

# Grand Forks Fire Department

## Standard Operating Procedures

<b>SOP# 800.01</b>	<b>Section Communications</b>	<b>Title Glossary</b>
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The following terms are commonly used or may be used by the Grand Forks Fire Department in both written and oral communications:

1. Academy: A facility used to train recruits to be firefighters. May also refer to a facility or complex where in-service training is conducted.
2. Aid station: A designated location at an incident where EMS personnel treat the sick and injured. The person in charge of an aid station will normally be a paramedic and will coordinate activities with the command post. The aid station may also be divided into sectors such as Triage, Treatment, and Transportation.
3. Alarm: An incident or event that requires a response by one or more fire companies or medical units. There are several types of alarms:
  - A. Automatic alarm: A request for emergency service from an alarm company or a security office, on activation of a smoke or heat detector or of a fixed extinguishing system. The flow of water within a fixed system, the closure or opening of a valve, or the activation of a fire pump may also result in the transmission of an alarm signal.
  - B. General alarms: An incident that requires the response of all of the department's personnel and apparatus.
  - C. Multiple alarm: A request for additional assistance at an incident to which a normal response assignment has been previously dispatched. Multiple alarms are designated as greater alarms.
4. All clear: A phrase used on completion of the primary search of a fire building indicating to all personnel that the search has been completed and that no victims were found.

5. Assignment: A predetermined designation of the units to respond to a given type of incident; the entire complement of apparatus assigned to any given incident; the assignment of any given unit.
6. Automatic aid: A programmed plan that responds the closest available company to an incident even though the closest company may be from a different political jurisdiction.
7. Back in: A term used to indicate that a company is back in quarters.
8. Base station: A fixed two-way radio station located either in the Dispatch center or the watch office of a fire station.
9. Call: An alarm for a fire or emergency.
10. Call back: (1) The recall of off duty personnel back to duty for an incident or event. (2) A telephone number provided by 911 to contact a person who reports a fire.
11. Can handle or "We can handle": A message from a unit at the scene of an incident indicating that no further assistance will be required.
12. Catch a hydrant: An order to a responding engine company to perform a forward lay of a supply line.
13. Charge: To turn on the water and fill a hose with water and pressure.
14. Command: The radio identifier for the officer in charge of an incident. Also known as the incident commander or IC.
15. Command Post: A designated location at an incident where the primary command functions are executed. The command post will be staffed by the incident commander, support personnel, and representatives from other agencies as required.
16. Controlled burn: Planned burning, allowed only by permit, conducted to remove fuel, abate a hazard, or clear a building site prior to construction.
17. Critique: A formal process following an incident and conducted by the personnel who responded so as to analyze their actions, correct deficiencies, and identify those tasks that were performed correctly.
18. Detail: The assignment of one or more personnel to temporary duty with another company or work group.
19. Detection: The act or system of discovering or locating fires.

20. Dispatch: (1) To order a fire company or medic unit to respond to a certain location, incident or event. (2) The radio identifier for the department's emergency communications center.
21. Disregard: An order to one or more responding units that their services are not needed and that they should return to service.
22. District: A designated geographic area of service delivery normally covered by a single fire station. It may also refer to the entire area covered by a single fire department regardless of the number of stations.
23. Drill: A training session.
24. Drill tower: A multistory training structure.
25. Elapsed time: The time used to complete any assignment.
26. Emergency: A radio term used to clear the radio of all radio traffic. The term emergency should be followed by a specific message or set of instructions.
27. Emergency traffic: The act of clearing a radio channel of all nonessential communications.
28. En route: Indicates that an apparatus or other unit is responding to an incident.
29. Exposure: A building, vehicle or other property that is endangered by fire in an adjacent building, a vehicle, or property.
30. False alarm: An alarm for which no fire or emergency existed or for which fire department response was unnecessary.
31. Fill in: The dispatch of another apparatus or medic unit to replace companies not available to answer their regular assignments.
32. Fire Alarm: Dispatch (2).
33. Fire danger: A term indicating the risk of a wildland fire due to such weather conditions as prolonged drought, high winds, low humidity etc.
34. Fireground: The operational area at a fire.
35. Fire school: An accredited university offering regular programs in fire science. May also refer to a recruit school or training academy.
36. First due: The first company listed on an alarm assignment for a given location that is nearest in response time and travel distance.

