

7.0

VERSION

Emergency Fire Dispatch Update Guide

The International Academy's EFD Protocol™



FIRE PRIORITY DISPATCH SYSTEM™

FPDS v7.0 FULL VERSION UPDATE
Over 200 New Changes
Described Inside

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Emergency Fire Dispatch Update Guide

FPDS v7.0

Introduction

The new Fire Priority Dispatch System™ (FPDS®) version 7.0 is designed to send a more informed response earlier in the caller interrogation. This update brings several new dimensions to Emergency Fire Dispatch since the original release of the FPDS in 2000, including more specific suffixes, earlier send points, and clearer definitions. These revisions represent a continued desire to uphold and improve upon our standards of excellence regarding caller, bystander, and responder safety.

The College of Fellows of the International Academy of Emergency Fire Dispatch® (IAEFD™) alone has the right to modify the core protocol content of the FPDS. Users of the FPDS are encouraged to submit Proposals for Change (PFCs) to be carefully considered by the Fire Council of Standards on behalf of the College of Fellows. The Council of Standards analyzes new research and evolving standards of practice from the fire community to determine which proposals should be accepted and how to best implement them.

Quick Overview—Updates in v7.0

- Protocol 53: Service Call has been reworked to simplify dispatching for the EFD and includes two new Key Question sequences and new special definition suffixes for SERVICE CALL and Urgent SERVICE CALL.
- New Special Definition suffixes for Mass Casualty Incident (MCI) have been added on Protocol 57: Explosions and Protocol 61: HAZMAT.
- The Essential Information section has been renamed Description Essentials to better match the language used in the Medical and Police disciplines. In addition, new Description Essential symbols and question sequences for Equipment/Supplies, Subject's Outdoor/Backcountry Experience, Lost Person, and Clothing have been added in correlation with several of the new Chief Complaint Protocols.
- New Protocol 78: Backcountry Rescue has been added for callers trapped in an avalanche, high angle terrain, or an inaccessible area.
- New Protocol 79: Lost Person has been added for gathering as much information as possible about a lost person and where they might be located.

- New Protocol 80: Outside Tank Fire was split from Protocol 67: Outdoor Fire and specifically addresses natural and LP gas tank fires.
- New Protocol 81: Sinking Vehicle/Vehicle in Floodwater was split from Protocol 72: Water/Ice/Mud Rescue and specifically addresses calls for sinking vehicles and vehicles in floodwater.
- New Protocol 82: Vegetation/Wildland/Brush/Grass Fire was split from Protocol 67: Outdoor Fire and specifically addresses situations where vegetation, brush, or grass is on fire.
- New Protocol 83: Weather/Disaster Situations has been added for large scale weather and disaster situations.
- Protocol A: Water Rescue has a new panel A-1d that provides instructions for callers in a sinking vehicle who cannot swim.
- The “Flood” panel on Protocol A: Water Rescue has been renamed “Floodwaters” and now includes additional instructions for floodwaters in a building or structure. New instructions for a stranded person who is not threatened have also been added.
- New Protocol B: Building Evacuation and Health/Life Safety has been added. These instructions include building evacuation, assisting a caller trapped in a building fire, assisting a caller who is in danger but is not trapped, helping a person on fire, and how to shut off a gas meter/tank.
- New Protocol C: Backcountry Hazards has been added. These instructions include how to find and rescue a person buried in an avalanche, how to safely anchor someone in a high angle rescue situation, and general survival instructions.
- New Protocol D: USAR/Vehicle and Other Hazards has been added. These instructions include what to do in a HAZMAT situation; what to do when trapped in a confined space, structure collapse, or trench; how to escape being locked in a trunk; what to do if your vehicle is on fire or if electrical wires are in contact with a vehicle on fire; and what to do if a bomb or suspicious package is found.
- The Pre-Arrival Instructions for Chemical Suicide have been moved from Protocol D to Protocol E.
- The Pre-Arrival Instructions for Tunnel Fire have been moved from Protocol C to Protocol F.
- New Protocol G: Wildland Fire Hazards has been added. These instructions include how to escape from a wildland fire and how to prepare when a wildland fire is approaching.
- Instruction panels “Control Bleeding” and “Burn Treatment” have been added to Protocol X: Case Exit.

Using this Guide

This Update Guide details each change in FPDS v7.0 and the rationale behind it. For easy reference, this guide is divided into four sections:

1. **Determinant Code Conversion Guide.** This section lists all of the new, modified, or reassigned determinants and suffixes, which aids agencies in updating and assigning an appropriate response for each Determinant Code.
2. **ProQA Only Changes.** This section explains the Sub-Chief Complaint Selection Tree, Smart DLS Links, and Smart Als.
3. **Multi-Protocol Changes.** This section details those changes that affect multiple protocols. The protocols affected by each change are listed, and each change is assigned a letter to refer back to it.
4. **Changes to Individual Protocols.** This section presents an exhaustive list of the significant changes to each protocol in the FPDS. Multi-Protocol Changes affecting each protocol are also referenced here with the letter listed under the previous section to refer back to them.

The FPDS is distributed as both a printed flip card system and a software system—ProQA. For ease of reference, this guide details the changes and improvements to the Fire Priority Dispatch System in its printed form unless specified otherwise. The ProQA software uses the same area designations as the cards. However, due to ProQA's ability to automate much of the calltaking process, specific numbered identifiers and sequences may differ.

Making the Change

The IAEDF and its contract management organization, Priority Dispatch Corp.™ (PDC™), are committed to making your switch to FPDS v7.0 as simple as possible. There are many ways for you to obtain assistance.

For software/technical assistance, contact PDC Technical Support at 1-866-777-3911 (toll free), 801-363-9127 (local/international), or technical.support@prioritydispatch.net.

For questions regarding protocol content or application, email the IAEDF at efd.standards@emergencydispatch.org.

For assistance with implementing FPDS v7.0 in your agency or for any other question, please contact your PDC client service representative at 800-363-9127 (toll free) or 801-363-9127 (local/international).

Determinant Code Conversion Guide

To update your response assignments, use the following table to locate the Determinant Code changes from FPDS v6.1 to v7.0. You will need to modify or assign an appropriate response for each changed or new Determinant Code and/or suffix.

Column 1. This column lists the changing v6.1 Determinant Codes or suffixes.

Column 2. This column shows the change that has been made to the Determinant Descriptor or suffix.

=	The Determinant Descriptor is assigned to the same Determinant Code, or the suffix is still assigned to the same letter.
→	The Determinant Descriptor has been assigned to a new Determinant Code, or the suffix has been assigned to a new letter.
new	The Determinant Descriptor/suffix is new.
removed	The Determinant Descriptor/suffix has been removed.

Column 3. This column lists the v7.0 Determinant Code to which the Determinant Descriptor is now assigned. New suffix letters are also listed in this column.

Column 4. This column lists any changes/modifications to the Determinant Descriptor. New or changing suffixes are also listed in this column.

v6.1	Code/ Suffix Changes	v7.0	Determinant Descriptor/Suffix Changes
Protocol 51: Aircraft Emergency			
51-D-4	=	51-D-4	COASTAL water aircraft emergency → COASTAL water crash
51-D-5	=	51-D-5	INLAND water aircraft emergency → INLAND water crash
51-D-6	=	51-D-6	OCEANIC water aircraft emergency → OCEANIC water crash
51-C-1	=	51-C-1	Aircraft incoming – full emergency (ALERT II) → Aircraft incoming (ALERT II)

51-C-2	=	51-C-2	Aircraft incoming – minor emergency (ALERT I) → Aircraft incoming (ALERT I)
–	new	suffix A	Airship/Blimp
–	new	suffix B	Hot air balloon
–	new	suffix H	Helicopter
–	new	suffix T	LIGHT
Protocol 52: Alarms			
–	new	suffix D	Carbon dioxide
–	new	suffix L	Duct detector
Protocol 53: Service Call			
53-B-2	removed	–	Locked in/out of building (medical assistance)
53-B-3	removed	–	Locked in/out of building (unknown medical assistance)
53-B-4	removed	–	CITIZEN ASSIST (medical assistance)
53-B-5	→	53-B-3	SERVICE CALL (medical assistance) → SERVICE CALL with medical assistance (a through j or r through z)
53-B-6	removed	–	Unknown/Other situation (medical assistance)
–	new	53-B-2	Welfare check
–	new	53-B-4	Urgent SERVICE CALL (a through j)
53-A-1	=	53-A-1	Locked in/out of building (non-medical assistance) → Locked in/out of building
53-A-2	removed	–	CITIZEN ASSIST (non-medical assistance)
–	new	53-A-2	Lift assist
53-A-5	=	53-A-5	SERVICE CALL → SERVICE CALL (r through z)
53-Ω-6	→	53-Ω-7	Other
–	new	53-Ω-6	Flooded/Water in roadway
–	new	suffix a	Locally defined suffix a
–	new	suffix b	Locally defined suffix b
–	new	suffix c	Locally defined suffix c
–	new	suffix d	Locally defined suffix d
–	new	suffix e	Locally defined suffix e

–	new	suffix f	Locally defined suffix f
–	new	suffix g	Locally defined suffix g
–	new	suffix h	Locally defined suffix h
–	new	suffix i	Locally defined suffix i
–	new	suffix j	Locally defined suffix j
–	new	suffix r	Locally defined suffix r
–	new	suffix s	Locally defined suffix s
–	new	suffix t	Locally defined suffix t
–	new	suffix u	Locally defined suffix u
–	new	suffix v	Locally defined suffix v
–	new	suffix w	Locally defined suffix w
–	new	suffix x	Locally defined suffix x
–	new	suffix y	Locally defined suffix y
–	new	suffix z	Locally defined suffix z
Protocol 54: Confined Space/Structure Collapse			
54-D-1	=	54-D-1	ENTRAPMENT (confirmed) → ENTRAPMENT/TRAPPED (confirmed)
54-D-2	=	54-D-2	ENTRAPMENT (confirmed) with hazardous materials → ENTRAPMENT/TRAPPED (confirmed) with hazardous materials
54-C-1	=	54-C-1	ENTRAPMENT (unconfirmed) with hazardous materials → ENTRAPMENT/TRAPPED (unconfirmed) with hazardous materials
54-B-1	=	54-B-1	ENTRAPMENT (unconfirmed) → ENTRAPMENT/TRAPPED (unconfirmed)
suffix A	removed	–	Avalanche
suffix M	=	suffix M	Mudslide → Landslide/Mudslide
Protocol 55: Electrical Hazard			
–	new	55-C-3	Substation/Distribution station
–	new	55-C-4	Underground electrical problem (vault/manhole)
–	new	55-C-5	Solar farm
–	new	suffix N	Person in contact with electrical hazard

–	new	suffix S	Person in contact with electrical hazard and single injured person
–	new	suffix T	Person in contact with electrical hazard and multiple injured persons
–	new	suffix P	People in danger
–	new	suffix A	Animals
–	new	suffix B	Buildings (non-residential)
–	new	suffix O	Other
–	new	suffix R	Residential
–	new	suffix U	Unknown
–	new	suffix V	Vehicle
Protocol 56: Elevator/Escalator Incident			
56-D-1	=	56-D-1	Escalator ENTRAPMENT with injuries → Escalator ENTRAPMENT/TRAPPED with injuries
56-B-2	=	56-B-2	Escalator ENTRAPMENT without injuries → Escalator ENTRAPMENT/TRAPPED without injuries
–	new	56-A-2	Elevator alarm
Protocol 57: Explosion			
57-D-7	=	57-D-7	Large NON-DWELLING building/structure (barn, storage building) → LARGE NON-DWELLING building/structure
57-D-8	=	57-D-8	Small NON-DWELLING building/structure (shed, detached garage) → SMALL NON-DWELLING building/structure
57-B-1	→	57-C-1	Other vehicle explosion
–	new	57-C-2	Open area
–	new	57-C-3	Manhole (cover/underground vault)
57-B-2	→	57-B-1	Other explosion
57-B-3	→	57-B-2	Unknown situation (investigation)
suffix X	→	suffix V	Single injured person
suffix Y	→	suffix W	Multiple injured persons

–	new	suffix X	MCI Level 1
–	new	suffix Y	MCI Level 2
–	new	suffix Z	MCI Level 3
Protocol 58: Extrication/Entrapment			
58-D-1	=	58-D-1	ENTRAPMENT (except PERIPHERAL , finger, or toe) → ENTRAPMENT/TRAPPED (head, trunk/torso/chest, upper arm, upper leg)
–	new	58-C-1	ENTRAPMENT/TRAPPED (unknown body part)
58-B-1	=	58-B-1	ENTRAPMENT (PERIPHERAL only) → ENTRAPMENT/TRAPPED (hand, wrist, forearm, foot, lower leg)
–	new	58-B-3	ENTRAPMENT/TRAPPED (NON-THREATENED)
58-A-1	=	58-A-1	ENTRAPMENT (finger or toe) → ENTRAPMENT/TRAPPED (finger, toe, hair)
–	new	58-A-2	No longer trapped with injuries
58-Ω-1	=	58-Ω-1	No longer trapped → No longer trapped (no/unknown injuries)
Protocol 60: Gas Leak/Gas Odor (Natural and LP Gases)			
–	new	60-C-4	Transmission/Distribution (main/service) pipeline
–	new	60-C-5	High-pressure line
–	new	60-B-4	Unknown situation (investigation)
Protocol 61: HAZMAT			
61-D-1	=	61-D-1	In or near WATERWAY → UNCONTAINED in/near OTHER WATERWAY
61-D-3	removed	–	UNCONTAINED illegal drug lab
–	new	61-D-3	COASTAL water
61-D-4	removed	–	UNCONTAINED chemical suicide
–	new	61-D-4	INLAND water
–	new	61-D-5	OCEANIC water
–	new	61-D-6	Sewer/Drain
61-C-2	removed	–	CONTAINED illegal drug lab

–	new	61-C-2	CONTAINED in/near OTHER WATERWAY
61-C-3	removed	–	CONTAINED chemical suicide
suffix C	removed	–	Chemical
suffix B	removed	–	Biological
suffix R	removed	–	Radiological
suffix N	removed	–	Nuclear
suffix U	removed	–	Unknown
–	new	suffix D	Drug lab
–	new	suffix S	Chemical suicide
–	new	suffix V	Single sick/injured person
–	new	suffix W	Multiple sick/injured persons
–	new	suffix X	MCI Level 1
–	new	suffix Y	MCI Level 2
–	new	suffix Z	MCI Level 3
Protocol 62: High Angle Rescue			
–	new	62-D-5	HIGH ANGLE rescue with unknown number of injuries
–	new	62-C-1	Unknown situation (suicidal with injuries)
Protocol 63: Lightning Strike (Investigation)			
–	new	63-C-5	Outdoor venue (sporting event/concert/campground)
63-B-2	=	63-B-2	Large NON-DWELLING building/structure (barn, storage building) → LARGE NON-DWELLING building/structure
63-B-3	=	63-B-3	Small NON-DWELLING building/structure (shed, detached garage) → SMALL NON-DWELLING building/structure
63-B-7	=	63-B-7	Unknown situation (investigation) → Unknown situation (investigation)/ Unknown building type
Protocol 64: Marine/Boat Fire			
–	new	64-B-2	Unknown situation (investigation)

Protocol 66: Odor (Strange/Unknown)			
–	new	66-B-1	Unknown situation (investigation) with sick person(s)
–	new	66-A-3	Unknown situation (investigation)
Protocol 67: Outside Fire			
67-D-1	removed	–	WILDLAND fire
67-D-2	removed	–	LARGE BRUSH/GRASS fire
–	new	67-D-1	LARGE ELEVATED structures
67-D-3	→	67-D-2	LARGE OUTSIDE fire
67-D-4	→	67-D-3	LARGE OUTSIDE fire with hazardous materials
67-D-5	removed	–	Refinery/Tank farm/Fuel storage
67-C-1	removed	–	SMALL BRUSH/GRASS fire
–	new	67-C-1	SMALL ELEVATED structures
67-A-1	removed	–	Transformer (wire or pole)
67-A-2	→	67-A-1	Extinguished fire → Extinguished fire (1 st /2 nd party)
67-Ω-1	removed	–	Controlled burn
–	new	suffix T	Trapped
suffix P	=	suffix P	People → People in danger
Protocol 68: Smoke Investigation (Outside)			
–	new	68-A-3	Unknown situation (investigation)
Protocol 69: Structure Fire			
69-E-7	removed	–	Chimney
69-E-8	→	69-E-7	Large NON-DWELLING building/structure (barn, storage building) → LARGE NON-DWELLING building/structure
69-E-9	→	69-E-8	Small NON-DWELLING building/structure (shed, detached garage) → SMALL NON-DWELLING building/structure
69-E-10	→	69-E-9	Mobile home, house trailer, portable office
69-E-11	→	69-E-10	Building/Structure over water
69-E-12	→	69-E-11	Unknown building/structure type

69-D-7	removed	–	Chimney
69-D-8	→	69-D-7	Large NON-DWELLING building/structure (barn, storage building) → LARGE NON-DWELLING building/structure
69-D-9	→	69-D-8	Small NON-DWELLING building/structure (shed, detached garage) → SMALL NON-DWELLING building/structure
69-D-10	→	69-D-9	Mobile home, house trailer, portable office
69-D-11	→	69-D-10	Building/Structure over water
69-D-12	→	69-D-11	Unknown building/structure type
69-C-1	removed	–	Appliance (contained)
69-C-2	removed	–	Extinguished fire
suffix I	→	suffix X	Single injured person
suffix J	→	suffix Y	Multiple injured persons
–	new	suffix A	Appliance (contained)
–	new	suffix C	Chimney
–	new	suffix E	Extinguished fire (1 st /2 nd party)
–	new	suffix L	Electrical problem
Protocol 70: Train and Rail Collision/Derailment			
70-D-1	=	70-D-1	Person trapped by train (no collision/derailment) → Person trapped/struck by train (no collision/derailment)
suffix T	=	suffix T	Trolley → Trolley/Streetcar
Protocol 71: Vehicle Fire			
–	new	71-E-1	Vehicle fire (occupants trapped)
71-C-2	=	71-C-2	Vehicle fire in PARKING GARAGE (PARKADE) → Vehicle fire in PARKING GARAGE
71-B-2	split	71-B-3	COMMERCIAL vehicle (extinguished)
		71-B-4	LARGE FUEL/FIRE LOAD vehicle (extinguished)
		71-B-5	Agricultural/Farm/Excavation/Construction machinery (extinguished)
–	new	71-B-2	Motorcycle/Scooter/ATV

Protocol 72: Water/Ice/Mud Rescue			
72-E-1	removed	–	Sinking vehicle
72-E-2	removed	–	Vehicle in floodwater (threatened)
72-C-1	removed	–	VEHICLE IN FLOODWATER (NON-THREATENED)
–	new	72-C-1	Stranded in building/structure due to flood
Protocol 74: Suspicious Package (Letter, Item, Substance)/Explosives			
–	new	74-B-3	Unknown situation (investigation)
Protocol 75: Train and Rail Fire			
suffix T	=	suffix T	Trolley → Trolley/Streetcar
Protocol 76: Bomb Threat			
–	new	suffix U	Unknown
Protocol 77: Motor Vehicle Collision			
–	new	77-E-1	Vehicle collision (on fire and occupants trapped)
77-D-6	=	77-D-6	Vehicle vs. pedestrian/bicycle/motorcycle → Vehicle vs. pedestrian/bicycle
–	new	77-D-7	Motorcycle/Vehicle vs. motorcycle
77-D-7	→	77-D-8	Vehicle vs. building
77-D-8	→	77-D-9	UNSTABLE vehicle
77-D-9	→	77-D-10	COMMERCIAL vehicle
Protocol 78: Backcountry Rescue			
–	new	78-D-1	AVALANCHE (multiple trapped persons)
–	new	78-D-2	AVALANCHE (single trapped person)
–	new	78-D-3	Trapped/Injured in CREVASSE
–	new	78-D-4	Trapped/Injured in INACCESSIBLE AREA
–	new	78-D-5	Trapped/Injured in HIGH ANGLE TERRAIN
–	new	78-D-6	Cave/Abandoned mine
–	new	78-C-1	AVALANCHE (unknown number of trapped persons)
–	new	78-C-2	Injured in accessible area
–	new	78-C-3	Not injured in INACCESSIBLE AREA

–	new	78-C-4	Not injured in HIGH ANGLE TERRAIN
–	new	78-B-1	Unknown situation (investigation)
–	new	suffix H	Rising water
–	new	suffix W	INCLEMENT WEATHER
–	new	suffix M	Multiple sick/injured persons
–	new	suffix B	Both INCLEMENT WEATHER and Multiple sick/injured persons
–	new	suffix C	Both Rising water and Multiple sick/injured persons
Protocol 79: Lost Person			
–	new	79-D-1	COMPLEX TERRAIN with multiple sick/injured persons
–	new	79-D-2	COMPLEX TERRAIN with single sick/injured person
–	new	79-D-3	Multiple sick/injured persons
–	new	79-D-4	Single sick/injured person
–	new	79-D-5	COMPLEX TERRAIN
–	new	79-C-1	Lost person
–	new	suffix W	INCLEMENT WEATHER
–	new	suffix M	Multiple people involved
–	new	suffix B	Both INCLEMENT WEATHER and Multiple people involved
Protocol 80: Outside Tank Fire			
–	new	80-D-1	LARGE NATURAL/LP GAS storage tank
–	new	80-D-2	LARGE CHEMICAL storage tank
–	new	80-D-3	LARGE FUEL storage tank
–	new	80-D-4	Refinery/Tank farm fire
–	new	80-C-1	SMALL NATURAL/LP GAS storage tank
–	new	80-C-2	SMALL CHEMICAL storage tank
–	new	80-C-3	SMALL FUEL storage tank
–	new	80-C-4	Extinguished fire – LARGE tank (1 st /2 nd party)
–	new	80-C-5	Unknown situation (investigation)
–	new	80-B-1	Single NATURAL/LP GAS storage tank ≤ 5 gallons/20 liters

–	new	80-B-2	Extinguished fire – SMALL tank (1 st /2 nd party)
–	new	suffix T	Trapped
–	new	suffix P	People in danger
–	new	suffix A	Animals
–	new	suffix B	Buildings (non-residential)
–	new	suffix D	Additional/Other tanks
–	new	suffix O	Other
–	new	suffix R	Residential
–	new	suffix U	Unknown
–	new	suffix V	Vehicle
–	new	suffix X	Single injured person
–	new	suffix Y	Multiple injured persons
Protocol 81: Sinking Vehicle/Vehicle in Floodwater			
–	new	81-E-1	Sinking vehicle (people inside)
–	new	81-E-2	Vehicle in floodwater (threatened)
–	new	81-D-1	Sinking vehicle – COASTAL water rescue (people in water)
–	new	81-D-2	Sinking vehicle – INLAND water rescue (people in water)
–	new	81-D-3	Sinking vehicle – OCEANIC water rescue (people in water)
–	new	81-C-1	Multiple VEHICLES IN FLOODWATER (NON-THREATENED)
–	new	81-C-2	VEHICLE IN FLOODWATER (NON-THREATENED)
–	new	81-C-3	Sinking vehicle (no people reported inside)
–	new	suffix M	Multiple-person rescue
–	new	suffix X	Single injured person
–	new	suffix Y	Multiple injured persons

Protocol 82: Vegetation/Wildland/Brush/Grass Fire			
–	new	82-E-1	Threatened/TRAPPED by WILDLAND fire
–	new	82-D-1	LARGE WILDLAND fire, structures involved
–	new	82-D-2	LARGE WILDLAND fire, structures THREATENED
–	new	82-D-3	LARGE WILDLAND fire
–	new	82-D-4	SMALL WILDLAND fire, structures involved
–	new	82-D-5	SMALL WILDLAND fire, structures THREATENED
–	new	82-D-6	LARGE BRUSH/GRASS fire, structures involved
–	new	82-D-7	LARGE BRUSH/GRASS fire, structures THREATENED
–	new	82-D-8	LARGE BRUSH/GRASS fire
–	new	82-D-9	SMALL BRUSH/GRASS fire, structures involved
–	new	82-C-1	SMALL WILDLAND fire
–	new	82-C-2	SMALL BRUSH/GRASS fire, structures THREATENED
–	new	82-C-3	SMALL BRUSH/GRASS fire
–	new	82-B-1	Unknown situation (investigation)
–	new	82-A-1	Extinguished fire (1 st /2 nd party)
–	new	82-Ω-1	Controlled burn
–	new	suffix T	Trapped
–	new	suffix P	People in danger
–	new	suffix A	Animals
–	new	suffix O	Other
–	new	suffix U	Unknown
–	new	suffix V	Vehicle
–	new	suffix X	Single injured person
–	new	suffix Y	Multiple injured persons

Protocol 83: Weather/Disaster Situations			
–	new	83-D-1	MASS CASUALTY INCIDENT
–	new	83-D-2	ENTRAPMENT/TRAPPED
–	new	83-D-3	IMMEDIATE DANGER
–	new	83-D-4	CRITICAL INFRASTRUCTURE
–	new	83-C-1	NON-CRITICAL INFRASTRUCTURE
–	new	83-B-1	Medical problems
–	new	83-B-2	Stranded
–	new	83-B-3	Utility-related danger
–	new	83-A-1	Other situation
–	new	83-Ω-1	Referral
–	new	suffix X	MCI Level 1
–	new	suffix Y	MCI Level 2
–	new	suffix Z	MCI Level 3

ProQA Only Changes

Sub-Chief Complaint Selection Tree (ProQA only)

We have created a special selection and sorting feature called the **Sub-Chief Complaint (Sub-CC) Selection Tree**. This facilitates a quicker and more direct way of entering the information you have determined through Case Entry interrogation to this point, when selecting and determining the Chief Complaint (CC), and eliminates the problem of selecting CCs with multiple items listed (compound titles). In using this feature, there are four methods of entry in the CC Code field that you must know:

- 1) **Alphabetical entry:** Since most Emergency Dispatchers become very familiar with the various types of incidents often combined into related CCs (with compound titles), you can now type in a **letter, partial word, or full word**, which then will bring up, already sorted, all instances of your entry underneath the full CC that they are found in. **The selection cursor**, however, will not rest on the full CC, **but on the specific item** (usually a Sub-CC word) **you typed in**. In cases of multiple item/word findings, they will be **stacked and sorted alphabetically for easy selection**. You can arrow up or down through them, and hitting <enter> or double clicking will select your choice.

