

FIRE

AFA (Automatic Fire Alarm)

This call type applies to reported activations of an alarm system that detects:

- Fire
- Smoke
- Heat
- Sprinkler system activation
- Other extinguishing agent system activation

AFA in conjunction with either “hot smells” or appliance malfunctions are typed SF.

AIR EMERGENCY**

This call type applies to reported instances of a known/suspected crash of an aircraft or aircraft malfunctions unrelated to a crash.

An **aircraft** includes airplanes, helicopters, ultra-lights, gliders, blimps, hot air balloons, etc.

BOMB THREAT STANDBY**

This call type applies to requests for fire department/EMS response to a bomb threat when requested by a law enforcement agency.

Do not use this call type for any reports of a detonation/explosion.

In cases of a detonation/explosion, select a call type dependent on the available information (e.g. SF, BUILDING COLLAPSE, ALS TRAUMA, HAZMAT, etc.)

BF (Brush Fire)

This call type applies to reported instances of fire involving vegetation (grassland, pasture, farmland, meadow, forest, etc.).

This call type also applies to reports of controlled burns that appear to be spreading uncontrollably.

When reports indicate fire involvement of a structure in proximity is imminent (e.g. melting or blackening of the surface), or if the caller reports a structure is at imminent risk of catching fire from the burning vegetation, the incident will be typed SF, or SI Level 2 as per the specifics of those call type definitions.

Smoke or fire from a mulch bed, ornamental planting (landscaping), or lawn (manicured grass) will be typed MF.

BUILDING COLLAPSE**

This call type applies to reported instances of a structure falling down or falling in.

CO (Carbon Monoxide Incident)

This call type applies to any known or suspected carbon monoxide incident with no patients exhibiting symptoms.

CO W/SYMPTOMS (Carbon Monoxide Incident with Symptoms)

This call type applies to any known or suspected carbon monoxide incident with a patient exhibiting symptoms.

ELEVATOR ALARM NVC (No Voice Contact)

This call type applies to reports of an elevator alarm activation from a monitoring center or received directly from an elevator where no voice contact has been made.

FIRE POLICE (Fire Only)

This call type applies to requests for traffic control at the scene of an incident.

FIRE RELOCATE

This call type applies to requests for apparatus to relocate to another company's station or pre-designated location for the purpose of covering calls for service for a company committed to another incident.

FIRE SERVICE (Fire Only)

This call type applies to the following administrative requests:

- Work details
- Telephone details for the purpose of company business
- Officer in charge (OIC) requests
- Requests for administrative fire service details that do not fit the definition of any other call type

FLUIDS/DEBRIS DOWN **

This call type applies to:

- Requests for debris cleanup or reported fluids down
- Fluid is known or reasonably believed to be motor oil, gasoline, anti-freeze, diesel fuel, hydraulic fluid, brake fluid, kerosene or heating oil,
AND
 - The amount down is believed to be 10 gallons or less, **AND**
 - The source of the spill is a motor vehicle (NOT to include the cargo of trucks/tractor-trailers) or a structure's heating plant/heating storage.

If ALL OF THE ABOVE conditions are not met, the incident is a HAZMAT

FTEST

This call type is for internal DES use only

HAZMAT**

This call type applies to reports of the presence or release of chemical substances or other materials that pose a risk to safety, health, or the environment that exceeds 10 gallons, or the amount is undetermined.

This call type does not apply to incidents meeting the definition of FLUIDS/DEBRIS DOWN or CARBON MONOXIDE incidents.

HAZMAT W/SYMPTOMS **

This call type applies to reports of the presence or release of chemical substances or other materials that pose a risk to safety, health, or environment AND one or more individuals are reported to be symptomatic.

HELICOPTER STANDBY (Fire Only)

This call type applies to requests made for fire department personnel to coordinate an aero-medical landing.

MCI LEVEL 1 (Level 1 – 7-10 victims)**

This call type applies to any incident in which EMS resources, such as personnel and equipment, are overwhelmed by the number and/or severity of patients. MCIs are declared by Incident Command, responding EMS units, or the DES Watch Officer.

MCI LEVEL 2A(Level 2A – 11-17 victims)**

This call type applies to any incident in which EMS resources, such as personnel and equipment, are overwhelmed by the number and/or severity of patients. MCIs are declared by Incident Command, responding EMS units, or the DES Watch Officer.

