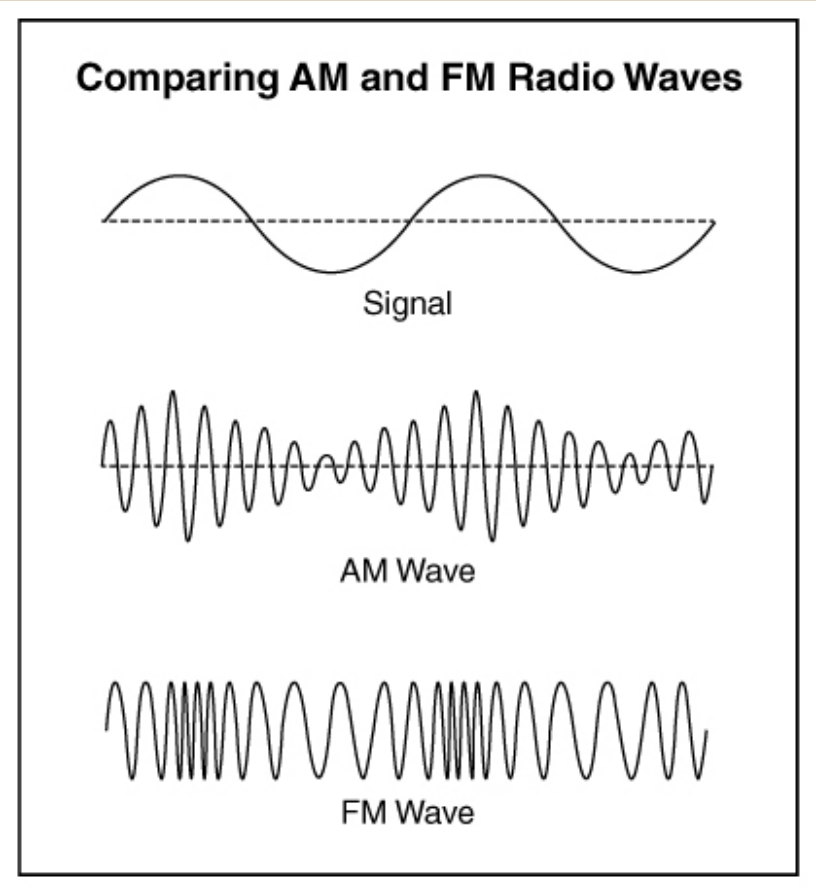
Fixed location

Mobile

Portable

Courtesy of James Nilo

RADIO SIGNALS TRANSMIT IN EITHER ANALOG OR DIGITAL FORMAT OVER TWO TYPES OF CARRIER WAVES.



