



Dispatch Call Types & Structure Fire Classification



Call Types:

Alarm-Fire or CO

- Activation of a fire or carbon monoxide alarm within a structure. This may be called in by a first party caller (on site) or by an alarm company. A carbon monoxide detector is a device that detects the presence of carbon monoxide (CO) gas, in order to prevent CO poisoning.
 - Caller reporting smoke accompanying a fire alarm elevates the call type to FIRE-Structure.

FIRE-Structure *new definition

- Report of an active fire (flames or smoke seen coming from specific location) within a building to include the walls, floors, ceiling, or any items on fire (uncontained flames seen) that is within the structure.
 - Examples: flames seen from the roof, fire on top of the stove, vehicle on fire within a garage

FIRE-Utility *new definition

- An appliance or device that is smoking or has a contained fire.
 - Examples: fire contained in an oven; dryer, hot water heater, furnace, air conditioner smoking; outlet smoking; grill with flames out of control; dumpster fire.
 - Note: If the Agency Having Jurisdiction (AHJ) needs additional manpower or considers the situation a structure fire through their discernment, they can request Dispatch upgrade the call to a structure fire (FIRE-Structure) and send their auto aid.

FIRE-Investigation *new call type

- Smell of smoke or haze in the air within a structure with no source found and no alarm. Smoke investigation with an unknown source (outside). Burning complaint.
 - Situations that used to be classified as FIRE-Other.

FIRE-Hazard *new call type

- Power lines, gas odors, propane, damaged gas lines, wire down calls; water/flooding emergencies.
 - Fire Department should be sent to investigate ANY line down calls, even if it may be cable or phone lines.
 - Situations that used to be classified as FIRE- Utility.

FIRE-Manpower

- Request for fire personnel for manpower.
 - Examples: EMS/MFR requests manpower for lift assist; requests for traffic assist, missing person search, standby, wash down.

**Dispatcher has discretion based on circumstances to tone Agency Having Jurisdiction (AHJ) and inquire if they want their mutual aid. Examples: Small shed on fire, burnt food*

Other Available Call Types for Fire Departments:

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|----------------|---------------------------|---------------------|---------------|
| • FIRE-Grass | • PDA-Rollover | • Water Rescue | • Bomb Threat |
| • FIRE-Jaws | • PIA | • Aircraft Accident | • Marine |
| • FIRE-Vehicle | • Unknown Injury Accident | • AVI | • No Coverage |
- + Medical Call Types available for MFRs.

***Retiring (inactivating) Call Type of FIRE-Other**