

# **PAGER PROCEDURE**

## **CONTENTS**

General Information

Paging Guidelines

Pager Problems

## **1.1. GENERAL INFORMATION**

- A. The DART group paging system is used for both Call-Outs and Team information. Sacramento County Fire dispatch generally initiates Call-Outs in response to 911 calls or requests from other emergency service agencies.
- B. Group Paging (other than responding to Call-Outs) is to be done only by the Operations staff, Team Leaders, Officers, or is authorized by one of these. All group pages must identify the sender. This may be accomplished in the paged information or with a DART ID number at the end of the page.
- C. Group pages are not to be used to contact an individual member or Team Leader (TL) during Call Outs, or at any other time, except for urgent situations.
- D. It is a members' responsibility to keep a current copy of the Team Phone/Contact List for response to calls, and use this as reference for contacting individuals. Team Phone/Contact Lists are made available by the Secretary.
- E. Those that abuse the Group paging system will receive counseling and/or disciplinary action.

## **1.2. PAGING GUIDELINES**

### **A. After Hours**

- 1. In respect of others, limit group paging to between the hours of 0900 to 2100hrs (9AM-9PM), for communication purposes, including vehicle return status. Exceptions are in-progress call responses and its related information.
- 2. Code 4 should be group paged after hours, if necessary, to prevent further responses to the cancelled or terminated call unless the call is canceled more than 60 minutes after the initial Call-Out.

### **B. Fire Dispatch, or other group pages, not addressed to an individual:**

- 1 Sometimes a group page will be sent from dispatch or another agency, requesting a call back. This could happen because they have been unable to contact Operations, in which case, the first TL to page the group with their DART ID# and 10-21 (i.e. 20\*\*10\*21), would be returning that call.
- 2 If the Chief of Operations or a TL does not page in within 5 to 10 minutes from the time of the initial page, then an Officer should page the group, and make the call.
- 3 Team members are not to return these types of group pages, unless they are directed to an authorized individual. If you have any concerns regarding a page, then please contact Operations or a TL.

## C. Member Call Response

### 1 Rescue Response

- a. Rescue Call-Outs generally are identified with the word RESCUE in the page and include the location, the type of rescue, the Thomas Brothers map coordinates and the tactical radio channel being used. If the call is outside of Sacramento County the requesting agency is identified.
- b. The first team leader to page in will be the Team Leader responsible for the call. Members/team leaders arriving on scene prior to the responsible Team Leader shall secure the scene and brief the responsible Team Leader on arrival.
- c. In response to a rescue Call-Out, each responding team member is to page in to advise the Team Leader of who is responding, what their capability is, where they are going and their estimated time of arrival (ETA).
- d. Upon receipt of a page from Sacramento County Fire dispatch, the following is the responsibility of the team members responding on the mission:
  - 1) Dial 535-8631, wait for beeps, then key in the following.
  - 2) 1-digit DART Classification code
    - a) 5 = Rescue Diver
    - b) 7 = Rescue Diver Intern
    - c) 9 = Shore Support
  - 3) \* [Asterisk]
  - 4) 3-digit DART ID# (2-digit for Team Leaders)
  - 5) \* [Asterisk]
  - 6) 3-digit response code
    - a) 100 = Direct to call location via personal owned vehicle (POV)
    - b) 200 = Direct to Second Call-Out incident
    - c) 1601 = Direct to Dock, located at 1601 Garden Highway
  - 7) \* [Asterisk]
  - 8) 3-digit time code, indicating approximate number of minutes it will take member to arrive directly to the scene or Dock (1601). This time would be for your Estimated Time of Arrival. or ETA (i.e. 015 would be 15 minutes ETA).
  - 9) Note, try not to use a "4", this may be confused with the call being canceled (\*004)
  - 10) # [Pound] to send.
  - 11) (Note: Two asterisks \*\* creates a space, while one asterisk \* will create a dash -).
- e. Rescue Response Examples
  - 1) To send: shore support, DART ID# 376, responding to scene in personal vehicle, arrival in 30 minutes.
    - a) Dial 535-8631 (wait for tones) enter: 9\*376\*100\*030#
    - b) Pager reads as: 9-376-100-030
  - 2) To send: Rescue diver, DART ID# 250, responding to Dock 1601 Garden Hwy., to arrive in 5 minutes.
    - a) Dial 535-8631 (wait for tones) enter: 5\*250\*1601 \*005#
    - b) Pager reads as: 5-250-1601-005