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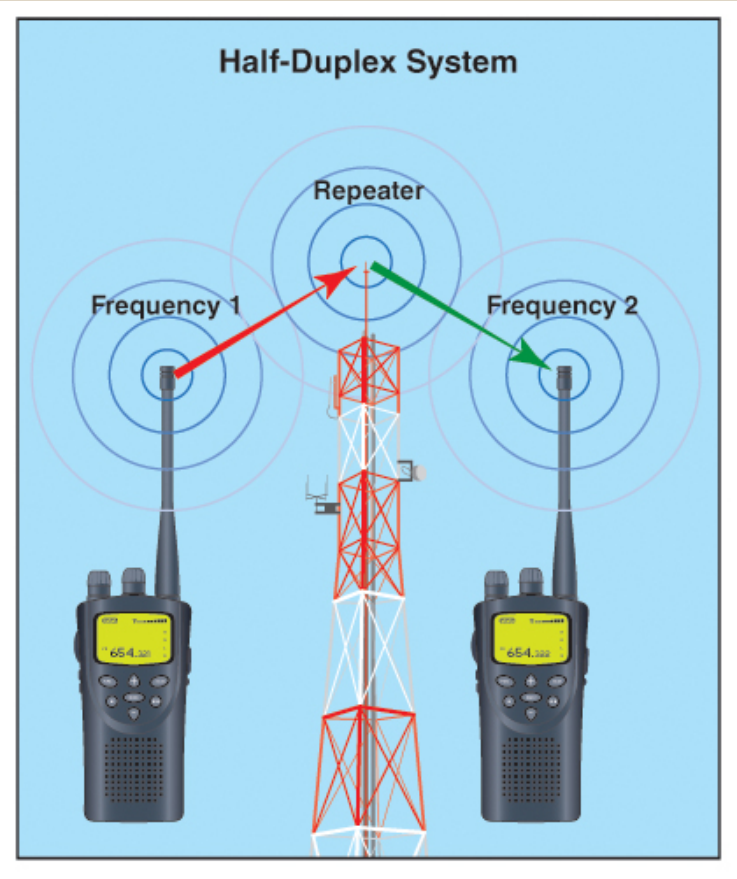
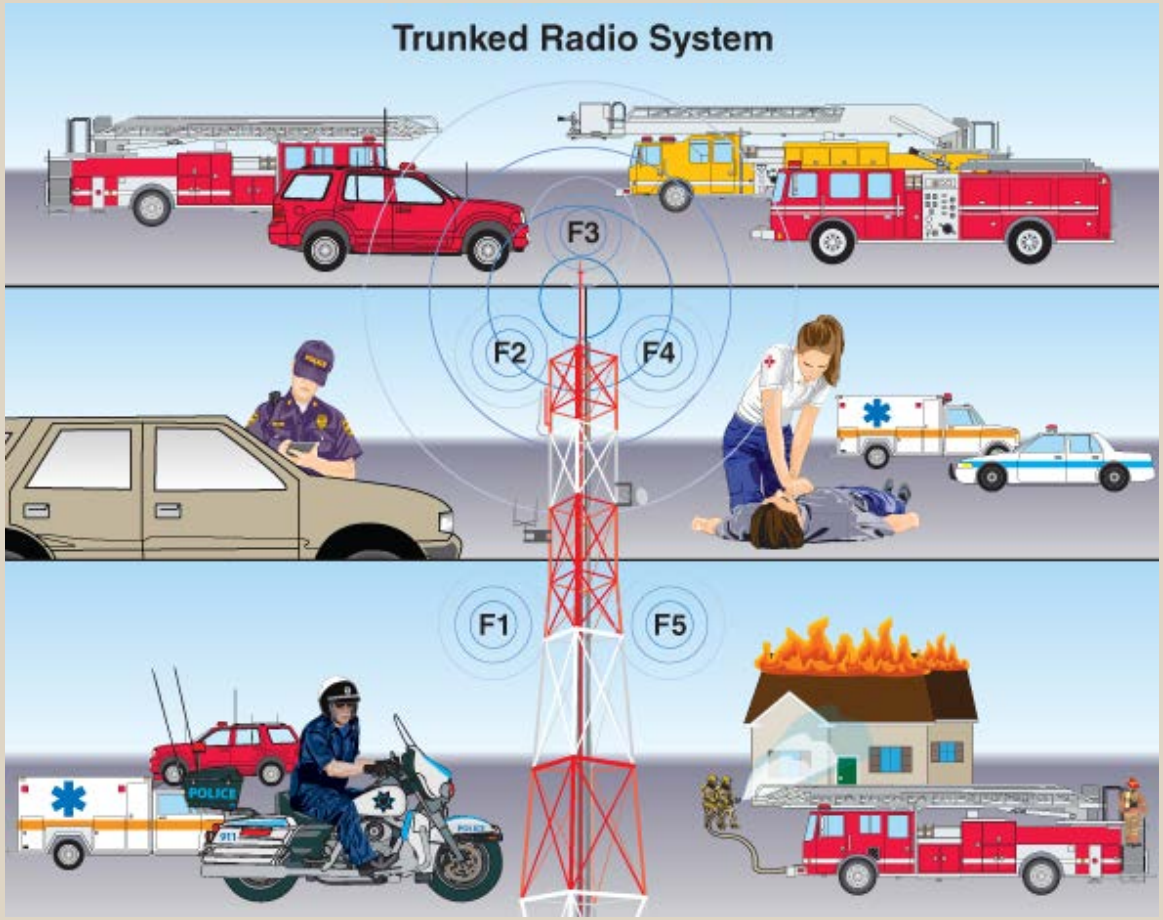


SIGNAL TRANSMISSION OCCURS DEPENDING ON THE TYPE OF EQUIPMENT IN THE SYSTEM.

MODERN FIREGROUND SYSTEMS ARE DESIGNED TO OPERATE ON MULTIPLE CHANNELS.

A TRUNKED SYSTEM USES REPEATERS TO ASSIGN TRANSMISSIONS TO AVAILABLE FREQUENCIES.



RADIO COMMUNICATION AND TERMINOLOGY ARE REGULATED BY SPECIFIC PRACTICES.

- Communications Commissions – Both U.S. and Canada
- Do not send personal messages over department channel
- Use clear text

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.