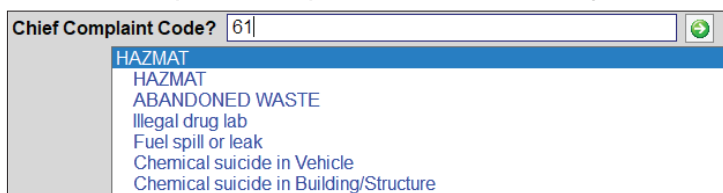


Chief Complaint Code? DOW

- Service Call
- Downed trees and objects
- Electrical Hazard
- Wires down

Upon selecting one of these Sub-CCs, the appropriate CC will be automatically chosen and the later **Blue Operator Sub-CC question** will be **auto-answered**—completely saving that step.

- 2) **Numerical entry:** As before, you can still enter the CC number and the CC (full title) will be displayed. Simply clicking on it or hitting <enter> will select the full CC. If this is done, once on that CC protocol, you will still have to answer the **Blue Operator Question** regarding the specific type of problem or incident that you already know it to be, at this point.

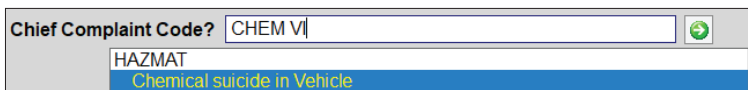


Chief Complaint Code? 61

- HAZMAT
- HAZMAT
- ABANDONED WASTE
- Illegal drug lab
- Fuel spill or leak
- Chemical suicide in Vehicle
- Chemical suicide in Building/Structure

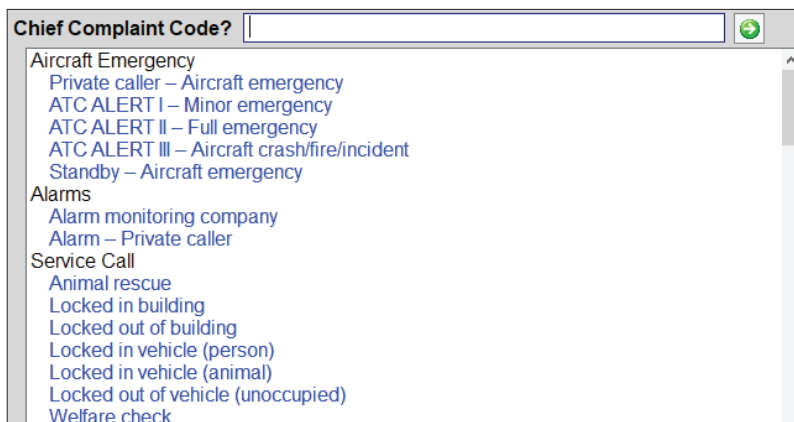
However, you will notice that **each Sub-CC for that protocol is displayed under the full title**. You can arrow up or down through the list, and hitting <enter> or double clicking will select your choice. Upon selecting one of these Sub-CCs, the CC will be automatically chosen and the later **Blue Operator Sub-CC question** will be **auto-answered**—completely saving that step.

- 3) **Multiple Consecutive Alphabetical entry**: Similar to the Alphabetical entry feature is the ability to enter **multiple word fragments to determine very specific Sub-CCs**. For example, typing “WAT RES” will bring up “Water rescue” instead of “Water main break.” Typing “CHEM VE” will bring up “Chemical suicide in Vehicle” instead of “CHEMICAL storage tank fire.” **To add the second and third word selectors, simply add a space between the words** or starting fragments of those words. As with other methods of entry, hitting <enter> or double clicking will select your choice once you narrow it down to the specific Sub-CC.



The screenshot shows a web form with a label "Chief Complaint Code?". To the right of the label is a text input field containing "CHEM V". To the right of the input field is a green circular button with a white plus sign. Below the input field is a dropdown menu. The dropdown menu has a light blue header with the text "HAZMAT". Below the header, the text "Chemical suicide in Vehicle" is displayed in a darker blue background, indicating it is the selected option.

- 4) **Full CC List selection**: Once in the CC Code field, **by hitting <enter>, <space bar>, or double clicking in this blank field, you can show/bring down the entire list** of CCs with each Sub-CC under it. To simply see all CCs in a flat list, click in the CC window near the top (under the menu, but above the upper tab line). This shows all CCs sorted either alphabetically or numerically as pre-set in the View menu pulldown list.



The screenshot shows a web interface with a label "Chief Complaint Code?" followed by a dropdown menu. The dropdown is open, displaying a list of options. The options are grouped into four categories: "Aircraft Emergency", "Alarms", "Service Call", and "Welfare check". Each category has several sub-options listed below it. A green arrow icon is visible in the top right corner of the dropdown menu.

- Aircraft Emergency
 - Private caller – Aircraft emergency
 - ATC ALERT I – Minor emergency
 - ATC ALERT II – Full emergency
 - ATC ALERT III – Aircraft crash/fire/incident
 - Standby – Aircraft emergency
- Alarms
 - Alarm monitoring company
 - Alarm – Private caller
- Service Call
 - Animal rescue
 - Locked in building
 - Locked out of building
 - Locked in vehicle (person)
 - Locked in vehicle (animal)
 - Locked out of vehicle (unoccupied)
- Welfare check

We are very excited about this feature that **shows great potential—if its use parameters are understood** by all Emergency Dispatchers using ProQA.

Smart DLS Links and Smart AIs (ProQA only)

We have created two features called Smart DLS Links and Smart AIs. These features are designed to improve the calltaking experience, making it more efficient and ensuring that relevant information is not overlooked.

- **Smart DLS Links:** Emergency dispatchers can now save time and improve accuracy, in essence, becoming “smarter” when moving to vital Pre-Arrival Instructions. Whenever appropriate, ProQA now highlights the pertinent DLS Links on the PDI/DLS screen based on the known facts and answer choices selected in each case. Instead of always staying on the top DLS Link as before, the cursor/green arrow is also moved to the Smart DLS Link, and if there are multiple smart DLS Links, it is placed on the highest-priority DLS Link.
- **Smart AIs:** Whenever appropriate, relevant additional information, definitions, and lists associated with a specific Key Question are selected and appear highlighted in pink at the top of the AI screen while that KQ is displayed in ProQA. The body of these AI sections (excluding the header) is also highlighted with a pink color. Emergency dispatchers can scan the pertinent AIs at a glance without scrolling and searching, moving more quickly through the call.

Multi-Protocol Changes

A. Dispatch and Go To DLS Rule

Protocols affected: 54, 57, 58, 64, 67, 69, 70, 71, 72, 75, 77

- The former Rule has been removed: “When, before finishing Key Questions, you are directed to **dispatch and go to DLS**, **provide** all applicable **PDI**s, **provide** any appropriate **PAI**s from Protocols A, B, and C ([red](#) and [blue](#) links), and **return to questioning** when possible.”

Rationale: This Rule is not necessary as the Legend of Symbols indicates what dispatchers should do when they see certain symbols.

B. Local Fire Administration/Agency Header and Definition

Protocols affected: Case Entry, 51, 52, 53, 54, 57, 59, 60, 61, 63, 67, 69, 72, 74, 76, 77

- **Cardset only:** A new header and definition for Local Fire Administration/Agency has been added before special definitions. This definition has been removed from each Special Definition individually and has been added as its own section. See Figure 1.

Rationale: To make more space, and to improve the flow of the Additional Information section, the Local Fire Administration/Agency definition is listed only once on each relevant protocol and is placed before any and all special definitions.

Local Fire Administration/Agency
Local Fire Administration/Agency must define and authorize (X) for dispatch purposes what constitutes the following:

LARGE NON-DWELLING Building/Structure

☐ _____

Approval signature of local Fire Administration/Agency Date approved

SMALL NON-DWELLING Building/Structure

☐ _____

Approval signature of local Fire Administration/Agency Date approved

Figure 1. Example of Multi-Protocol Changes B, C, and D. Local Fire Administration/Agency definition, LARGE NON-DWELLING Building/Structure definition, and SMALL NON-DWELLING Building/Structure definition. Protocol 57. FPDS v7.0. © 2000–2018 PDC.

C. Special Definition Sign Off Line

Protocols affected: Case Entry, 51, 52, 53, 54, 57, 59, 60, 61, 63, 67, 69, 72, 74, 76, 77

- **Cardset only:** The text beneath the signature line for special definitions has been modified from “Approval signature of local Fire Administration” to “Approval signature of local Fire Administration/Agency.” See Figure 1.

Rationale: Each Special Definition must be approved by either the local Fire Administration or by the local Fire Agency.

D. LARGE/SMALL NON-DWELLING Building/Structure Definitions

Protocols affected: Case Entry, 57, 63, 69

- The **NON-DWELLING Building/Structure** definition has been split into two new Local Fire Administration/Agency defined special definitions: “**LARGE NON-DWELLING Building/Structure**” and “**SMALL NON-DWELLING Building/Structure.**” See Figure 1.

Rationale: Agencies can now not only define what a non-dwelling structure is for their area, but can include specific examples that qualify as either a LARGE NON-DWELLING Building/Structure or a SMALL NON-DWELLING Building/Structure. This will help dispatchers to be better able to send the correct response.

E. MarineTraffic.com Axiom

Protocols affected: 64, 73

- A new Axiom has been added on a few protocols: “**MarineTraffic.com** is an international website that can be used to get **more detailed information** about the boat/vessel.”

Rationale: EFDs can use this website to get additional information that may be helpful to the responders.

F. ENTRAPMENT Definition Title

Protocols affected: Case Entry, 54, 56, 58, 67, 69, 71

- The title of the **ENTRAPMENT** definition has been modified to include “/TRAPPED.” See Figure 2.

Rationale: This modification was made to broaden the understanding of the term “ENTRAPMENT” thereby reducing caller and dispatcher confusion.

G. ENTRAPMENT Determinant

Protocols affected: 54, 56, 58

- All **ENTRAPMENT** Determinant Descriptors have been changed to “**ENTRAPMENT/TRAPPED.**” See Figure 2.

Rationale: The references to ENTRAPMENT were modified to match the change made to the definition.

1	ENTRAPMENT/TRAPPED (confirmed)
2	ENTRAPMENT/TRAPPED (confirmed) with hazardous materials
1	ENTRAPMENT/TRAPPED (unconfirmed) with hazardous materials
1	ENTRAPMENT/TRAPPED (unconfirmed)
2	No one trapped (investigation)
ENTRAPMENT/TRAPPED	
A situation involving prevention of escape in which there is an increased threat of injury, illness, or death to a person.	

Figure 2. Example of Multi-Protocol Changes F and G. Determinant Descriptors and ENTRAPMENT/TRAPPED definition. Protocol 54. FPDS v7.0. © 2000–2018 PDC.

H. Caller Danger – Not Trapped Text

Protocols affected: Case Entry, B

- The first line of text in the **(Caller Danger – Not Trapped)** section has been changed from “**Help** is on the way. If it’s **safe** to do so, **leave** the area **immediately**” to “**Help** is being sent. If it’s **safe** to do so, have everyone **leave** the area **immediately**.”

Rationale: The new wording of this instruction is now more compliant with the Performance Standards and will also help get all bystanders, not just the caller, away from the reported danger.

I. COMMERCIAL/INDUSTRIAL Building

Protocols affected: Case Entry, 57, 69

- The definition for **COMMERCIAL/INDUSTRIAL Building** has been moved from before the **NON-DWELLING Building/Structure** definition to after the special definitions.

Rationale: The structure of the Additional Information card has changed so that all Special Definitions are listed together with the single definition for Local Fire Administration/Agency. The rest of the definitions are listed before or after all the Special Definitions in the order that they appear on the Dispatch card.

J. The Fire Department is Being Sent PDI

Protocols affected: Case Entry, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 66, 67, 68, 69, 70, 71, 74, 75, 76, 77

POST-DISPATCH INSTRUCTIONS	
a.	The fire department is being sent. Stay on the line, and I'll tell you exactly what to do next.
b.	Do not attempt to rescue the trapped person(s).

Figure 3. Example of Multi-Protocol Change J. Post-Dispatch Instruction a. Protocol 54. FPDS v7.0. © 2000–2018 PDC.

- The wording for the PDI “I’m sending the **fire department** to help you now. **Stay on the line**, and I’ll tell you **exactly** what to do next” has been modified to “The **fire department** is being sent. **Stay on the line**, and I’ll tell you **exactly** what to do next.” See Figure 3.

Rationale: Changing the wording of this instruction protects the dispatcher from making a promise to the caller. By saying “I’m sending the **fire department** to help you now” there is an implied promise to the caller that they will arrive soon. Adjusting this wording protects the dispatcher from this implied promise while still letting the caller know that the fire department is in the process of being sent and will be on the way.

K. MASS CASUALTY INCIDENT

Protocols affected: 57, 61

- There is a new Special Definition for **MASS CASUALTY INCIDENT (MCI)**. This new definition requires agencies to define and authorize the three levels of a mass casualty incident. These definitions correspond to three new suffixes. See Figure 4.

Rationale: The **MASS CASUALTY INCIDENT (MCI)** definitions and suffixes help the dispatcher know how people have been injured. This will then allow them to send the right number and type of resources to each incident.

MASS CASUALTY INCIDENT (MCI)

Medical/Trauma situation where the combination of multiple patients and injuries exceeds the immediate capability of the EMS system.

☐ Level 1

☐ Level 2

☐ Level 3

Approval signature of local Fire Administration/Agency

Date approved

Figure 4. Example of Multi-Protocol Change K. MASS CASUALTY INCIDENT (MCI) definition. Protocol 57. FPDS v7.0. © 2000–2018 PDC.

L. Unknown situation Determinant

Protocols affected: 60, 64, 66, 68, 70, 74

- A new Determinant Code has been added on several protocols: **“Unknown situation (investigation).”** See Figure 5.

Rationale: Occasionally, the information provided by the caller for a specific type of event does not correlate to the determinant codes listed for that protocol. This new Determinant Code allows the EFD to still code and dispatch the call, getting responders on-scene where they can investigate the situation further.

2 Unknown situation (investigation)

Figure 5. Example of Multi-Protocol Change L. Determinant Descriptor. Protocol 64. FPDS v7.0. © 2000–2018 PDC.

M. Pedestrian Accidents Axiom

Protocols affected: 70, 75

- A new Axiom 1 has been added: **“Pedestrian accidents are the leading cause of death on the railways.”**

Rationale: More people die by being struck or trapped by a train than in train derailments or train fires. This information is useful for the EFD to know.

N. Control Bleeding DLS Link

Protocols affected: 58, 77

- A new DLS Link has been added to direct the EFD to a new Panel X-4 for instructions on how to control bleeding.

Rationale: These DLS Links correspond with the new Control Bleeding PAI panel that was added to Case Exit.

O. “If it’s safe to do so” Instruction

Protocols affected: 52, 57, 69

- The instruction **“If it’s safe to do so, leave the building, close the doors behind you, and remain outside”** has been modified to **“If it’s safe to do so, leave the building, close the doors behind you, and remain outside.”** See Figure 6.

Rationale: Additional emphasis has been added to this instruction to ensure that the dispatcher gives all life-saving instructions to the caller clearly.

P. Caller Danger – Not Trapped DLS Link

Protocols affected: 51, 55, 57, 58, 59, 60, 67, 69, 70, 71, 75, 77

- The “**Caller Danger – Not Trapped**” DLS Link, which formerly directed the EFD to Panel B-2, has been modified and now directs the EFD to B-3. See Figure 6.

Rationale: New PAI Panels were added to Protocol B; due to this, many panels already present on Protocol B were moved. These DLS Links were modified to reflect the change of the Caller Danger – Not Trapped Panel from B-2 to B-3.

POST-DISPATCH INSTRUCTIONS

- The **fire department** is being sent. **Stay on the line**, and I'll tell you **exactly** what to do next.
- (Inside building or Appropriate)** If it's **safe** to do so, **leave the building, close the doors behind you** and **remain outside**.
- Do not** try to put the fire out.
- Do not carry out** anything that is on fire.
- (COMMERCIAL/INDUSTRIAL/Multi-dwelling)** If it's **safe** to do so, **activate the alarm** as you leave to **warn** others. **Do not** use the **elevator**.
- (Chimney fire)** If it's **safe** to do so, **shut off** all **sources of outside air**, including flues, dampers, and fireplace/stove doors.
- Please **meet** with the **first** arriving **emergency vehicle** and inform them if any **people** or **animals** are **inside** the structure.

*** Notify responders of any confirmed ENTRAPMENT and the location and number of people trapped or in danger.**

DLS	* Link to	☎ X-1 unless:
Building/Structure Evacuation (1 st party)		B-1
Trapped in Building Fire (1 st party)		B-2
Caller Danger – Not Trapped	▼	B-3
Person on Fire		B-4
Danger Present – HAZMAT	▼	D-1
Stay on the Line		X-2
Urgent Disconnect		X-3
Burn Treatment		X-5

Figure 6. Example of Multi-Protocol Changes O, P, Q, R, S, and T. PDIs and DLS Links. Protocol 69. FPDS v7.0. © 2000–2018 PDC.

Q. Person on Fire DLS Link

Protocols affected: 51, 64, 67, 69, 70, 71, 75, 77

- The “**Person on Fire**” DLS Link, which formerly directed the EFD to Panel B-3, has been modified and now directs the EFD to B-4. See Figure 6.

Rationale: New PAI Panels were added to Protocol B; due to this, many panels already present on Protocol B were moved. These DLS Links were modified to reflect the change of the Person on Fire Panel from B-3 to B-4.

R. Danger Present – HAZMAT DLS Link

Protocols affected: 54, 58, 60, 61, 64, 66, 67, 69, 70, 71, 75, 77

- The “**Danger Present – HAZMAT**” DLS Link, which formerly directed the EFD to Panel B-4, has been modified and now directs the EFD to D-1. See Figure 6.

Rationale: The new Protocol D provides instructions for how to help a person trapped in the trunk of a car and other hazards that might require the assistance of a specialized team. These DLS Links were modified to reflect the change of moving the Danger Present – HAZMAT Panel from B-4 to D-1.

S. Building/Structure Evacuation (1st party) DLS Link

Protocols affected: Case Entry, 52, 57, 69

- A new DLS Link has been added to direct the EFD to a new Panel B-1 for Building/Structure Evacuation for a 1st party caller. See Figure 6.

Rationale: New instructions for how to evacuate a building/structure in an emergency situation have been added to Protocol B as Panel B-1 and B-1a. These DLS Links correspond with these new PAI Panels.

T. Burn Treatment DLS Link

Protocols affected: 61, 67, 69, 71

- A new DLS Link has been added to direct the EFD to a new Panel X-5 for instructions on how to treat burns. See Figure 6.

Rationale: These DLS Links correspond with the new Burn Treatment PAI Panel that was added to Case Exit.

U. Tunnel Fire DLS Link

Protocols affected: 70, 71, 75

- The former Protocol C: Tunnel Fire has been changed to Protocol F. The DLS Links have been updated to reflect this change. See Figure 7.

Rationale: Several new PAIs were added, which resulted in many of the other PAIs being reordered.

DLS	* Link to ☎ X-1 unless:	↗
Caller Danger – Not Trapped	_____	▼ B-3
Person on Fire	_____	B-4
Danger Present – HAZMAT	_____	▼ D-1
Tunnel Fire	_____	F-1
Stay on the Line	_____	↶ X-2
Urgent Disconnect	_____	☎ X-3

Figure 7. Example of Multi-Protocol Change U. DLS Links. Protocol 70.
FPDS v7.0. © 2000–2018 PDC.

V. Trapped in Confined Space/Structure Collapse (1st party) DLS Link

Protocols affected: 54, 57, 58

- The “**Trapped in Confined Space/Structure Collapse (1st party)**” DLS Link, which formerly directed the EFD to Panel B-5, has been modified and now directs the EFD to D-2. See Figure 8.

Rationale: The new Protocol D provides instructions for what to do when trapped in a confined space or structure collapse. These DLS Links were modified to reflect the change of moving the Trapped in Confined Space/Structure Collapse (1st party) Panel from B-5 to D-2.

POST-DISPATCH INSTRUCTIONS

- The **fire department** is being sent. **Stay on the line**, and I'll tell you exactly what to do next.
- Do not attempt to rescue** the trapped person(s).
- If it's **safe** to do so, **turn off the machinery/vehicle**.
- Do not move her/him** unless s/he is in **danger**.
- Do not enter/re-enter** any **hazardous** or **dangerous** areas.
- (Vehicle trunk)** If possible, **maintain verbal contact** with the trapped **people** and **assure** them that **help** is on the way.

- * Determine** a specific, **clear meeting point** for the **emergency crews**.
- * Advise** the caller to contact the **maintenance department**.
- * Provide responders** with any known information about the **location** and **number of people** trapped/in danger.

DLS	* Link to ☎ X-1 unless:	
Caller Danger – Not Trapped		B-3
Danger Present – HAZMAT		D-1
Trapped in Confined Space/Structure Collapse (1st party)		D-2
Person Trapped in Vehicle Trunk		D-4
Stay on the Line		X-2
Urgent Disconnect		X-3
Control Bleeding		X-4

Figure 8. Example of Multi-Protocol Changes V and W. PDIs and DLS Links. Protocol 58. FPDS v7.0. © 2000–2018 PDC.

W. Do Not Enter PDI

Protocols affected: 58, 59, 66, F

- The former PDI “**Do not enter** (re-enter) any **hazardous** or **dangerous** areas” has been modified to “**Do not enter/re-enter** any **hazardous** or **dangerous** areas.” See Figure 8.

Rationale: Callers who have already left the hazardous or dangerous area should not be given the instruction “Do not enter any hazardous or dangerous areas.” If they have already left the area, it might cause confusion and could result in them going back into the dangerous area. Changing the wording of this instruction slightly so that “re-enter” is an alternate word choice will help reduce the number of callers that do end up re-entering the hazardous area due to confusion.

X. Suspend Questioning CEI

Protocols affected: 54, 55, 56, 58, 60, 62, 64, 69, 71, 72, 77

- The CEI “Suspend questioning **when necessary to give safety PDIs, and then return to sequence**” has been removed.

Rationale: This CEI was redundant and is better addressed by the Case Entry Rules.

Y. Editable CEIs (ProQA only)

Protocols affected: All Chief Complaint Protocols

- Two new editable CEIs have been added to each Chief Complaint Protocol.

Rationale: Adding two additional editable CEIs allows agencies to add local contact information or agency specific information that will help dispatchers.

Z. Parking Garage (Parkade) Term

Protocols affected: Case Entry, 69, 71

- All instances of the term “Parkade” have been removed.

Rationale: The term parkade is not commonly used.

Changes to Individual Protocols

PROTOCOL 50: Case Entry Protocol

Multi-Protocol Changes affecting this protocol: B, C, D, F, H, I, J, S, Y, Z

Changes affecting only this protocol:

- **Cardset only:** Case Entry Question 3 is now a Jurisdictionally Approved Question. See Figure 9.

Rationale: The new purple font color indicates to the calltakers that this Case Entry Question is a Jurisdictionally Approved Question. EFDs should follow local policy about whether or not to ask this question.

- Three new send points have been added after Case Entry Question 4: 71-E-1 “**Vehicle fire** (occupants **trapped**),” 77-E-1 “**Vehicle collision** (on **fire** and occupants **trapped**),” and 82-E-1 “**Threatened/TRAPPED by WILDLAND fire.**” See Figure 9.

Rationale: Several new ECHO-situation Determinant Codes have been added throughout the protocol. These new ECHO codes have been added as send points on Case Entry to allow EFDs to dispatch these codes as soon as possible.

- The send point “**Sinking vehicle**” after Case Entry Question 4 has been changed to a new Case Entry Question 4b “**(Sinking vehicle)** Are there any **people still inside** the vehicle?” This has a new 81-E-1 dispatch point: “**Yes.**” The remaining subquestion has been re-lettered. See Figure 9.

Rationale: Previously, when a sinking vehicle was reported, an ECHO-level Determinant Code was dispatched even though there were no people still inside the vehicle. Asking this new Case Entry Question allows the EFD to gather additional information about the scene, which helps them code the call correctly and send the appropriate response.

- The send point on Case Entry Question 4c “**(Vehicle in floodwater)** Is the **water moving** the **vehicle** or getting **deeper inside** the **vehicle**?” has been changed from 72-E-2 to 81-E-2. See Figure 9.

Rationale: All calls reporting sinking vehicles and vehicles in floodwater are now handled on Protocol 81.

ENTRY QUESTIONS		ECHO Situations
1. What's the address of the emergency? House/Apartment/Business/Intersection/Landmark/Jurisdiction/GPS/Body of Water	✓	<p>The following ECHO situations, when determined in response to “Tell me exactly what happened” or any listed Entry Question, should be coded as one of the following ECHO responses on Protocols 67, 69, 71, 77, 81, or 82 only:</p> <ul style="list-style-type: none"> • REPORTED BUILDING/STRUCTURE FIRE — 69-E-? • Trapped in building fire — 69-E-?T • Person on fire (inside) — 69-E-?P • Person on fire (outside) — 67-E-1 • Vehicle fire (occupants trapped) — 71-E-1 • Vehicle collision (on fire and occupants trapped) — 77-E-1 • Sinking vehicle (people inside) — 81-E-1 • Vehicle in floodwater (threatened) — 81-E-2 • Threatened/TRAPPED by WILDLAND fire — 82-E-1
2. What's the phone number you're calling from?	✓	
3. What's your name ?		
4. Okay, tell me exactly what happened.		
Person on fire (outside) — 67-E-1 Vehicle fire (occupants trapped) — 71-E-1 Vehicle collision (on fire and occupants trapped) — 77-E-1 Threatened/TRAPPED by WILDLAND fire — 82-E-1		
a. (REPORTED BUILDING/STRUCTURE FIRE) What type of building is involved?		
Trapped in building fire — 69-E-? Person on fire (inside) — 69-E-?T Person on fire (outside) — 69-E-?P		
b. (Sinking vehicle) Are there any people still inside the vehicle?		
Yes — 81-E-1 No — 81-E-2		
c. (Vehicle in floodwater) Is the water moving the vehicle or getting deeper inside the vehicle ?		
Yes — 81-E-2 No — 81-E-2		
5. Are you at that location now?		
★ (Caller Danger – Not Trapped) Help is being sent. If it's safe to do so, have everyone leave the area immediately . Once you get outside, do not go back in under any circumstances. If you can take the phone, keep me on the line . If you can't , call us back from a safe location. Make yourself known to the firefighters (responders) when they arrive.		REPORTED BUILDING/STRUCTURE FIRE Determinants 69-E-1 = HIGH LIFE HAZARD 69-E-2 = HIGH RISE 69-E-3 = COMMERCIAL/INDUSTRIAL building 69-E-4 = COMMERCIAL/INDUSTRIAL building with hazardous materials 69-E-5 = Residential (multiple) 69-E-6 = Residential (single) 69-E-7 = LARGE NON-DWELLING building/structure 69-E-8 = SMALL NON-DWELLING building/structure 69-E-9 = Mobile home, house trailer, portable office 69-E-10 = Building/Structure over water 69-E-11 = Unknown building/structure type

Figure 9. Case Entry Questions, ECHO Situations, and REPORTED BUILDING/STRUCTURE FIRE Determinants. Protocol 50. FPDS v7.0. © 2000–2018 PDC.