- 2 Recovery Call Response
  - a. Recovery Call-Outs generally include the word RECOVERY in the message.
  - b. The first Team Leader to page in with their ID will contact the requesting agency for more information.
  - c. In response to a recovery Call-Out each responding team member is to page in to advise the Team Leader that is coordinating the call, what their capability is, where they can meet and the time they are available to respond. This is accomplished with the following procedure:
    - 1) The recovery Call-Out response is the same as the rescue Call-Out response with the following changes:
      - a) Instead of paging out your 3-digit estimated time of arrival, page out the 4-digit time (military time format) that you are available to respond.
      - b) You do not need to respond until the Team Leader pages out the actual time the Call-Out will occur.
    - 2) Based on who and when members can respond, the Team Leader will page out the time and location members will meet to respond. Those members that paged in with a time of availability within the call time frame will respond without further pages.
- 3 Members' Response Termination
  - a. If your response is terminated subsequent to your initial page due to personal reasons (e.g. car breaks down), call 535-8631 and key in following:
    - 1) or 3-digit DART ID
    - 2) [Asterisk]
    - 3) 888
  - b. Member Response Termination Example:
    - 1) To send: DART member 417, canceling response
      - a) Dial 535-8631 (wait for tones) enter: 417\*888#
      - b) Page will read as: 4 17-888
- 4 Mission Termination
  - a. When a mission is terminated. TL's shall call 535-8631 and key in the following:
    - 1) Team Leader number (two Digit)
    - 2) \* [Asterisk]
    - 3) 004.
    - 4) Add \*100 or \*200 to identify which call is terminated if there is a second call in progress.
  - b. Only Team Leaders are authorized to code 004 a call.
  - c. Upon receiving TL number and 004, do not continue proceeding to the location of the mission.
- 5 End of Mission
  - a. Upon returning home or leaving for your next destination from a call, page the TL directly with your DART ID, \* [Asterisk], and 411 to denote your safe arrival home, then # to send. In the event the call is cancelled en route, page the Team Leader that pages in first.

#### **D. Paging the Rigs / Boat In Service**

1. When Response vehicles are moved or responding to calls, they must be paged as being In Service with a Code 10-8 (in service) and by whom (DART ID#), to the Team via group page.
2. Example
  - a. To send: DART 1, responding, with DART member 397.
    - 1) Dial 535-8631 (wait for tones) enter: 001\*\*10\*8\*\*397#
    - 2) Page will read as: 001 10-8 397
  - b. To send: DART 1, Boat 7, responding, with DART members 400,401, and 402.
    - 1) Dial 535-8631 (wait for tones) enter:
    - 2) 001 \*007\*\*10\*8\*\*400\*401 \*402#
    - 3) Page will read as: 001-007 10-8 400-401-402
  - c. If responding to a second Call-Out or location, add 200 after 10-8

#### **E. Rigs / Boat Return to Quarters**

1. Always page back in, the return of, and location of vehicles available for service (with the exception of “after hours” paging).
2. Note: It is not necessary to enter your DART ID#, unless return is made by someone other than the member that originally paged it out, as it is assumed that the member that paged it out would be returning it.
3. Examples
  - a. To send: DART 2, available for service, at 1601 Garden Hwy.
    - 1) Dial 535-8631 (wait for tones) enter :002\*\*10\*8\*\*1601#
    - 2) Page will read as:002 10-8 1601
  - b. To send: DART 2, Boat 7, available for service, at station 110, by member 365.
    - 1) Dial 535-8631 (wait for tones) enter: 002\*007\*\*10\*8\*\*1 10\*365#
    - 2) Page will read as: 002-007 10-8 110-365

#### **F. Paging the Rigs / Boat Out of Service**

1. When a response vehicle is taken out of service, the out of service status must be paged out to the Team with a Code 10-7 (out of service) and by whom (DART ID#) via group page.
2. Example
  - a. To send: DART 1, Out of Service, with DART member 397.
    - 1) Dial 535-8631 (wait for tones) enter: 001\*\*10\*7\*\*397#
    - 2) Page will read as: 001 10-7 397

#### **G. Paging Individuals**

1. To contact an individual member:
  - a. Use the current Team Phone/Contact List to find correct Pager #.
  - b. Dial the individuals pager #,
  - c. Enter the DART ID# of the person that you want to contact.
  - d. Enter \*\* [two asterisks] (space).
  - e. Enter the Phone # that you want called back (w/ or without area code- 916 will be assumed unless otherwise specified) \* can be used to enter a dash into phone number.
  - f. Enter \*\* [two asterisks] (= space).
  - g. Enter DART ID# of the person that is requesting the return call, if other than you (the member that would normally be signing here).
  - h. Enter # to send.

(Note: Entering spaces makes for ease of reading the page).

## 2. Examples

- a. To send: DART ID# 380, call 555-2222, signed/or DART ID# 250.
  - 1) Dial 535-8631 (wait for tones) enter:  
380\*\*555\*2222\*\*250#
  - 2) Page will read as: 380 555-2222 250
- b. To send: DART ID# 29, call 530-555-2222, signed DART ID# 442.
  - 1) Dial 535-8631 (wait for tones) enter: 29\*\*530\*555\*2222\*\*442#
  - 2) Page will read as: 250 530-555-2222 442

(for urgent need only, dial the Group Paging #)

## H. Alpha-Numeric Pages

1. Alpha-Numeric pages may be sent via two-way pager, text-message cell phones, or via website:(pending revisions)  
and(pending revisions)  

---

---
2. Group pages and individual pages via email refer to webpage:  
(pending revisions)
  - a. Example: **(pending revisions)**

---
3. Group pages sent via website can reach two-way pagers.
4. When responding to a call, follow the response procedure and do not add additional text.

## 1.3 PAGER AND/OR PAGING PROBLEMS:

- A. In the event that Team pager is malfunctioning, consult the current Team Member/Contact List for the “pager service” phone number.
- B. If your pager becomes lost or stolen, or if you have any problems with our “paging service”, contact Chief of Operations or a Team Leader
- C. Newer model DART pagers may have the ability to be programmed so they will show at the end of a page, if the page was sent to the “Group” or to the “Individual”. It is recommended that you have this feature programmed into your pager. There is the possibility that our paging service will exchange and upgrade older pagers. Contact Operations for further info regarding this.