And now...

Fire Dispatch Keystones



Rules of Engagement

1) There are NO dumb questions!

- 2) During this session ideas and concepts will challenge the current way you operate; that's OK... keep an open mind.
- 3) I want everyone to ask themselves the following question: **Are we moving the organizational needle forward, or are we simply getting by?**

Topics for today

How to plan for "What Else"

Keys to successful incidents- the 5 P's

What makes an incident "A Major Event"

Does this sound familiar?

Ask yourself this:

Do I work with Somebody, Anybody or Nobody?

Am I thought of as Somebody, Anybody, Nobody?

What have I DONE on a personal level to fill the role of ANYBODY?

Whose job is it anyway?

This is a story about four people named **Everybody**, **Somebody**, **Anybody** and **Nobody**.

There was an important job to be done and Everybody was sure that Somebody would do it. Anybody could have done it, but Nobody did it.

Somebody got angry about that, because it was Everybody's job. Everybody thought Anybody could do it, but Nobody realised that Everybody wouldn't do it.

It ended up that Everybody blamed Somebody when Nobody did what Anybody could have.



Answer	Answer the call that starts the process
Formulate	Formulate plan "IF" this goes somewhere
Provide	Provide updated information & process requests
Ensure	Ensure responder safety through accountability
Stay	Mentally stay at LEAST 1 or 2 steps ahead

What WE do as Dispatch

What you need to function properly

Telecommunicators that are not spectators.. They are decision makers and stakeholders

Telecommunicators that are included & participate in all facets of planning at the local level; including committees and trainings

Telecommunicators who understand the concept of "Is it SAFE and is it the RIGHT thing to do" a.k.a. EMPOWERED

We should NEVER be caught off guard

Large fires shouldn't sneak up on us even if we don't dispatch for the stricken agency

"Fit to Fight"

- Cell phones down
- Social media shut down
- Parenting from 30 miles away on hold

Our job is 50% Baywatch and 50% NHL Goalie





Role of the Incident Commander



Things don't just happen

Fire Departments conduct risk assessment

This assessment drives

- Operational policies
- Response Plans
- Incident plans

Yes.. There really is a plan in place.. MOST of the time



Fire Service Risk Management

We will risk nothing for what is already lost (lost lives and/or property).

We will risk a little to save a little (savable property).

We will risk a lot to save a lot (savable lives).

WHAT IT IS LIKE TO BE THE I.C.







THE 5 P'S GO ALONG WAY TO HELPING!

- PROPER
- PLANNING
- PREVENTS
- POOR
- PERFORMANCE



Fire Department Terms that tell you things are going to be busy

Going to the roof

Leading out

Dropping a supply line

Secondary water supply

Attack lines

RIT Assignment

Fire on the B side communicating to the Exposure



Once anyone and we mean ANYONE recognizes this isn't going to end soon.. THAT is when the discussions about help needs to begin.

Hesitation has a devastating ripple effect.

How long can current crews continue the fight?

We are ALL on the same team!

Beware of the C.I.A.

Complacency

gnorance

Arrogance

Two steps ahead...

It's REALLY hot/cold outside

It will be dark soon

The wind is due to increase substantially in the forecast

The media is calling for information about the incident

You hear your normal mutual aid departments working another major incident

Generally Speaking:

Incidents that start well... end well, and incidents that start bad ... end horribly

Fire Department Mayday

Fire Service Mayday

Group studied 5000 maydays and over HALF of those were MISSED by Command and DISPATCH!

Volunteer stats:

Friday-Sunday account for approx. 350 maydays nationwide each day

59% of maydays involved the first in companies

Fire Service Mayday

Most fire departments (39%) do not offer definitions of the following:

Emergency traffic

Priority traffic

Emergency evacuation signal

Alert tone

(EA) Emergency Action Button / Man Down Button

The six root causes found in LODD

Ineffective Polices	Ineffective	Lack of
and Procedures	Decision Making	Preparedness
Ineffective Leadership	Lack of Personal Responsibility	Extraordinary and unpredictable circumstances

Can you confidently make these statements?

If not, what is your action plan moving forward? Our agency has a Mayday Policy

We have trained on this policy

I know what is expected of me, my partners and our agency if this were to happen tomorrow

I understand what the I.C. is dealing with when a Mayday is called, and I am prepared to anticipate their needs.

What we can do...

What we must do...

WE can play a role in addressing ineffective policies and procedures!	Alleviate ineffective Decision Making: Asking the YES Questions	Be prepared!
Mitigate Ineffective Leadership.	Make it personal: Take Responsibility	Anticipate extraordinary and unpredictable circumstances.