- **Cardset only:** The “**(Caller Danger – Not Trapped)**” PAI section has been moved from below the Post-Dispatch Instructions to below Case Entry Question 5. See Figure 9.
Rationale: This PAI section has been moved to create more space for several new DLS Links.
- Several ECHO-level Determinant Codes have been added or modified throughout the protocol.
 - o The list of protocols that have ECHO responses in the ECHO Situations AI text has been modified and now includes Protocols 67, 69, 71, 77, 81, and 82. See Figure 9.
 - o The former “**Sinking vehicle**” entry on the ECHO Situations AI list has been modified to “**Sinking vehicle (people inside)**” and has been changed to 81-E-1. See Figure 9.
 - o The “**Vehicle in floodwater** (threatened)” entry on the ECHO Situations AI list has been changed to 81-E-2. See Figure 9.
 - o The new 71-E-1 Determinant Code “**Vehicle fire** (occupants trapped),” 77-E-1 “**Vehicle collision** (on fire and occupants trapped),” and 82-E-1 “**Threatened/TRAPPED by WILDLAND fire**” have been added to the ECHO Situations AI List. See Figure 9.
 - o The 69-E-7 Determinant Code “**Chimney**” in the **REPORTED BUILDING/STRUCTURE FIRE Determinants** AI list has been removed. The remaining Determinant Codes in this list have been renumbered accordingly. See Figure 9.

Rationale: With the addition and modification of many of the ECHO-level Determinant Codes, the Additional Information sections that list all of the ECHO codes were updated to reflect these changes.

- The 69-E-8 Determinant Descriptor on the **REPORTED BUILDING/STRUCTURE FIRE Determinants** list has been changed from “**Large NON-DWELLING building/structure**” to “**LARGE NON-DWELLING building/structure.**” See Figure 9.
- The 69-E-9 Determinant Descriptor on the **REPORTED BUILDING/STRUCTURE FIRE Determinants** list has been changed from “**Small NON-DWELLING building/structure**” to “**SMALL NON-DWELLING building/structure.**” See Figure 9.

Rationale: See Multi-Protocol Change D.

DLS * Link to:		
Sinking Vehicle (caller inside)	_____	A-1
Vehicle in Floodwater (caller inside)	_____	A-2
Building/Structure Evacuation (1 st party)	_____	B-1
Trapped in Building Fire (1 st party)	_____	B-2
Threatened/TRAPPED by WILDLAND fire (1 st party)	_____	G-1

Figure 10. DLS Links. Protocol 50. FPDS v7.0.
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- The former DLS Link for “**Trapped in Building Fire (1st party)**” has been changed from sending the calltaker to B-1 to sending the calltaker to B-2. See Figure 10.
Rationale: New instructions for what to do if the caller is trapped in a building fire have been added to Protocol B as Panel B-2 and B-2i. These DLS Links have been updated to correspond with these new PAI Panels.
- A new DLS Link to Panel G-1 has been added: “**Threatened/ Trapped by WILDFIRE fire (1st party).**” See Figure 10.
Rationale: New Pre-Arrival Instructions for what to do when the caller is threatened or trapped by a wildland fire have been added as Protocol G: Wildland Fire Hazards. This new DLS Link has been added to correspond with this new PAI Protocol.
- The definition for **REPORTED BUILDING/STRUCTURE FIRE** has been modified to “A caller **spontaneously reports visible flames, smoke, or fire** in or coming from a building or structure.”
Rationale: The word “fire” was added to help clarify for the EFD that, in addition to flames or smoke, that any visible sign of fire at all coming from a building or structure should be reported.
- A new Chief Complaint Selection Rule 1 has been added: “For a **1st party caller** in a **sinking vehicle, go directly to PAIs** without obtaining an address, phone number, or name during Case Entry.”
- A new Chief Complaint Selection Rule 3 has been added: “If a **landslide/mudslide** occurs in an **urban** or other environment that is **quickly and easily accessible** by fire and rescue crews, use **Protocol 54.**” See Figure 11.
- A new Chief Complaint Selection Rule 4 has been added: “For **electrical transformer explosions**, use **Protocol 55** to address **scene safety.**” See Figure 11.
- A new Chief Complaint Selection Rule 5 has been added: “For **elevator alarms**, use **Protocol 56.**” See Figure 11.

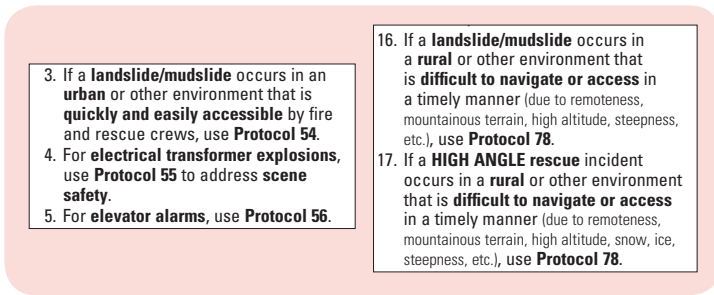


Figure 11. Chief Complaint Selection Rules 3, 4, 5, 16, and 17. Protocol 50. FPDS v7.0.
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- A new Chief Complaint Selection Rule 9 has been added: “If a **HIGH ANGLE rescue** incident occurs in an **urban** or other environment that is **quickly and easily accessible** by fire and rescue crews, use **Protocol 62**.”
- A new Chief Complaint Selection Rule 16 has been added: “If a **landslide/mudslide** occurs in a **rural** or other environment that is **difficult to navigate or access** in a timely manner (due to remoteness, mountainous terrain, high altitude, steepness, etc.), use **Protocol 78**.” See Figure 11.
- A new Chief Complaint Selection Rule 17 has been added: “If a **HIGH ANGLE rescue** incident occurs in a **rural** or other environment that is **difficult to navigate or access** in a timely manner (due to remoteness, mountainous terrain, high altitude, snow, ice, steepness, etc.), use **Protocol 78**.” See Figure 11.
- The remaining Chief Complaint Selection Rules have been renumbered accordingly.

Rationale: Chief Complaint Selection Rules provide the dispatcher with set circumstances of when certain protocols ought to be used. Many new Chief Complaint Selection Rules have been added to provide clarification for the dispatcher and help them select the appropriate Chief Complaint as quickly as possible.

- A new Rule 1 has been added: “**Sinking vehicles** are considered **occupied** until proven otherwise.” See Figure 12.

Rationale: Sinking vehicles may often appear unoccupied when there are still people trapped inside. To prevent the injury or death of those in these types of situations, sinking vehicles must be checked for any passengers that may still be inside.

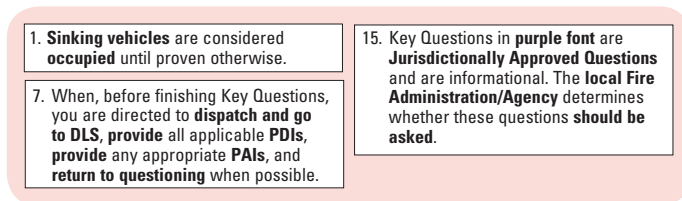


Figure 12. Rules 1, 7, and 15. Protocol 50. FPDS v7.0. © 2000–2018 PDC.

- A portion of Rule 7 has modified from “**provide** any appropriate **PAIs** from Protocols A, B, and C ([red](#) and [blue](#) links), and **return to questioning** when possible” to “**provide** any appropriate **PAIs**, and **return to questioning** when possible.” See Figure 12.

Rationale: See Multi-Protocol Change A.

- A new Rule 15 has been added: “Key Questions in **purple font** are **Jurisdictionally Approved Questions** and are informational. The **local Fire Administration/Agency** determines whether these questions **should be asked**.” See Figure 12.

Rationale: The Fire Council of Standards has specifically approved Jurisdictionally Approved Questions to allow agencies to determine whether or not to ask these Key Questions. EFDs should follow their local policy about asking these Key Questions. Jurisdictionally Approved Questions will provide the EFD with helpful, additional information, but will not affect the Determinant Code or response level.

PROTOCOL 51: Aircraft Emergency

Multi-Protocol Changes affecting this protocol: B, C, J, P, Q, Y

Changes affecting only this protocol:

- The text on Key Question 8 “**Obtain Aircraft Information**” has been changed to “I need to get the **aircraft information**. . .”

Rationale: This text was changed to better match the language used in the Medical and Police disciplines.

- **ProQA only:** The first and second CEIs have been made editable.

Rationale: Making these CEIs editable allows agencies to add local contact information.

- A new DLS link to end calls has been added: “**OMEGA**.”

Rationale: No additional instruction is needed for OMEGA-level calls.

- The 51-D-4, 51-D-5, and 51-D-6 Determinant Descriptors have been modified to change “water aircraft emergency” to “**water crash**.” See Figure 13.

Rationale: The wording has been modified to clarify for the EFD that these Determinant Codes are for incidents where an aircraft crashes into body of water and not other types of aircraft emergencies that may involve water.

v6.1	v7.0
<div>3 Aircraft fire/recovery on ground (ALERT III)</div> <div>4 COASTAL water aircraft emergency</div> <div>5 INLAND water aircraft emergency</div> <div>6 OCEANIC water aircraft emergency</div> <div>1 Aircraft incoming – full emergency (ALERT II)</div> <div>2 Aircraft incoming – minor emergency (ALERT I)</div>	<div>3 Aircraft fire/incident on ground (ALERT III)</div> <div>4 COASTAL water crash</div> <div>5 INLAND water crash</div> <div>6 OCEANIC water crash</div> <div>1 Aircraft incoming (ALERT II)</div> <div>2 Aircraft incoming (ALERT I)</div>

Figure 13. Modified Determinant Descriptors. Protocol 51. FPDS v6.1 and 7.0. © 2000–2018 PDC.

- A portion of the **ALERT III** definition has been modified from “An aircraft **accident**, aircraft **fire**, or incident” to “An aircraft **crash**, **fire**, or other incident.”

Rationale: The new wording in this definition is clearer.

- The 51-D-3 Determinant Descriptor has been changed from “**Aircraft fire/recovery on ground (ALERT III)**” to “**Aircraft fire/incident on ground (ALERT III)**.” See Figure 13.

Rationale: This Determinant Descriptor was modified to better match the changed wording of the **ALERT III** definition.

- The 51-C-1 Determinant Descriptor “Aircraft **incoming – full emergency (ALERT II)**” has been renamed “Aircraft **incoming (ALERT II)**.” See Figure 13.
- The 51-C-2 Determinant Descriptor “Aircraft **incoming – minor emergency (ALERT I)**” has been renamed “Aircraft **incoming (ALERT I)**.” See Figure 13.

Rationale: This modification broadens the use of these Determinant Codes as they are no longer specific to full or minor emergencies.

- The **LARGE vs. SMALL Aircraft** special definition has been renamed **LARGE/SMALL/LIGHT Aircraft** and has been modified. See Figure 14.

o Four new suffixes have been added: “**A** = Airship/Blimp,” “**B** = Hot air balloon,” “**H** = Helicopter,” and “**T** = LIGHT.” See Figure 14.

LARGE/SMALL/LIGHT Aircraft	
The number of occupants (souls) the aircraft is capable of carrying (not the number actually on board) can determine the size of the aircraft involved.	
<input type="checkbox"/> LARGE:	_____
<input type="checkbox"/> SMALL:	_____
<input type="checkbox"/> LIGHT:	_____
Approval signature of local Fire Administration/Agency _____ Date approved _____	

Determinant Suffixes	
The suffix codes help to delineate the type of problem for specific response and safety purposes:	
A = Airship/Blimp	M = Military
B = Hot air balloon	S = SMALL
C = Cargo	T = LIGHT
H = Helicopter	U = Unknown
L = LARGE	

Figure 14. Determinant Suffixes and the LARGE/SMALL/LIGHT Aircraft definition. Protocol 51. FPDS v7.0. © 2000–2018 PDC.

Rationale: There is a rising number of accidents involving alternative aircrafts. These new suffixes and the modified Special Definition will help provide the responders with better information so that they are better equipped to handle these types of calls.

- The definition for **AIRBORNE AIRCRAFT** has been moved after the Special Definition for **LARGE/SMALL/LIGHT Aircraft**.

Rationale: The structure of the Additional Information card has changed so that all special definitions are listed together after the single definition for Local Fire Administration/Agency. The rest of the definitions are listed after all the Special Definitions in the order that they appear on the Dispatch card.

- The former Rule 1 has been removed: "All aircraft, train, or other **mass transit vehicle accidents are considered ENTRAPMENT situations** until proven otherwise."
- The former Rule 2 has been removed: "All **aircraft crashes are also considered HAZMAT incidents** until proven otherwise."

Rationale: These Rules are no longer necessary on this protocol and have been removed. Their removal also provided the space necessary for additional changes made to this protocol.

PROTOCOL 52: Alarms

Multi-Protocol Changes affecting this protocol: B, C, J, O, S, Y

Changes affecting only this protocol:

- The Key Question sequence has been reordered so that the former KQ 3 “What’s the **name** of the **business/resident/owner**?” now appears as KQ 4 under the **(Alarm monitoring company)** Key Question sequence and KQ 4 under the **(Private caller)** Key Question sequence. Additionally, the former KQ 4 “What type of building is involved?” now appears as KQ 5 under both the **(Alarm monitoring company)** Key Question sequence and the **(Private caller)** Key Question sequence. The rest of the Key Questions have been renumbered accordingly. See Figure 15.

KEY QUESTIONS

1. What **type** of fire alarm is this?
2. What **area** or **zone/room** was **activated**?

(Alarm monitoring company)

3. What's the **phone number** of the **business/resident/owner**?
4. What's the **name** of the **business/resident/owner**?
5. What **type** of **building** is involved?
6. What is the **reference number** for this alarm?

(Private caller)

3. Do you see **flames** or **smoke**?
Yes
4. What's the **name** of the **business/resident/owner**?
5. What **type** of **building** is involved?
6. How many **floors** or **stories** are there?
7. Do you know what **caused** the **alarm**?
8. Are there any **people** **inside**?
9. **(Carbon monoxide/Industrial gas)** Is anyone **sick**?
a. **(Yes)** How **many**?

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Figure 15. Key Questions. Protocol 52. FPDS v7.0.
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Rationale: This new Key Question arrangement improves the flow of gathered information for the EFD.

- A new Key Question 2 has been added: “What **area** or **zone/room** was **activated**?” See Figure 15.

Rationale: For private callers reporting alarm activations, a room is a better reference point for an alarm location rather than a zone. Alarm monitoring companies may also have room numbers instead of zones as a location for an alarm activation.

- A new Jurisdictionally Approved Key Question 6 under the **(Alarm monitoring company)** Key Question sequence has been added: “What is the **reference number** for this alarm?” See Figure 15.

Rationale: For security reasons, alarm monitoring companies may only communicate information about an alarm if the caller has the alarm reference number. This Jurisdictionally Approved Question allows communication centers to collect this information when the alarm is first reported to the center.

- The highlight on the Police Notification Symbol in the Post-Dispatch Instructions header has been removed. See Figure 16.

Rationale: It was found that this symbol was no longer needed on this protocol and has been removed.

- PDI-b has been modified from “**Call us back** if you get a **reset** of the alarm.” to “**Call us back** if you get a **reset** of the alarm, **additional** alarms, or **other information**.” See Figure 16.

Rationale: If anything at the scene changes before responders have arrived, the EFD and the responders need to be made aware of those changes. The modification of this instruction was made so that alarm monitoring companies know to call back when they have additional information or when additional alarms go off, and not just if there is a reset of the alarm.

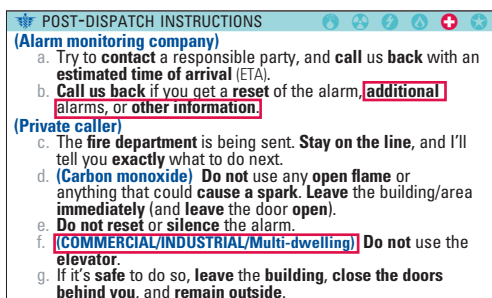


Figure 16. Post-Dispatch Instructions. Protocol 52. FPDS v7.0. © 2000–2018 PDC.

- The PQQ “(COMMERCIAL/INDUSTRIAL/Multi-dwelling)” has been added to PDI-f. See Figure 16.

Rationale: This PQQ clarifies whom this instruction should be given to as it does not need to be given to callers of single-family residences.

- PDI-g “**Do not re-enter** or allow **anyone else** to re-enter the area (space).” has been changed to “If it’s **safe** to do so, **leave the building, close the doors behind you, and remain outside**.” See Figure 16.

Rationale: This new instruction better addresses the safety of the caller.

- A new DLS link to end the call has been added: “**Alarm monitoring company.**”
Rationale: The instructions given in Case Exit do not apply to alarm monitoring companies.
- Two new suffixes have been added: “**D** = Carbon dioxide” and “**L** = Duct detector.”
 - **Cardset only:** “**SEE ADDITIONAL INFO**” has been added to the determinant header.**Rationale:** Dispatchers may receive calls that these types of alarms have been activated.
- A new Rule 1 has been added: “For **elevator alarms**, use **Protocol 56.**” See Figure 17.
- A new Rule 2 has been added: “For **fire protection equipment maintenance or repair** requests (install detectors, change batteries), use **Protocol 53.**” See Figure 17.

Rules	
1. For elevator alarms , use Protocol 56.	
2. For fire protection equipment maintenance or repair requests (install detectors, change batteries), use Protocol 53.	
	3. Carbon monoxide (CO) can be explosive when confined to an enclosed area.

Figure 17. Rules and Axioms. Protocol 52. FPDS 7.0. © 2000–2018 PDC.

- Rationale:** These Rules provide the dispatcher with set circumstances of when certain protocols ought to be used and have been added to provide clarification for the dispatcher and help the dispatcher shunt to the most appropriate Chief Complaint as quickly as possible, if the need should arise.
- A new Axiom 3 has been added. The remaining Axiom has been renumbered. See Figure 17.
Rationale: This new Axiom provides the EFD with additional important information about carbon monoxide.
 - Several examples from the Additional Information section **Sources of Carbon Monoxide Poisoning** have been removed: “Tobacco smoke,” “Paint remover (containing methylene chloride),” “Pool Heaters,” “Sterno Fuel,” and “Smoke (from all types of fire).”
Rationale: These examples are no longer some of the most common sources of carbon monoxide poisoning and have been removed. Their removal also provided the space necessary for additional changes made to this protocol.

PROTOCOL 53: Service Call

Multi-Protocol Changes affecting this protocol: B, C, J, Y

Changes affecting only this protocol:

- The title of the protocol has been changed from “Citizen Assist/Service Call” to “Service Call.” See Figure 18.
Rationale: This protocol is designed to handle calls for service. This new title matches the new changes to Protocol 53 and reduces confusion between citizen assist calls and service calls.
- Key Questions 3, 3a, and 3ai have been removed. The remaining Key Questions under the Key Question sequences **(Locked in/out of vehicle)**, **(Water problem)**, and **(Animal rescue)** have been renumbered. See Figure 18.
 - The former Key Questions 4a and 4ai under the **(Locked in/out of vehicle)** Key Question sequence have been changed to Key Questions 5 and 5a. The PQQ “**(Person/Animal inside)**” has replaced the PQQ “**(Yes)**” before Key Question 5. See Figure 18.
- New Key Questions 7, 7a, and 7ai under the **(Locked in/out of vehicle)** Key Question sequence have been added. See Figure 18.
- A new **(Locked in/out of building)** Key Question sequence has been added and has three Key Questions. See Figure 18.
- A new **(Lift assist)** Key Question sequence has been added and has one Jurisdictionally Approved Key Question. See Figure 18.
Rationale: This new Key Question arrangement potentially reduces the number of questions an EFD must ask and improves the flow of gathered information.

53 SERVICE CALL

KEY QUESTIONS

- What **type** of assistance do you need?
- Is anyone **sick or injured**?
 - (Yes) How many? ●
- Is anyone **inside the vehicle**? ⚡
- What is the **exact location** of the vehicle?
 - * **Locked in vehicle**
 - (Person/Animal inside) Is the vehicle **running**?
 - (Yes) Is the **air conditioning/heat on**? 🚗
 - I need to get the **vehicle description**... 🚗
 - Is the door **unlocked**?
 - (No) Can it be **unlocked remotely**?
 - (No) Is there a **spare key** available?
 - Locked in/out of building**
 - Is the door **unlocked**?
 - (No) Can it be **unlocked remotely**?
 - (No) Is there a **spare key** available?
- (Water problem)
 - Are there any **electrical hazards** present?
- (Animal rescue)
 - Is the animal **sick or injured**?
- (Lift assist)
 - How **much** does the person(s) **weigh**? 🚗

LEVELS # DETERMINANT DESCRIPTORS

LEVELS	#	DETERMINANT DESCRIPTORS	SEE ADDITIONAL INFO
C	1	Water problem with electrical hazard	
	2	SERVICE CALL (multiple units)	
B	1	Locked in vehicle	
	2	Wellfare check	
	3	SERVICE CALL with medical assistance (a through j or r through z)	
	4	Urgent SERVICE CALL (a through j)	
A	1	Locked in/out of building	
	2	Lift assist	
	3	Animal rescue	
	4	Water problem	
	5	SERVICE CALL (r through z)	
	6	Unknown/Other situation (investigation)	
Ω	1-7	OUTSIDE RESOURCE complaints	

POST-DISPATCH INSTRUCTIONS

- The **fire department** is being sent. **Stay on the line**, and I'll tell you **exactly** what to do next.
- (Water problem with electrical hazard) Beware of electrical risks and electrified water. (Do not touch any unconscious people or anything touching the electrical hazard.)
- (Water problem) If it's **safe** to do so, **turn off** the water.
- (Locked in/out – Remote unlock) **Notify your service provider** to unlock the door.
- (OMEGA) I'm notifying the proper agencies. **Call us back** if anything changes.

- * (Animal rescue) Notify **animal control**/animal ambulance/veterinarian.
- * (Water problem) Notify appropriate agencies (Water, Electric).

DLS * Link to 📞 X-1 unless: 🚗

OMEGA End

Stay on the Line X-2

Urgent Disconnect X-3

LEVELS	#	DETERMINANT DESCRIPTORS	CODES	RESPONSES	Modes
C	1	Water problem with electrical hazard	53-C-1		
	2	SERVICE CALL (multiple units)	53-C-2		
B	1	Locked in vehicle	53-B-1	🚗	
	2	Wellfare check	53-B-2	🚗	
	3	SERVICE CALL with medical assistance (a through j or r through z)	53-B-3	🚗	
	4	Urgent SERVICE CALL (a through j)	53-B-4		
A	1	Locked in/out of building	53-A-1		
	2	Lift assist	53-A-2		
	3	Animal rescue	53-A-3		
	4	Water problem	53-A-4		
	5	SERVICE CALL (r through z)	53-A-5		
	6	Unknown/Other situation (investigation)	53-A-6		
Ω	1-7	OUTSIDE RESOURCE complaints	53-Ω-1-7		

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Figure 18. Protocol 53. FPDS v7.0. © 2000–2018 PDC.

- Key Question 6 in the **(Locked in/out of vehicle)** Key Question sequence has been changed from “Obtain **Vehicle Information**” to “I need to get the **vehicle description**. . .” See Figure 18.
Rationale: This text was changed to better match the language used in the Medical and Police disciplines.
- A new PDI-d has been added: “**(Locked in/out – Remote unlock)** **Notify your service provider** to unlock the door.” The former PDI-d has been changed to PDI-e. See Figure 18.
Rationale: Service providers, such as OnStar, are able to unlock vehicles remotely. Instructing the caller to notify their service provider may help them unlock their vehicle more quickly.
- The CEI “**(Animal rescue)** **Notify animal control**” has been updated to “**(Animal rescue)** **Notify animal control/animal ambulance/veterinarian.**” See Figure 18.
Rationale: Animal rescue situations may not require the assistance of animal control, but may need the assistance of other animal care service providers.
- ProQA only:** The first and second CEIs have been made editable.
Rationale: Making these CEIs editable allows agencies to add local contact information.

- A new DLS link to end calls has been added: “**OMEGA**.” See Figure 18.

Rationale: No additional instruction is needed for OMEGA-level calls.

- The Determinant Codes 53-B-2 “Locked in/out of **building** (medical assistance);” 53-B-3 “Locked in/out of **building** (unknown medical assistance);” 53-B-4 “**CITIZEN ASSIST** (medical assistance);” 53-B-6 “**Unknown/Other** situation (medical assistance);” 53-A-1 “Locked in/out of **building** (non-medical assistance);” and 53-A-2 “**CITIZEN ASSIST** (non-medical assistance)” have been removed. See Figure 18.

Rationale: These Determinant Codes no longer necessary and have been removed.

- The former 53-B-5 “**SERVICE CALL** (medical assistance)” Determinant Code has been modified to “**SERVICE CALL** with **medical** assistance (a through j or r through z)” and has been reassigned to 53-B-3. See Figure 18.
- A new 53-B-4 Determinant Code has been added: “**Urgent SERVICE CALL** (a through j).” See Figure 18.
- The 53-A-5 Determinant Code “**SERVICE CALL**” has been modified to “**SERVICE CALL** (r through z).” See Figure 18.
- A new AI section for **Urgent SERVICE CALL** has been added. This section is made up of locally defined suffixes a through j.
- The **CITIZEN ASSIST** definition has been removed and added to the **SERVICE CALL** definition. The **SERVICE CALL** definition is also now a Special Definition with locally defined suffixes r through z.
- “**SEE ADDITIONAL INFO**” has been added to the determinant header. See Figure 18.

Rationale: In many agencies, dispatchers were experiencing service calls for things that were unique to their area. These new Special Definitions and suffixes allow agencies to set responses for service calls they repeatedly see in their area, whether they be regular services calls or urgent service calls.

- The 53-A-1 Determinant Code “Locked in/out of **building** (non-medical assistance)” has been modified to “Locked in/out of **building**.” See Figure 18.

Rationale: This modification simplifies dispatching for the EFD as the distinction between medical assistance, unknown medical assistance, and non-medical assistance calls is no longer necessary.

