



Burlington Fire Department



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Section: 00- Administration	
SOG Number: 01.21	Effective Date:10/26/2020
Subject: Multiple Alarm Notification	
By Order of Fire Chief Steven A. Locke	

I. Purpose:

The purpose of this document is to ensure understanding and responsibilities for the Departments Multiple Alarm Callback system. (Currently ACTIVE 911)

II. Scope:

This SOG is directed at all members of the Burlington Fire Department and the Emergency Communications Manager.

III. Definitions:

Active 911: Emergency communications application which provides alerting, mapping, and scene resources for responders.

Status: The three status options available for members to reply to an alert.

“RESP” – Responding

“ARRIV” – Arriving

“UNVL” – Unavailable

Watch: This status signifies that a member has opened the alert but has not chosen a STATUS.

IV. Guidelines:

Multiple Alarm Notification System

A) General Information

1. The Burlington Fire Department currently utilizes Active 911 for call back of off duty members, in the event of a Multiple Alarm recall.

2. This system is capable of contacting member via Smartphone, Cell (not smartphone), Tablet, Landline, or PC.

B). Activation of Device

1. Members will need to have their personal devices added to the system and receive a device code to enable their device.
2. In the event a member replaces or adds devices it is their responsibility to contact the local administrator or Deputy Chief of Administration, to have the new device added to the program.

C). Replying to an Alert

1. Members should indicate their status when an alert is received. The three replies are RESP, ARRIV, UNVL.
2. RESP – Responding should be used to indicate that a member is responding back to the city for the current call back. Member’s who have a travel time of approximately 30 minutes should use this for a second alarm recall reply. Other members can either watch or mark UNVL for second alarm recall if they are outside of the 30 minutes area. (See SOG 01.20)
3. ARRIV – Arriving status should be utilized by members to mark that they have arrived back in the City for the recall. This function allows for accountability and assists in payroll.
4. UNVL – Unavailable indicates that the member is currently unavailable to respond to the call back.
5. If members do not indicate their status the system will show their status as Watch, indicating the alert was opened but no status was changed.
6. Members may change their status from UNVL to RESP in the event that their circumstances have changed and they are now able to respond.

D). Multiple Alarm Actions

1. Members responses should be in accordance with SOG 01.20

E). Testing System

1. The system will be tested monthly on the first Monday of the month around 12:30 hrs.
2. Testing will be done by the Emergency Communication Manager or in their absence by the member assigned to Battalion One.
3. Test message: THIS IS ONLY A TEST.
4. Members are asked to mark a “status” but response back to the department is not necessary.
5. If a member does not receive the monthly test it is their responsibility to report this information to their supervisor.

V. **Responsibility:**

It is the responsibility of all members to read, understand and follow this Standard Operating Guideline

Revision History			
Revision Date	Section	Summary	Principal Author
10.26.2020	All	Initial Document	Derek Libby

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Your agency subscription is current.

Dashboard

Hello Derek!
Looking for your **other accounts?**

Select Multiple Alarm - Burlington (VT)

Unsubscribe from Email | Change Password

My Agencies

- Multiple Alarm - Burlington (VT) Covered
- State Of Vermont - State Hazmat Response Team Covered
- Burlington FD Covered

My Devices

- Derek Libby Smartphone Sponsored by Burlington FD until Mar 04, 2021 372942-CRRD

Family SMS Phone Numbers

+ Add Number

EMAIL US or Call (541) 223-7992
Monday - Friday, 7am-4pm PT

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Family SMS Phone Numbers

+ Add Number

Alarm Detail

*Title

CAD code or alarm number

Priority

Place name

Address

Cross Street

City
Burlington

Latitude Longitude

Map

Details

Recipients
Everyone (On Duty)

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Dashboard

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My Agencies

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- State Of Vermont - State Hazmat R...
- Burlington FD *Covered*

My Devices

- Derek Libby Smartphone

Family SMS Phone Numbers

+ Add Number

Alarm Detail

*Title
Test

CAD code or alarm number

Priority

Place name

Address

Cross Street

City
Burlington

Latitude Longitude

Map

Details
THIS IS ONLY A TEST

Recipients
Everyone (On Duty)

Send Alert

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- State Of Vermont - State Hazmat R...
- Burlington FD *Covered*

My Devices

- Derek Libby Smartphone

Family SMS Phone Numbers

+ Add Number

Alarm Detail

Priority

Place name
Burlington Fire Department

Address

Cross Street

City
Burlington

Latitude Longitude

Map

Details
This is a monthly test of the Burlington Fire Department Multiple Alarm call back system. THIS IS ONLY A TEST.

Additional details or notes

Recipients
Everyone (On Duty)

Send directly to:

Non-emergency

Send Alert

Click Send Alert to Send