MCI LEVEL 2B (Level 2B – 18-25 victims)**

This call type applies to any incident in which EMS resources, such as personnel and equipment, are overwhelmed by the number and/or severity of patients. MCIs are declared by Incident Command, responding EMS units, or the DES Watch Officer.

MCI LEVEL 3 (Level 3 – 26 or more victims)**

This call type applies to any incident which EMS resources, such as personnel and equipment, are overwhelmed by the number and/or severity of patients. MCIs are declared by Incident Command, responding EMS units, or the DES Watch Officer.

MEDICAL ASSIST (Fire Only)

This call type applies to requests for general fire department assistance (lifting, driving, transport, etc.) to an EMS unit made after the initial dispatch.

RESCUE, RESCUE CONFINED SPACE, RESCUE HIGH ANGLE, RESCUE

TRENCH, or RESCUE WILDERNESS is used if specialized rescue assistance is needed.

MF (Miscellaneous Fire Service Emergency)

This call type applies to reports of:

- Trash fires
- Dumpster fires
- Pole fires
- Transformer fires
- Tree on wires **with fire or smoke present**
- Portable toilet fires (Porta Potty)
- Reports of objects other than a motor vehicle into a structure where the structure is reported to **not** be falling down or falling in (collapsing)
- PD request fire to evaluate the integrity of a structure
- Controlled burns – unattended or other concern without reported uncontrolled spread
- Animal rescues
- Animals locked in a vehicle **AND** are displaying signs of distress (panting, drooling, etc.)
- Lockouts – special call only assisting other public safety on location (EXCEPT EMS).
 - ***Must consider the need for EMS based on circumstances.***
 - ***Requests from EMS responding or on scene will be **Medical Assist*****
- Water conditions threaten electrical service/appliance without smoke or fire
- Incidents that do not fit the definition of any other fire service call type

When reports indicate fire involvement of a structure in proximity is imminent (e.g. melting or blackening of the surface), or if the caller reports a structure is at imminent risk of catching fire as a result of the conditions described above, the incident will be typed **SF, or SI Level 2** as per the specifics of those call type definitions.

MVAENT

This call type applies to reports of a motor vehicle collision in which a person or persons are trapped or confined. This call type also applies to a pedestrian/bicyclist struck by a motor vehicle when the victim is believed to be under the vehicle or stuck between the vehicle and another object.

MVAENT W/FIRE

This call type applies to reports of a motor vehicle collision in which a person or persons are trapped or confined AND there is visible smoke or fire coming from the vehicle. This call type also applies to a pedestrian/bicyclist struck by a motor vehicle when the victim is believed to be under the vehicle or stuck between the vehicle and

another object and there is smoke or fire coming from the vehicle.

MVANO W/FIRE

This call type applies to reports of a motor vehicle collision with another vehicle or property with no reported injuries, where there is smoke or fire coming from the vehicle.

MVAUNK

This call type applies to reports of a motor vehicle collision with another vehicle or property, including Automatic Crash Notifications, where injuries are not verified.

MVAUNK LEVEL 2

This call type applies to reports of a motor vehicle collision with another vehicle, property, or pedestrian where injuries are not verified AND involves the following:

- A train is reported to be involved
- One or more vehicles involved, reported to have rolled over
- Information being provided speaks to a level of seriousness that is likely to necessitate fire service operations despite the caller not being able to confirm injuries

MVAUNK W/FIRE

This call type applies to reports of a motor vehicle collision with another vehicle, property, or pedestrian where injuries are not verified AND there is visible smoke or fire coming from the vehicle.

MVAWITH

This call type applies to reports of:

- a motor vehicle collision with another vehicle or property with known or suspected injuries reported
- a motor vehicle has collided with a pedestrian/bicyclist AND the vehicle strikes another vehicle or object (pole, building, sign, etc.)

MVAWITH LEVEL 2

This call type applies to reports of a motor vehicle collision with another vehicle, property, or pedestrian with known or suspected injuries AND involves the following:

- A train is reported to be involved
- One or more vehicles involved, reported to have rolled over
- Information being provided speaks to a level of seriousness that is likely to necessitate fire service operations.

