



Scarborough Fire Department

Scarborough, Maine



Standard Operating Guidelines

Book:	Organization
Chapter:	Dispatch
Subject:	1640 – Tone Alert Policy
Revision Date:	01/28/2014 revised 8/4/2020, 12/14/2020
Approved by:	<i>B. Michael Thurlow</i>

PURPOSE

To establish a tone alert procedure for public safety dispatchers to follow when dispatching fire department apparatus.

POLICY

Public safety dispatchers shall utilize the tone alert procedures listed below when dispatching fire and EMS calls.

PROCEDURE

- A. The All Call tone shall be used for:
 - a. Desk box assignments
 - b. Working fires, codes and extrication incidents
 - c. Call force activation for covering Scarborough stations
 - d. Mutual aid responses for fire apparatus either direct to the scene or station coverage
 - e. Command Van & Marine Rescue calls
 - f. Special announcements
- B. Individual or selected district tones shall be used for:
 - a. Ambulance calls with no engine assist
 - b. Engine assist ambulance calls (including A3 activations)
 - c. Single engine or company responses
 - d. Full box assignments including supervised and master boxes
 - e. Mutual aid responses direct to automatic aid line boxes or occupancies including Gorham Tank 5 calls to incidents in Gorham
 - f. Motor vehicle fires and crashes
 - g. Fire Police activation
- C. Special procedure for EMS calls in Districts 6 & 7 due to 24/7 staffing
 - a. For ambulance assist calls when sending a company from District 6 or 7 to assist the ambulance on a medical call - DO NOT activate the district 6 or 7 tone. Simply use the EMS tone.

- D. The Chief's Tone will be used for:
 - a. Any other time you feel a chief officer should be aware of an incident that was not toned with something other than the All Call tone.
- E. Canteen calls should be digitally paged through IAR

EXAMPLES

- A. MVC with PI @ Route 9 & Jones Creek Dr. - use ambulance and district 4 fire tone.
 - a. If the MVC involves possible entrapment add SQ7 and use the District 7 tone
- B. Chest pain call at 15 Broadturn Rd. – use ambulance tone only, send unit 6 with the ambulance
- C. Difficulty breathing at 10 Maple Ave. – use ambulance tone only, send unit 7 with the ambulance
- D. Chimney fire on County Rd. – use the District 5 (for E5), District 6 (for L1) and District 7 (for E7 & A1) fire tones
- E. Working incident, code or extrication - re-tone with the All Call tone
- F. Box 6811 E4 and/or L1 to Saco for coverage or direct to scene – use All Call Tone
- G. Box 55 Tank 5 to Gorham – use the district 5 tone