

6000.03

Communications with the Fire Communications Control Center (FCCC) Standard Operating Procedure



This procedure is for internal use only and does not enlarge an employee's civil liability in any way. The procedure should not be construed as creating a higher duty of care, in an evidentiary sense, with respect to third party civil claims against employees. A violation of this procedure, if proven, can only form the basis of a complaint by this department for non-judicial administrative action in accordance with the laws governing employee discipline.

Related Policies: Chief's Memo 2026-007: Use of Mobile Data Terminals

Applicable HI Statutes:

I. PURPOSE

This Standard Operating Procedure establishes and updates operational procedures for communicating with the Fire Communications Control Center (FCCC).

Whenever possible, units equipped with a Mobile Data Terminal (MDT) shall utilize their MDT to the extent outlined in this procedure.

II. APPLICABILITY

- A. These procedures shall apply to all uniformed personnel within the Hawai'i Fire Department.
- B. All Company officers shall be familiar with, and ensure that their respective Company complies with, these procedures.

III. PROCEDURES

A. USE OF MOBILE DATA TERMINALS

- 1. For all units equipped with an MDT, unit status updates shall be completed in CAD (Spillman), replacing the following radio communications whenever possible:
 - a. Dispatch Acknowledged
 - b. ER - EnRoute
 - c. Staging
 - d. AR - At Scene/On Scene
 - e. TR - Transporting (Medic)
 - f. TA - Transport Arrived/Off Vehicle (Medic)
 - g. RTN - Returning to Quarters
 - h. AQ - At Quarters
- 2. Units without an MDT shall communicate status updates as per sections C-H of this procedure.

B. INITIAL ALARM COMMUNICATIONS FROM FCCC

Initial alarms shall be toned out, providing the unit(s) dispatched with the nature of the call and the location.



C. ACKNOWLEDGEMENT OF ALARM COMMUNICATIONS

1. Upon receipt of an alarm, the Company Officer, or designee, shall acknowledge the alarm in the following manner: "Fire Control, Company_ copy, (*nature of call, i.e., difficulty breathing*) at (*reported address*).
2. If the alarm is a call for the entire Company, or the units responding are different from what was dispatched, the units responding shall be added to the end of the communication. For example, "Fire Control, Company 16 copy, smell of smoke 12 mile marker Highway 190. Engine and Tanker will be responding. Medic 16 is available in Station."

Advising FCCC whether other apparatus are available at the Station and whether they are manned or unmanned will assist in determining which units are available if another call occurs in the district.

3. When multiple companies are dispatched for the same call, only the In-District Company needs to acknowledge the nature and location of the call. All other companies shall acknowledge receipt of the alarm and state which units are responding, when applicable, as stated in Item 2 above.

D. RESPONSE COMMUNICATIONS

1. Upon initiating response, the Company Officer or responding unit officer in charge (i.e., FMS on a medic unit, FRS on a rescue unit, etc.) shall communicate responding and identify the unit(s) responding. For example: "Fire Control, Co.14 responding, Engine, Medic, Tanker."
2. Once FCCC has received response confirmation, they may provide the following information to the responding unit(s):
 - a. Address
 - b. Age/Gender (if applicable)
 - c. Nature of call
 - d. Breathing status and level of consciousness (if applicable and ONLY if not normal)
 - e. Any safety concerns
3. Only Company Officers and Fire Medical Specialists shall determine if a unit is to be redirected and/or cancel a resource or response. For example, Medic 7 is responding to a low acuity call, hears that Medic 12 is being dispatched to a critical call that Medic 7 is potentially closer to. Medic 7 and Medic 12 Fire Medical Specialists shall determine, amongst themselves, who is closer and who will take which call. This change in response shall be communicated to FCCC as soon as practical.

E. ARRIVAL COMMUNICATIONS

1. Upon arrival on scene, units shall report that they are "on scene."

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2. After providing the arrival communication, the first arriving officer (for any multi-company response) shall provide an arrival report.

F. TRANSPORT COMMUNICATIONS

Upon initiating transport, units shall communicate that they are transporting and indicate the hospital to which they are transporting. For example, “Fire Control, Medic 11 transporting, Hilo Benioff Medical Center.”

G. “OFF VEHICLE” (TRANSPORT ARRIVE) COMMUNICATIONS

Upon arrival at the hospital for patient transport, units shall communicate that they are “off vehicle.” For example: “Fire Control, Medic 15, off vehicle.”

H. RETURN AND CLEAR FROM SCENE COMMUNICATIONS

1. Units that are available after a call and returning to quarters shall communicate that they are returning to quarters. If a unit will be returning to quarters via another location, that shall also be communicated. For Example: “Fire Control, Medic 1 is returning to quarters via Shultz siding for fuel.”
2. Units that are In-Service from a call and not returning to quarters shall communicate that they are clear from the call and then indicate where they will be in-transit. For Example: “Fire Control, Engine 6 is clear and will be in-transit driver training district 6.”

Once a unit is placed in clear status from a call, that unit is removed from the call, and no back in quarters times will be collected. It will be the responsibility of the Company Officer to accurately input the back in quarters times for units that made it back in quarters after being placed in clear status.

I. SPECIAL SERVICE EVENT PROCEDURE

Although a NERIS report is not being generated, FCCC still needs to follow the same dispatching procedures to track the units participating in special service activities. For this reason, Company Officers shall notify dispatch by phone or email of any Special Service or Stand-by events at least 30 minutes in advance.