The Safety of more than one million people begins in this room. They're in good hands.

San Jose Fire Communications

Fire & EMS for SJPD Academy

Monica Alcantar Kirk, Supervising PSD

Kristin Earhart, Senior PSD

Training & Development

SAN JOSE
FIRE DEPT

San Jose Fire Department:

- 35 Fire Stations (33)
- ALS Engines
- ALS Trucks/1 ALS USAR
- ALS Squads
- Airport Fire Station
- Hazardous Incident Team

The San José Fire Department (SJFD) is committed to serving the community by protecting life, property, and the environment through prevention and response.

San José was founded in 1777 and is located in the South San Francisco Bay area within Santa Clara County, CA. It is the 10th largest city in the US and the 3rd largest in California. SJFD serves the city-proper and other Santa Clara County areas with a total population that exceeds 1 million.

Responding to approximately 91,000 calls for service each year (from 33 Fire Stations), SJFD is a high-volume, high-performance, full-service fire department. In terms of critical infrastructure, SJFD is the emergency service provider for a number of high-hazard occupancies, including an international airport; a municipal airport; seven major hospitals (including three trauma centers, and seven emergency departments); the SAP Center, home of the NHL San José Sharks, (maximum occupancy 17,500); San José State University (the oldest public institution of higher education on the West Coast), student population of 33,409; three super regional malls; 108 high-rise structures; and the United States Patent and Trademark Office.

ALS ENGINE AND SQUAD

ALS TRUCK AND SQUAD

ENGINE AND BRUSH PATROL

ENGINE AND WATER TENDER

TRUCK

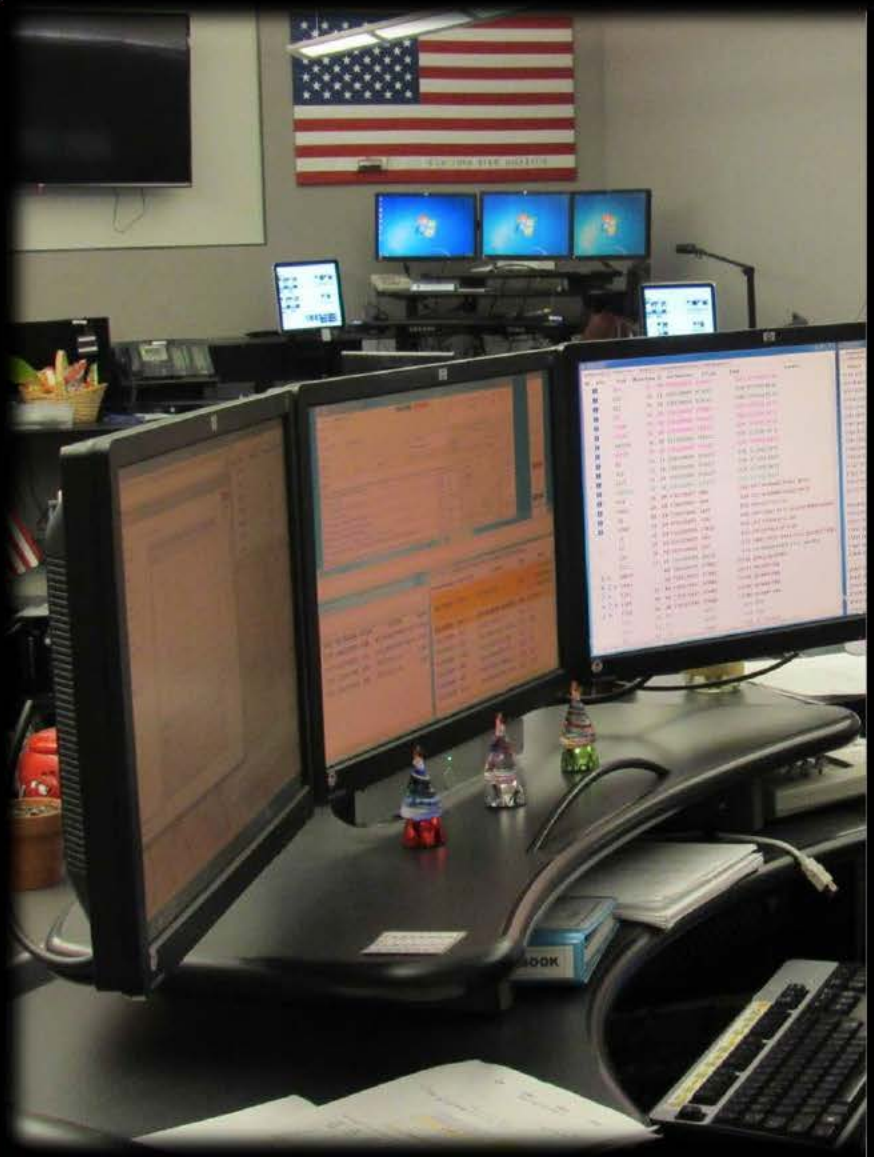
Mineta San José International Airport - ARFF