Questions to ask yourself

Am I ready?

Do I know my Department/s

- R.I.T / R.I.C Policy
- Mayday Policy
- Evacuation Policy

Have I SHARED what I know with my team?

When was the last time WE reviewed it as a TEAM! When was the last time we trained as a TEAM regarding ANY of what was covered today?

Be an Advocate!



Through your efforts before, during and after the fire: be an advocate for professional and effective dispatching

?

Ask questions, make suggestions, keep learning!



Be ENGAGED...NOT ENRAGED!

Mutual Aid Box Alarm System (MABAS)

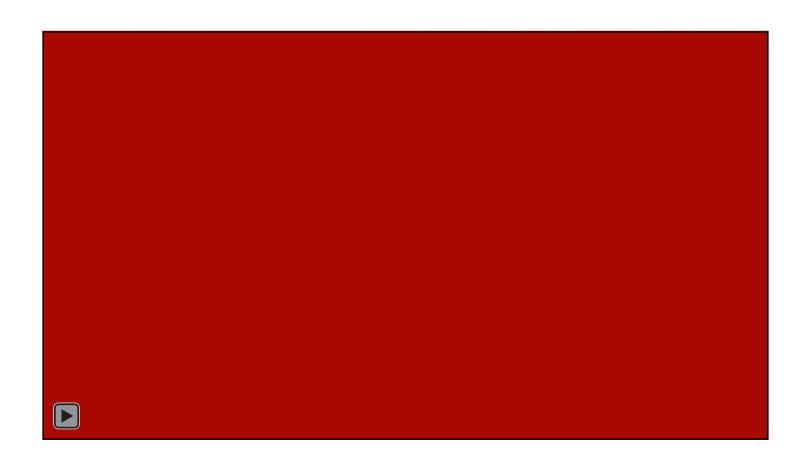
DEPARTMENT NAME	BOX ALARM TYPE	EFFECTIVE DATE	MABAS DIVISION
Prospect Heights	STRUCTURE FIRE	01 APR 2022	3
BOX ALARM #	LOCATION OR AREA (GRIDS)	AUTHORIZED SIGNATURE	
9F1	ENTIRE RESPONSE AREA	Drew Sm	vith

ALARM	ENGINES	TRUCKS	SQUADS	EMS	CHIEFS	OTHER REQUESTS	CHANGE/QUARTERS (STA #)
STILL	Prospect Heights Prospect Heights Wheeling	1 Truck		1 Ambulance	Prospect Hts. Wheeling	2 Tenders	
Working Fire	4 th Engine	1 Truck	1 Squad	1 Ambulance	Prospect Hts. Prospect Hts. Wheeling Wheeling	2 Tenders RIT: Niles Truck North Maine Engine North Maine Bat Chief RIT: bypass staging and report to IC	1 Engine & 1 Ambulance (Sta. 9) per CAD

ALARM	ENGINES	TRUCKS	SQUADS	EMS	CHIEFS	OTHER REQUESTS	CHANGE/QUARTERS (STA #)
вох	Arlington Hts. Buffalo Grove Mount Prospect	Northbrook	Northfield	Palatine	Arlington Hts. Mt. Prospect Long Grove IMT notification		
2 nd	Palatine Long Grove Rolling Meadows	Des Plaines	Morton Grove	Rosemont	Des Plaines Northbrook Glenview IMT activation	Comm 3 MESS Canteen	
3 rd	Deerfield Elk Grove Village Palatine Rural	Glenview	Highland Park	Barrington	Northfield		
4 th	Rosemont Winnetka Countryside	Park Ridge	Schaumburg	Itasca	Winnetka		
5 th	Wilmette Lake Zurich Hoffman Est.	Lincolnwood	Skokie	Barrington FPD	Wilmette		
6 th	Mundelein Bensenville Lake Forest	Schiller Park	Glencoe	Elmhurst	Buffalo Grove		
7 th	Norwood Park Streamwood Wauconda	Libertyville	Evanston	Franklin Park	Palatine		
INTERDIVISIONAL REQUEST		1 ^{ភា} Ci 2	HOICE 0	2 ND CHOICE 12		3 RD CHOICE 11	

BOX CARDS





I truly hope you are not thinking:

THANK YOU!

Bud Hicks 815-378-3141 BudHicks@missioncriticalpartners.com

MissionCriticalPartners

Your Mission Matters