

City of Rogers Fire Department - Dispatch Call Types and Assignment Reference

CALL TYPE	DEFINITION	RESPONSE
Aircraft Emergency	Any crash, fire or incident involving an aircraft, helicopter, glider, or hot air balloon.	1 CRASH (ARFF) UNIT 1 ENGINE 1 TRUCK 1 RESCUE 1 MEDIC 1 BATTALION CHIEF
Aircraft Emergency *XNA Response*	Any alert activation from Northwest Arkansas Regional Airport (XNA).	2 MEDICS 1 ENGINE RESCUE 5 1 BATTALION CHIEF
Animal Rescue / Emergency	Any animal in distress that requires fire department assistance.	CLOSEST FIRE COMPANY
Assist Other Agency (Police, etc)	Request by Police or other public safety agency for fire department assistance.	CLOSEST FIRE COMPANY
Assist with Lifting	A citizen who needs lifting assistance that is NOT injured and does NOT require an ambulance. If the citizen is injured, this should be coded a medical emergency.	CLOSEST FIRE COMPANY
Building Fire (Commercial, Multi-Family or Industrial)	Fire in a building that is not a house or duplex. This can also include outside fires (car, dumpster, grass, etc) directly impinging on a building. This includes APARTMENTS.	3 ENGINES 1 TRUCK RESCUE 5 1 MEDIC 1 BATTALION CHIEF
Building Fire (High-rise)	Fire in a building four stories and above. This response is setup based on a specific address.	3 ENGINES 2 TRUCKS RESCUE 5 1 MEDIC 1 BATTALION CHIEF

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Business Alarm	Alarm inside a building from an alarm company or person on-site. This includes smoke alarms, fire alarms, and water flow alarms.	CLOSEST FIRE COMPANY <i>***Target hazards and high rise buildings receive special response plan.</i>
Car Fire	Fire or smoke coming from a car that is NOT inside a structure. If inside a structure please code as HOUSE FIRE or BUILDING FIRE.	CLOSEST FIRE COMPANY *INTERSTATE RESPONSES DIFFER*
Carbon Monoxide No Symptoms	Carbon Monoxide detector going off with no occupants having symptoms (headache, tired, flu-like).	CLOSEST FIRE COMPANY AND/OR 1 4-GAS MONITOR (TRUCK OR RESCUE DEPENDING ON ZONE) <i>***COMPANY TO RESPOND NON-EMERGENCY</i>
Carbon Monoxide With Symptoms	Carbon Monoxide detector going off with occupants having symptoms or feeling ill.	1 ENGINE 1 TRUCK RESCUE 5 1 MEDIC 1 BATTALION CHIEF
Child/Pet or Medication Locked in a Vehicle	Child locked in a vehicle with caller unable to get child out. Call type also applies to instances where pets or medication are locked inside cars.	CLOSEST FIRE COMPANY
Dumpster Fire	Fire or smoke coming from a dumpster. If fire is close to a structure please code as BUILDING FIRE, HOUSE FIRE or APARTMENT FIRE.	CLOSEST FIRE COMPANY
Electrical Line Problem	Electrical lines, or unknown lines, down on the ground or sparking in trees or on utility poles. Also includes transformer fires.	CLOSEST FIRE COMPANY

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Elevator Rescue	Persons trapped in an elevator inside a building. Consider sending an ambulance if any person(s) is experiencing medical symptoms.	CLOSEST FIRE COMPANY RESCUE 5
Fluid Spill	Fluids on the ground from a non-injury motor vehicle accident or other source.	CLOSEST FIRE COMPANY
Grass Fire	Fires in grass, woodlands, trees and outside areas where no vehicles, buildings or equipment are directly involved. If fire is involving a structure please code as BUILDING FIRE, HOUSE FIRE or APARTMENT FIRE.	CLOSEST FIRE COMPANY *INTERSTATE RESPONSES DIFFER*
Hazardous Materials Release / Emergency	Any unknown fluid, vapor or substance (including "white powder") that poses a threat to the public. Can be from fixed facilities or from motor vehicle accidents.	2 ENGINES TRUCK 1 TRUCK 5 RESCUE 5 1 MEDIC 1 BATTALION CHIEF
House Fire	Fires in any part of a residential structure that is NOT an apartment or building. HOUSE FIRES include fires in kitchens, garages, porches, trashcans inside houses, smoke inside a residence, etc. Please note that CAR FIRES inside or next to houses should be coded as HOUSE FIRES.	3 ENGINES 1 TRUCK RESCUE 5 1 MEDIC 1 BATTALION CHIEF
Medical Emergency Priority 1	Criteria as determined by the Medical Priority Dispatch System.	CLOSEST FIRE COMPANY 1 MEDIC *INTERSTATE RESPONSES DIFFER*
Medical Emergency Priority 2	Criteria as determined by the Medical Priority Dispatch System.	1 MEDIC *INTERSTATE RESPONSES DIFFER*