Communications Division consists of 44 employees:

- ✓ 3 Supervising PSD
- ✓ 11 Senior PSD -10 currently
- ✓ 30 PSRD -21 currently + 1 in training
- ✓ Senior Office Specialist
- ✓ Division Chief

- ✓ Day & Swing shifts have a minimum staffing of 6 dispatchers on duty and Midnight shift has a minimum of 5.

What do Fire Dispatchers do?



SJFD Communications Mission Statement

We are dedicated to providing prompt, efficient and progressive emergency communications service to the citizens of San Jose. We will be creative and innovative with our resources, foster a positive work environment, and strive to meet the evolving challenges inherent in public safety communications. We will support the goals of the San Jose Fire Department with professionalism and courtesy.

- ✓ We classify and prioritize calls for fire, medical, and public assistance.
  - ✓ Fire dispatchers have specialized training enabling them to provide potentially life-saving instructions during fire and medical emergencies.

Fire Dispatchers handle:

- **Medical-** Emergency Medical Services
- **Fire**- Emergency Fire type Services
- **Systems** (Dept. of Transportation/DOT)

Handled after 1600 hours, weekends, and holidays.

- Sewer -General -Radio problems
- -Limbs -Debris/Dumping-Catch Basin/Storm

- Fire dispatchers provide emergency medical assistance and emergency/routine assistance to the public during fires, rescues, airport/aircraft emergencies, fire alarms, floods, and hazardous materials.

SAN JOSE
FIRE
COMMUNICATIONS

Why do you need to know this information?

How do our agencies interact?

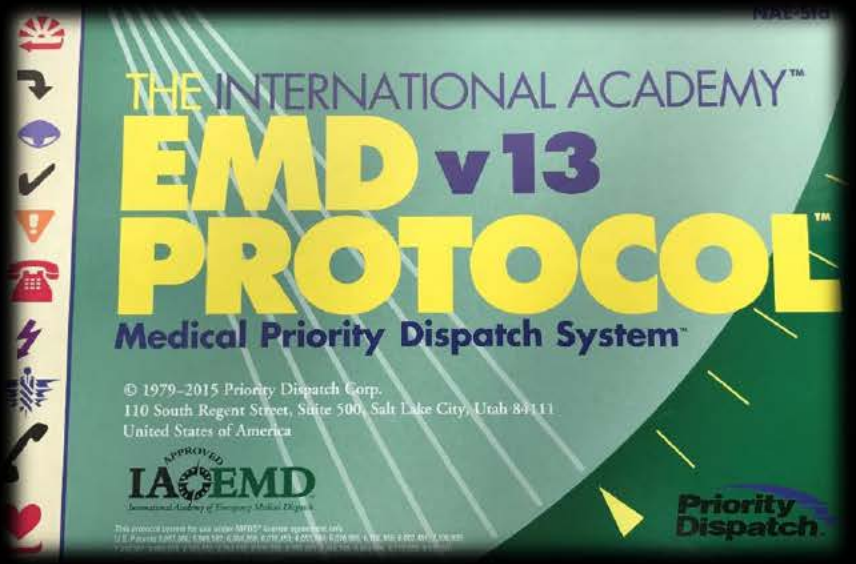
- SJPD Communications is the primary answering point (PSAP) for all 9-1-1 and 3-1-1 calls. If it's a fire or medical call, the call is immediately transferred for processing unless there is a scene safety issue.

