Purpose: Identify the actions to be taken by Fire Alarm Operator's (FAO's) for various types of situations involving physical response by NKFD personnel involving radio fire alarm systems (radio boxes).

The FAO shall create an incident number and dispatch the appropriate apparatus for the following type(s) of radio box trouble alarm(s):

- Low Battery
- A/C Fail
- Zone in Alarm
- Zone in Trouble

LOW BATTERY ALARM

When the FAO receives a radio box **LOW BATTERY ALARM** through the Signal Communications Vision 21 Machine (Vision 21 Machine) he or she shall:

- Consult the **TROUBLE REPORT BOARD** to determine if the radio box has already been investigated
    - If the radio box in question is listed on the **TROUBLE REPORT BOARD** - no further action is required.
    - If the radio box in question is NOT listed on the **TROUBLE REPORT BOARD** the FAO shall:
        - Dispatch the appropriate district fire company on a Code C response to investigate the radio box per NKFD policy and practice.
        - In the event **LOW BATTERY ALARM** is ***received*** between the hours of 1730 and 0730 hours the FAO shall "stack" this call within the dispatch software system.
            - All calls "stacked" as a result of **LOW BATTERY ALARMS** shall be dispatched in accordance with the above requirements at the beginning of the next on-coming shift (0730 hours).

A/C FAIL ALARM and/or **ZONE IN ALARM**

When the FAO receives a radio box **A/C FAIL** and/or **ZONE IN ALARM** through the Vision 21 Machine he or she shall:

- Consult the TROUBLE REPORT BOARD to determine if the radio box has already been investigated.
    - If the radio box in question is listed on the TROUBLE REPORT BOARD - no further action is required.
    - If the radio box in question is NOT listed on the TROUBLE REPORT BOARD the FAO shall:
        - Dispatch the appropriate fire company, on a Code C response, to investigate the radio box per NKFD policy and practice.

The requirement to physically respond to **AC FAIL ALARM(S)** may be suspended in the event of severe inclement weather, such as hurricanes, winter snow events, or other natural occurrences that may result in widespread power outages and/or increased danger for responding personnel.

ZONE IN TROUBLE and/or TROUBLE ALARM

When the FAO receives a radio box **ZONE IN TROUBLE** and/or **TROUBLE ALARM** through the Vision 21 Machine he or she shall:

- Consult the TROUBLE REPORT BOARD to determine if the radio box has already been investigated
    - If the radio box in question is listed on the TROUBLE REPORT BOARD - no further action is required.
    - If the radio box in question is NOT listed on the TROUBLE REPORT BOARD the FAO shall:

- Dispatch the appropriate fire company, on a Code C response, to investigate the radio box per NKFD policy and practice.
- Notify Fire Marshal via e-mail or voicemail

ONGOING and PERSISTENT PROBLEMS

In the event a malfunctioning radio box is presenting an ***ONGOING*** and ***PERSISTENT*** problem the FAO may place that radio box (and/or problematic zone(s)) off-line following approval from the Deputy Fire Chief and/or Fire Marshal.

The FAO shall contact the Deputy Fire Chief and/or Fire Marshal for ***any*** request to take a radio box off-line for ***ONGOING*** and ***PERSISTENT*** problems.

- In the event Fire Marshal is unavailable or his or her status is unknown (after-hours, vacation leave, etc.) the FAO shall initially notify Deputy Fire Chief to make such a request. (i.e. Do not contact Fire Marshal while off-duty for such requests, absent approval from Deputy Fire Chief.)