- A new 53-B-2 Determinant Code has been added: “**Welfare** check.” See Figure 18.
- A new 53-A 2 Determinant Code has been added: “**Lift** assist.” See Figure 18.
- The former 53-Ω-6 Determinant Code “Other” has been reassigned to 53-Ω-7, and a new 53-Ω-6 Determinant Code “**Flooded/Water on roadway**” has been added.
 - o **Cardset only:** The numbers listed for the OMEGA Determinant Codes on the Dispatch Card have been changed from “1–6” to “1–7” to reflect the addition and changes made to the Determinant Codes. The **OUTSIDE RESOURCE Complaints (Ω-level)** section on the Additional Information Card has been updated to reflect this change as well.

Rationale: Dispatchers were receiving many calls about these types of service calls and the previous version of the protocol didn’t have adequate Determinant Codes to address them. These new Determinant Codes were created to provide dispatchers with the best way to send assistance to these types of service calls.

- The title of the **Vehicle Information** AI section has been changed to **Vehicle Description**.

Rationale: This text was changed to better match the language used in the Medical and Police disciplines.

- The bullet point “**CITIZEN ASSIST**” has been removed from the **Types of Calls for Assistance** list.

Rationale: This was removed to remain consistent with other changes made to the protocol.

- The text “An additional service provided by responders to help others with a specific need or want” has been removed from the **SERVICE CALL (Multiple Units)** definition.

Rationale: This text was no longer necessary and has been removed.

PROTOCOL 54: Confined Space/Structure Collapse

Multi-Protocol Changes affecting this protocol: A, B, C, F, G, J, R, V, X, Y

Changes affecting only this protocol:

- **ProQA only:** The new first and second CEIs have been made editable.
Rationale: Making these CEIs editable allows agencies to add local contact information.
- The suffix “**A** = Avalanche” has been removed.
Rationale: Avalanche incidents are now handled on Protocol 78: Backcountry Rescue.
- The suffix “**M** = Mudslide” has been changed to “**M** = Landslide/Mudslide.” See Figure 19.
- The **Mudslide** definition has been renamed **Landslide/Mudslide**. See Figure 19.
Rationale: The word “Landslide” was added to clarify for the EFD that landslide incidents should be handled the same way as mudslide incidents.

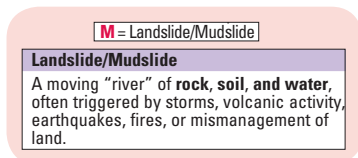


Figure 19. Modified Landslide/Mudslide Suffix and Definition. Protocol 54. FPDS v7.0. © 2000–2018 PDC.

PROTOCOL 55: Electrical Hazard

Multi-Protocol Changes affecting this protocol: J, P, X, Y

Changes affecting only this protocol:

- The Police symbol in the notification bar has been highlighted.
Rationale: Electrical hazard incidents might require police assistance.
- A new Key Questions 1ai has been added: “**(Outside)** Is the fire threatening anything?” Several new answer choices have been added following this new Key Question: “**Animals/People/Buildings/Vehicles.**” See Figure 21.
 - o Several new suffixes have been added: “**P** = People in danger”, “**A** = Animals”, “**B** = Buildings”, “**O** = Other”, “**R** = Residential”, “**U** = Unknown”, and “**V** = Vehicle.” See Figure 22.

Rationale: Dispatchers need to know if the fire is threatening anything so that they can provide appropriate scene safety information to the responders, caller, and bystanders, and so they can be prepared if anything else catches on fire.

- A new Rule 5 has been added: **“Stay on Protocol 55 when a substation/distribution station fire is threatening other electrical equipment in the same location.”** See Figure 20.
- A new Rule 6 has been added: **“Stay on Protocol 55 when electrical lines start small ground or tree fires to better address scene safety issues.”** See Figure 20.

Rationale: Electrical issues are the higher priority incident and must be taken care of before any potential fire hazards. Unless an electrical hazard has started a fire inside, the dispatcher should stay on Protocol 55 so that the electrical hazard can be taken care of first so as to prevent any additional injuries or other fires from starting.

5. **Stay on Protocol 55** when a substation/distribution station fire is **threatening other electrical equipment** in the same location.
 6. **Stay on Protocol 55** when electrical lines start **small ground or tree fires** to better address **scene safety** issues.

Figure 20. New Rules. Protocol 55.
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- A new Key Question 3 has been added: **“(Suspected) Are there any wires down?”** See Figure 21.

Rationale: Dispatchers need this information to code the call properly. This information also provides responders with essential scene safety information.

- Key Question 5 “Are there any **strange** or **unusual** odors?” has been removed. See Figure 21.
 - o Key Questions 7 and 7a have been renumbered as 6 and 6a. The remaining Key Questions have been renumbered accordingly. See Figure 21.

Rationale: This Key Question is no longer necessary and has been removed. The remaining Key Questions were adjusted due to the removal of this Key Question.

- Key Question 6 has been modified to remove **“near or”** and has been renumbered as KQ 5: **“Is anyone in contact with the electrical hazard?”** See Figure 21.

Rationale: Dispatchers only need to know if someone is in contact with the electrical hazard so that they can send medical assistance. Someone who is near, but is not in contact with, the electrical hazard can be instructed to stay clear of the hazard.

- A new Jurisdictionally Approved Key Question 8 has been added: “**Which electrical/power company provides service to this location?**” See Figure 21.

Rationale: Notifying and/or getting assistance from the electrical or power company that provides service to the location may be necessary in certain circumstances. Agencies should follow their local policy about asking Jurisdictionally Approved Questions.

55 ELECTRICAL HAZARD		55	
KEY QUESTIONS 1. Do you see flames or smoke ? a. (Flames) Are the flames inside or outside ? Inside i. (Outside) Is the fire threatening anything? Animals/People/Buildings/Vehicles b. (Smoke) Is the smoke inside or outside ? Inside 2. Do you see any ARCING/sparks ? 3. (Suspected) Are there any wires down ? 4. Is water involved with or near the hazard? * All dispatch codes 5. Is anyone in contact with the electrical hazard ? 6. Is anyone injured ? a. (Yes) How many? 1 7. Is the power disconnected ? 1 8. Which electrical/power company provides service to this location?		POST-DISPATCH INSTRUCTIONS a. The fire department is being sent. Stay on the line , and I'll tell you exactly what to do next. b. (Trapped by downed power lines) Do not leave the vehicle/building. c. (Driving) Do not drive over any downed wires/power lines. d. (Downed power lines) If it's safe to do so, keep all bystanders away from the area . e. Beware of electrical risks and electrified water. f. Do not touch any unconscious people or anything touching the electrical hazard. g. If it's safe to do so, leave the area now, avoiding the electrical hazard and any water sources, and wait for the responders. h. (Outside) Once clear of the electrical hazard , stay 300 feet (90 meters) away. * Notify responders of any confirmed ENTRAPMENT. * Provide responders with any known information about the location and number of people trapped/in danger. DLS * Link to X-1 unless: Caller Danger – Not Trapped B-3 Electrical Wires in Contact with Vehicle on Fire D-6 Stay on the Line X-2 Urgent Disconnect X-3	
LEVELS	# DETERMINANT DESCRIPTORS	CODES	RESPONSES
C	1 Electrical hazard with or near water	55-C-1	
	2 Wires down with smoke or ARCING	55-C-2	
	3 Substation/Distribution station	55-C-3	
	4 Underground electrical problem (vault/manhole)	55-C-4	
	5 Solar farm	55-C-5	
B	1 Electrical ARCING	55-B-1	
	2 Wires down without smoke or ARCING	55-B-2	
	3 Appliance with odor present	55-B-3	
	4 Electrical odor	55-B-4	
	5 Unknown situation (investigation)	55-B-5	
A	1 Transformer outside (wire or pole)	55-A-1	
	2 Appliance without odor present	55-A-2	

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Figure 21. Protocol 55. FPDS v7.0. © 2000–2018 PDC.

- A new PDI-c has been added: “**(Driving)** **Do not drive over any downed wires/power lines.**” See Figure 21.
- A new PDI-d has been added: “**(Downed power lines)** If it's **safe** to do so, keep all **bystanders** away from the **area**.” All remaining PDIs have been re-lettered. See Figure 21.
- A new PDI-h has been added: “**(Outside)** Once **clear** of the **electrical hazard**, **stay 300 feet (90 meters) away**.” See Figure 21.

Rationale: These new PDIs address the safety of the caller and should be given to help prevent injury, death, or causing any other additional problems at the scene.

- Three new CHARLIE-level Determinant Codes have been added: 55-C-3 “**Substation/Distribution station**”; 55-C-4 “**Underground electrical** problem (vault/manhole)”; 55-C-5 “**Solar farm.**” See Figure 21.

Rationale: Separate special responses and teams may be required for these types of incidents.


- A new DLS Link to Panel D-6 has been added: “**Electrical Wires in Contact with Vehicle on Fire.**” See Figure 21.

Rationale: Dispatchers were experiencing these types of incidents in relation to electrical hazard calls and the previous version of the protocol didn’t have adequate instructions to help callers. These new instructions were created to provide callers with important safety instructions when there are electrical wires in contact with a vehicle on fire.

- Several new suffixes have been added: “**N** = Person in contact with electrical hazard”; “**S** = Person in contact with electrical hazard and single injured person”; “**T** = Person in contact with electrical hazard and multiple injured persons.” See Figure 22.

Rationale: Suffixes **N**, **S**, and **T** were added to support the new Key Question 5 and to provide responders with information about if anyone is in contact with the electrical hazard.

- **Cardset only:** “**SEE ADDITIONAL INFO**” has been added to the determinant header. See Figure 21.

 **Determinant Suffixes**

The suffix codes help to delineate the type of problem for specific response and safety purposes:

- N** = Person in contact with electrical hazard
- S** = Person in contact with electrical hazard and single injured person
- T** = Person in contact with electrical hazard and multiple injured persons
- X** = Single injured person
- Y** = Multiple injured persons

The suffix codes help to delineate what is being threatened by the fire:

- P** = People in danger
- A** = Animals
- B** = Buildings (non-residential)
- O** = Other
- R** = Residential
- U** = Unknown
- V** = Vehicle

Figure 22. Determinant Suffixes.
Protocol 55. FPDS v7.0. © 2000–2018 PDC.

Rationale: The new number of suffixes would no longer fit on the determinant header. They can be found in the **Determinant Suffixes** section in the Additional Information.

- A new definition for **Substation/Distribution Station** has been added: “A **high-voltage location** (above or below ground) where electrical generation, transmission, and distribution occurs.”

Rationale: This definition was added to support the new Determinant Code.

- Rule 3 has been modified from “When more than one electrical wire is down and one is **ARCING** but the other is not, **all wires are considered equally dangerous**” to “When more than one electrical wire is down and only one is **ARCING**, **all wires are considered equally dangerous.**”

Rationale: This change helps to make the Rule more clear.

v6.1	v7.0
3. When more than one electrical wire is down and one is ARCING but the other is not, all wires are considered equally dangerous.	3. When more than one electrical wire is down and only one is ARCING , all wires are considered equally dangerous.

Figure 23. Modified Rule 3. Protocol 55. FPDS v7.0. © 2000–2018 PDC.

- The former Axioms 2 and 8 have been removed.

Rationale: These Axioms are no longer necessary and have been removed.

PROTOCOL 56: Elevator/Escalator Incident

Multi-Protocol Changes affecting this protocol: F, G, J, X, Y

Changes affecting only this protocol:

- The title of the protocol has been changed from “Elevator/ Escalator Rescue” to “Elevator/ Escalator Incident.”

Rationale: The change from “Rescue” to “Incident” expands the use of this protocol to include more types of emergency calls involving elevators or escalators.

- **ProQA only:** The new first and second CEIs have been made editable.

Rationale: Making these CEIs editable allows agencies to add local contact information.

- A new DLS link to end calls has been added: “**OMEGA.**”

Rationale: No additional instruction is needed for OMEGA-level calls.

- A new ALPHA-level Determinant Code has been added: 56-A-2 “Elevator **alarm**.” See Figure 24.
 - o A new Rule 5 has been added: “**Elevator alarms** should be **handled on Protocol 56** to better address possible **life safety issues**.” See Figure 24.

Rationale: Rather than being handled on Protocol 52: Alarms, a call for an elevator alarm should be handled on Protocol 56. If the calltaker is able to speak to the occupants involved in the elevator alarm incident, Protocol 56 better addresses the incident and provides more appropriate Determinant Codes.

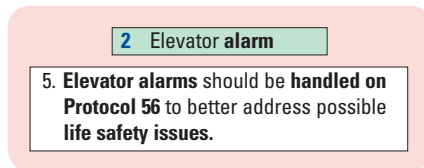


Figure 24. ALPHA-level Determinant Descriptor and new Rule 5. Protocol 56. FPDS v7.0. © 2000–2018 PDC.

PROTOCOL 57: Explosion

Multi-Protocol Changes affecting this protocol: A, B, C, D, I, J, K, O, P, S, V, Y

Changes affecting only this protocol:

- Key Question 1a has been modified from “**(Building)** What **type** of **building** is involved?” to “**(Building)** What **type** of **building/structure** is involved?” See Figure 25.
- Following Key Question 1 and subquestion 1a, a new subquestion 1b has been added: “**(Vehicle)** What **type** of **vehicle** is involved?” See Figure 25.

Rationale: The addition of “/structure” and the new subquestion 1b make it easier for the calltaker to select the correct response for the call.

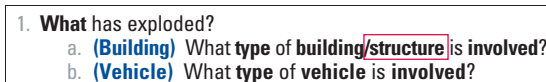


Figure 25. Key Questions. Protocol 57. FPDS v7.0. © 2000–2018 PDC.

- Two new PDIs have been added: “e. It it’s **safe** to do so, **leave the building, close the doors behind you, and remain outside**” and “f. **(COMMERCIAL/INDUSTRIAL/Multi-dwelling) Do not use the elevator.**”

Rationale: These new PDIs address the safety of the caller and should be given to help prevent injury, death, or causing any other additional problems at the scene.

- The 57-D-7 Determinant Descriptor has been changed from “**Large NON-DWELLING** building/structure (barn, storage building)” to “**LARGE NON-DWELLING** building/structure.”
- The 57-D-8 Determinant Descriptor has been changed from “**Small NON-DWELLING** building/structure (shed, detached garage)” to “**SMALL NON-DWELLING** building/structure.”

Rationale: See Multi-Protocol Change D.

- The former 57-B-1 Determinant Descriptor “**Other vehicle explosion**” has been reassigned to 57-C-1. The remaining BRAVO-level Determinant Codes have been renumbered. See Figure 26.
 - The reference to Determinant Code 57-B-2 in Rule 3 and the reference to Determinant Code 57-B-3 in Rule 4 have been changed to 57-B-1 and 5-B-2 respectively.

Rationale: Due to the nature of vehicle explosions and the potential for more casualties, the Determinant Code for “**Other vehicle explosions**” was changed to a CHARLIE-level code.

C	1	Other vehicle explosion
	2	Open area
	3	Manhole (cover/underground vault)

Figure 26. Determinant Descriptors. Protocol 57. FPDS v7.0. © 2000–2018 PDC.

- A new 57-C-2 Determinant Code has been added: “**Open area.**” See Figure 26.
- A new 57-C-3 Determinant Code has been added: “**Manhole (cover/underground vault).**” See Figure 26.

Rationale: Dispatchers were experiencing calls for explosions in open areas and manholes that weren’t specifically addressed in the previous version of the protocol. This modification was made to address these types of situations better and to send the best response for these types of incidents.

- Three new suffixes have been added: “**X = MCI Level 1**,” “**Y = MCI Level 2**,” “**Z = MCI Level 3**.”
 - The former **X** and **Y** Suffixes have been changed to **V** and **W** respectively.

Rationale: Often, explosions cause a high number of casualties. These instances need a higher level of response, including medical response. These new specially defined suffixes allow EFDs to dispatch the appropriate level of response based on the number of casualties at the scene.

- The definition for **HAZMAT** has been removed.
- The former Rules 1 and 5 have been removed. The remaining Rules have been renumbered.
- Axiom 1 and the Axiom section have been removed.

Rationale: This definition, Axiom and Axiom section, and these Rules are no longer necessary and have been removed. These items have also been removed to make space for the new definitions that were added to this protocol.

- A new Rule 4 has been added: “For **explosions in or involving** a building/structure, **use the affected building/structure type** for the call.” See Figure 27.

Rationale: Knowing the type of building/structure for an incident involving an explosion best addresses the number of injured people that may be present at the scene.

4. For **explosions in or involving** a building/structure, **use the affected building/structure type** for the call.
5. For **electrical transformer explosions**, use **Protocol 55** to address **scene safety**.

Figure 27. New Rules. Protocol 57. FPDS v7.0.
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- A new Rule 5 has been added: “For **electrical transformer explosions**, use **Protocol 55** to address **scene safety**.” See Figure 27.

Rationale: Rule 5 helps direct the dispatcher to the most appropriate protocol for electrical transformer explosions.

PROTOCOL 58: Extrication/Entrapment

Multi-Protocol Changes affecting this protocol: A, F, G, J, N, P, R, V, W, X, Y

Changes affecting only this protocol:

- The title of Protocol 58 has been changed from “Extrication/Entrapped (Machinery, Vehicle – Non-MVA)” to “Extrication/Entrapment.” See Figure 28.

Rationale: This modification was made to broaden the use of this protocol. It is no longer limited to those who are trapped or need extraction from machinery or a vehicular accident.

- The dispatch point has been changed from “**All dispatch codes**” to “**DELTA-, CHARLIE-, and BRAVO-level codes.**” This dispatch point has also been moved after Key Question 3. See Figure 28.
Rationale: This new send point is more appropriate as it allows responders to be dispatched sooner for calls where someone is still trapped with potentially life-threatening injuries.



58 EXTRICATION / ENTRAPMENT	
KEY QUESTIONS	
1. What are they/you trapped in?	
2. Are they/you still trapped?	
a. (Yes) How many ? ●	
b. (Yes) Exactly where are they/you located ?	
3. What part of the body is trapped ?	
* DELTA-, CHARLIE-, and BRAVO-level codes —	
4. Are there any obvious injuries ?	
5. Are there any hazardous materials involved?	
a. (Yes) Is anything leaking ?	
b. (Yes) Do you know the warning placard numbers (chemical ID)?	
6. (Machinery) Has the machinery been turned off ?	
7. (Vehicle trunk) Is the vehicle still running ?	
8. (Vehicle trunk) I need to get the vehicle description... —	
9. Is anyone else injured ?	
a. (Yes) How many ? ●	

Figure 28. Key Questions. Protocol 58. FPDS v7.0. © 2000–2018 PDC.

- A new Key Question 4 has been added after the dispatch point. The remaining Key Questions have been renumbered. See Figure 28.
Rationale: Knowing if there are any obvious injuries helps the EFD know if a medical response will be needed in addition to the fire crews.
- New Key Questions 5a and 5b have been added. See Figure 28.
Rationale: Dispatchers need to know what type of hazardous material is involved so that they can provide appropriate scene safety information to the responders, caller, and bystanders.
- The text on Key Question 8 has been changed from “**Obtain Vehicle Information**” to “I need to get the **vehicle description.** . .” See Figure 28.
Rationale: This text was changed to better match the language used in the Medical and Police disciplines.
- The definition for **PERIPHERAL** has been removed.

- o The Determinant Descriptor for 58-D-1 “**ENTRAPMENT** (except **PERIPHERAL**, finger, or toe)” has been changed to “**ENTRAPMENT** (head, trunk/torso/chest, upper arm, upper leg).” See Figure 29.
- o The Determinant Descriptor for 58-B-1 “**ENTRAPMENT** (**PERIPHERAL** only)” has been changed to “**ENTRAPMENT** (hand, wrist, forearm, foot, lower leg).” See Figure 29.
- o The Determinant Descriptor for 58-A-1 “**ENTRAPMENT** (finger or toe)” has been changed to “**ENTRAPMENT** (finger, toe, hair).” See Figure 29.

Rationale: These modifications were made to clarify and reduce confusion for the dispatcher about which Determinant Code should be selected.

1	ENTRAPMENT/TRAPPED (head, trunk/torso/chest, upper arm, upper leg)
1	ENTRAPMENT/TRAPPED (unknown body part)
1	ENTRAPMENT/TRAPPED (hand, wrist, forearm, foot, lower leg)
2	Unknown situation (investigation)
3	ENTRAPMENT/TRAPPED (NON-THREATENED)
1	ENTRAPMENT/TRAPPED (finger, toe, hair)
2	No longer trapped with injuries
1	No longer trapped (no/unknown injuries)

Figure 29. Determinant Descriptors. Protocol 58. FPDS v7.0. © 2000–2018 PDC.

- A new 58-C-1 Determinant Code has been added: “**ENTRAPMENT/TRAPPED** (unknown body part).” See Figure 29.
- A new 58-B-3 Determinant Code has been added: “**ENTRAPMENT/TRAPPED (NON-THREATENED)**.” See Figure 29.
- A new 58-A-2 Determinant Code has been added: “**No** longer trapped with injuries.” See Figure 29.

Rationale: Dispatchers were experiencing calls for entrapment incidents that weren’t specifically addressed in the previous version of the protocol. This modification was made to address these types of situations better and to send the best response for each entrapment incident.

- The 58-Ω-1 Determinant Descriptor “**No** longer trapped” has been modified to “**No** longer trapped (no/unknown injuries).” See Figure 29.

Rationale: This modification was made to reduce dispatcher confusion about when to use this Determinant Code. This modification also keeps this Determinant Code consistent with other changes made on this protocol.

- The title of the **Vehicle Information** AI section has been changed to **Vehicle Description**.

Rationale: This text was changed to better match the language used in the Medical and Police disciplines.

- The title of the **Determinant Suffixes** AI section has been changed to **Determinant Suffix**.

Rationale: There is only one suffix on this protocol.

- A new definition for **ENTRAPMENT/TRAPPED (NON-THREATENED)** has been added.

Rationale: This definition was added to support the new Determinant Code.

- Rules 3 and 4 have been removed and a new Rule 3 has been added: "For **ENTRAPMENTS** due to a **motor vehicle collision** (MVC), use **Protocol 77**."

Rationale: Rules 3 and 4 were no longer necessary on this protocol and were removed. The new Rule 3 helps direct the dispatcher to the most appropriate protocol for entrapments due to a motor vehicle collision.

PROTOCOL 59: Fuel Spill/Fuel Odor

Multi-Protocol Changes affecting this protocol: B, C, J, P, W, Y

Changes affecting only this protocol:

- Key Question 4 has been renumbered as Key Question 2. Additionally, the former Key Question 2 has been renumbered as Key Question 2a and has had the Pre-Question Qualifier "**(Outside)**" added to it. The remaining Key Questions have been renumbered. See Figure 30.

Rationale: This new Key Question arrangement potentially reduces the number of questions an EFD must ask and improves the flow of gathered information.

<p>2. Is the spill inside or outside?</p> <p>a. (Outside) Is the spill in or near a waterway?</p>

Figure 30. Key Questions 2 and 2a. Protocol 59. FPDS v7.0.
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- The words "**turn off**" in PDI-b have been changed to "**activate**": "**(Gas station fuel pump)** If it's **safe** to do so, **activate** the **emergency shut-off switch**." See Figure 31.

Rationale: The wording change in this instruction reduces caller confusion.

b. **(Gas station fuel pump)** If it's safe to do so, **activate** the emergency shut-off switch.

Figure 31. Post-Dispatch Instruction b. Protocol 59. FPDS v7.0.
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PROTOCOL 60: Gas Leak/Gas Odor (Natural and LP Gases)

Multi-Protocol Changes affecting this protocol: B, C, J, L, P, R, X, Y

Changes affecting only this protocol:

- The former Key Question 4 under the **(Outside)** Key Question sequence “What is the **size** of the **tank/line**?” has been divided into two new Key Questions: KQ 4 “**(Tank)** What is the **size** of the **tank**?” and KQ 5 “**(Line)** Is this a **residential** or **commercial line**?” The remaining Key Questions have been renumbered accordingly. See Figure 32.

Rationale: Splitting the former Key Question 4 into two questions and adding PQQs reduces caller confusion.

- A new Key Question 6 under the **(Inside)** Key Question sequence and Key Question 7 under the **(Outside)** Key Question sequence have been added: “**(Gas company)** When will your **technician/mechanic be on site**?” See Figure 32.

Rationale: This new Key Question ensures that the calltaker gets as much information as possible that will be helpful at the scene.

60 GAS LEAK / GAS ODOR (NATURAL AND LP GASES)	
KEY QUESTIONS	
1. Is the problem inside or outside ?	
2. Do you hear the gas or smell it only ?	
(Inside)	
3. What type of building is this?	
4. What is the gas coming from ?	
5. Is anyone sick or injured ?	
a. (Yes) How many ?	
6. (Gas company) When will your technician/mechanic be on site ?	
7. Which gas company provides service to this location?	
(Outside)	
3. What is the gas coming from ?	
Line	
Tank	
Unknown (Odor only)	
4. (Tank) What is the size of the tank ?	
5. (Line) Is this a residential or commercial line ?	
6. Is anyone sick or injured ?	
a. (Yes) How many ?	
7. (Gas company) When will your technician/mechanic be on site ?	
8. Which gas company provides service to this location?	

Figure 32. Key Questions. Protocol 60. FPDS v7.0. © 2000–2018 PDC.

- A new Jurisdictionally Approved Key Question 7 under the **(Inside)** Key Question sequence and Key Question 8 under the **(Outside)** Key Question sequence have been added: “**Which gas company provides service to this location?**” See Figure 32.
Rationale: The gas company may need to provide assistance for gas leak incidents.
- Two new CHARLIE-level Determinant Codes have been added: 60-C-4 “**Transmission/Distribution** (main/service) pipeline” and 60-C-5 “**High-pressure** line.” See Figure 33.
Rationale: Dispatchers were experiencing calls where the types of lines listed as Determinant Codes in the previous version of the protocol weren’t addressing issues with lines that carry large volumes or high-pressure lines. These new Determinant Codes were created to better handle these types of calls, including sending any specialized teams or equipment that may be required.

4	Transmission/Distribution (main/service) pipeline
5	High-pressure line

Figure 33. Determinant Descriptors. Protocol 60. FPDS v7.0. © 2000–2018 PDC.