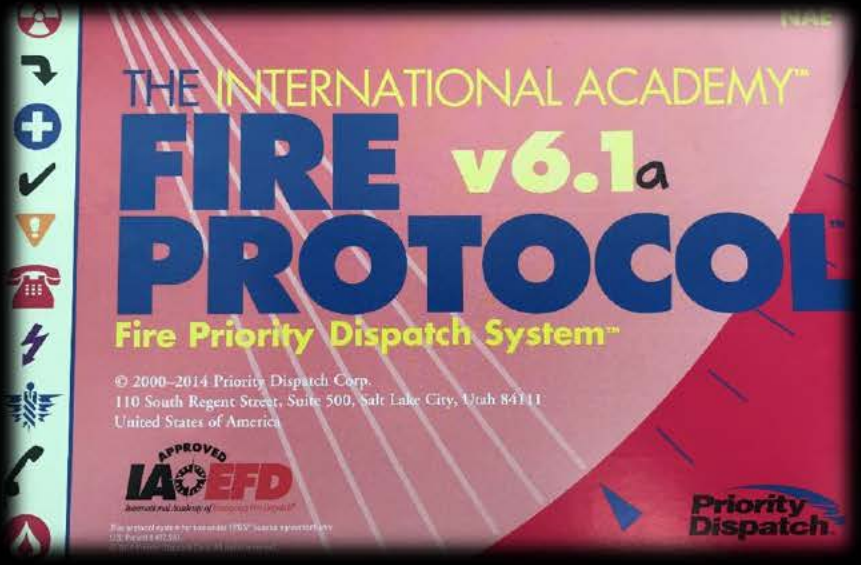
17
NEWS
17

Fire responds with PD on Combined Events

- 1071
- 1072
- 1053
- 1055
- 1032
- 1056A
- 1179

MEDICAL & FIRE PROTOCOLS





International Academy of Emergency Dispatch

- Emergency Medical and Fire Dispatch
- Standard-setting
- Develops and maintains dispatch protocols
- Medical, Fire, and Police domains
- Industry standards

International Academy of Emergency Dispatch

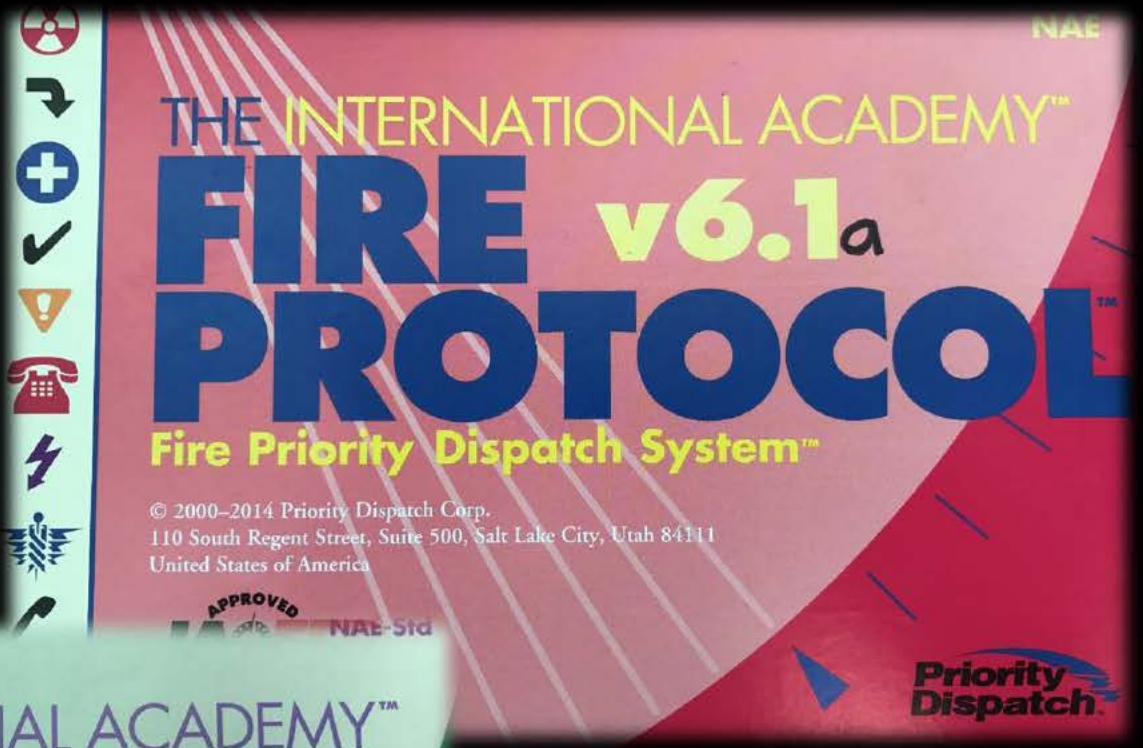
* There are only 185 Accredited Centers of Excellence worldwide including the SJFD Communications Dispatch Center

