9·1·1
SECONDS MATTER

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COMMUNICATIONS OPERATIONS
FIRE SERVICE POLICY

Policy No. 5356	Date Issued: August 5, 2002
Section: 5300 – Radio Procedures	Date Revised: September 9, 2019
Accreditation Standards: None	

SUBJECT: NO RESPONSE TO PAGING

APPROVED: _____
Chairperson, Fire Service Users Subcommittee

APPROVED: _____
Dennis Kidd, General Manager

When fire units are paged to a call, assigned units will time out in CAD if their status does not change within two minutes. Units may acknowledge the page by phone, radio or change in unit status via MDC.

When there is no acknowledgement, the dispatcher will attempt to get a verbal acknowledgement from the unit. If the unit does not answer on Dispatch Net, the dispatcher will utilize the following procedures.

- Paid Departments

  The dispatcher will place the recommended fire unit(s) out of service, query CAD for a first alarm assignment and dispatch the new recommendations. After the new unit is dispatched, the dispatcher will attempt to locate the missing unit via phone or any other means appropriate.

- Volunteer Departments

  If volunteer personnel does not acknowledge or respond the dispatched equipment, the dispatcher will free the unit and attempt a second dispatch. If the unit times out again, the dispatcher will fill the first alarm assignment using the greater alarm configuration and dispatch the recommended units.

Anytime a unit that fails to respond to a page, the dispatcher will notify the Duty Chief as soon as possible.