
S.O.P. #: 300-01

SUBJECT: Mission Statement

DIVISION: Communications Division

OBJECTIVE: It is the intention of the Fire Department, through designated Liaison personnel and the Administrative Duty Officer (ADO), to work in harmony with the Emergency Communications Technicians (ECT) and Communications Shift Supervisors (CSS) assigned to the Fire Dispatch section of the 911 Center. Personnel safety and prompt efficient service to the citizens of Baltimore County shall take priority. The ADO, CSS, and ECT's shall cooperate in a spirit of mutual trust and respect to accomplish smooth and efficient operations within the 911 Center.

- A. The Fire Department shall monitor the total operation of Fire Dispatch. Any situation of operational impropriety observed, which could affect the safety of Field Personnel, or the overall operation of the Fire Department will immediately be addressed.
- B. Actions of major impropriety on the part of an ECT/CSS shall be documented and forwarded, through channels, to the Fire Department Division Chief responsible for the Communications Division. At that time, copies shall be distributed to the Chief-911, Assistant Chief, Operations Officer, and CSS at the 911 Center.
- C. The CSS shall be responsible for keeping ADO informed of all on-going incidents, especially those which may require notification of Fire Department staff personnel, or any other information pertinent to the daily operations of ADO.
- D. ADO has authority to "override" the actions of an ECT through the CSS. Final responsibility for this action shall be that of the Liaison representative.
- E. Fire Dispatch personnel will maintain command and control of Fire Department operational talkgroups at all times.
- F. Fire Department SOP's in conjunction with Fire and Medical Priority Dispatch Program criteria and other sources will be utilized for dispatching Fire/EMS apparatus and equipment.
- G. Liaison personnel will not fill-in as ECT's or CSS at any time.
- H. There shall be civilian supervision present at all times in Fire Dispatch. In their absence the CSS will identify an ECT to substitute as the Acting Communications Shift Supervisor (ACSS). The ACSS will have the same responsibilities and duties as the CSS.
- I. Liaison, ADO, CSS, and ECT's will be responsible for information found in sources other than this SOP. These may include; pass on books, memo's, and other operational directives. These sources will be checked daily to continue proper operations.