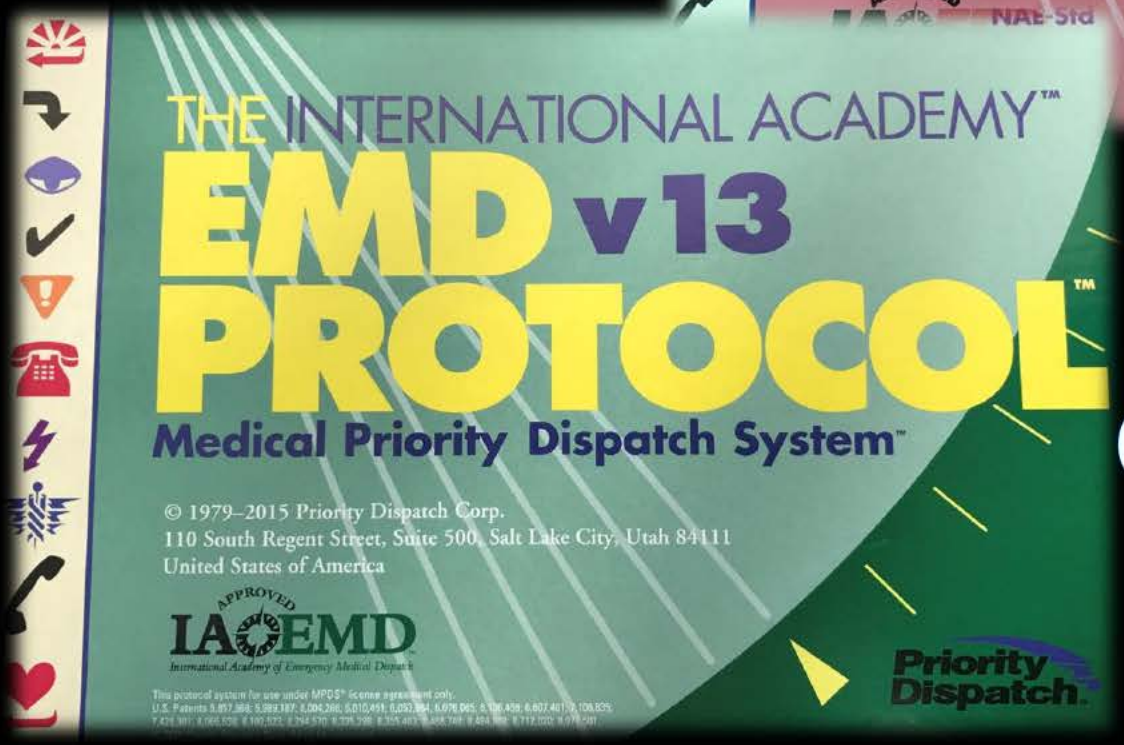
EMD and EFD Protocols

- Standardized and structured
- Provides immediate assistance resulting in "**zero response time**"
- Provides callers with instructions to stabilize a sick or injured person
- Minimize or prevent further injury
- Verify all parties are safe during an incident
- Instructions cover everything from hiccups to CPR, or advising callers what to do if trapped in a burning building

Call Processing

Why do they always ask those questions?





Case Entry

EMS/Medical Calls

-The Emergency Medical Priority Dispatch System (MPDS) allows dispatchers to utilize:

- 33 Chief Complaint Protocols
- Post-Dispatch Instructions (PDI)
  - Basic Instructions
- Pre-Arrival Instructions (PAI)
  - CPR, Choking, and Childbirth