- A new PDI-e has been added: “**(Fire)** Do not try to put the fire out.” The remaining PDIs have been re-lettered.
Rationale: Attempting to put out the fire can be very hazardous for the caller.
- The PQQ “**(Landline)**” has been added to PDI-i.
Rationale: Callers using landlines or cordless landline phones may create a spark at the base when hanging up the phone or the call may disconnect when the phone is moved out of range of the base. Callers using cell phones are safe to take the phone with them.
- A new DLS link to end calls has been added: “**Landline.**”
Rationale: The dispatcher cannot disconnect the call in the normal way because the instruction given to callers on landlines is to leave the phone where it is.
- The third CEI has been removed: “**Determine a specific, clear meeting point for the emergency crews.**”
Rationale: This CEI is no longer necessary and has been removed.

- A new definition for **Transmission/Distribution Pipelines – Natural Gas** had been added. See Figure 34.
- A new definition for **Large Outside Industrial/High-Pressure Lines** has been added. See Figure 34.

Rationale: These definitions were added to support the new Determinant Codes.

Transmission/Distribution Pipelines – Natural Gas
Transmission/Distribution pipelines are used to transport large volumes of natural gas to major markets. Typical size can vary between 6 inches (15 cm) and 48 inches (122 cm).
Large Outside Industrial/High-Pressure Lines
Industrial line: Pipelines serving industrial areas are usually large in size and have a higher pressure than regular commercial lines.
Commercial line: Pipelines that serve a single or group of businesses .

Figure 34. New Definitions. Protocol 60. FPDS v7.0. © 2000–2018 PDC.

- The definition for **HAZMAT** has been removed.
- The Additional Information sections “**Inside Odor Sources**” and “**Potential Ignition Sources**” have been removed.

Rationale: This definition and these Additional Information sections are no longer necessary and have been removed. These sections have also been removed to make space for the new definitions that were added to this protocol.

PROTOCOL 61: HAZMAT

Multi-Protocol Changes affecting this protocol: B, C, J, K, R, T, Y

Changes affecting only this protocol:

- Key Questions 3 and 9 have been removed. The remaining Key Questions have been renumbered. See Figure 35.

Rationale: These Key Questions are no longer necessary and have been removed.

- A new Key Question 4 has been added: “Is the spill/leak **inside** or **outside**?” See Figure 35.

Rationale: Certain information does not need to be gathered if the spill/leak is inside. This new Key Question potentially reduces the number of questions an EFD must ask and improves the flow of gathered information.

- The previous Key Question 5 “Is the spill/leak in or **near** a **WATERWAY**?” has been renumbered as Key Question 4a, has had the Pre-Question Qualifier “**(Outside)**” added to it, and has been slightly modified from “**near** a **WATERWAY**” to “**near** a **waterway**.” See Figure 35.

Rationale: This Key Question should only be asked if the spill/leak is outside. The modifications made to the wording of the question keep it consistent with other changes made on this protocol.


61 HAZMAT		
KEY QUESTIONS		
1. What type of substance/chemical is involved?	69 67	
2. Do you see flames ? <ul style="list-style-type: none"> a. (Yes) Are the flames inside or outside? <div style="margin-left: 20px;"> Inside _____ Outside _____ </div> 		
3. How much has spilled/leaked ?		
4. Is the spill/leak inside or outside ? <ul style="list-style-type: none"> a. (Outside) Is the spill/leak in or near a waterway? 		
5. Is the spill/leak spreading ? <ul style="list-style-type: none"> a. (Yes) What direction is it flowing? 		
6. Where is the substance/chemical coming from ?		
* All dispatch codes		
7. Is anyone in immediate danger? <ul style="list-style-type: none"> a. (Yes) How many? ● b. (Yes) Exactly where are they/you located? 		
8. Does anyone have the substance/chemical on them ? <ul style="list-style-type: none"> a. (Yes) How many? ● 		
9. Is anyone sick or injured ? <ul style="list-style-type: none"> a. (Yes) How many? ● 		
KEY QUESTIONS (continued)		
10. Do you see a cloud or vapor ? <ul style="list-style-type: none"> a. (Yes) What direction is it going? b. (Yes) What color is it? 		
11. Do you know the warning placard numbers (chemical ID)?		
12. What is the size of the container ?		

Figure 35. Key Questions. Protocol 61. FPDS v7.0. © 2000–2018 PDC.

- The former Key Question 12 “**Is anyone in immediate danger?**” and its subquestions 12a and 12b have been moved after the “**All dispatch codes**” dispatch point and have been renumbered as Key Questions 7, 7a, and 7b. See Figure 35.
- The former Key Question 13 “Does anyone have the **substance/chemical on them**?” and its subquestion 13a “**(Yes)** How **many**?” have been renumbered as Key Questions 8 and 8a. See Figure 35.
- The former Key Question 14 “Is anyone **sick** or **injured**?” and its subquestion 14a “**(Yes)** How **many**?” have been renumbered as Key Questions 9 and 9a. See Figure 35.
- Former Key Questions 8, 10, and 11 have been renumbered as Key Questions 10, 11, and 12 respectively. See Figure 35.

Rationale: This new Key Question order improves call flow and prioritizes information about HAZMAT situations.

- The 61-D-1 Determinant Descriptor has been changed from “In or near **WATERWAY**” to “**UNCONTAINED** in/near **OTHER WATERWAY**.”

Rationale: The modifications made to the wording of this Determinant Code keep it consistent with other changes made on this protocol.

- The **WATERWAY** Special Definition has been renamed **OTHER WATERWAY** and has been moved after the definition for **MASS CASUALTY INCIDENT (MCI)**.

Rationale: Several new definitions for different body of water types have been added. To differentiate this Special Definition from the other water related definitions, the title of this definition was changed.

- The suffixes **C**, **B**, **R**, **N**, and **U** have been removed. Seven new suffixes have been added: “**D** = Drug lab,” “**S** = Chemical suicide,” “**V** = Single sick/injured person,” “**W** = Multiple sick/injured persons,” “**X** = **MCI** Level 1,” “**Y** = **MCI** Level 2,” and “**Z** = **MCI** Level 3.” See Figure 36.

➔ Determinant Suffixes	
The suffix codes help to delineate the type of problem for specific response and safety purposes:	
D	= Drug lab
S	= Chemical suicide
V	= Single sick/injured person
W	= Multiple sick/injured persons
X	= MCI Level 1
Y	= MCI Level 2
Z	= MCI Level 3

Figure 36. Determinant Suffixes. Protocol 61. FPDS v7.0. © 2000–2018 PDC.

- o Determinant Codes 61-D-3 “**UNCONTAINED** illegal **drug lab**” and 61-D-4 “**UNCONTAINED** chemical **suicide**” have been removed.
- o Determinant Codes 61-C-2 “**CONTAINED** illegal **drug lab**” and 61-C-3 “**CONTAINED** chemical **suicide**” have been removed.
- o A new Administration/Agency approved definition for **MASS CASUALTY INCIDENT (MCI)** has been added.

Rationale: The **C**, **B**, **R**, and **N** suffixes that were removed and the new suffixes **D** and **S** allow the calltaker to get the most essential information possible. The new **MASS CASUALTY INCIDENT (MCI)** definition and suffixes regarding the number of people injured will give the EFD the information needed to send the right number and type of resources to a HAZMAT incident.

- Four new DELTA-level Determinant Codes have been added: 61-D-3 "**COASTAL** water," 61-D-4 "**INLAND** water," 61-D-5 "**OCEANIC** water," and 61-D-6 "**Sewer/Drain**."
 - New definitions for **COASTAL Water**, **INLAND Water**, and **OCEANIC Water** have been added after the definition for **CONTAINED**.

Rationale: Dispatchers were experiencing calls for HAZMAT incidents involving several specific body of water types. These types of HAZMAT situations weren't specifically addressed in the previous version of the protocol. This modification was made to address these types of situations better and to send the best response for each body of water type.

- A portion of Rule 2 has been modified from "should be **coded as 61-D-4**" to "should be considered **UNCONTAINED**."
- A portion of Rule 3 has been modified from "should be **coded as 61-C-3**" to "should be considered **CONTAINED**."

Rationale: The modifications made to the wording of these Rules keep them consistent with other changes made on this protocol.

- The **Chemical Suicide** Additional Information section has been removed and can now be found on the new Protocol D: Chemical Suicide.

Rationale: This information is more appropriate for Protocol D: Chemical Suicide. It has also been moved to make space for the many new definitions that were added to this protocol.

PROTOCOL E: Chemical Suicide

Multi-Protocol Changes affecting this protocol: None

Changes affecting only this protocol:

- The former Protocol D: Chemical Suicide has been changed to Protocol E. See Figure 37.

Rationale: The PAIs were reordered because of the addition of several new PAIs.

- **Cardset only:** Protocol E: Chemical Suicide has been changed to a pull-out card and can be found behind Protocol 61: HAZMAT.

Rationale: To better fit all of the cards in the cardset, this protocol was changed to a pull-out card.

E CHEMICAL SUICIDE		
1 v Caller Contact with Person	Danger Awareness	6 Outside
<ul style="list-style-type: none"> Are you in contact with the person? 	<ul style="list-style-type: none"> * Scenes involving dangerous physical conditions, assailants, HAZMAT, or fire can change rapidly for the worse. EFDs should reassess often, and should not hesitate to advise the caller to get away (or attain a safer location), if it's safe to do so, whenever their safety is in reasonable doubt, and then to call back from a safe location. * Any substance at a scene that may pose a HAZMAT threat should be treated as such, with the EFD providing appropriate PDI's on the HAZMAT protocol. 	<p>Listen carefully, this could be a very dangerous situation.</p> <p>Do not approach (or touch) the person at all. Let the firefighters (responders) handle it.</p> <p>Stay on the line → X-2</p>
2 Person's Location		Chemical Suicide ☠
<ul style="list-style-type: none"> Where is s/he now? 		<p>Suicide by inhaling poisonous vapors that can be created from a mixture of household chemicals. Also known as "detergent suicide." Patients enclose themselves in a small room or vehicle, then mix two or more household chemicals to produce a toxic gas. Often, patients will tape window and door seams shut and post warning notes to prevent harm to others, such as "Danger," "Toxic gas," or "Call 911." The immediate area also frequently smells of rotten eggs or sulfur, but Emergency Dispatchers should not rely on this indicator alone as a warning signal.</p> <p>Hydrogen sulfide (H₂S) and hydrogen cyanide (HCN) are two of the most commonly produced toxic vapors for chemical suicides. Hydrogen sulfide can cause coma and death at 1,000 parts per million (only 0.1%). Callers and bystanders should avoid patient contact as these gases are present in the patient's exhalations and exposure can cause severe injury.</p> <p>Over 200 people in Japan committed suicide in a three-month period in 2008 by using this method.</p>
3 Caller in Contact with Person		
<p>Listen carefully, this could be a very dangerous situation.</p> <p>Do not approach (or touch) the person at all. If it's safe to do so, leave the contaminated area, but not the scene.</p> <p>Stay on the line → X-2</p>		
4 Vehicle		
<p>Listen carefully, this could be a very dangerous situation.</p> <p>Do not approach or attempt to rescue the person. Stay away from the vehicle and the general area.</p> <p>Stay on the line → X-2</p>		
5 Building/Structure		
<p>Listen carefully, this could be a very dangerous situation.</p> <p>Do not approach or attempt to rescue the person. If it's safe to do so, leave the building, close the doors behind you, and remain outside.</p> <p>(COMMERCIAL/INDUSTRIAL/Multi-dwelling) If it's safe to do so, activate the alarm as you leave to warm others.</p> <p>Stay on the line → X-2</p>		

Figure 37. Panels 1-6. Protocol E. FPDS v7.0. © 2000–2018 PDC.

PROTOCOL 62: High Angle Rescue

Multi-Protocol Changes affecting this protocol: J, X, Y

Changes affecting only this protocol:

- The title of the protocol has been changed from "High Angle Rescue (Above or Below Grade)" to "High Angle Rescue."

Rationale: Removing "Above or Below Grade" allows this protocol to apply more generally to all High Angle Rescue situations.

- The Pre-Question Qualifier "**(Appropriate)**" has been added to Key Question 3. See Figure 38.

Rationale: This question is only appropriate to ask if the caller has described an incident that could be a suicide attempt.

3. **(Appropriate)** Is this a suicide attempt? ● ☆

Figure 38. Modified Key Question 3. Protocol 62. FPDS v7.0. © 2000–2018 PDC.

- A new 62-D-5 Determinant Code has been added: "**HIGH ANGLE** rescue with **unknown** number of **injuries**."
- A new 62-C-1 Determinant Code has been added: "**Unknown** situation (suicidal with **injuries**)."

Rationale: Occasionally, the information provided by the caller for a specific type of event does not correlate to the Determinant Codes listed for that protocol. This new Determinant Code allows the EFD to still code and dispatch the call, getting responders on-scene where they can investigate the situation further.

- A new PDI-e has been added: “**(1st party)** If you can **safely anchor** or **secure** yourself, go ahead and **do so** to prevent further injury or falling. Let me know **what** you did.”

Rationale: The safety of the caller is the most important thing. Giving this instruction to a 1st party caller before responders have arrived may help save the life of the caller.

- **ProQA only:** The new first CEI has been made editable.

Rationale: Making this CEI editable allows agencies to add local contact information.

- The definition for **Technical Evacuation** has been removed. A new classification section for **Technical Evacuation** has been added. This new section provides additional information on low-angle, steep-angle, and high-angle rope rescues. See Figure 39.

Technical Evacuation
<p>Low-angle rope rescue: A rescue situation that involves angles up to 35 degrees. Most of the rescuer's weight is supported by the ground, and rope is only used for balance or assistance. Common examples are car accidents where the vehicle has gone down the side of the road or when someone has fallen over a slight ridge or incline, such as down a ravine.</p> <p>Steep-angle rope rescue: A rescue situation that involves angles between 35 and 65 degrees. The weight of the rescuer and victim is distributed relatively evenly between the ground and ropes. These rescues can be a higher risk than a low-angle rescue because more weight may be placed on objects around the setup, such as rocks. Rescuers are fully dependent upon the rope system for upward travel because of how steep the angle is.</p> <p>High-angle rope rescue: A rescue situation that involves angles greater than 65 degrees. Rescuers are totally dependent upon the ropes for accessing and exiting the rescue. Since most of the rescuer's and victim's weight is handled by ropes, errors in setting up the rope system could be catastrophic or fatal. Industrial work hazards that may require high-angle rope rescue are wind turbines, towers, pipe cracks, ledges, and tanks.</p>

Figure 39. Technical Evacuation. Protocol 62. FPDS v7.0. © 2000–2018 PDC.

- o The former Rule 2 has been removed: “Evacuations at **greater than 60° inclination** are considered **HIGH ANGLE** operations. A **TRT** should be used for all rescues above this angle.” The remaining Rule has been renumbered.

Rationale: More specific information and examples about what types of incidents are considered a **HIGH ANGLE Rescue** help EFDs when dispatching high angle rescue calls.

PROTOCOL 63: Lightning Strike (Investigation)

Multi-Protocol Changes affecting this protocol: B, C, D, J, Y

Changes affecting only this protocol:

- Two new shunts for “**Vegetation**” have been added after Key Questions 1a and 1b that send the EFD to the new Protocol 82: Vegetation/Brush/Grass Fire.

Rationale: Vegetation and brush fires are no longer handled on Protocol 67, but are now handled on the new Protocol 82: Vegetation/Brush/Grass Fire.

- A new Key Question 1c has been added: “**(Smoke odor)** Is the odor **inside** or **outside**?” This new Key Question has a SHUNT for “**Inside**” to Protocol 69: Structure Fire.

Rationale: Often flames and smoke are not immediately visible after a lightning strike, but a smoke odor can be detected. These instances should be investigated as if flames or smoke have been seen.

- The 63-B-2 Determinant Descriptor has been changed from “**Large NON-DWELLING** building/structure (barn, storage building)” to “**LARGE NON-DWELLING** building/structure.” See Figure 40.
- The 63-B-3 Determinant Descriptor has been changed from “**Small NON-DWELLING** building/structure (shed, detached garage)” to “**SMALL NON-DWELLING** building/structure.” See Figure 40.

Rationale: See Multi-Protocol Change D.

1	HIGH LIFE HAZARD
2	HIGH RISE
3	COMMERCIAL/INDUSTRIAL building
4	Residential (multiple)
5	Outdoor venue (sporting event/concert/campground)
1	Residential (single)
2	LARGE NON-DWELLING building/structure
3	SMALL NON-DWELLING building/structure
4	Mobile home, house trailer, portable office
5	Outside lightning strike
6	Vehicle
7	Unknown situation (investigation)/Unknown building type

Figure 40. Determinant Descriptors. Protocol 63. FPDS v7.0.
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- A new 63-C-5 Determinant Code has been added: “**Outdoor venue** (sporting event/concert/campground).” See Figure 40.
Rationale: Lightning strikes occur frequently in outdoor venue settings. These locations also tend to have high volumes of people, which increases the risk of lightning strike casualties.
- The 63-B-7 Determinant Code “**Unknown situation** (investigation)” has been modified to “**Unknown situation** (investigation)/**Unknown building type**.” See Figure 40.
Rationale: Occasionally, the information provided by the caller for a specific type of event does not correlate to the Determinant Codes listed for that protocol. This new Determinant Code allows the EFD to still code and dispatch the call, getting responders on-scene where they can investigate the situation further.
- The definition for **COMMERCIAL/INDUSTRIAL Building** has been moved from after the **HIGH RISE** definition to after the **HIGH LIFE HAZARD** definition.
Rationale: The structure of the Additional Information card has changed so that all Special Definitions are listed together with the single definition for **Local Fire Administration/Agency**. The rest of the definitions are listed before or after all the Special Definitions in the order that they appear on the Dispatch card.

PROTOCOL 64: Marine/Boat Fire

Multi-Protocol Changes affecting this protocol: A, E, J, L, Q, R, X, Y

Changes affecting only this protocol:

- The text on Key Question 5 has been changed from “**(Appropriate)** Obtain **Boat/Vessel Information**” to “**(Appropriate)** I need to get the **boat/vessel information**. . . ”
Rationale: This text was changed to better match the language used in the Medical and Police disciplines.
- A new PDI-i has been added: “If you are **unable to control** the fire, **prepare to abandon ship**.” The remaining PDIs have been re-lettered accordingly. See Figure 41.

i. If you are **unable to control** the fire, **prepare to abandon ship**.

Figure 41. New PDI-i. Protocol 64. FPDS v7.0. © 2000–2018 PDC.

o Rule 1 “Advise the caller that if unable to control the fire, **prepare to abandon ship**” has been removed. The remaining Rules have been renumbered accordingly.

Rationale: This statement should be read to the caller.

- **Boat/Vessel Information** question e has been changed from “What **type of communications** do you have?” to “Other than your cell phone, what **type of communications** do you have?” See Figure 42.

Rationale: Other forms of communication may be necessary if something happens to the caller’s cell phone or they lose cell phone service.

- A new question h “What **direction** are you going?” and i “What **type of cargo** are you carrying?” have been added to the **Boat/Vessel Information** Description Essentials section. The remaining questions have been re-lettered. See Figure 42.


Boat/Vessel Information	
	a. What is the exact location or position of the vessel (GPS coordinates)?
	b. How many people are on board?
	c. What is the vessel name, registration, and description (type, length, color)?
	d. What safety equipment do you have on board (life jackets)?
	e. Other than your cell phone, what type of communications do you have?
	f. Where did you launch from ?
	g. Are there any landmarks visible ?
	h. What direction are you going?
	i. What type of cargo are you carrying?
	j. How much fuel is on board?

Figure 42. New Boat/Vessel Information Questions.
Protocol 64. FPDS v7.0. © 2000–2018 PDC.

Rationale: It is important for the EFD to know which direction the boat/vessel is heading so that responders know how to find it. The EFD also needs to know what type of cargo is on the boat/vessel (sand, chemicals, gasoline, etc.), in case the situation worsens and a specialty team needs to be brought in.

PROTOCOL 65: Mutual Aid/Assist Outside Agency

Multi-Protocol Changes affecting this protocol: Y

Changes affecting only this protocol: None

PROTOCOL 66: Odor (Strange/Unknown)

Multi-Protocol Changes affecting this protocol: J, L, R, W, Y

Changes affecting only this protocol:

- A new 66-B-1 Determinant Code has been added: “**Unknown** situation (investigation) with **sick** person(s).”

Rationale: Occasionally, the information provided by the caller when they smell a strange odor does not correlate to the Determinant Codes listed, or the only information they have is that there is a strange odor and someone is sick. This new Determinant Code allows the EFD to still code and dispatch the call, getting responders on-scene where they can investigate the situation further.

PROTOCOL 67: Outside Fire

Multi-Protocol Changes affecting this protocol: A, B, C, F, J, P, Q, R, T, Y

Changes affecting only this protocol:

- A new SHUNT to Protocol 82 “**Vegetation/Wildland/Brush/Grass**” has been added after Key Question 1. See Figure 43.

Rationale: A new Protocol 82: Vegetation/Wildland/Brush/Grass Fire has been added. This new protocol specifically handles calls for vegetation, wildland, brush, and grass fires rather than calls for things that are on fire outside.

- Key Question 2 has been modified from “**(Appropriate)** What **size of area** is burning?” to “**(Appropriate)** What **size of area/structure** is burning?” See Figure 43.

67

OUTSIDE FIRE

KEY QUESTIONS

1. Tell me **exactly** what is **burning**.
Vegetation/Wildland/Brush/Grass

2. **(Appropriate)** What **size of area/structure** is burning?
Is the fire **threatening** anything?
Animals/People/Buildings/Vehicles

3. *** DELTA-, CHARLIE-, and BRAVO-level codes**

4. **Is anyone trapped or in immediate danger?**
a. **(Yes)** **How many?**
b. **(Yes)** **Exactly where are they/you located?**

5. **(Appropriate)** **Are there any electrical hazards?**

6. Is the fire **spreading**?
a. **(Yes)** What **direction** is the fire **spreading**?

7. Is anyone **injured**?
a. **(Yes)** **How many?**

8. **(HAZMAT)** Do you know the warning **placard numbers**
(chemical ID) of the **hazardous materials**?

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POST-DISPATCH INSTRUCTIONS

a. The **fire department** is being sent. **Stay on the line**, and I'll tell you **exactly** what to do next.

b. **Do not** try to put the fire out.

c. If it's **safe** to do so, **leave the area** now, avoiding any **hazards**.

*** Notify appropriate agencies.**

*** Notify responders of electrical and other known hazards.**

*** Provide responders with any known information about the location and number of people trapped/in danger.**

DLS

*** Link to X-1 unless:**

Caller Danger – **Not Trapped**

Person on Fire

Danger Present – **HAZMAT**

Stay on the Line

Urgent Disconnect

Burn Treatment

B-3

B-4

D-1

X-2

X-3

X-5

LEVELS	#	DETERMINANT DESCRIPTORS	T	P	A	B	R	O	U	V	X	Y	CODES	RESPONSES	MODES
E	1	Person on fire (outside)											67-E-1		
D	1	LARGE ELEVATED structures											67-D-1		
	2	LARGE OUTSIDE fire											67-D-2		
	3	LARGE OUTSIDE fire with hazardous materials											67-D-3		
C	1	SMALL ELEVATED structures											67-C-1		
B	1	SMALL OUTSIDE fire											67-B-1		
	2	SMALL OUTSIDE fire with hazardous materials											67-B-2		
	3	Unknown situation (investigation)											67-B-3		
A	1	Extinguished fire (1 st /2 nd party)											67-A-1		

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Figure 43. Modified Dispatch card. Protocol 67. FPDS v7.0. © 2000–2018 PDC.

- A new 67-D-1 Determinant Code “**LARGE ELEVATED structures**” and a new 67-C-1 Determinant Code “**SMALL ELEVATED structures**” have been added. See Figure 43.
 - o Two new Special Definitions for **LARGE ELEVATED Structures** and **SMALL ELEVATED Structures** have been added to support these new Determinant Codes. See Figure 44.

Rationale: Dispatchers were experiencing calls for structures such as billboards, cellular towers, wind turbines, etc. being on fire. These types of fires weren’t specifically addressed in the previous version of the protocol. This modification was made to better address these types of fires.

- The “**DELTA-, CHARLIE-, and BRAVO-level codes**” director below Key Question 3 has been updated to guide the EFD to dispatch any DELTA-, CHARLIE-, or BRAVO-level codes and then return to questioning. See Figure 43.

Rationale: More information is needed before the dispatcher gives PDIs or follows DLS Links. The dispatcher will get this information by continuing Key Questions.

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- Key Question 5 has been modified from “**Is anyone in immediate danger?**” to changed to “**Is anyone trapped or in immediate danger?**” It has also been changed to Key Question 4. See Figure 43.
- Following the new Key Question 4, new subquestions 4a and 4b have been added: 4a “**(Yes) How many?**” and 4b “**(Yes) Exactly where are they/you located?**” See Figure 43.
Rationale: The wording change and additional Key Questions allow the calltaker to gather more specific scene and caller safety information.
- Key Question 4 has been modified from “**(Appropriate) Are there any electrical lines on the ground?**” to “**(Appropriate) Are there any electrical hazards?**” It has also been changed to Key Question 5. See Figure 43.
Rationale: Changing the specific phrase “**electrical lines**” to “**electrical hazards**” allows for the caller to provide information for other, more general electrical hazards that could cause scene and caller safety problems.
- PDI-c has been modified from “**(Electrical) If it’s safe to do so, leave the area now, avoiding the electrical hazard and any water sources, and wait for the responders**” to “**If it’s safe to do so, leave the area now, avoiding any hazards.**” See Figure 43.
Rationale: Making this PDI more general helps the caller know to watch for other hazards that could cause scene and caller safety problems.
- The first CEI has been removed: “**Determine a specific, clear meeting point for the emergency crews.**” See Figure 43.
- The second CEI has been removed: “**(Threatened roadway) Notify law enforcement.**” See Figure 43.
Rationale: These CEIs are no longer necessary and have been removed.
- **ProQA only:** The new first CEI has been made editable.
Rationale: Making this CEI editable allows agencies to add local contact information.
- The 67-D-1 Determinant Code “**WILDLAND fire,**” 67-D-2 Determinant Code “**LARGE BRUSH/GRASS fire,**” and the 67-D-5 Determinant Code “**Refinery/Tank farm/Fuel storage**” have been removed. The remaining Determinant Codes have been renumbered. See Figure 43.

- o The definitions for **WILDLAND Fire**, **LARGE BRUSH/GRASS Fire**, and **SMALL BRUSH/GRASS Fire** have been removed. See Figure 44.
- o The Axioms AI section has been removed. See Figure 44.
- o The AI section "**Forest Fire Danger Levels**" has been removed. See Figure 44.
- The Determinant Code 67-Ω-1 "**Controlled** burn" has been removed. See Figure 43.
 - o The former Rule 7 has been removed. See Figure 44.
- The Determinant Code 67-A-1 "**Transformer** (wire or pole)" has been removed. The remaining Determinant Code has been renumbered. See Figure 43.

