St. John's Regional Fire Department
Policy and Operational Guidelines

Title: 03-02-04	Interruptions with Fire Alerting System
Document Type:	Operational Guideline
Status:	
Issued By:	Manager of Technology & Communications
Index:	03 Communications
Section:	02 Communications Centre
Title:	04 Interruptions with Fire Alerting System

Purpose

To outline procedures when there is an interruption in the standard operation of the Fire Alerting System.

Background

This replaces POG #03-02-04, "Interruptions with Fire Alerting System", dated 2020/08/17.

Procedure

1. Notification Process

When the 911 Communications Centre experiences an interruption with the Fire Alerting System connecting to one or more stations, the dispatcher shall do the following:

a. Notify the Officer in Charge (OIC) of each station by phone and request that, until the Fire Alerting System is fully functional in all stations, they need to:

i. keep the inside lines open – ensure to state the station phone number required to stay open ("inside line" numbers for each station located in Appendix A);

ii. monitor portable radios for tone-out of calls;
As soon as operationally possible, a radio check shall be conducted.

b. Notify the duty Platoon Chief.

c. Notify the Communications Supervisor or in his/her absence, the Manager of Technology & Communications.

d. Should a technician for the Fire Alerting System require access to the 911 Communications Centre after hours and/or on a weekend, notify the Manager of Technology & Communications who will in turn arrange for a SJRFD representative to meet the technician at Central Fire Station.

2. Phoenix G2 Mobile App Activation Code

If an activation code is required for an apparatus IPad or personal device, notify the OIC who will in turn contact the Communications Supervisor or in his/her absence, the Manager of Technology & Communications. Ensure to provide the apparatus or owners name of the device needing the code.

3. Issues in Station

If it is noticed that incidents or daily alerts are not sounding in the station or displaying on the message boards, the following shall occur:

a. Notify the Communications Supervisor, who will complete testing as follows.

   i. Follow Section 1.a of this POG until testing is complete and issue is resolved.

   ii. Determine if the messages are displaying on the message board, and if the sound plays in the station.

   iii. Check the system log on the Gateway software to see if test went through to the station.

   iv. If the test only displays on the message board or only plays on the speakers. Attempt to reset that stations ATX. Wait 5 minutes to ensure ATX is back online and then perform the test with the station again.

b. If issue is not resolved, notify the Manager of Technology & Communications.

c. Notify the duty Platoon Chief

d. Should a technician for the Fire Alerting System require access to the 911 Communications Centre after hours and/or on a weekend, the Manager of Technology & Communications will in turn arrange for a SJRFD representative to meet the technician at Central Fire Station.

4. CAD Interface Down

Should dispatchers receive notification from FDMCAD of a communication loss with the Fire Alerting System notify the Manager of Technology & Communications who will in turn ensure the issue is being addressed by the appropriate groups.

5. Peripheral Flagged for Trouble

If the Fire Alerting System flags a peripheral (speaker, message board) for trouble, an automatic notification email is sent. The Manager of Technology & Communications will complete the following:

a. Identify if the issue is with a message board or speaker and work to resolve the issue.

b. If a speaker(s) are identified as having trouble, the Manager will notify dispatchers of the issue and to follow #1(A) and #1(B).

c. Once issue has been resolved, the Manager will notify dispatchers to complete a test and resume normal operations.

6. Station Flagged for Trouble

If a station is flagged for trouble by the Fire Alerting System the Manager of Technology & Communications will complete the following:

a. Notify dispatchers of the issue and follow #1(A) and #1(B).

b. Once issue has been resolved, the Manager will notify dispatchers to complete a test and resume normal operations.

NOTE

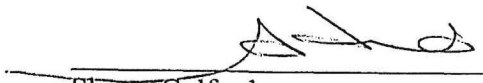
Any time the Fire Alerting System is experiencing issues, the OIC of each station will ensure the portable radios are monitored until such time that they are notified by the 911 Communications Centre that all systems are back online and functioning properly.

All Operational Guidelines are provided as a guideline only and may be altered by the OIC to meet extenuating circumstances.

Approvals
Fire Chief/Director

Responsibility
St. John's Regional Fire Department

POG #03-02-04
Approved by:



Sherry Colford
Fire Chief
Director of Regional Fire and Emergency Services

May 6, 2025
Date

Appendix/Appendices
Appendix A – Stations' Inside Lines
Appendix B – Resetting Station ATX