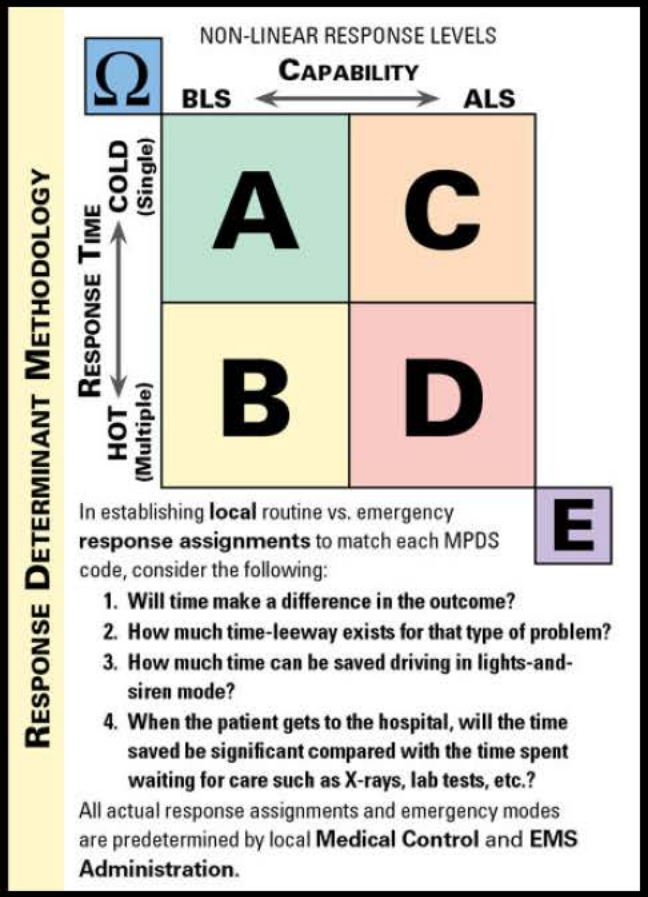
PAI's (Pre-Arrival Instructions)

- Assist the caller in preventing the patient from further injuring him/herself
- Enable the caller to do as much as possible to help or resuscitate a victim in a life threatening situation
- Transform a hysterical person into a calm rescuer who no longer feels helpless.
- Defeat the deadly time gap

"Zero Response Time"

Response Codes

- ECHO
- DELTA
- CHARLIE
- BRAVO
- ALPHA
- OMEGA



- Police Call-takers **DO NOT** need to be concerned with level or priority of the Fire event
- The level and priority is based upon the fire type code selected

What should you worry about?

***Scene safety concerns for fire and medical personnel.**

(242's, 1056A/Overdose, 10-71, 1072's, domestic violence, etc.)

"Needed" questions (weapons, suspect & vehicle descriptions, DOT, Time, etc. . .)

Highest Medical Type Code

ECHO – Time Life Critical

Cardiac Arrest

Hanging

Person Underwater

Severe Respiratory Distress

Choking

Electrocution

Medical Type Code

DELTA - a serious threat to life has occurred

-Drowning
-Vehicle VS. Pedestrian
-Serious Gunshot Wound

*DELTA responses are often determined by Level of Consciousness and Breathing Status

Medical Type Code

BRAVO - a medical emergency that is generally not life threatening, but requires rapid first response, or 3rd party/unconfirmed information

Person Down
Vehicle Accident
Medical Alarms

Generic EMS Type Code

EMS - Creates a medical event for Fire and ambulance.

It's handled like a DELTA response.

The type code **EMS** is used instead of DELTA to indicate it was **not** triaged by fire personnel.

** This is one of the most common combined type codes used by Police Communications.**

Hospitals/Specialty Hospitals

- O'Connor – OCH
  - *Cardiac (STEMI)/Stroke*
- Regional – RMC
  - *Trauma /Stroke/Cardiac(STEMI)*
- Kaiser – KSJ & KSC
  Stroke/Cardiac(STEMI)
- Valley – VMC
  - *Burn/Stroke/Cardiac(STEMI)/*
  - *Trauma*
- Good Sam – GSH
  - *Stroke/Cardiac*
- Stanford – SMC
  - *Trauma/Stroke/Cardiac (STEMI)*