37. First in: The first company or unit to arrive at an incident.
38. Forest Service: (1) An agency with fire control responsibility for wildland fire suppression. (2) U.S. Forest Service. An agency with fire control responsibility for wildland fire suppression in national parks, national forests, and other land owned by the federal government.
39. Front line: Apparatus and medic units normally staffed at all times.
40. Fully involved: A size-up report that indicates that the entire area of a building is so involved with heat, smoke, and flame that immediate access to the interior isn't possible until some measure of control has been achieved with hose streams.
41. Hazard: Any condition that poses a threat to property or that might result in injury or death.
42. House lights: Lights that may be controlled from the watch office or by Dispatch to illuminate a fire station when it is to respond to an alarm.
43. Incident: A fire, medical call, or other emergency that requires one or more fire companies or medical units to be dispatched to render aid. See also Alarm.
44. Incident command system: A systematic plan for conducting operations during an incident. See SOP 600.02, Incident Command System.
45. Incendiary: A fire believed to have been deliberately set.
46. Incipient: a fire of minor consequence or in initial stages.
47. Initial alarm: The first notification received by the department indicating that a fire or emergency exists.
48. In service: (1) A report indicating that an apparatus or ambulance is fully functional and available to respond to an assignment. (2) A radio message indicating that an apparatus or ambulance has completed its previous assignment and is available for the next call. (3) A radio message indicating that a company or medic unit has left its quarters and will be monitoring the radio for any assignments.
49. Investigation: (1) Sending an individual, company or unit to check for smoke, heat, steam, or other indication of fire. (2) The act of determining the cause and origin of a fire. (3) The act of determining whether or not a complaint received by the department concerning the actions of one or more of its employees was proper and within the scope of his duty.
50. Journal: (1) A day book or record book maintained by a captain of all activities, alarms, visitors, etc. (2) A computer program in which the same information is recorded.

52. Location: A specifically designated place to which fire apparatus or medical units are dispatched in answer to an alarm or request for assistance.

53. Log: A chronological record of events, such as the Dispatch log or Incident log.

54. Malicious false alarm: A false alarm of fire deliberately sounded to inconvenience the fire department and to cause a disturbance or excitement rather than one sounded by accident or error.

55. Message: A radio communication consisting of a contact call, response, text, and acknowledgment.

56. Move up: The movement of fire companies from their assigned stations to cover vacated stations so as to give coverage to districts stripped of normal protection.

57. Mutual aid: Two-way assistance by fire departments of two or more communities freely given under prearranged plans or contracts so that each will aid the other in time of emergency and also provide for joint or cooperative response to alarms near jurisdictional boundaries.

58. Nothing showing: A report given by the first-arriving unit at an incident indicating to Dispatch and other responding companies that no smoke, fire, or other emergency situation is apparent.

59. Out of service: A report indicating that an apparatus or ambulance is not available to respond to an alarm. This report should be accompanied by a message indicating the estimated length of time that the unit will be unavailable.

61. Over the air: Via radio transmission.

62. Overcome: The state of a person being incapacitated by heat, smoke, or toxic gases so as to be rendered helpless and possibly unconscious.

63. Patient: Someone who is sick or injured and requires the assistance of the department. A patient may also be referred to as a victim, citizen, customer, individual, person, man, woman, or child. A patient should never be referred to as a subject, perpetrator, or suspect!

64. Permit: Official permission given in writing to allow a special activity.

66. Platoon: An organized group of firefighters who are assigned to work the same tour of duty. Also known as a shift.

67. Progress report: A periodic radio report required from an incident commander to update Dispatch on the status of an incident.

68. Quarters: The fire station to which a given company unit is assigned.
69. Rear: The side of a building or incident directly opposite the main street front or command position.
70. Recall: To call off-duty personnel back to their stations or to a major incident.
71. Receiver: A mobile or base radio unit that allows a person to hear a radio message on a specific channel or frequency.
72. Recruit: (1) A new employee during the first 12 months of his employment. Also known as rookie, probie, etc. (2) The act of encouraging people to apply for employment with the department.
73. Recruit school: A formal training curriculum in which new employees are provided with at least the minimum number of training hours and subjects as required. Also known as an academy.
74. Rehab: This term can refer either to the actual rehab vehicle or to a designated location at an incident. The purpose of rehab is to provide rest, refreshments, and medical evaluation to working personnel.
75. Rekindle: An instance where, due to re-ignition, the department is called back to a location where the fire was thought to have been extinguished.
76. Relieved: (1) Used to describe a fire company that is dismissed from further duty at the scene of an emergency. (2) Used to describe the routine act of changing shifts. (3) Used to describe the temporary dismissal of an individual by a supervisor due to a pending disciplinary action.
77. Repeater: A radio that receives a signal from another radio and rebroadcasts the signal with greater signal strength. For example, a five-watt handheld radio does not have the strength to transmit to all portions of a response area. However, a repeater can receive this weaker signal and rebroadcast it with a strength of 100 watts, sufficient to cover the entire district.
78. Reserve: Apparatus or ambulance units not on frontline duty but available in case a frontline unit is undergoing repairs. It is also available to be staffed by off duty personnel when necessary.
79. Respond: To answer an alarm in accordance with a prearranged assignment or on the instruction of the Dispatcher. To proceed to the scene of an incident or other event.
80. Responding: A term indicating that orders to proceed to an alarm have been received and the apparatus or medical unit is on its way.

