



SOUTH LYON FIRE DEPARTMENT

Manual of Procedures 119

NOVI REGIONAL 911 CENTER

Issued: December 29, 2015
Revised: September 17, 2017
Revised: February 13, 2021
Approved: Chief Robert Vogel

I. PURPOSE

This procedure is meant to create a singular document for the dispatching of the South Lyon Fire Department (SLFD) by the Novi Regional 911 Center. SLFD exists to serve the residents of the City of South Lyon. If ever in doubt, SLFD shall be dispatched on an incident.

II. INCIDENT NOTIFICATION

The Novi Regional 911 Center shall use the below model when dispatching the South Lyon Fire Department.

1. Set off SLFD tones (one time only)
2. Wait five (5) seconds (this allows the tones to clear VHF transmitter in South Lyon)
3. Voice message - "South Lyon Fire respond to a (incident type) at (address) (followed by any additional information)"

III. INCIDENT COVERAGE

The Novi Regional 911 Center will utilize the I Am Responding (IAR) software to ensure that SLFD is responding

Once a SLFD employee marks responding via IAR (even if the apparatus is not yet responding) that "stops on the clock" and a second tone is unnecessary. If a SLFD employee fails to mark responding via IAR within five (5) minutes of the dispatch, re-tone the SLFD. During the re-tone, please state, "This is a second tone for South Lyon Fire" along with the dispatch information.

If a SLFD employee fails to mark responding within seven (7) of the original dispatch time, two (2) minutes following the re-tone, contact the Oakland County Sheriff's Office Dispatch to have the Lyon Township Fire Department respond on the incident.

The response of a SLFD apparatus or a SLFD officer calling on the air eliminates the need for a second tone or mutual aid.



SOUTH LYON FIRE DEPARTMENT

Manual of Procedures 119

IV. BORDERLINE RESPONSE

Providing service shall take precedence over political boundaries. SLFD shall be dispatched in according to boundaries set by the South Lyon Police Department.

The below list is meant to provide clarification for borderline incidents.

- Pontiac Trail / Lafayette Street
 - Northbound and southbound between Coach House Lane and 23238 Pontiac Trail (Advance Auto Parts is in the city)
 - Southbound and the turn lane between 23238 Pontiac Trail (Advance Auto Parts) and Nine Mile
 - Southbound between Nine Mile and Quail Run Circle
- Eleven Mile
 - Eastbound and westbound between Shetland and the rail trail.
 - Eastbound between Dixboro and Shetland
 - Eastbound between the rail trail and Martindale.
- Southbound Martindale between Ten Mile and Eleven Mile
- Westbound Nine Mile between Essex and Oak Creek Drive
- Southbound Dixboro between Ten Mile and Eight Mile

V. CLARIFICATION ADDRESSES

The below addresses are in the City of South Lyon

Chester: 615

Woodland Drive: 118, 377, 500, 660

Nine Mile Road: 60130, 60250

Martindale Road: 24179, 24339, 24379, 24419, 24499, 24539, 24579, 24619, 24819, 24859, 25115



SOUTH LYON FIRE DEPARTMENT

Manual of Procedures 119

VI. STRUCTURE FIRE

When the Novi Regional 911 Center receives notification of a reported, possible, or confirmed structure fire in the City of South Lyon, the Box Alarm assignment on MABAS card 63-SLF-01 shall be dispatched. The Box Alarm assignment is not an activation of the MABAS system. If the incident escalates to a 2nd alarm, that would be a MABAS activation.

Box Alarm 63-SLF-01 includes

- One (1) engine from the Lyon Township Fire Department
- One (1) engine from the Green Oak Township Fire Department
- One (1) advanced life support transport ambulance from HVA
- "Incident Profile" assigned from the Oakland County Sheriff's Office Dispatch

SLFD shall handle the below incidents without a box alarm assignment.

- Food in the stove / oven on fire
- Fire reported out
- Odor of smoke (no smoke visible)
- Electrical outlet or fuse box smoking / arching
- Appliance fire e.g. microwave, dishwasher, clothes dryer, furnace
- Natural gas leak in a structure
- Fire incident involving a detached shed
- Chimney fire

VII. NON-STRUCTURE FIRES

SLFD shall be dispatched for any fire, hazardous condition, or potential safety issue in the City of South Lyon. SLFD be dispatched on the below incidents.

- Alarms (carbon monoxide, medical alert, smoke, heat, water flow, or sprinkler activation)
- Animal Rescue (any animal stuck, caught, or trapped - includes ice / water rescue)
- Assist South Lyon PD
- Building Issue – collapse, flood, pipe break
- Burning complaint (Initially send South Lyon PD. SLFD will respond if requested by PD).

Burning of trash, leaves, or grass clippings is prohibited. Recreational fires shall not be conducted within 25 ft. of a structure or combustible material. Portable / fixed outdoor fireplaces are allowed).

- Hazardous materials spill / release / environmental clean-up from traffic accident
- Mutual aid coverage
- Natural gas leak or odor of natural gas (inside or outside)



SOUTH LYON FIRE DEPARTMENT

Manual of Procedures 119

- Smoke odor or investigation (inside or outside)
- Tornado Warning - Oakland County
- Train derailment
- Tree down - blocking road
- Wires Down / Transformer Explosion / Electrical Arcing



SOUTH LYON FIRE DEPARTMENT

Manual of Procedures 119

VIII. EMERGENCY MEDICAL SERVICES

SLFD responds on the following medical emergencies. ***Dispatch SLFD if requested by HVA, even if not indicated below.***

- Abdominal Pain/Problems (not alert)
- Allergies / Bee Sting / Snake Bite (not alert, difficulty breathing, history of allergic reaction, or unknown status)
- Animal Bites (unconscious, not alert, chest or neck injury, large animal, exotic animal, multiple animals, or unknown status)
- Assault / Sexual Assault (unconscious, not alert, chest or neck injury, or multiple victims)
- Breathing Problems
- Burns / Explosions
- Carbon Monoxide / Inhalation / Hazmat
- Cardiac Arrest (cardiac arrest, not breathing, or suspected death)
- Chest Pain
- Choking
- Confined Space Rescue
- Convulsions / Seizures
- Diabetic Problems
- Drowning / Near Drowning / Scuba Accident / Water Rescue / Ice Rescue
- Electrocutation / Lightning
- Elevator Rescue
- Falls (>6 ft., unconscious, unconscious, not alert, or chest or neck injury)
- Heart Problems
- Heat / Cold Exposures
- Hemorrhage / Laceration (unconscious, not alert, or serious hemorrhage)
- Industrial / Machinery Accidents
- Overdose / Ingestion / Poisoning (unconscious, not alert, narcotics, heroin, cocaine, anti-depressants, or unknown)
- Pregnancy / Childbirth / Miscarriage
- Psychiatric / Abnormal Behavior / Suicide Attempt (unconscious, not alert, hanging, or serious hemorrhage)
- Stabbing / Gunshot
- Stroke (CVA)
- Traffic / Transportation Accidents (injuries, rollover, high-speed, or extrication required)
- Trench Rescue
- Unconscious / Fainting (unconscious, not alert, or abnormal breathing)



SOUTH LYON FIRE DEPARTMENT

Manual of Procedures 119

Lift assists are handled by South Lyon PD. SLFD will respond if South Lyon PD is unavailable.

Unless it is a cardiac arrest or specific request by HVA, SLFD does **not** respond on medicals at the below locations. Both facilities have skilled nursing providers.

- Providence Medical Center - 210 N Lafayette
- South Lyon Senior Care - 700 Reynolds Sweet Parkway