



COMMUNICATIONS OPERATIONS
FIRE SERVICE POLICY

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Section: 5700 - Specific Procedures Date Revised: March 13, 2017
Accreditation Standards: None
SUBJECT: ALARMS
APPROVED: [Signature]
Chairperson, Fire Service Users Subcommittee
APPROVED: [Signature]
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1.0 Purpose

There are several types of alarms. In order to generate the most appropriate response, dispatchers should always attempt to gain as much information as possible from callers.

2.0 Procedure

2.1 Central Alarm Station Monitored Alarms

Private industry alarm companies usually maintain central alarm monitoring stations. The types of alarm monitoring may include: fire, water flow, heat or smoke detectors, tamper or trouble alarms. For all fire alarms reported by a central alarm monitoring station, dispatch according to CAD recommendations. Often the alarm company will call back with additional information, or the site will call the dispatch center directly. Relay those details to the responding units. If smoke or flames are present at the alarm site, reclassify or upgrade the incident to a structure fire. Dispatch additional resources as recommended by CAD.

2.2 Tamper or Trouble Alarms

A tamper or trouble alarm is usually called in by a central alarm monitoring station. Contact appropriate fire personnel according to CAD recommendations.

2.3 Local Alarms

A local alarm is an alarm that is not reported by a central alarm monitoring station (for example: residential smoke detectors, manual pull stations). A local alarm is usually reported by a phone call from the alarm site. Interview the reporting party sufficiently to identify an incident type. Once the call is classified, dispatch according to CAD recommendations.

2.4 Carbon Monoxide (CO) Detectors

CO detector alarms are usually local, audible alarms. Determine from the reporting party if an ambulance is required. If medical symptoms are present (for example: light headedness, dizziness, etc.), route the caller to an EMD. Dispatch fire resources according to CAD recommendations.

2.5 Reset Fire Alarms

Dispatchers should ask alarm companies reporting fire alarms if the alarms have reset. If the alarm companies report the alarms have reset, the “fire alarm with reset” incident type should be used. This will allow Fire Agencies to configure an appropriate response for such incidents.