81. Response: The act of responding to an alarm. Also, the entire complement of personnel and apparatus assigned to an alarm.
82. Response time: An interval of time measured from the receipt of a request for emergency service until the first unit or apparatus arrives at the scene of an incident.
83. Rig: A fire apparatus.
84. Riser: A vertical water pipe used to carry water for fire protection to elevations above grade, such as a standpipe or sprinkler riser.
85. Roster: A list of fire department personnel and their duty assignments. Also, a list of apparatus motor vehicles owned by the department.
86. Run: A fire or medical alarm.
87. Run number: The number filled out by Dispatch for each incident dispatch
88. Sector: A specific task assignment (e.g., Staging), a geographic area (e.g., north sector), or an operational area (e.g. interior sector) of an incident that is designated and assigned by the incident commander. This is a command and control function. Sector commanders should coordinate their activities with the incident commander and use their assignment as their radio identifier. During high-rise operations, the sector designation corresponds to the floor of the building.
89. Shift: A working tour---e.g. 24 hours on, 24 hours off. Also refers to a group of workers on a given shift. See also Platoon.
90. Shop: The department motor vehicle repair facility.
91. Signal: A radio message referring to the strength of a radio transmission and the listener's ability to hear and understand the message.
92. Staging: A designated location(s) at an incident where apparatus, equipment, and personnel are assembled for deployment. The person in charge of a staging sector will coordinate his activities with the incident commander and will use the term Staging as his radio identifier. When more than one staging area or sector is used at an incident, a geographic identifier will be used, such as Forward Staging.
93. Station: A building or quarters that houses on-duty personnel and apparatus.
94. Street Index: A complete listing of all streets, roads, and highways located within the department's response district. The Street Index is organized alphabetically and numerically by block number. In addition, the index lists cross streets and major landmarks and the box number and hydrants for each intersection. The Master Street

Index is housed in the dispatcher's office and is periodically updated by a fire officer assigned that responsibility.

95. Support: In incident command, those logistical functions that aid the resolution of the incident.

96. Suppression: The total work of extinguishing a fire, beginning with its discovery

97. Territory: A geographic area served by a single fire station or the entire area served by a department. See also District.

98. Tied up: A fire company engaged for a period of time and unable to respond to incidents.

99. Time of arrival: The time as indicated on the radio log that the first unit arrived at an incident. Also, the time that other responding companies arrived. (10-23)

100. Tour of duty: Any given on-duty period worked by an individual or group of employees.

101. Transmitter: A mobile or base radio that allows voice messages to be sent by way of a given frequency.

102. Turn-out time: The interval of time as measured from the receipt of an alarm until a fire company reports en route or notifies Dispatch that it is responding.

103. Two-way radio: A mobile or base radio unit that allows both the transmission and receipt of audio messages.

104. Under control: A fire is sufficiently surrounded and quenched so that it no longer threatens destruction of additional property.

105. Wash down: The cleansing or removal of gasoline, diesel fuel, or other petroleum products from a roadway following a motor vehicle accident. Originally meant to wash the product down into a ditch or storm sewer. Now the product has to be collected due to environmental regulations.

106. Watch: An interval of time during which a person is assigned to a specific duty. In some jurisdictions, this duty is served at the watch desk in the watch office.

107. Watch desk: The desk in a fire station at which the various communications equipment is placed and alarms are received and recorded.

108. Watch Office: An office in which the watch desk is placed.

109. Water supply: In incident command, the officer assigned to provide an adequate supply of water to meet the fire flow demand at a given incident.

110. Wildland fire: A fire involving natural groundcover such as grass, brush, and trees.

111. Working fire: A fire that requires firefighting activity on the part of most or all of the personnel assigned to the alarm.