Rationale: These types of incidents require a different kind of response, equipment, or safety information and are better handled on other protocols.
- The new 67-A-1 Determinant Code has been modified from "**Extinguished** fire" to "**Extinguished** fire (1st/2nd party)." See Figure 43.

Rationale: Information about an extinguished fire must be provided by a caller who is at the scene.
- Two new suffixes have been added: "**T** = Trapped" and "**P** = People in danger." See Figure 44.

Rationale: These new suffixes provide information about what is being threatened by the fire.
- The definition for **LARGE OUTSIDE Fire** has been changed to a Special Definition. See Figure 44.
 - o The list of examples on the Special Definition for **LARGE OUTSIDE Fire** has been modified. "Agricultural products (hay/cotton)," "Elevated structures," and "Wind turbines" have been removed. "Recycling yard" and "Salvage yard" have been added. See Figure 44.


<small>Protected by U.S. Patents 8,417,533; 9,319,859.</small> ➔ Determinant Suffixes The suffix codes help to delineate what is being threatened by the fire: T = Trapped P = People in danger A = Animals B = Buildings (non-residential) O = Other R = Residential U = Unknown V = Vehicle X = Single injured person Y = Multiple injured persons Local Fire Administration/Agency Local Fire Administration/Agency must define and authorize (X) for dispatch purposes what constitutes the following: LARGE ELEVATED Structures The following may be considered LARGE ELEVATED structures: • Fire watch towers • Water towers • TV/Radio towers • Wind turbines • Anything over ____ ft (____ m) high <input type="checkbox"/> _____ <small>Approval signature of local Fire Administration/Agency Date approved</small> SMALL ELEVATED Structures The following may be considered SMALL ELEVATED structures: • Billboards • Cellular towers • Anything between ____ and ____ ft (____ and ____ m) high <input type="checkbox"/> _____ <small>Approval signature of local Fire Administration/Agency Date approved</small>		LARGE OUTSIDE Fire The following may be considered LARGE OUTSIDE fires: • Cardboard (bulk) • Railroad ties • Landfill • Recycling yard • Lumber pallets • Salvage yard • Mulch (bulk) • Storage containers • Oil pumping units • Tire dump (bulk) <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____ <small>Approval signature of local Fire Administration/Agency Date approved</small> SMALL OUTSIDE Fire The following may be examples of SMALL OUTSIDE fires, depending on their size: • BBQ grill/pit • Illegal burning • Bleachers • Mailbox • Bonfire • Outhouse/Porta-potty • Doghouse • Playground equipment • Dumpster • Poles • Fence • Trash • Garbage can • Tree house <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____ <small>Approval signature of local Fire Administration/Agency Date approved</small>	ENTRAPMENT/TRAPPED A situation involving prevention of escape in which there is an increased threat of injury, illness, or death to a person. THREATENED Building/Structure Any building/structure that has a potential of catching on fire. HAZMAT  An incident involving a gas, liquid, or solid that, in any quantity, poses a threat to life, health, or property. Rules 1. The determination of whether a fire is threatening a building/structure should be based on the caller's judgment. 2. If the caller is unsure, all associated buildings are considered THREATENED. 3. Information about the presence of HAZMAT must be spontaneously provided by the caller. 4. Any extinguished fire information must be spontaneously provided by a 1 st /2 nd party caller. 5. If the caller struggles to determine the size of the fire, ask them to relate it to the size of a familiar area (e.g., football field, tennis court, etc.).
67 OUTSIDE FIRE		67	

Figure 44. Modified Additional Information card. Protocol 67. FPDS v7.0. © 2000–2018 PDC.

- The definition for **SMALL OUTSIDE Fire** has been changed to a Special Definition. See Figure 44.
 - o The Special Definition text for **SMALL OUTSIDE Fire** has been modified from “The following may be considered **SMALL OUTSIDE** fires” to “The following may be examples of **SMALL OUTSIDE** fires, depending on their size.” See Figure 44.
 - o The list of examples on the Special Definition for **SMALL OUTSIDE Fire** has been modified. “Landscaping” and “Tree” have been removed. See Figure 44.
 - o The **SMALL OUTSIDE Fire** definition has been modified to include the example “Outhouse/Porta-potty.” See Figure 44.

Rationale: These definitions have been modified to include more examples and allow agencies to add even more examples that may be relevant in their areas.

- A new definition for **ENTRAPMENT/TRAPPED** has been added: “A situation involving **prevention of escape** in which there is an increased threat of injury, illness, or death to a person.” See Figure 44.

Rationale: This definition applies to outdoor fire situations as well.

- The new Rule 1 has been modified to include “/structure”:
“The determination of whether a fire is threatening a building/structure **should be based on the caller’s judgment.**” See Figure 44.

Rationale: This change makes the wording consistent with the Rule on other Chief Complaint Protocols.

PROTOCOL 68: Smoke Investigation (Outside)

Multi-Protocol Changes affecting this protocol: J, L, Y

Changes affecting only this protocol:

- The former Key Question 2 and the SHUNT to Protocol 69: Structure Fire have been removed. See Figure 45.
 - o The former Key Question 4 has been changed to Key Question 2. Additionally, a new answer choice “**Building/Structure**” has been added. This answer choice will SHUNT the calltaker to Protocol 69. See Figure 45.

Rationale: The former Key Question 2 was not necessary and was removed. The new Key Question 2 allows the EFD to gather better, more specific information.

KEY QUESTIONS	
1. Can you see smoke ? (Visible smoke)	
2. Where is the smoke coming from ? Building/Structure _____	69
3. Can you see through the smoke?	
4. What color is the smoke ?	
5. How far away is the smoke ?	

Figure 45. Key Questions. Protocol 68. FPDS v7.0. © 2000–2018 PDC.

- A new Jurisdictionally Approved Key Question 5 has been added: “**How far** away is the **smoke**?” See Figure 45.
Rationale: Jurisdictionally Approved Questions will provide the EFD with helpful, additional information, but will not affect the Determinant Code or response level.
- The former PDI-c “If it’s **safe** to do so, direct **emergency crews** to the **general area**” has been removed and a new PDI-c has been added: “(**Caller inside**) If it’s **safe** to do so, **remain in the building** and **close the windows and doors. Turn off** all sources of **outside air**, including fireplace dampers and heating or cooling units. **Remain inside until** emergency crews **contact** you.”

Rationale: This instruction is related to the safety of the caller.

PROTOCOL 69: Structure Fire

Multi-Protocol Changes affecting this protocol: A, B, C, D, F, I, J, O, P, Q, R, S, T, X, Y, Z

Changes affecting only this protocol:

- Key Question 4 has been modified from “Is anyone **trapped inside** the building?” to “Are there people or animals **trapped inside** the building?” See Figure 46.

Rationale: In addition to rescuing people, fire personnel also rescue animals from structure fires. In structure fires that involve barns, it is especially important for responders to know if any animals are still trapped in the barn.

KEY QUESTIONS

1. Do you see **flames** or **smoke**?
2. What **type** of **building** is involved?
 - a. (**Garage**) Is it **attached** to the **house**?
3. How many **floors** or **stories** are there?

* **All dispatch codes**

4. (**Not obvious**) **Are there people or animals trapped inside the building?**
 - a. (**Yes**) How **many**?
 - b. (**Yes**) Exactly **where** are they/you **located**?

* **Caller trapped or Caller in danger**

5. Where **exactly** is the **fire/smoke/odor**?
6. Which **floor** is the **fire/smoke/odor** on?
7. Is anyone **injured**?
 - a. (**Yes**) How **many**?
8. (**HAZMAT**) Do you know the warning **placard numbers** (chemical ID) of the **hazardous** materials?

Figure 46. Modifications to Key Questions. Protocol 69. FPDS v7.0.
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- Key Question 5 has been modified to include smoke/odor: "Where **exactly** is the **fire/smoke/odor**?" See Figure 46.
- Key Question 6 has been modified to include smoke/odor: "Which **floor** is the **fire/smoke/odor** on?" See Figure 46.

Rationale: Chief Complaint Selection Rule 11 instructs the calltaker that if smoke is smelled inside a building, Protocol 69: Structure Fire should be selected. The caller may not have seen any fire yet, but the responders will need to know exactly where they need to respond to in the building.

- The link to PDIs “**Caller trapped or Caller in danger**” has been moved under Key Question 4b. See Figure 46.

Rationale: As soon as it is known that there are people trapped inside a structure fire, the EFD should give the caller all of the appropriate PDIs and DLS instructions. Moving this send point up after Key Question 4 allows the EFD to give these life-saving instructions as soon as possible.

- A new PDI-f has been added: “**(Chimney fire)** If it’s **safe** to do so, **shut off** all **sources** of **outside air**, including flues, dampers, and fireplace/stove doors.” See Figure 47.

Rationale: Air can make the fire worsen, so shutting off all air sources will help prevent this from happening.

POST-DISPATCH INSTRUCTIONS	
a. The fire department is being sent. Stay on the line , and I’ll tell you exactly what to do next.	
b. (Inside building or Appropriate) If it’s safe to do so, leave the building , close the doors behind you , and remain outside .	
c. Do not try to put the fire out.	
d. Do not carry out anything that is on fire.	
e. (COMMERCIAL/INDUSTRIAL/Multi-dwelling) If it’s safe to do so, activate the alarm as you leave to warn others. Do not use the elevator .	
f. (Chimney fire) If it’s safe to do so, shut off all sources of outside air , including flues, dampers, and fireplace/stove doors.	
g. Please meet with the first arriving emergency vehicle and inform them if any people or animals are inside the structure.	
* Notify responders of any confirmed ENTRAPMENT and the location and number of people trapped or in danger.	
DLS	* Link to ☎ X-1 unless:
Building/Structure Evacuation (1st party)	B-1
Trapped in Building Fire (1st party)	B-2
Caller Danger – Not Trapped	B-3
Person on Fire	B-4
Danger Present – HAZMAT	D-1
Stay on the Line	X-2
Urgent Disconnect	X-3
Burn Treatment	X-5

Figure 47. PDIs, CEIs, and DLS Links. Protocol 69. FPDS v7.0
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- A new PDI-g has been added: “Please **meet** with the **first** arriving **emergency vehicle** and inform them if any **people** or **animals** are **inside** the structure.” See Figure 47.

Rationale: Responders need to know if any people or animals are still in the burning structure so that they know how best to attack the fire.

- The second and fourth CEIs have been combined: “**Notify responders of any confirmed ENTRAPMENT and the location and number of people trapped or in danger.**” The rest of the CEIs have been removed. See Figure 47.

Rationale: Combining these instructions is more succinct and clear for the dispatcher. By removing the other CEIs, additional space was created for the new PDIs and DLS Links.

- The suffix “**I** = Single injured person” has been reassigned the letter “**X**.” See Figure 48.
- The suffix “**J** = Multiple injured persons” has been reassigned the letter “**Y**.” See Figure 48.
- **Rationale:** The suffixes for single and multiple injured persons were changed to be consistent with the rest of the protocol.
- A new suffix has been added: “**C** = Chimney.” See Figure 48.
 - o The 69-E-7 and 69-D-7 Determinant Codes have been removed. The remaining Determinant Codes have been renumbered.
- Three new suffixes have been added: “**A** = Appliance (contained),” “**L** = Electrical problem,” and “**E** = Extinguished fire (1st/2nd party).” See Figure 48.
 - o The 69-C-2 and 69-C-1 Determinant Codes have been removed.
 - o The former Rule 3 has been modified and renumbered as Rule 2.
- The suffix order has been changed to “**R, X, Y, A, C, E, F, K, L, O**.” See Figure 48.

Rationale: Calltakers were more concerned about what type of building was on fire rather than what may have caused the fire; however, that information was still helpful for responders to know. Changing that information to a suffix allows for the type of building that is on fire as well as what may have caused the fire to be known.

➡ Determinant Suffixes	
The suffix codes help to delineate the type of problem for specific response and safety purposes:	
R	= Trapped person(s)
X	= Single injured person
Y	= Multiple injured persons
A	= Appliance (contained)
C	= Chimney
E	= Extinguished fire (1 st /2 nd party)
F	= Burned food (1 st party)
K	= LIGHT smoke (1 st party)
L	= Electrical problem
O	= Odor of smoke

Figure 48. Determinant Suffixes. Protocol 69. FPDS v7.0. © 2000–2018 PDC.

- A new “**Building/Structure Evacuation** (1st party)” DLS Link to B-1 has been added. See Figure 47.

- The former DLS Link for “**Trapped in Building Fire** (1st party)” has been changed from sending the calltaker to B-1 to sending the calltaker to B-2. See Figure 47.

Rationale: Protocol B: Building Evacuation and Health/Life Safety was restructured. The DLS Links were updated to reflect these changes.

- The newly renumbered 69-E-7 and 69-D-7 Determinant Descriptors have been changed from “**Large NON-DWELLING** building/structure (barn, storage building)” to “**LARGE NON-DWELLING** building/structure.”
- The newly renumbered 69-E-8 and 69-D-8 Determinant Descriptors have been changed from “**Small NON-DWELLING** building/structure (shed, detached garage)” to “**SMALL NON-DWELLING** building/structure.”

Rationale: See Multi-Protocol Change D.

- The former Rule 4 has been modified and renumbered as Rule 3.

Rationale: This modification broadens the use of this Rule as it is no longer tells the dispatcher to use a specific Determinant Code on Protocol 71, but just to shunt to Protocol 71.

- Axiom 1 and Axiom 3 have been removed. The remaining Axioms have been renumbered.

Rationale: These Axioms are no longer necessary and have been removed.

PROTOCOL 70: Train and Rail Collision/Derailment

Multi-Protocol Changes affecting this protocol: A, J, L, M, P, Q, R, U, Y

Changes affecting only this protocol:

- A new Key Question 3 has been added: “What is the **train number**?” The remaining Key Questions have been renumbered. See Figure 49.

Rationale: Dispatchers are able to gather more information about the train, like type of train, what kind of cargo it’s carrying, and the train’s destination, from traffic control using the train number.

3. What is the **train number**?

5. Is anyone in **immediate danger**?

a. (Yes) How **many**? ●

b. (Yes) Exactly **where** are they/you **located**?

Figure 49. Key Questions. Protocol 70. FPDS v7.0.
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- The text on Key Question 5 in the **(Rail Ops)** Key Question sequence has been changed from “**Obtain Railroad Information**” to “I need to get the **railroad information**. . . ” See Figure 49.
Rationale: This text was changed to better match the language used in the Medical and Police disciplines.
- The Determinant Descriptor for 70-D-1 “**Person trapped by train (no collision/derailment)**” has been modified to “**Person trapped/struck by train (no collision/derailment)**.”
Rationale: This modification was made to add person “**struck by train**,” which may include being trapped.
- **ProQA only:** The first CEI has been made editable.
Rationale: Making this CEI editable allows agencies to add local contact information.
- The third CEI has been removed.
Rationale: Information gathered and sent to responders is done during Key Questioning and dispatching.
- The suffix “**T = Trolley**” has been modified to “**T = Trolley/Streetcar**.”
Rationale: The addition of the term “Streetcar” reduces dispatcher confusion.
- Railroad Information Question d has been modified slightly to change the word cars to rail cars: “**How many rail cars** are involved (including engines/locomotives)?” See Figure 50.
Rationale: This modification was made to reduce caller confusion about whether the EFD is inquiring how many vehicles are involved in a railway collision or the specific number of rail cars that are involved in a railway collision.

d. How many **rail cars** are involved (including engines/locomotives)?

Rail Operations Personnel (Rail Ops)

Includes train personnel (engineer, conductor), rail supervisors, **Railroad** Dispatch Operation Centers (local and national), and **Railroad** Customer Service Centers.

Figure 50. Railroad Information questions modification and the Rail Operations Personnel (Rail Ops) definition. Protocol 70. FPDS v7.0.
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- The **Rail Operations Personnel (Rail Ops)** Definition has been modified slightly from “Includes train personnel (engineer, conductor), rail supervisors, Rail Dispatch Operation Centers (local and national), and Rail Customer Service Centers” to “Includes train personnel (engineer, conductor), rail supervisors, Railroad Dispatch Operation Centers (local and national), and Railroad Customer Service Centers.” See Figure 50.

Rationale: This change makes the terminology more consistent.

- Rules 3 and 4 have been removed. The remaining Rules have been renumbered.

Rationale: These Rules are no longer applicable for this protocol.

PROTOCOL 71: Vehicle Fire

Multi-Protocol Changes affecting this protocol: A, F, J, P, Q, R, T, U, X, Y, Z

Changes affecting only this protocol:

- **Cardset only:** Key Question 1a has been removed. If a caller answers yes to Key Question 1, that the vehicle is inside a building, not a parking garage or tunnel, the calltaker will SHUNT to Protocol 69: Structure Fire.
Rationale: It is unnecessary for the EFD to know what type of building it is at that moment. They will shunt to Protocol 69: Structure Fire and will continue with Key Questioning. They will learn all the information that is required after they have shunted to Protocol 69.
- A new 71-E-1 Determinant Code has been added: “Vehicle **fire** (occupants **trapped**).” See Figure 51.
 - o The **Occupants trapped** send point has been removed.
 - o **Cardset only:** The purple ECHO tab has been added on the Dispatch and Additional Information cards.

Rationale: This modification allows EFDs to dispatch from Case Entry.

- The former Key Question 2 has been moved after the **All dispatch codes** send point and is now Key Question 4. The former Key Questions 3 and 4 have been renumbered as Key Questions 2 and 3 respectively.

Rationale: The addition of the 71-E-1 Determinant Code “Vehicle **fire** (occupants **trapped**)” on Case Entry allows this Key Question to be moved after the dispatch point.

- **Cardset only:** The Pre-Question Qualifier on Key Question 8 has been changed from “**(COMMERCIAL vehicle)**” to “**(COMMERCIAL/Agricultural/Delivery vehicle)**.”
- The 71-D-6 Determinant Descriptor has been modified from “**Agricultural/Farm/Excavation machinery**” to “**Agricultural/Farm/Excavation/Construction machinery**.” See Figure 51.

Rationale: These additions in wording expands the use of Key Question 8 and Determinant Codes 71-D-6 and 71-B-5 to include additional common types of machinery that the EFD might encounter.

1	Vehicle fire (occupants trapped)
1	Vehicle fire (occupants trapped)
2	Vehicle fire in tunnel
3	Vehicle fire with THREATENED building/structure
4	COMMERCIAL vehicle
5	LARGE FUEL/FIRE LOAD vehicle
6	Agricultural/Farm/Excavation/Construction machinery
1	Vehicle fire threatening non-structure object
2	Vehicle fire in PARKING GARAGE
3	Delivery vehicle
1	Vehicle fire
2	Motorcycle/Scooter/ATV
3	COMMERCIAL vehicle (extinguished)
4	LARGE FUEL/FIRE LOAD vehicle (extinguished)
5	Agricultural/Farm/Excavation/Construction machinery (extinguished)
1	Vehicle fire (extinguished)

Figure 51. Determinant Descriptors. Protocol 71. FPDS v7.0. © 2000–2018 PDC.

- Determinant Code 71-B-2 “**COMMERCIAL or LARGE FUEL/FIRE LOAD vehicle, agricultural/farm/excavation machinery (extinguished)**” has been split into three new Determinant Codes: 71-B-3 “**COMMERCIAL vehicle (extinguished)**,” 71-B-4 “**LARGE FUEL/FIRE LOAD vehicle (extinguished)**,” and 71-B-5 “**Agricultural/Farm/Excavation/Construction machinery (extinguished)**.” See Figure 51.

Rationale: Different kinds of equipment are needed to fight fires for these types of vehicles.

- A new 71-B-2 Determinant Code has been added: “**Motorcycle/Scooter/ATV**.” See Figure 51.

Rationale: In many places, motorcycles and scooters account for a large portion of transportation vehicles.

PROTOCOL 72: Water/Ice/Mud Rescue

Multi-Protocol Changes affecting this protocol: A, B, C, X, Y

Changes affecting only this protocol:

- Protocol 72 was split into two protocols: Protocol 72: Water/Ice/Mud Rescue and Protocol 81: Sinking Vehicle/Vehicle in Floodwater.
 - o The title of Protocol 72 has been changed from “Water Rescue/Sinking Vehicle/Vehicle in Floodwater” to “Water/Ice/Mud Rescue.”
 - o The former PQQ “**(VEHICLE IN FLOODWATER/STRANDED PERSON – NON-THREATENED)**” has been removed.
 - o The two ECHO Determinant Codes have been removed.
 - o The former 72-C-1 Determinant Code “**VEHICLE IN FLOODWATER (NON-THREATENED)**” has been removed.
 - o The DLS Links to “**Sinking Vehicle (caller inside)**” and “**Vehicle in Floodwater (caller inside)**” have been removed.
 - o The **Vehicle Information** Description Essentials section has been removed.
 - o The **VEHICLE IN FLOODWATER (NON-THREATENED)** definition has been removed.
 - o Axiom 2 has been removed.
 - o The purple ECHO tabs have been removed.

Rationale: All calls reporting sinking vehicles and vehicles in floodwater are now handled on Protocol 81.

- A new Key Question sequence has been added: “**(Stranded in building/structure due to flood/STRANDED PERSON – NON-THREATENED)**.” See Figure 52.

(Stranded in building/structure due to flood/STRANDED PERSON – NON-THREATENED)

1. What is the exact location of the person?
2. How many people are involved?
3. Is anyone injured?
 - a. (Yes) How many? ●

Figure 52. New Key Question sequence. Protocol 72. FPDS v7.0.
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- o The former Key Question 1 in the **(VEHICLE IN FLOODWATER/STRANDED PERSON – NON-THREATENED)** Key Question sequence has been modified from “What is the **exact location** of the **vehicle/person**?” to “What is the **exact location** of the **person**?” and has been added as Key Question 1 in the new **(Stranded in building/structure due to flood/STRANDED PERSON – NON-THREATENED)** Key Question sequence. See Figure 52.
- o The former Key Questions 2 and 2a in the **(VEHICLE IN FLOODWATER/STRANDED PERSON – NON-THREATENED)** Key Question sequence have been added as Key Questions 3 and 3a in the new **(Stranded in building/structure due to flood/STRANDED PERSON – NON-THREATENED)** Key Question sequence. See Figure 52.
- o A new Key Question 2 in the **(Stranded in building/structure due to flood/STRANDED PERSON – NON-THREATENED)** Key Question sequence has been added: “How **many** people are **involved**?” See Figure 52.
- o A new 72-C-1 Determinant Code has been added: “**Stranded in building/structure due to flood.**” See Figure 53.

Rationale: EFDs receive many calls for people who are stranded due to floodwater. This new Key Question sequence and Determinant Code better addresses calls for those stranded in floodwater and improves call processing.

Figure 53. Determinant Code and DLS Link. Protocol 72. FPDS v7.0.
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- **ProQA only:** The new first and second CEIs have been made editable.
Rationale: Making these CEIs editable allows agencies to add local contact information.
- The DLS Link “**Flood**” to Panel A-6 has been modified to “**Floodwaters.**” See Figure 53.
Rationale: Floodwaters is a more accurate and clear term and will thereby reduce caller confusion.

PROTOCOL 73: Watercraft in Distress/Collision

Multi-Protocol Changes affecting this protocol: E, Y

Changes affecting only this protocol:

- The text on Key Question 7 has been changed from “**Obtain Watercraft in Distress Information**” to “I need to get the **watercraft information**. . .” See Figure 54.

Rationale: This text was changed to better match the language used in the Medical and Police disciplines.

7. I need to get the **watercraft information**...

h. Try to **conserve** your **cell phone battery**. If your cell phone has **limited** or **low battery life** left, let me **know**, and we will set up a time to **call you back**.

Figure 54. Modified Key Question 7 and new PDI-h. Protocol 73. FPDS v7.0. © 2000–2018 PDC.

- A new PDI-h has been added: “Try to **conserve** your **cell phone battery**. If your cell phone has **limited** or **low battery life** left, let me **know**, and we will set up a time to **call you back**.” See Figure 54.

Rationale: EFDs may need to provide further life-saving instructions if something at the scene changes.

- The first CEI has been removed.

Rationale: This CEI was no longer necessary and was removed.

- ProQA only:** The new first CEI has been made editable.

Rationale: Making this CEI editable allows agencies to add local contact information.

- Watercraft in Distress Information** question b has been changed from “What **type of communications** do you have?” to “Other than your cell phone, what **type of communications** do you have?” See Figure 55.

Rationale: Other forms of communication may be necessary if something happens to the caller’s cell phone or they lose cell phone service.

Watercraft in Distress Information	
	a. What safety equipment do you have on board (life jackets)?
	b. Other than your cell phone, what type of communications do you have?
	c. Where did you launch from ?
	d. Are there any landmarks visible ?
	e. What direction are you going?
	f. What type of cargo are you carrying?
	g. How much fuel is on board?

Figure 55. Watercraft in Distress Information. Protocol 73. FPDS v7.0. © 2000–2018 PDC.

- Two new **Watercraft in Distress Information** questions e “What **direction** are you going?” and f “What **type of cargo** are you carrying?” have been added. The remaining questions have been re-lettered. See Figure 55.

Rationale: It is important for the EFD to know which direction the boat/vessel is heading so that responders know how to find it. The EFD also needs to know what type of cargo is on the boat/vessel (sand, chemicals, gasoline, etc.), in case the situation worsens and a specialty team needs to be brought in.

PROTOCOL 74: Suspicious Package (Letter, Item, Substance)/Explosives

Multi-Protocol Changes affecting this protocol: B, C, J, L, Y

Changes affecting only this protocol:

- The Pre-Instruction Qualifier that was above PDI-b has been moved to be in front of PDI-b: “**(Business)** You need to **follow** your **company’s policy** regarding bombs/suspicious packages/letters/items.” See Figure 56.

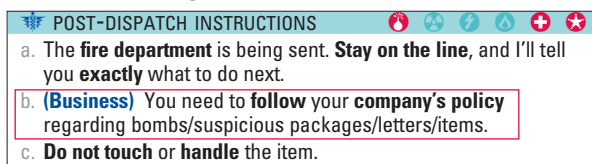


Figure 56. Post-Dispatch Instructions. Protocol 74. FPDS v7.0.
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Rationale: This format was changed to better match the format used in the Medical and Police disciplines.