EMS/Medical Call

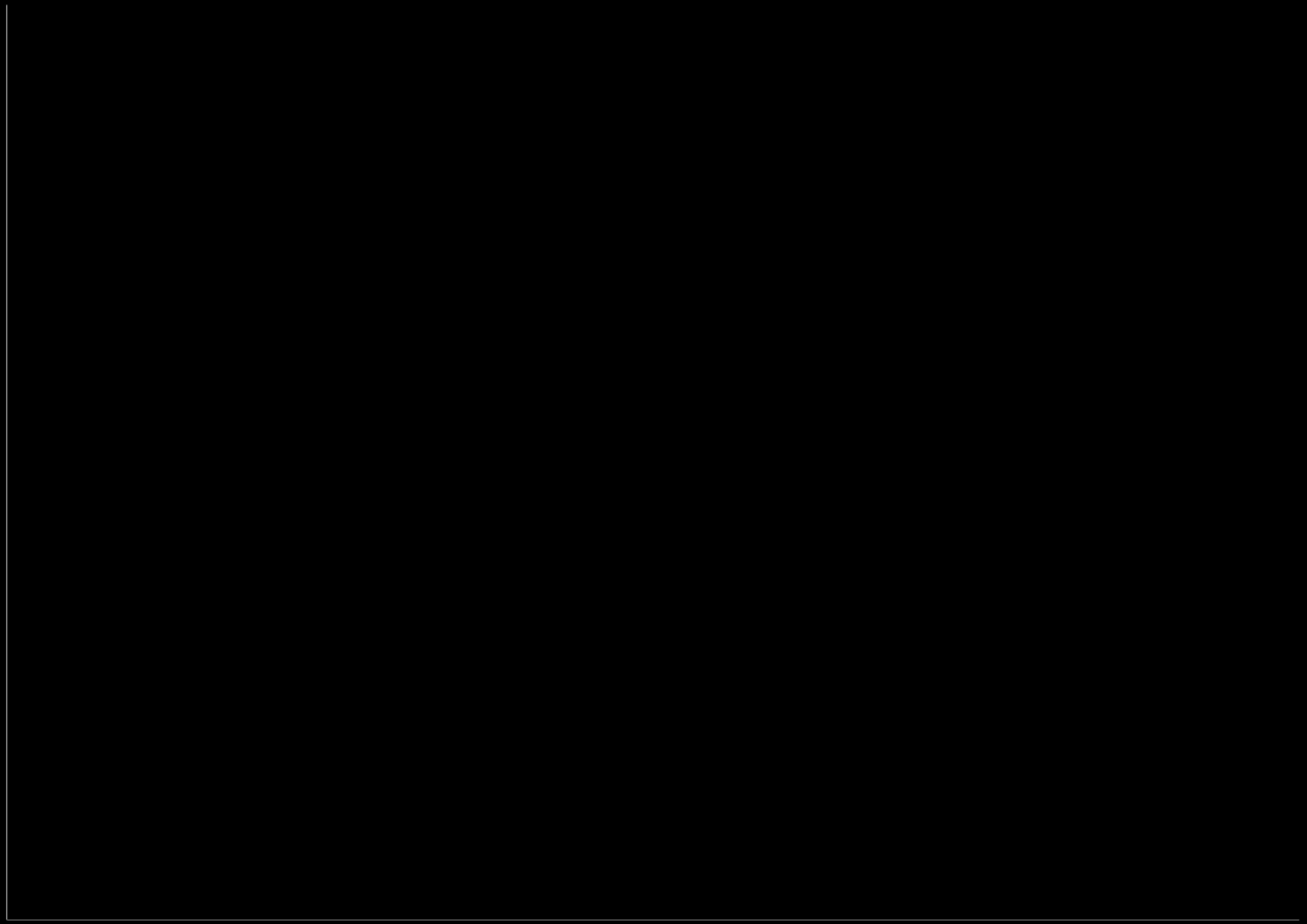
5. *(Illness case – age 35 or over):*
   Is there chest pain?
6. *(Accident or injury case):*
   Is there severe bleeding (spurting/pouring)?
7. *(Response mode):*
   Do you need a lights-and-siren response?

For Police, Security, Military & Federal Agents when calling in from the field

NAE, AUE

© 1984–2013 Priority Dispatch Corp., Salt Lake City, Utah, USA 131202 / 160304

The International Academy EMD Protocol System™



What should I do?

1. Follow the Cheat Sheet
2. Enter **SEND** information
3. Document "Busy on Transfer"
4. Don't **ASK** if they want to be transferred for PAI or medical instructions.