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<p>Motor Vehicle Accident</p>	<p>Accident involving cars or off-road vehicles where injuries are present.</p>	<p>1 MEDIC CLOSEST FIRE COMPANY *INTERSTATE RESPONSES DIFFER*</p>
<p>Motor Vehicle Accident – Extrication Probable</p>	<p>Accidents reported with people trapped, cars on fire, head-on collisions, or rollovers.</p>	<p>1 MEDIC CLOSEST FIRE COMPANY CLOSEST JAWS 1 BATTALION CHIEF *INTERSTATE RESPONSES DIFFER*</p>
<p>Mutual Aid – Grass Fire</p>	<p>Grass fires where assistance is requested by other fire departments.</p>	<p>CLOSEST FIRE COMPANY ***BATTALION CHIEF MUST APPROVE THE SENDING OF A BRUSH FIRE UNIT MANUALLY.</p>
<p>Mutual Aid – Hazardous Materials</p>	<p>Hazardous chemical or toxic substance leaks/spills that occur outside of the city where assistance is requested by another fire department.</p>	<p>2 CLOSEST FIRE COMPANY TRUCK 1 TRUCK 5 RESCUE 5 1 MEDIC 1 BATTALION CHIEF OR ROGERS HAZ-MAT TASK FORCE (TRUCK 5, RESCUE 5, MEDIC 5)</p>

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<p>Mutual Aid – Rescue</p>	<p>Rescue incidents, including car accidents, were rescue assistance is requested by other fire departments.</p>	<p>2 CLOSEST FIRE COMPANIES TRUCK 1 TRUCK 5 RESCUE 5 1 MEDIC 1 BATTALION CHIEF</p> <p>OR</p> <p>ROGERS RESCUE TASK FORCE (TRUCK 5, RESCUE 5, MEDIC 5)</p>
<p>Mutual Aid – Structure Fire</p>	<p>Fires were assistance is requested by other fire departments.</p>	<p>2 CLOSEST FIRE COMPANIES 1 BATTALION CHIEF</p> <p>OR</p> <p>CLOSEST FIRE COMPANY (LARGE CITIES)</p>
<p>Natural Gas Leak or Odor</p>	<p>An odor or visible leak of natural gas either outside or inside a structure.</p>	<p>CLOSEST FIRE COMPANY</p>
<p>Rescue, Technical</p>	<p>Citizens trapped in trenches, confined spaces, or other situations by collapse or similar.</p>	<p>2 CLOSEST FIRE COMPANIES RESCUE 5 TRUCK 5 TRUCK 1 1 MEDIC 1 BATTALION CHIEF</p>
<p>Residential Fire Alarm</p>	<p>Alarm inside a building from an alarm company or person on-site. This includes smoke alarms, fire alarms, and water flow alarms.</p>	<p>CLOSEST FIRE COMPANY</p>

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<p>Smoke Detector Sounding</p>	<p>This code is utilized for instances where homeowners or property representatives are ON SCENE of a smoke detector sounding and report no signs of fire (smoke, odor, heat, electrical problems, etc). This call type should NEVER be used for when alarm companies call alarm in.</p>	<p>CLOSEST FIRE COMPANY</p>
<p>Smoke Outside</p>	<p>Smoke or haze outside where caller cannot determine the source. If source of the fire is identified, upgrade the assignment to the appropriate call type.</p>	<p>CLOSEST FIRE COMPANY</p>
<p>Still Alarm, Public Service</p>	<p>This call type is used as a miscellaneous call type for non-emergency incidents. Examples could be debris cleanup, checking on the well being of a resident, etc</p>	<p>CLOSEST FIRE COMPANY</p>
<p>Water Rescue</p>	<p>Accidents involving watercraft, or vehicles stranded in high water. Confirmed drowning should be coded as MEDICAL EMERGENCY</p>	<p>RESCUE 5 TRUCK 5 TRUCK 1 2 CLOSEST FIRE COMPANIES 1 MEDIC 1 BATTALION CHIEF</p>