MVAWITH W/FIRE

This call type applies to reports of a motor vehicle collision with another vehicle, property, or pedestrian with a known or suspected injury AND there is smoke or fire coming from a vehicle.

NMBTF

This call type applies to requests for the Neversink Mountain Brush Task Force.

PEDESTRIAN ACCIDENT

This call type applies to incidents in which a pedestrian is struck by a motor vehicle and does not meet the criteria for any existing MVA call type. A pedestrian is defined as an individual on foot or operating a vehicle primarily designed to be human powered (bicycle, scooter, etc.), or an electric powered mobility assistance device (electric wheelchair).

For incidents where any involved party is reported to be trapped or confined, use **MVAENT**.

For incidents where the involved vehicle strikes another motor vehicle or object (pole, building, sign, etc.), use **MVAWITH**.

PUMP (Fire Only)

This call type applies to requests for assistance due to the presence of a standing water condition in a structure.

If water condition begins to threaten electrical service/appliance with no visible smoke or fire use MF.

RESCUE

This call type applies to requests for assistance involving the following:

- Entrapment in machinery
- Entrapment in recreational equipment
- Entrapment or confinement in a residence, room, or vehicle (not from an MVA) where the victim appears to be in distress
- Child locked inside a vehicle
- Individuals or vehicles stuck in water not joined to a designated body of water
- Elevator alarm with voice contact indicating an individual(s) is stuck in an elevator
- Wires down on an occupied vehicle
- Incidents requiring a general rescue assignment that do not meet the definition of specialized rescue call types

Use WELFARE CHECK for confirmed accidental emergency button activations in an elevator where no apparent medical concerns exist.

RESCUE CONFINED SPACE**

This call type applies to requests for a rescue assignment when individuals are unable to exit a confined space.

A **confined space** is defined as a space that is large enough for a person to enter but has limited or restricted means for entry or exit and is not designed for continuous occupancy (tanks, silos, storage bins, hoppers, vaults, pits, underground tunnels, sewers, manholes, etc.).

RESCUE HIGH ANGLE**

This call type applies to requests for a rescue assignment when victims are out of the reach of ladders or other access.

High angle or rope rescues typically consist of operations involving the use of ropes, pulleys, and other suspension-type equipment.

RESCUE TRENCH**

This call type applies to requests for a rescue assignment when a trench or other type of excavation has collapsed or partially collapsed burying or partially burying victims.

RESCUE WILDERNESS**

This call type applies to incidents where an individual's location is known, and they require extrication from an area that is not easily accessible nor in close proximity to a roadway or other normal mode of access (woods, mountains, trails, etc.).

SEARCH**

This call type applies to requests for assistance with locating individuals reported to be lost or missing in urban or rural areas.

SEBBTF – 1 (Fancy Hill) (Fire Only)**

SEBBTF – 2 (Mt Penn) (Fire Only)**

SEBBTF – 3 (Schuylkill River) (Fire Only)**

These call types apply to a request for the Southeastern Berks Brush Task Force.

SETTF (Fire Only)**

This call type applies to requests for the Southeastern Berks Tanker Task Force.

SF (Structure Fire)

This call type applies to reports of:

- Any smoke or fire in or from a building or structure, unless the incident meets SI or SI Level 2 criteria
- Any fire on the exterior surface of a building or structure, or when reports indicate fire involvement is imminent (e.g. melting or blackening of the

- surface), or if the caller reports the building is at imminent risk of catching fire from something else that is burning (i.e. VF, BF, MF, etc.)
- AFA in conjunction with either hot smells or appliance malfunctions

Reports of “hot smells”, appliance malfunctions with no visible smoke or fire, or fires reported to be out will be typed **SI**.

SF ENT (Structure Fire reported with Entrapment)

This call type applies to reports of any incident meeting the definition of a structure fire where individuals are confirmed/suspected to be in the structure and unable to evacuate.