-Inform them you're transferring them to a medical dispatcher

Fire Type Codes

- There are different levels of Fire Responses.
  - **EMS**
  - **RESCUE**
  - **STRUCT**
  - **VEG**
  - **HIRISE**
  - **HAZMAT**

Fire Type Codes

Rescue

-To free or save someone trapped

- How is the person or persons trapped?
- How many are trapped?
- Is anyone injured? Does anyone need medical assistance?
  - If so how many?
- If they are trapped has the machinery been turned off?

RESCUE RESPONSE

© 2009 craig allyn rose photography · www.emergencyphotos.com

Fire Type Codes

FIRE

-Any report of fire, smoke or damage to life or property

- What is on fire or burning?
  - House, Carports, Vehicles, Trees
- Is the fire near a building?
  - If so how close to the building?
- Do you see fire or smoke?
- Is anyone trapped or injured?
- Advise the RP to evacuate if they are in immediate danger

STRUCTURE/STRUCT

GRASS FIRE/VEGETATION/TIER

© 2006 craig allyn rose photography - www.emergencyphoto.com

HIRISE

Fire Type Codes

FIRE or WIRE

-Wires that are arcing, sagging or down

- Is there smoke or flame visible?
  - If so, is the structure in danger?
- Are there wires down on any grass or hillsides?
- Do you know what type of wires they are?
  - Electrical, cable or telephone
- All wires are considered and should be treated as live. Never tell the RP to get close or touch the wires.

Fire Type Codes

FIRE or GASINV

-Gas investigation, leak or odor

- What type of building?
  - Single family residence, apt building or business
- Is the odor inside outside?
- What is the source?
- Does anyone need medical assistance?
- If appropriate advise to evacuate the building or area

Fire Type Codes

FIRE or HAZMAT/SPILL

-Spill of hazardous or toxic materials

- What is the material and how much has spilled?
- Are there placards posted and what are the numbers?
- What is the source?
- Are there any odors?
- Does anyone need medical assistance?
  - If so how many?
- If appropriate evacuate the area

HAZMAT

Fire Type Codes

SVC

-Courtesy service (non-emergency)

SVC is a generic type code that will include questions for the appropriate situation. You can use the SVC type code or you can use the following type codes.

REPORT LOCK FLOOD

HYDRANT LADDER

***Include all information in the text**

Flooding

FLOODING

Fire Type Codes

REPORT

-REPORT (Report on conditions)

- Is this a vehicle into a building? (NO injuries)
- Is this an invalid assist? (patient is not injured)
- Assist in turning off a smoke detector that is malfunctioning or carbon monoxide with no medical problems.

What do I need to know?

- **You** only need to know the following four type codes:
  - **EMS** (Medical or potential)
  - **FIRE** (damage to life/property)
  - **SVC** (service request)
  - **ALARM** (fire/smoke alarm)

Which of the following calls would you transfer to Fire for PAI?

A. Crying female saying that she killed her roommate

B. Male yelling that someone is fighting and needs an ambulance

C. Female having labor contractions

D. None of the above

Combined Events

Police Type Code		Fire Type Code
1071 Person Shot	=	EMS
1072 Person Stabbed	=	EMS
1179 Vehicle Accident	=	EMS
20001 Felony Hit & Run	=	EMS

Combined Events

When you enter the following Police Type Codes it creates a:

Police Type Code	Fire Type Code
1032 Drowning	EMS
1053 Person Down	EMS
1054 Possible Dead Body	EMS
1055 Coroners Case	EMS
1056 Suicide	EMS
1056A Attempted Suicide	EMS

Combined Events

- C1000 – CRASH
- AIRCRAFT – ACCIDENT OR IN TROUBLE
  - How large of aircraft?
  - Cargo or passenger?
  - How many souls/persons on board?
  - Any fuel spilled?

Miscellaneous Combined Events

1080 or EXPLOS

-Explosion

- Is there any fire or smoke seen?
- Police questions need to be asked.

**** Fire does NOT respond unless there is smoke or flame seen.**

PD Call-taker responsibility:

- Transfer callers requesting Fire or Medical if secure.
- Create calls when fire line is busy
- Work with Fire dispatchers to create combined events
  - "Ok, tell me exactly what happened?"
  - Use SEND Protocol

When in doubt – Send them out!

San Jose Fire Dispatchers

SAN JOSE FIRE DEPT.
QUESTIONS????