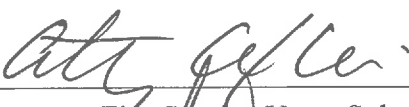





COMMUNICATIONS OPERATIONS
FIRE SERVICE POLICY

Policy No.	5105	Date Issued:	August 5, 2002
Section:	5100 – CAD Procedures	Date Revised:	February 11, 2019
Accreditation Standards:	None		
SUBJECT: USE OF MOBILE DEVICES			
APPROVED:			
	Chairperson, Fire Service Users Subcommittee		
APPROVED:			
	Dennis Kidd, General Manager		

1.0 Purpose

- 1.1 To reduce radio traffic by using a mobile device. Not all agencies are using the same devices and are not able to perform the same functions. Each department knows what they can/cannot do on their device and execute the functions they can.
- 1.2 The mobile device is used to electronically transmit calls for service and status changes to and from the CAD system.

2.0 Policy

- 2.1 A dispatch consistent with Policy No. 5330 (Standard Dispatch Format) will automatically transmit the incident to any unit equipped with a mobile device assigned to the detail.
- 2.2 Mobile equipped units should change statuses by utilizing their mobile device. Those status changes do *not* need to be verbalized on the radio. In the event that the mobile device does not confirm the status change, it will need to be done verbally.
- 2.3 If a user decides to change status verbally, the mobile device should not be used for the same purpose; the dispatcher will do the change via CAD. Conversely, if the user decides to change status via the mobile device, the status change should

not be verbalized. 2.4 On incidents with multiple units and a leader (i.e., structure fires), dispatch will notify the leader when all of assigned units have changed to an en route status. Example; “B3103, NetCom, all units are responding.”

- 2.5 The CAD and some mobile devices are equipped with an interfaced messaging system that allows messages to be transmitted to one or more field units or CAD consoles. All activity, including messages, transmitted to and from a mobile device is recorded at the server in various log files. These files are retrievable and can be reviewed.
- 2.6 Dispatchers will only transmit messages to field units when the content of the message is work related. Messages will not contain derogatory or discriminatory comments, slurs, jokes or stories. Personal messages authored by any dispatcher to any field unit will not be transmitted via the electronic messaging system.
- 2.7 To ensure ease of maintenance and functionality, all mobile devices will have their function keys programmed alike as determined by the Systems Division.

- F1 – Home
- F2 – En route C2
- F3 – En route C3
- F4 – XL Cancelled while responding
- F5 – On Scene
- F6 – In the area
- F7 – Staging
- F8 – In Service
- F9 – In Quarters
- F10 – My Call
- F11 – Map
- F12 – Location Info

- 2.8 To allow for customization per each department, the dropdown for the top 10 status changes may be of any order.