SI (Structure Incident – Formerly Structure Investigation)

This call type applies to reports of the following:

- Fires reported to be out
- Fire **INSIDE** of an oven (including when the fire is still active). Does not apply to a microwave, toaster, similar appliance that is not designed to contain fire
- Unusual smoke coming from a chimney or other feature that is a normal outlet of combustion **WITHOUT** fire, brands, or sparks
- “Hot smells”, appliance malfunctions, outlets arcing/sparking with no visible smoke or fire
- Residential lockout with an oven or stove left on **WITHOUT** smoke, fire, or audible alarm
- Wires arcing/sparking at the weather head (main electrical service connection to the building) **WITHOUT** fire

Reports of unusual smoke or conditions from a chimney WITH the presence of fire, brands, or sparks will be typed **SI Level 2**.

SI LEVEL 2 (Structure Incident Level 2)

This call type applies to report of fire in or on a single-story building or structure that is not known to be occupied AND the building or structure is reported to be smaller than 20'x20'. This call type will also be used for reports of fire, brands, or sparks from a chimney.

Reports of unusual smoke or conditions from a chimney WITHOUT fire, brands, or sparks will be typed **SI**.

TREE DOWN

This call type applies to reports of a fallen tree or tree branch in the roadway or on a structure with no reported structural damage.

VF (Vehicle Fire)

This call type applies to reports of smoke or fire coming from a vehicle.

When reports indicate fire involvement of a structure in proximity is imminent (e.g. melting or blackening of the surface), or if the caller reports a structure is at imminent risk of catching fire from the burning vehicle, the incident will be typed **SF**, or **SI Level 2** as per the specifics of those call type definitions.

WATER EMERGENCY**

This call type applies to reported incidents involving individuals that are in a body of water including but not limited to the following:

- Ice rescues
- Watercraft accidents
- Occupied vehicles stuck in a designated body of water or water attached to a designated body of water (e.g. flooded roadway near a creek or lake)
- Rescue of an individual in distress

Reports of individuals or vehicles stuck in street flooding not joined to a designated body of water (e.g. creek or lake) are typed **RESCUE**.

WIRES DOWN

This call type applies to reports of:

- Utility wires down and visibly arcing
- Utility wires down and not visibly arcing
- Utility wire(s) and pole(s) down
- Trees or tree branches on wires **with no fire or smoke present**
- Low hanging wires
- Wires down on an unoccupied vehicle w/out fire
- Broken or damaged pole suspended from wires

Reports of wires arcing/sparking at the weather head WITHOUT fire will be call typed **SI**.

Z2TTF (Fire Only)

This call type applies to requests for the Zone 2 Tanker Task Force.

Z3TTF (Fire Only)

This call type applies to requests for the Zone 3 Tanker Task Force.

Z4TTF (Fire Only)

This call type applies to requests for the Zone 4 Tanker Task Force.

Z5/6WRTF (Fire Only)

This call type applies to requests for the Zones 5&6 Water Rescue Task Force.

EMERGENCY MEDICAL SERVICES

EMS call types are assigned based upon the protocols established in the APCO EMD program.

AIRWAY OBSTRUCTION

This call type applies to a patient reported to have some type of airway obstruction.

ALS MEDICAL

This call type applies to reported medical (non-trauma) emergencies that require Advanced Life Support (ALS) trained personnel and equipment and do not meet the definition of a specific EMS call type.

ALS TRAUMA

This call type applies to reported trauma (non-medical) emergencies that require Advanced Life Support (ALS) trained personnel and equipment and do not meet the definition of a specific EMS call type.

ASSAULT/FIGHT INJURY - ALS

This call type applies to reported instances of physical combat between or among persons regardless of the number when there is known/suspected injuries requiring ALS trained personnel and equipment; except if the combatants meet the definition of a covered (domestic) relationship.

This call type also applies to reported instances of sexual assault regardless of the relationship.

ASSAULT/FIGHT INJURY - BLS

This call type applies to reported instances of physical combat between or among persons regardless of the number when there are known/suspected injuries not meeting ALS criteria; except if the combatants meet the definition of a covered (domestic) relationship.

This call type also applies to reported instances of sexual assault regardless of the relationship.

BLS MEDICAL

This call type applies to reports of medical (non-trauma) emergencies not meeting ILS or ALS criteria, and do not meet the definition of a specific EMS call type.

BLS TRAUMA

This call type applies to reports of trauma (non-medical) emergencies not meeting ILS or ALS criteria and do not meet the definition of a specific EMS call type.