- The Pre-Instruction Qualifier above PDI-c has been removed. See Figure 56.

Rationale: This PIQ is no longer applicable for this Post-Dispatch Instruction.

- ProQA only:** The first and second CEIs have been made editable.

Rationale: Making these CEIs editable allows agencies to add local contact information.

PROTOCOL 75: Train and Rail Fire

Multi-Protocol Changes affecting this protocol: A, J, M, P, Q, R, U, Y

Changes affecting only this protocol:

- The SHUNT for “**Brush/Grass**” after Key Question 2b has been changed from sending the calltaker to Protocol 67 to Protocol 82. See Figure 57.

Rationale: Brush and grass fire calls are now handled on Protocol 82: Vegetation/Wildland/Brush/Grass Fire.

KEY QUESTIONS	
1. What type of train is involved?	
2. Is the train still moving ?	
a. (Yes) What direction is it going ?	Collision/Derailment _____ 70
b. (Yes) Has it caught anything on fire ?	Brush/Grass _____ 82
	Building/Structure _____ 69
3. Where exactly is the train?	
4. What is the train number ?	
5. Are there any buildings/structures or vehicles on fire ?	

Figure 57. Key Questions. Protocol 75. FPDS v7.0. © 2000–2018 PDC.

- A new Key Question 4 has been added: “What is the **train number**?” The remaining Key Questions have been renumbered. See Figure 57.

Rationale: Dispatchers are able to gather more information about the train, like type of train, what kind of cargo it’s carrying, and the train’s destination, from traffic control using the train number.

- The text on Key Question 6 in the (**Rail Ops**) Key Question sequence has been changed from “**Obtain Railroad Information**” to “I need to get the **railroad information**. . . ”

Rationale: This text was changed to better match the language used in the Medical and Police disciplines.

- **ProQA only:** The first CEI has been made editable.

Rationale: Making this CEI editable allows agencies to add local contact information.

- The third CEI has been removed.

Rationale: Information gathered and sent to responders is done during Key Questioning and dispatching.

- A new DLS link to end calls has been added: “**OMEGA**.” See Figure 58.

Rationale: No additional instruction is needed for OMEGA-level calls.

- The suffix “**T** = Trolley” has been modified to “**T** = Trolley/Streetcar.” See Figure 58.

Rationale: The addition of “Streetcar” reduces dispatcher confusion.



Figure 58. New DLS Link and modified Determinant Suffix. FPDS v7.0.
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- **Railroad Information** question c has modified slightly to change the word cars to rail cars: “**How many rail cars** are involved (including engines/locomotives)?”

Rationale: This modification was made to reduce caller confusion about whether the EFD is inquiring how many vehicles are involved in a railway collision or the specific number of rail cars that are involved in a railway collision.

- The **Rail Operations Personnel (Rail Ops)** definition has been modified slightly from “Includes train personnel (engineer, conductor), rail supervisors, Rail Dispatch Operation Centers (local and national), and Rail Customer Service Centers” to “Includes train personnel (engineer, conductor), rail supervisors, Railroad Dispatch Operation Centers (local and national), and Railroad Customer Service Centers.”

Rationale: This change makes the terminology more consistent.

- Rules 2, 3, and 5 have been removed. The remaining Rule has been renumbered.

Rationale: These Rules are no longer applicable for this protocol.

PROTOCOL 76: Bomb Threat

Multi-Protocol Changes affecting this protocol: B, C, J, Y

Changes affecting only this protocol:

- Key Questions 8 and 9 under the **(Suspect caller)** Key Question sequence have been removed.

Rationale: These Key Questions are not necessary on this protocol and have been removed.

- **ProQA only:** The first and second CEIs have been made editable.

Rationale: Making these CEIs editable allows agencies to add local contact information.

- A new suffix has been added: “**U** = Unknown.”

Rationale: A third- or fourth-party caller may not know what type of building has received the bomb threat.

PROTOCOL 77: Motor Vehicle Collision

Multi-Protocol Changes affecting this protocol: A, B, C, J, N, P, Q, R, X, Y

Changes affecting only this protocol:

- Key Question 3 “**(HIGH MECHANISM)** Is anyone **pinned** (trapped)?” has been modified to “**(HIGH MECHANISM)** Is anyone **trapped/pinned**?”

Rationale: This modification was made to reduce caller confusion. In many instances, when asked if anyone was pinned, the caller did not understand what was being asked. However, when asked if anyone was trapped, callers seemed to understand better and were able to provide the EFD with an answer more quickly.

- A new 77-E-1 Determinant Code has been added: “Vehicle **collision** (on **fire** and occupants **trapped**).” See Figure 59.

Rationale: This modification allows EFDs to dispatch from Case Entry.

- A new 77-D-7 Determinant Code has been added: “**Motorcycle/** Vehicle vs. **motorcycle**.” The remaining Determinant Codes have been renumbered. See Figure 59.

- o The 77-D-6 Determinant Descriptor has been modified to remove “**motorcycle**”: “Vehicle vs. **pedestrian/bicycle**.” See Figure 59.

1	Vehicle collision (on fire and occupants trapped)
1	HIGH OCCUPANCY vehicle (HIGH MECHANISM)
2	HIGH MECHANISM
3	MULTI-VEHICLE pile-up
4	Pinned (trapped) victim
5	Ejection
6	Vehicle vs. pedestrian/bicycle
7	Motorcycle/Vehicle vs. motorcycle
8	Vehicle vs. building
9	UNSTABLE vehicle
10	COMMERCIAL vehicle

Figure 59. Determinant Descriptors. Protocol 77. FPDS v7.0.
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Rationale: The types of injuries seen in motorcycle collisions were different from the types of injuries seen in collisions with pedestrians and bicycles. These changes better address these issues.

- The new Rule 5 has been changed to send sinking vehicle calls from Protocol 72 to Protocol 81: “**Sinking vehicles** should be **handled on Protocol 81**.”

Rationale: All calls reporting sinking vehicles and vehicles in floodwater are now handled on Protocol 81.

PROTOCOL 78: Backcountry Rescue

Multi-Protocol Changes affecting this protocol: None

Changes affecting only this protocol:

- A new Protocol 78: Backcountry Rescue has been added. This protocol provides more precise information for emergency crews on the location, weather situation, and type of equipment needed for backcountry rescues. In addition, there are several new definitions, including two new Special Definitions, several new suffixes, two new editable CEIs, and two new Description Essentials sections. See Figure 60.

78 BACKCOUNTRY RESCUE

KEY QUESTIONS

- What is your **exact location**/the **exact location** of the **emergency**?
- Can you give me any **additional details** about what happened?
- Is anyone **sick or injured**?
 - (Yes) How many?

* DELTA-level codes

- What is the **number of people** in the party?
- What is the **current weather** at the location?
- What is the **elevation** of the emergency?
- What **equipment** is available at the scene?
- What **level of outdoor/backcountry experience** do you/they have?

POST-DISPATCH INSTRUCTIONS

- The **fire department** is being sent. **Stay on the line**, and I'll tell you **exactly** what to do next.
- (**Not AVALANCHE**) **Don't** attempt to **access** or **assist** the trapped/injured person **unless** you think it's **safe** to do so.
- Try to **conserve** your **cell phone battery**. If your cell phone has **limited** or **low battery life** left, let me **know**, and we will set up a time to **call you back**.
- (**1st party**) If you are in a **dangerous position** and **cannot self-rescue**, **stay** where you are and **don't move**.

- * Follow department policy on backcountry incidents.
- * Notify appropriate search and rescue (SAR) teams.
- * Try to obtain **current/forecasted weather information** for the incident area.
- * Try to obtain **topography information** for the incident area.
- * Notify **aircraft resources** early in the process, as necessary.

DLS

* **Link to X-1 unless:**

Caller Danger – **Not Trapped**

AVALANCHE

HIGH ANGLE TERRAIN/INACCESSIBLE AREA

Survival

Stay on the Line

Urgent Disconnect

LEVELS	#	DETERMINANT DESCRIPTORS	H	W	M	B	C	CODES	RESPONSES	MODES
D	1	AVALANCHE (multiple trapped persons)						78-D-1		
	2	AVALANCHE (single trapped person)						78-D-2		
	3	Trapped/Injured in CREVASSE						78-D-3	+	
	4	Trapped/Injured in INACCESSIBLE AREA						78-D-4	+	
	5	Trapped/Injured in HIGH ANGLE TERRAIN						78-D-5	+	
	6	Cave/Abandoned mine						78-D-6		
C	1	AVALANCHE (unknown number of trapped persons)						78-C-1		
	2	Injured in accessible area						78-C-2	+	
	3	Not injured in INACCESSIBLE AREA						78-C-3		
	4	Not injured in HIGH ANGLE TERRAIN						78-C-4		
B	1	Unknown situation (investigation)						78-B-1		

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Figure 60. New Dispatch card. Protocol 78. FPDS v7.0. © 2000–2018 PDC.

Rationale: Dispatchers were experiencing many of these types of calls and the previous version of the protocol wasn't able to address these incidents well. This new protocol was created to better handle these types of calls, including sending any specialized teams or equipment that may be required.

Changes affecting only this protocol:

- A new Protocol 79: Lost Person has been added. This protocol is designed to handle calls for both 1st party and 3rd party lost person situations. This protocol includes four new Description Essentials sections, several new suffixes, and two new Special Definitions. See Figure 61.

Figure 61. New Dispatch card. Protocol 79. FPDS v7.0. © 2000–2018 PDC.

Rationale: In many places, the fire department is responsible for search and rescue operations. Dispatchers were experiencing many of these types of calls and the previous version of the protocol wasn't able to address these incidents well. This new protocol was created to better handle these types of calls, including sending any specialized teams or equipment that may be required.

PROTOCOL 80: Outside Tank Fire

Multi-Protocol Changes affecting this protocol: None

Changes affecting only this protocol:

- A new Protocol 80: Outside Tank Fire has been added. This protocol differentiates between size and type of storage tank and has several new Special Definitions to help the EFD determine which type of storage tank is involved. See Figure 62.

80 OUTSIDE TANK FIRE

KEY QUESTIONS

1. Tell me **exactly** what is **burning**.

2. How **many** tanks are involved?

3. What **size** of **tank** is involved?

4. Is the fire **threatening** anything?

★ All dispatch codes

5. Is anyone **trapped** or in **immediate danger**?

a. (Yes) How many? ●

b. (Yes) Exactly **where** are they/you **located**?

6. (Appropriate) Are there any **electrical hazards**?

7. Is the fire **spreading**?

a. (Yes) What **direction** is the fire **spreading**?

8. Is anyone **injured**?

a. (Yes) How many? ●

9. Are there any **hazardous materials** involved?

a. (Yes) Do you know the warning **placard numbers** (chemical ID)?

POST-DISPATCH INSTRUCTIONS

a. The **fire department** is being sent. **Stay on the line**, and I'll tell you **exactly** what to do next.

b. **Do not** try to put the fire out.

c. **Leave the area immediately** and **take others** with you. (Leave the door open as you leave.)

d. (**LARGE tank**) **Move at least 3,000 feet (1,000 meters) away, uphill and toward the breeze** if there is one.

e. (**SMALL tank**) **Move at least 1,000 feet (300 meters) away, uphill and toward the breeze** if there is one.

f. (**Tank ≤ 5 gallons**) **Move at least 500 feet (150 meters) away, uphill and toward the breeze** if there is one.

★ Determine a specific, clear meeting point for the emergency crews. (Threatened roadway) Notify law enforcement.

★ Notify appropriate agencies.

★ Notify responders of electrical and other known hazards.

★ Provide responders with any known information about the location and number of people trapped/in danger.

DLS

★ Link to X-1 unless:

Caller Danger – Not Trapped

Person on Fire

Danger Present – HAZMAT

Stay on the Line

Urgent Disconnect

Burn Treatment

→ B-3

→ B-4

→ D-1

→ X-2

→ X-3

→ X-5

LEVELS	#	DETERMINANT DESCRIPTORS	→	T	P	A	B	D	O	R	U	V	X	Y	CODES	RESPONSES	MODES
D	1	LARGE NATURAL/LP GAS storage tank													80-D-1		
	2	LARGE CHEMICAL storage tank													80-D-2	☠	
	3	LARGE FUEL storage tank													80-D-3		
	4	Refinery/Tank farm fire													80-D-4		
C	1	SMALL NATURAL/LP GAS storage tank													80-C-1		
	2	SMALL CHEMICAL storage tank													80-C-2	☠	
	3	SMALL FUEL storage tank													80-C-3		
	4	Extinguished fire – LARGE tank (1 st /2 nd party)													80-C-4		
	5	Unknown situation (investigation)													80-C-5		
B	1	Single NATURAL/LP GAS storage tank ≤ 5 gallons/20 liters													80-B-1		
	2	Extinguished fire – SMALL tank (1 st /2 nd party)													80-B-2		

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Figure 62. New Dispatch card. Protocol 80. FPDS v7.0. © 2000–2018 PDC.

Rationale: Dispatchers were experiencing many of these types of calls and the previous version of the protocol wasn't able to address these incidents well. This new protocol was created to better handle these types of calls, including sending any specialized teams or equipment that may be required.

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PROTOCOL 81: Sinking Vehicle/Vehicle in Floodwater

Multi-Protocol Changes affecting this protocol: None

Changes affecting only this protocol:

- A new Protocol 81: Sinking Vehicle/Vehicle in Floodwater has been added. This new protocol is based on the former Protocol 72: Water Rescue/Sinking Vehicle/Vehicle in Floodwater and specifically handles sinking vehicle and vehicle in floodwater incidents. Many of the Key Questions and definitions have been taken directly from the former Protocol 72: Water Rescue/Sinking Vehicle/Vehicle in Floodwater, several new Key Questions have been added, and a new Rule and a new Sinking Vehicle classification section have been added. Water rescue incidents for persons or animals are handled on the new Protocol 72: Water/Ice/Mud Rescue. See Figure 63.

81 SINKING VEHICLE / VEHICLE IN FLOODWATER

81

KEY QUESTIONS

(Sinking vehicle)

1. What **type** of body of **water** is this?

2. Are there **any** people in the water/ice?

a. (Yes) How many?

* DELTA-level codes

3. (Appropriate) How far from the **shore/bank** are they?

4. Are there any obvious **injuries**?

a. (Yes) How many?

(Vehicle in floodwater)

1. How **many** vehicles are in the **water**?

2. What is the **exact location** of the **vehicle**?

a. I need to get the **vehicle description**...

3. How **many** people are **involved**?

4. Are there **any** people in the water?

a. (Yes) How many?

5. Are there any obvious **injuries**?

a. (Yes) How many?

POST-DISPATCH INSTRUCTIONS

a. The **fire department** is being sent. **Stay on the line**, and I'll tell you **exactly** what to do next.

b. **Listen carefully**, this **could be** a very **dangerous** situation. **Do not go** in the **water** or out **onto** the **ice**.

c. Let me **know** if people get **out of** the **vehicle(s)**.

* Suspend questioning **when necessary** to give **safety PDIs**, and then **return** to sequence.

* **Notify dive team** in accordance with **local procedures**.

* **Determine** a specific, **clear meeting point** for the **emergency crews**.

* **Provide responders** with any known information about the **location** and **number of people** trapped/in danger.

DLS

* **Link to** **X-1 unless:**

Sinking Vehicle (caller inside)

Vehicle in Floodwater (caller inside)

Person in Water

Stay on the Line

Urgent Disconnect

A-1

A-2

A-4

X-2

X-3

LEVELS	#	DETERMINANT DESCRIPTORS	M	X	Y	CODES	RESPONSES	Modes
E	1	Sinking vehicle (people inside)				81-E-1		
	2	Vehicle in floodwater (threatened)				81-E-2		
D	1	Sinking vehicle – COASTAL water rescue (people in water)				81-D-1		
	2	Sinking vehicle – INLAND water rescue (people in water)				81-D-2		
	3	Sinking vehicle – OCEANIC water rescue (people in water)				81-D-3		
C	1	Multiple VEHICLES IN FLOODWATER (NON-THREATENED)				81-C-1		
	2	VEHICLE IN FLOODWATER (NON-THREATENED)				81-C-2		
	3	Sinking vehicle (no people reported inside)				81-C-3		

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Figure 63. New Dispatch card. Protocol 81. FPDS v7.0. © 2000–2018 PDC.

Rationale: The former Protocol 72: Water Rescue/Sinking Vehicle/Vehicle in Floodwater has been separated into two new protocols: Protocol 72: Water/Ice/Mud Rescue and Protocol 81: Sinking Vehicle/Vehicle in Water. Separating out these incidents into separate protocols allows for more appropriate Key Questions, PDIs, and Determinant Codes.

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PROTOCOL 82: Vegetation/Wildland/Brush/Grass Fire

Multi-Protocol Changes affecting this protocol: None

Changes affecting only this protocol:

- A new Protocol 82: Vegetation/Wildland/Brush/Grass Fire has been added. This new protocol is designed to handle calls for large and small wildland and brush/grass fires. This protocol includes a new ECHO code for “**Threatened/TRAPPED by WILDLAND fire**,” two DLS links to the new Protocol G: Wildland Fire Hazards, and several new Special Definitions. See Figure 64.

82 VEGETATION / WILDLAND / BRUSH / GRASS FIRE				82	82	
KEY QUESTIONS 1. Tell me exactly what is burning . 2. (Appropriate) What size of area is burning? 3. Is the fire threatening anything? * DELTA- and CHARLIE-level codes 4. Is anyone trapped or in immediate danger ? a. (Yes) How many? ● b. (Yes) Exactly where are they/you located? 5. Is the fire spreading ? a. (Yes) What direction is the fire spreading ? 6. Is anyone injured ? a. (Yes) How many? ● 7. (HAZMAT) Do you know the warning placard numbers (chemical ID)?				POST-DISPATCH INSTRUCTIONS (continued) c. (Evacuation order issued) Leave the area immediately and take others with you. Follow recommended evacuation routes. d. Move away from the fire path, if possible. e. Do not try to put the fire out. * Determine a specific, clear meeting point for the emergency crews. * (Threatened roadway) Notify law enforcement. * Notify appropriate agencies. * Notify responders of electrical and other known hazards. * Provide responders with any known information about the location and number of people trapped/in danger. DLS * Link to X-1 unless: Caller Danger – Not Trapped ▾ Person on Fire ▾ Threatened/TRAPPED by WILDLAND fire (1 st party) ▾ Wildfire Preparations ▾ Stay on the Line ▾ Urgent Disconnect ▾		
POST-DISPATCH INSTRUCTIONS a. The fire department is being sent. Stay on the line , and I'll tell you exactly what to do next. b. (No evacuation order issued) If you feel you are in danger , leave the area immediately and take others with you.				B-3 B-4 G-1 G-2 X-2 X-3		
LEVELS	#	DETERMINANT DESCRIPTORS	T P A O U V X Y	CODES	RESPONSES	MODES
E	1	Threatened/TRAPPED by WILDLAND fire		82-E-1		
D	1	LARGE WILDLAND fire, structures involved		82-D-1		
	2	LARGE WILDLAND fire, structures THREATENED		82-D-2		
	3	LARGE WILDLAND fire		82-D-3		
	4	SMALL WILDLAND fire, structures involved		82-D-4		
	5	SMALL WILDLAND fire, structures THREATENED		82-D-5		
	6	LARGE BRUSH/GRASS fire, structures involved		82-D-6		
	7	LARGE BRUSH/GRASS fire, structures THREATENED		82-D-7		
	8	LARGE BRUSH/GRASS fire		82-D-8		
	9	SMALL BRUSH/GRASS fire, structures involved		82-D-9		
C	1	SMALL WILDLAND fire		82-C-1		
	2	SMALL BRUSH/GRASS fire, structures THREATENED		82-C-2		
	3	SMALL BRUSH/GRASS fire		82-C-3		
B	1	Unknown situation (investigation)		82-B-1		
A	1	Extinguished fire (1 st /2 nd party)		82-A-1		
Ω	1	Controlled burn		82-Ω-1		

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Figure 64. New Dispatch card. Protocol 82. FPDS v7.0. © 2000–2018 PDC.

Rationale: Many of the Key Questions on this new protocol were taken directly from Protocol 67: Outside Fire; however, this new protocol specifically handles calls for vegetation, wildland, brush, and grass fires rather than calls for things that are on fire outside. These calls require a different kind of response and equipment than other types of outdoor fires. This new protocol also helps in sending any specialized teams or equipment that may be required.

PROTOCOL 83: Weather/Disaster Situations

Multi-Protocol Changes affecting this protocol: None

Changes affecting only this protocol:

- A new Protocol 83: Weather/Disaster Situations has been added. This protocol is designed to assess and prioritize incidents during a disaster situation when the communication center is overwhelmed. There are several new definitions for this protocol, including three new Special Definitions. There are also new DLS Links to B-5 and B-6 for “**Natural Gas Meter Shutoff**” and “**Propane (LP) Gas Shutoff**” respectively. See Figure 65.

83 WEATHER / DISASTER SITUATIONS

KEY QUESTIONS

1. What **type** of incident is this?

Hurricane, Tornado, Earthquake, Flooding, Wind, Snow/Blizzard, Hail/Ice/Freezing rain, MCI, Widespread power failure, Other

2. Is anyone **trapped**?

a. (Yes) How many? ●

b. (Yes) Exactly **where** are they/you located?

3. Is anyone in **immediate danger**?

a. (Yes) What type of **immediate danger** are they/you in?

b. (Yes) How many? ●

c. (Yes) Exactly **where** are they/you located?

4. Is anyone **injured**?

a. (Yes) How many? ●

5. (Appropriate) What **type** of building/structure is involved?

a. Can you **describe** the extent of the **damage**?

b. How **many** buildings/structures are **involved**?

POST-DISPATCH INSTRUCTIONS

a. The fire department is currently in **disaster mode**. I **cannot** tell you when the fire department will get there.

b. (**Compromised structure**) Make sure that **everyone** is out of the building/structure and in a **safe** location.

c. If it's **safer** to **stay** where you are, **remain there**. If not, **move** to a **safer** location.

d. (**Medical**) If it's **safe** to do so, try to **find transportation** to the **hospital/doctor**. **Call us back** if you find transportation.

DLS

Link to X-1 unless:

Floodwaters

Caller Danger – **Not Trapped**

Person on Fire

Natural Gas Meter Shutoff

Propane (LP) Gas Shutoff

Danger Present – HAZMAT

Trapped in Confined Space/Structure

Collapse (1st party)

Stay on the Line

Urgent Disconnect

A-6

B-3

B-4

B-5

B-6

D-1

D-2

X-2

X-3

LEVELS

#

DETERMINANT DESCRIPTORS

→ X Y Z

CODES

RESPONSES

MODES

D

1

MASS CASUALTY INCIDENT

83-D-1

2

ENTRAPMENT/TRAPPED

83-D-2

3

IMMEDIATE DANGER

83-D-3

4

CRITICAL INFRASTRUCTURE

83-D-4

C

1

NON-CRITICAL INFRASTRUCTURE

83-C-1

B

1

Medical problems

83-B-1

2

Stranded

83-B-2

3

Utility-related danger

83-B-3

A

1

Other situation

83-A-1

Ω

1

Referral

83-Ω-1

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Figure 65. New Dispatch card. Protocol 83. FPDS v7.0. © 2000–2018 PDC.

Rationale: Dispatchers were experiencing many of these types of calls and the previous version of the protocol wasn't able to address these incidents well. This new protocol was created to better handle these types of calls, including sending any specialized teams or equipment that may be required.

PROTOCOL A: Water Rescue

Multi-Protocol Changes affecting this protocol: None

Changes affecting only this protocol:

- The first instruction on Panel A-1c has been changed to circumstantial text. See Figure 66.
- The first two instructions on Panel A-2c have been changed to circumstantial text: “**(Window)** (Roll that window **all the way down.**)”; “**(Door)** (Open the door **all the way.**)”.

Rationale: These instructions should only be given if the caller’s window is not already rolled down all the way.

- The instruction on Panel A-1c to get “all the **children out ahead of you**” has been modified slightly to “Push all the **children/ others out ahead of you.**” See Figure 66.

Rationale: To ensure that all passengers are out of the vehicle, the caller should assist in getting all other passengers out of the vehicle before they exit the vehicle.

A WATER RESCUE		DLS/WATER RESCUE	
1 Sink Vehicle (Caller Inside) Stay calm and listen carefully so that I can help you get out. I will tell you exactly what to do next. Have everyone release their seat belts and unlock the doors. • Can you open a rear side window all the way? (If you have electric windows, make sure your key is on.) Yes → 1c • (No) Can you open a front side window all the way? Yes → 1c No → 1a	1a Break Window Move into the backseat, where you need to try to break a rear side window. • Do you have a hammer, center punch, or anything heavy and hard to break the window with? No → 1b (Yes) Use this object and hit a side window near the bottom corner, closest to the front of the vehicle. • Did you break the window? (Yes) Clear all of the glass out of the window opening. Yes → 1c No → 1b	1b Try Again to Break Window Is there anything else around that is heavy and hard? (Check your glove compartment, console, and under your seats.) (Yes) Use this object and hit a side window near the bottom corner, closest to the front of the vehicle. Lie down on your back and use both feet together to kick a rear side window near the bottom corner, closest to the front of the vehicle. • Did you break the window? (Yes) Clear all of the glass out of the window opening. Yes → 1c No → 1e	
1c Exit Vehicle (Roll that window all the way down.) • Are there any children or anyone else who needs assistance with their seat belts? (Yes) Starting with the oldest, help them undo their seat belts and have them get out through the open window. Push all the children/others out ahead of you. Get out of the vehicle now and swim to the nearest shore. If you need to, you can hold on to the floating vehicle until you catch your breath and determine where to swim. Caller cannot swim → 1d End	1d Caller Cannot Swim You have to get out of the car now. You can hang onto the car or climb to the roof. If the car sinks from under you, kick your legs and paddle with your hands and arms towards your destination. End	1e Vehicle Underwater At some point, your phone may stop working, so I’m going to tell you exactly what to do next. Your car is going to continue to fill with water. Just before the water covers your head, take a deep breath. Once you are completely underwater, you should be able to open a door and get to the surface. Keep trying to open the door. If it won’t open, try to break a side window out and follow the bubbles to the surface. (Vehicle not completely submerged) Look again for an object that is heavy and hard. (Check your glove compartment, console, and under your seats.) End	

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Figure 66. Panels 1–1e. Protocol A. FPDS v7.0. © 2000–2018 PDC.

- A new Panel A-1d “**Caller Cannot Swim**” has been added. The Rules section has been removed to make room for this new panel. See Figure 66.
 - o A new panel director on Panel A-1c has been added: “Caller cannot swim → 1d.” See Figure 66.

