

# San Mateo County Fire Service POLICIES AND STANDARDS MANUAL

Title: Apparatus Status & Alerting

Policy No. 1998-09

Adopted 12/28/98

Revised 09/27/06

**Purpose:** The purpose of this policy is to establish a standard procedure for

**Policy:** It is the policy of the San Mateo County Fire Chiefs that all fire companies follow the procedures for status, alerting and notifications outlined in this policy.

**Background:**

**Procedures:**

## **MST (Mobile Status Terminal)**

MST's provide the ability for field personnel to change the status of their Company without using voice transmissions.

Compatible MST's shall be installed in all CAD recommended apparatus and maintained in working order.

The Company Officer is responsible for ensuring the MST in his/her apparatus is functional and reporting any change in MST code to PSC. All MST heads should be labeled with the MST ID code.

With the exception of equipment failure, MST's shall be used to report the following status:

#1	ER	En route to a call (must be assigned to an incident)
#2	OS	On scene of a call (must be assigned to an incident)
#3	AOR/AVL	Available on radio
		En route to a move up (must be assigned to a move up)
#4	AIQ	Available in home quarters
#5	OOS	Out of service
#6	MOVX	Back in-home district
#7	ACK	Acknowledge message
#8		User agency defined – Example: COVP (cover page)

## **ZETRON**

The Zetron system provides hardwired station and apparatus alerting including basic apparatus status controls such as AOR/AIQ.

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A Zetron Model 26 and associated alerting equipment shall be installed in all Fire Stations and maintained in working order.

With the exception of equipment failure, the Zetron shall be used to report the following status if not done so via MST:

AOR/AVL	Available on radio
	Acknowledge call for service (must be assigned to an incident)
AIQ	Available in home quarters
OOS	Out of service

## **UNIT ACKNOWLEDGEMENT**

When dispatched to a call for service, the assigned unit(s) has 90 seconds to either acknowledge or go enroute.

If PSC does not receive an acknowledgement from each assigned apparatus within 90 seconds, the Dispatcher will make one attempt to raise the unit on the air. If an acknowledgement is not received, the next closest like piece of equipment will be dispatched and the first due apparatus will be placed out of service.

Once the second unit is enroute, the supervisor of the unit placed out of service will be notified. It is the supervisors responsibility to locate the missing unit and report its updated status to the PSC Dispatcher.

## **ALPHANUMERIC PAGERS**

Pagers are secondary alerting devices that deliver incident details and other information/requests. Due to their role as a redundant alerting system they must be carried at all times while on duty.

Agencies are required to provide at least one pager to each CAD recommended apparatus.

Personal messages will not be delivered by PSC and citizens should be discouraged from calling the Center to make such a request.