CARDIAC/RESPIRATORY ARREST

A patient described as unconscious and not breathing normally or the caller is unable to confirm if the patient is breathing adequately. In cases where obvious signs of death are present use **CLASS 5 DOA**.

CHILDBIRTH

This call type applies to following:

- A patient greater than 20 weeks pregnant with contractions less than 5 minutes apart
- Crowning or any part of the baby's body is visible in the birth canal
- The baby has been delivered.

CLASS 4 MENTAL

This call type applies to the following:

- Patients with a behavioral emergency believed to be related to a psychiatric cause
- Patients with behavioral symptoms which are believed to be a possible threat to the safety of the patient, bystanders, or responders
- Patients making threats of suicide or self-harm with no actions taken
- Police request for an evaluation/assist for a mental health issue
- If the act that caused the injury is believed to be intentionally self-inflicted, and the injuries do not meet ALS criteria
- 302/201 committal

CLASS 5 DOA

This call type applies to a patient described as deceased with obvious signs of death.

- Decapitation – separation of the head from the body
- Head injury with brain matter exposed
- Crushing or penetrating injury with internal organs exposed without signs of circulation or respiration
- Decomposition – decay, disintegration of the body
- Rigor Mortis – body stiffness that occurs approximately 3-4 hours after death
- Lividity – dark purple discoloration of the body due to gravity pooled blood

DOMESTIC INJURY - ALS

This call type applies to a reported disturbance between persons in a "Covered Relationship" where one or more involved parties request/requires ALS-trained personnel and equipment. See Domestic description for definition of "Covered Relationship."

DOMESTIC INJURY - BLS

This call type applies to a reported disturbance between persons in a "Covered Relationship" where one or more involved parties request/requires EMS but does not

meet ALS criteria. See Domestic description for definition of “Covered Relationship.”

EMS SERVICE (EMS Only)

This call type applies to the following administrative requests:

- EMS Transports
- Telephone details for the purpose of company business
- Officer in charge (OIC) requests
- Requests for administrative EMS service details that do not fit the definition of any other call type

ILS MEDICAL

This call type applies to reported medical (non-trauma) emergencies that require Intermediate Advanced Life Support (ILS) trained personnel and equipment and do not meet the definition of a specific EMS call type.

ILS TRAUMA

This call type applies to reported trauma (non-medical) emergencies that require Intermediate Advanced Life Support (ILS) trained personnel and equipment and do not meet the definition of a specific EMS call type.

LIFT ASSIST

This call type applies to a request for assistance with lifting a person who has fallen but denies being injured or who is unable to get up on his/her own power.

OVERDOSE

This call type applies to any alcohol, drug, or medication intake in conjunction with the following criteria:

- Difficulty/painful breathing
- Feeling faint, weak, or dizzy
- Difficulty swallowing
- Any ingestion of a substance that results in contact with Poison Control

SHOOTING

This call type applies to reports of an individual or individuals with a known/suspected injury sustained by gunfire.

STABBING

This call type applies to reports of a patient that has been penetrated by a sharp or pointed object at close range when the injuries are believed to be significant (meeting ALS criteria). This call type applies when the act that caused the injury is believed to be intentional.

If the act that caused the injury is believed to be accidental, and the injuries meet ALS criteria, use **ALS TRAUMA**

If the act that caused the injury is believed to be accidental, and the injuries do not meet ALS criteria, use **BLS TRAUMA**.

If the act that caused the injury is believed to be intentionally caused by another and does not meet ALS criteria, use **ASSAULT/FIGHT INJURY BLS** or **DOMESTIC INJURY BLS** as appropriate for the relationship of the parties.

If the act that caused the injury is believed to be intentionally self-inflicted, and the injuries do not meet ALS criteria, use **CLASS 4 MENTAL**.

SUICIDE

This call type applies to any self-inflicted manner meant to bring about self-harm not meeting any other current call type criteria.

Use CLASS 4 MENTAL, STABBING, SHOOTING, OVERDOSE when the means of attempted self-inflicted harm was done fitting one of these definitions.

UNCONSCIOUS

This call type applies to a patient who is not alert or able to be roused through verbal or physical (arm shaking) stimulation, or in an active seizure, and is breathing normally.