- o The former Panel A-1d has been reassigned to Panel A-1e. The “No” panel director on Panel A-1b has been updated to reflect this change. See Figure 66.

Rationale: Dispatchers were experiencing callers who could not swim and needed to be given additional instructions on what to do to safely escape a sinking vehicle. The former Panel A-1d was updated to Panel A-1e and all panel directors were updated appropriately to reflect these changes.

- The title for Panel A-6 has been changed from “**Flood**” to “**Floodwaters**.”
- The text in Panel A-6 “**Floodwaters**” has been updated to include additional instructions for the caller.

Rationale: Floodwaters is a more accurate and clear term and will thereby reduce caller confusion. New instructions will help callers in floodwater situations.

PROTOCOL B: Building Evacuation and Health/Life Safety

Multi-Protocol Changes affecting this protocol: H

Changes affecting only this protocol:

- Former Protocol B: Fire and Hazards Rescue has been redone and is now called Protocol B: Building Evacuation and Health/Life Safety. See Figure 67.
 - o New Panels 1 and 1a have been added. These new panels give instructions on how to evacuate a building or structure that is on fire. See Figure 67.
 - o The former Panel 1 has been changed to Panel 2 and has been modified to include two new questions and several new instructions for a 1st party caller trapped in a building fire. See Figure 67.

BUILDING EVACUATION AND HEALTH / LIFE SAFETY		BUILDING EVACUATION AND HEALTH/LIFE SAFETY	
1 Building/Structure Evacuation (1st Party) (HIGH LIFE HAZARD/HIGH RISE/COMMERCIAL/INDUSTRIAL/Multi-dwelling) If you have a peephole, look through it and tell me if you can see any flames or smoke outside the door. No flames & No smoke → 1a Flames → 2 <ul style="list-style-type: none"> • (Smoke) Can you see through the smoke? Yes → 1a No → 2 (No peephole/Residential single) Feel all of the doors that go out of the room with the back of your hand. <ul style="list-style-type: none"> • Are they hot or warm? Yes → 2 (No) Brace your body against the door while staying low to the floor. Slowly open the door. Tell me if you can see any flames or smoke outside the door. No flames & No smoke → 1a Flames → 2 <ul style="list-style-type: none"> • (Smoke) Can you see through the smoke? Yes → 1a No → 2 		HEAVY Smoke The caller is unable to see objects through the smoke. Academy Policy The International Academy of EFD considers any situation necessitating the provision of these instructions to be an extremely High Risk-Inherent Situation Case (HiRISC) and believes that the trained EFD (or their agency), making a good-faith attempt to provide these instructions, should not be held responsible for any bad outcomes. This should not be considered a legal interpretation, but a strong official opinion of the Council of Standards and Board of Trustees of the IAEEFD.	
1a Exit Building/Structure Take your keys with you, stay low to the floor, go to an exit, and leave the building. Do not use the elevator. Use the stairwell instead. Once you get out of the building/structure, make yourself known to the firefighters (responders) when they arrive. If you encounter flames or HEAVY smoke on your way out, immediately return to your apartment/office/room and close the door. Call us back if you can't take the phone with you. Unable to exit → 2 Stay on the line → X-2		2 Trapped in Building Fire (1st Party) Make sure you have a closed door between you and the flames or smoke. Stay low to the floor. <ul style="list-style-type: none"> • Exactly where are you located? • How many people are with you? * Notify IC of location and number of occupants. If you have access to a bathtub or sink, fill it with water to soak towels and cloths. The water can also be used to put out small fires. Cover the cracks in the doors with wet clothes, towels, cloths, drapes, or anything else that is readily available. Cover the air vents, if needed. Do not break any windows. If air is needed, open the window just enough to breathe. If you can open a window slightly, hang a sheet or a blanket out the window to help the firefighters (responders) find you. Make yourself known to the firefighters (responders) when they arrive – wave, call out to them, yell for help. <ul style="list-style-type: none"> • What is the best entrance of the building to get to you? • Do you or anyone else require a walker or wheelchair, or is anyone bedridden (immobile)? * Notify IC of best entrance to access trapped persons and if occupants are immobile. Tell me immediately if flames or HEAVY smoke enter the room you're in or if the heat becomes unbearable. Flames/HEAVY smoke/Unbearable heat → 2a Stay on the line → X-2	

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Figure 67. Panels 1–2. Protocol B. FPDS v7.0. © 2000–2018 PDC.

- o A new definition for **HEAVY Smoke** has been added. See Figure 67.
- o A new panel director to the new “Fire/HEAVY Smoke/Heat in Room” Panel has been added to the new Panel 2 “Trapped in Building Fire (1st Party). The director “Return to sequence” has been removed. See Figure 67.
- o New Panels 2a–2i have been added to provide instructions to 1st party callers trapped in a building fire on how to escape through a window or, if necessary, how to smash a hole in a wall to escape.
- o New Panel 5 “Natural Gas Meter Shutoff” and Panel 6 “Propane (LP) Gas Shutoff” have been added.

Rationale: Waiting for fire crews or specialty crews to arrive on scene in these types of incidents could be hazardous to the caller. These new panels provide callers with important safety and survival instructions that may help save their lives when faced with being trapped in a building fire, when a person is on fire, or when there is a gas leak.

- Panels 4-8 have been removed and can now be found on new Protocol D: USAR/Vehicle and Other Hazards.

- o Former Panels 2 and 3 have been changed to Panels 3 and 4 respectively.

Rationale: Specialty safety teams are required for these types of incidents. These instructions were moved to this new protocol as Protocol D: USAR/Vehicle and Other Hazards and were designed to provide callers with basic instructions of what they should or should not do until specialized teams trained to handles these kinds of incidents arrive.

PROTOCOL C: Backcountry Hazards

Multi-Protocol Changes affecting this protocol: None

Changes affecting only this protocol:

- A new Protocol C: Backcountry Hazards has been added. Panels 1–1d include instructions for AVALANCHE rescue. Panel 2 provides instruction for HIGH ANGLE TERRAIN or INACCESSIBLE AREA rescue situations. Panels 3 and 3a provide instructions for how to survive in the backcountry. See Figure 68.

C BACKCOUNTRY HAZARDS		BACKCOUNTRY HAZARDS	
1 AVALANCHE You need to try to pinpoint the location where the person is buried . If you were able to maintain visual contact with the person as the avalanche happened, you may have a good idea where they are buried. Scan the surface of the snow. Quickly look for any sign of the person . Sometimes a ski tip or article of clothing will be just above the surface . If the person was carrying an avalanche cord , look for that. Before moving to the debris field, assess the slope and possibility of further avalanche . Only go to the buried person if you think it can be done safely . • Can you see anything ? (No) Was anyone using a beacon ? Yes → 1d No → 1a Not safe → X-2	Danger Awareness * Scenes involving dangerous physical conditions, assailants, HAZMAT, or fire can change rapidly for the worse. EFDs should reassess often, and should not hesitate to advise the caller to get away (or attain a safer location), if it's safe to do so, whenever their safety is in reasonable doubt, and then to call back from a safe location. * Any substance at a scene that may pose a HAZMAT threat should be treated as such, with the EFD providing appropriate PDI's on the HAZMAT protocol.	1b Probing Probe the area where the person is likely to be with an avalanche probe. If avalanche probes are not available, ski poles may be used instead but are not as effective. Probe areas where the greatest amount of snow was deposited first. (Beacon signal detected) Use avalanche probes to probe the area where the signal is strongest . (Beacon not used/signal not detected) Begin probing where you last saw the person and move downhill from there. Tell me when you locate someone. Found person → 1c Not safe → X-2	1c Found Person Once the person is found with a probe strike, mark the person's location by leaving the probe in the snow as a guide. Note the depth of burial . → 1d Not safe → X-2
1a Beacon Search Do a beacon search . Turn beacons to receive and search for a signal to try to pinpoint the location. • Can you detect a signal ? (Yes) Quickly move in the direction in which the signal is strongest . If the signal weakens , go the opposite direction . Follow the signal as long as it keeps getting stronger until you can pinpoint the person's location. → 1b Not safe → X-2	1d Digging Immediately start digging the buried person out. If no shovels are available, use snowhoes, skis , or anything else that can help you quickly remove snow . Start digging downhill from the probe or found item. Clear snow to the sides and throw the snow downhill . When you reach the person, uncover the head and chest immediately and clear the mouth and nose . (Multiple persons buried) Do not dig individual people out completely . Only dig out head and chest initially so the person can breathe , and then move on to the next person . Once all persons are breathing, more complete uncovering can be done. Multiple/No victims found – Beacons used → 1a Multiple/No victims found – No beacons → 1b All victims uncovered → X-2 Not safe → X-2		

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Figure 68. Panels 1–1d. Protocol C. FPDS v7.0. © 2000–2018 PDC.

Rationale: Dispatchers were experiencing many of these types of calls and the previous version of the protocol didn't have adequate instructions to help callers in these types of incidents. This new protocol was created to provide callers with important safety and survival instructions that may help save their lives when facing backcountry hazard incidents.

PROTOCOL D: USAR/Vehicle and Other Hazards

Multi-Protocol Changes affecting this protocol: None

Changes affecting only this protocol:

- A new Protocol D: USAR/Vehicle and Other Hazards has been added. See Figure 69.
- Former Panels B-4, B-5, B-6, B-7, and B-8 have been moved from Protocol B: Building Evacuation and Health/Life Safety to Protocol D: USAR/Vehicle and Other Hazards and are now Panels D-1, D-2, D-3, D-7, and D-8 respectively. See Figure 69.

Rationale: Specialty safety teams are required for these types of incidents. These instructions were moved to this new protocol as Protocol D: USAR/Vehicle and Other Hazards and were designed to provide callers with basic instructions of what they should or should not do until specialized teams trained to handles these kinds of incidents arrive.

- A portion of the last instruction on Panel D-1 has been modified slightly from “get the **Material Safety Data Sheets** (MSDS)” to “get the **Safety Data Sheets** (SDS).” See Figure 69.

Rationale: This change reflects the most current terminology used by OSHA.

<p>1 Danger Present – HAZMAT</p> <p>(Inside or near hazardous place) If it's safe to do so, leave the contaminated area, but not the scene.</p> <p>(1st party) If you are contaminated with chemicals, don't touch anything.</p> <p>(2nd party) If anyone is contaminated with chemicals, don't touch her/him.</p> <p>(Hazards present) If it's safe to do so, keep all affected people isolated and at the scene.</p> <p>Do not enter/re-enter any hazardous or dangerous areas.</p> <p>Do not use any open flame or anything that could cause a spark.</p> <p>Do not use, turn on, or turn off any additional electrical devices.</p> <p>(Appropriate) If it's safe to do so, get the Safety Data Sheets (SDS) for the emergency crew.</p> <p>Return to sequence</p> <p>Routine disconnect → X-1</p> <p>Stay on the line → X-2</p>	<p>Danger Awareness</p> <p>* Scenes involving dangerous physical conditions, assaults, HAZMAT, or fire can change rapidly for the worse. EFDs should reassess often, and should not hesitate to advise the caller to get away (or attain a safer location), if it's safe to do so, whenever their safety is in reasonable doubt, and then to call back from a safe location.</p> <p>* Any substance at a scene that may pose a HAZMAT threat should be treated as such, with the EFD providing appropriate PIDs on the HAZMAT protocol.</p>	<p>3 Trench (Collapse/Rescue)</p> <p>Order anyone else still in the trench to get out of it immediately because of the danger of secondary collapse.</p> <p>If it's safe to do so, order all heavy equipment in the area, except for ventilation devices, to be shut down to reduce vibrations that may cause a secondary collapse.</p> <p>Order all vehicles to keep at least 150 feet (45 meters) away. Do not allow any hand tools or objects in the trench to be removed. They may serve as clues to the location of the trapped persons).</p> <p>Fire department personnel will want to talk to the site foreman. Please have someone locate him or her.</p> <p>Have someone constantly maintain direct sight of the person or the last spot s/he was seen.</p> <p>Return to sequence</p> <p>Stay on the line → X-2</p>
<p>2 Trapped in Confined Space/Structure Collapse (1st Party)</p> <ul style="list-style-type: none"> • Where are you located? • What can you see? • What can you hear? • Are there any other dangers present? <p>Make as much noise as you can to help us find you. If you can do it without making a spark, find an object and tap on the walls, pipes, or anything else.</p> <p>Return to sequence</p> <p>Stay on the line → X-2</p>		<p>4 Person Trapped in Vehicle Trunk</p> <p>• Does your vehicle have a trunk release? (This can be a push button on the key fob or a release button inside the vehicle on the driver's side.)</p> <p>(Yes) Use the trunk release. Tell me if it worked.</p> <p>Trunk open → 4d</p> <p>No/Trunk not open → 4a</p>
<p>4c No Trunk Release/Trunk Not Open</p> <p>• Can you exit the trunk through the back seat?</p> <p>Some cars have back seats that fold down.</p> <p>• (No) Can you push or kick the seats down?</p> <p>(No) Locate a tire iron (under trunk carpet) or other tool and try to pry the latch open.</p> <p>(Yes) Exit the trunk through the back seat and exit the car.</p> <p>→ 4d</p>		<p>4a Open Trunk Remotely</p> <p>• Can the trunk be opened remotely (OnStar, phone app, etc.)?</p> <p>(Yes) Open the trunk remotely. Tell me if it worked.</p> <p>Trunk open → 4d</p> <p>No/Trunk not open → 4b</p>
<p>4d Wait for Responders</p> <p>(Trunk open) Exit the trunk.</p> <p>Wait for the responders to arrive.</p> <p>Return to sequence</p> <p>Stay on the line → X-2</p>		<p>4b Find Trunk Release</p> <p>Instruct the trapped person to find the trunk release (vehicles year 2002 and later). This can be a glow-in-the-dark handle located near the trunk latch. It can also be a cord, button, toggle switch, or handle that does not glow. Use the release to open the trunk. Tell me if it worked.</p> <p>Trunk open → 4d</p> <p>No release/Trunk not open → 4c</p>

Figure 69. Panels 1-4d. Protocol D. FPDS v7.0. © 2000–2018 PDC.

- A new instruction has been added at the end of Panel D-3:
“Have someone **constantly maintain direct sight of the person** or the **last spot** s/he was **seen**.” See Figure 69.
- **Rationale:** If anything at the scene changes or something happens to the person before responders have arrived, the responders need to be made aware of those changes. This instruction lets the caller know that they need to watch carefully for any changes so that they can let the responders know when they arrive.
- New panels 4–4d have been added to provide callers with instructions on how to help someone who is trapped in the trunk of a vehicle. See Figure 69.
- A new panel for “**Vehicle on Fire**” has been added as Panel D-5. See Figure 70.
- A new panel for “**Electrical Wires in Contact with Vehicle on Fire**” has been added as Panel D-6. See Figure 70.

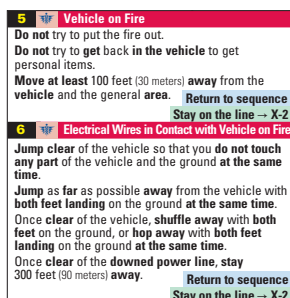


Figure 70. Panels D-5 and D-6.
 Protocol D. FPDS v7.0.
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Rationale: Dispatchers were experiencing many of these types of calls and the previous version of the protocol didn’t have adequate instructions to help callers in these types of incidents. These new panels were created to provide callers with important safety and survival instructions that may help save their lives when facing these types of incidents.

PROTOCOL F: Tunnel Fire

Multi-Protocol Changes affecting this protocol: W

Changes affecting only this protocol:

- Protocol C: Tunnel Fire has been changed to Protocol F. Panels 1–6 include instructions for various tunnel fire situations. See Figure 71.

Rationale: The PAIs were reordered because of the addition of several new PAIs.

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1 Type of Tunnel/Caller Location <ul style="list-style-type: none"> What type of tunnel is involved? Exactly where are you located? Are you in the smoke? <p> Caller trapped in tunnel fire → 6 Not trapped – in Train → 4 Not trapped – in Vehicle → 2 </p>	Tunnel Fires <ul style="list-style-type: none"> ★ Smoke, heat, and fire will accumulate faster in a tunnel due to the lack of openings. ★ During a tunnel emergency, people often must be their own first rescuers and must react correctly within a few minutes to survive. 	4 Train <p>Activate the emergency alarm (lever or button).</p> <ul style="list-style-type: none"> Do you have contact with railroad personnel? <p> (Yes) Stay calm and follow their instructions. Call us back if anything changes. </p>	No → 5 End
2 Vehicle <p>Stay calm and I will tell you exactly what to do next.</p> <p>Do not lock your vehicle.</p> <p>Leave the key in the ignition. Firefighters (responders) may need to move your vehicle later.</p> <p>If it's safe to do so, leave your vehicle.</p>	Tunnel Fire Rule <ul style="list-style-type: none"> ★ The EFD must weigh the facts of each situation, as conditions may change rapidly, and must navigate among the most appropriate advice items in this protocol. 	5 Train – No Contact with Railroad Personnel <p>(No smoke present) Stay calm. Help is being sent. I'll stay on the line with you as long as I can. If you see smoke/fire or if anything changes, tell me immediately.</p>	Stay on the line → X-2 End
3 Exit Tunnel <p>(In the smoke) Stay low.</p> <p>Carefully get to an outside wall and follow it to the closest emergency exit or tunnel opening. Move away from the smoke/fire and toward the breeze if there is one. Take others with you (and close the emergency door as you leave).</p> <p>If you exit into another tunnel, stay close to the wall and carefully make your way to the tunnel opening.</p> <p>Do not enter/re-enter any hazardous or dangerous areas. Stay clear of oncoming traffic. If it's safe to do so, guide the emergency crews to the general area.</p>	Tunnel Escape Problems <ul style="list-style-type: none"> ★ Decreasing orientation, visibility, and/or breathable air. ★ Inability to locate tunnel exit or no exit found. ★ Walking on or near active railways or energized third rails. 	6 Caller Trapped in Tunnel Fire <p>Activate the alarm.</p> <p>(Shelter in place)</p> <ul style="list-style-type: none"> Close the door. Cover the cracks in the doors with clothes, coats, or anything else that is readily available. Do not roll down windows or break the glass. 	→ 3 → D-2 End
F TUNNEL FIRE	DLS/TUNNEL FIRE RESCUE		

Figure 71. Panels 1-6. Protocol F. FPDS v7.0. © 2000–2018 PDC.

PROTOCOL G: Wildland Fire Hazards

Multi-Protocol Changes affecting this protocol: None

Changes affecting only this protocol:

- A new Protocol G: Wildland Fire Hazards has been added. Panels 1–1g provides instructions for what to do when threatened or trapped by a wildland fire. Each panel's instructions are different based on where the caller is located when they become threatened or trapped by a wildland fire. Panel 2 provides instructions on how to prepare for a wildfire. A new definition for **HEAVY Smoke** and new **Academy Policy** and **Danger Awareness** CEI sections have also been added. See Figure 72.

G WILDLAND FIRE HAZARDS		WILDLAND FIRE HAZARDS	
1	Threatened/TRAPPED by WILDLAND Fire (1st Party)	HEAVY Smoke	1c Move to Other Building
	<ul style="list-style-type: none">Can you leave the area? (Yes) Leave the area immediately and take others with you. Follow recommended evacuation routes.	The caller is unable to see objects through the smoke.	Go to the other building and take everyone with you. Stay inside the building as long as you can. Close all outside windows and doors. Tell me immediately if flames or HEAVY smoke enter the building. Keep close to an exit.
	<ul style="list-style-type: none">(No) What is your exact location?	Academy Policy	1d Outside – No Water or Structure
	<div>In building → 1a</div> <div>Outside → 1b</div> <div>In vehicle → 1g</div>	The International Academy of EFD considers any situation necessitating the provision of these instructions to be an extremely High Risk-Inherent Situation Case (HIRISC) and believes that the trained EFD (or their agency), making a good-faith attempt to provide these instructions, should not be held responsible for any bad outcomes. This should not be considered a legal interpretation, but a strong official opinion of the Council of Standards and Board of Trustees of the IAEEFD.	<div>Flames/HEAVY smoke in building → 1d</div> <div>Stay on the line → X-2</div>
1a	In Building		<div>No → 1e</div>
	Stay inside the building as long as you can. Close all outside windows and doors. Tell me immediately if flames or HEAVY smoke enter the building. Keep close to an exit.		<ul style="list-style-type: none">Is there a cave, barren crevice, drainage pipe, or underground hole nearby?
	<div>Flames/HEAVY smoke in building → 1b</div> <div>Stay on the line → X-2</div>		(Yes) Lie face down, stay low, and curl up. Cover any exposed skin and your head and face. Do not wet your clothing. Hold your breath and keep your eyes closed if the fire passes over you.
1b	Outside		1e Outside – No Below Ground Refuge
	<ul style="list-style-type: none">Is there a pond, lake, or pool nearby?		<ul style="list-style-type: none">Is there a green grassy area (large lawn) or dirt, concrete, or asphalt area nearby without pine trees or other debris that may burn?
	(Yes) Go get in the pond/lake/pool. Stay in the water until the flames pass over. You may have to duck under the water if the fire passes over you.		(Yes) Lie face down and flat on the ground in a low spot if possible. Cover any exposed skin and your head and face. Do not wet your clothing. Hold your breath and keep your eyes closed if the fire passes over you.
	<ul style="list-style-type: none">(No) Is there another building or house (not shed or storage building) nearby that's not threatened?		<div>No → 1f</div>
	<div>Yes → 1c</div> <div>No → 1d</div>		<div>End</div>

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Figure 72. Panels 1-1e. Protocol G. FPDS v7.0. © 2000–2018 PDC.

Rationale: Dispatchers were experiencing many of these types of calls and the previous version of the protocol didn’t have adequate instructions to help callers in these types of incidents. This new protocol was created to provide callers with important safety and survival instructions that may help save their lives when facing wildland fire incidents.

PROTOCOL X: Case Exit

Multi-Protocol Changes affecting this protocol: None

Changes affecting only this protocol:

- The instruction on Panel X-1 and X-2 to “Assign someone to guide the emergency crews to the general area” has been changed to “Meet the firefighters (responders) in a safe location.” See Figure 73.

Rationale: In most situations, it is unnecessary to have someone guide the fire department to the general area of the fire. This new instruction also allows the officer-in-charge to gather important scene information like if there are people still inside the structure.



1  Routine Disconnect	Stay on the Line
<p>If it's safe to do so:</p> <ul style="list-style-type: none"> Keep all bystanders away from the area. Meet the firefighters (responders) in a safe location. <p>(Appropriate) Do not approach or enter any hazardous or dangerous areas.</p> <p>(Always) I'm going to let you go now. Help is on the way. If anything worsens in any way, call us back immediately for further instructions.</p> <p style="text-align: right;">End</p>	<p>★ Consider staying on the line with the caller (as long as doing so does not threaten or jeopardize the caller's safety in any way) in the following situations:</p> <ul style="list-style-type: none"> Child callers Fire or HAZMAT incidents Mass casualty incidents Suicide attempts Trapped caller or people
2  Stay on the Line	
<p>I'll stay on the line with you as long as I can.</p> <p>If it's safe to do so:</p> <ul style="list-style-type: none"> Keep all bystanders away from the area. Meet the firefighters (responders) in a safe location. <p>(Appropriate) Do not approach or enter any hazardous or dangerous areas.</p> <p>(Always) If anything worsens in any way, just let me know.</p> <p>Tell me when the firefighters (responders) get there.</p> <p style="text-align: right;"> Routine disconnect → 1 Urgent disconnect → 3 </p>	

Figure 73. Panels 1-2 and the Stay on the Line CEI section. Protocol X. FPDS v7.0. © 2000–2018 PDC.

- The CEI text has been modified slightly from “ . . . (as long as doing so does not threaten or jeopardize the caller’s safety in any way) to obtain information for:” to “ . . . (as long as doing so does not threaten or jeopardize the caller’s safety in any way) in the following situations:” See Figure 73.

Rationale: This modification was made to clarify in which situations the dispatcher should consider staying on the line with the caller.

- A new panel for “**Control Bleeding**” has been added as Panel X-4. See Figure 74.
- A new panel for “**Burn Treatment**” has been added as Panel X-5. See Figure 74.
 - A new CEI section has been added: “**Burn Care Axioms.**” See Figure 74.

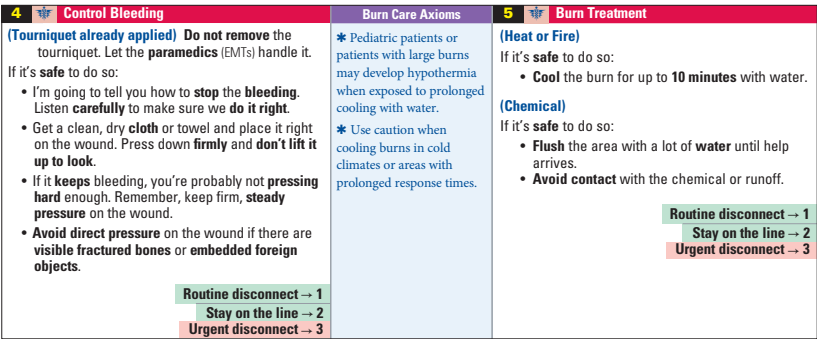


Figure 74. Panels 4 and 5. Protocol X. FPDS v7.0. © 2000–2018 PDC.

Rationale: Due to the types of events that fire responders are called to, burns and injuries with severe bleeding may occur frequently. These new panels are basic care instructions that the caller can follow which may help save a life before the fire department arrives at the scene.

Legend of Symbols (Cardset Only)

Multi-Protocol Changes affecting this protocol: None

Changes affecting only this protocol:

- The title for the “Essential Information” section has been changed to “Description Essentials.” See Figure 75.

Rationale: This text was changed to better match the language used in the Medical and Police disciplines.

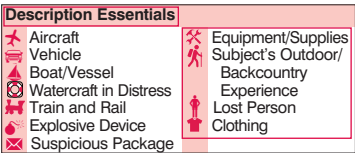


Figure 75. Description Essentials. Legend of Symbols. FPDS v7.0. © 2000–2018 PDC.

- New symbols for Clothing, Equipment/Supplies, Subject's Outdoor/Backcountry Experience, and Lost Person have been added to the “Description Essentials” section. See Figure 75.

Rationale: Many of the new protocols included new Description Essentials as part of the Additional Information section. These new Description Essentials required new symbols.

- The symbol for “Send & go to PDIs” has been removed.

Rationale: This symbol is not used in the FPDS Protocol.

