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S.O.P. #: 300-02

SUBJECT: Responsibilities and Conduct (General)

DIVISION: Communications Division

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Objective: To outline the responsibilities and conduct required to operate the Baltimore County Fire Department Communications System.

Section 1: Responsibilities

- A. The 911 Center shall at all times maintain minimum Fire Dispatch staffing of 6 ECT's and 1 CSS or ACSS and 1 relief ECT.
- B. All personnel shall be familiar with this SOP and all information contained herein. All personnel shall check their appropriate pass-on book daily concerning updates to standing orders or directives that are issued periodically.
- C. ECT's shall:
1. Familiarize themselves with all activities in progress before taking over the console position.
  2. Receive and send radio and data messages.
  3. Dispatch equipment and perform other radio duties prescribed by the CSS.
  4. Check running assignment recommendations for correct units before transmitting an incident.
  5. Dispatch the proper units as indicated by departmental SOP and Fire and Medical Priority Dispatch Program criteria.
  6. Be alert to all transmissions from the field.
  7. Identify all equipment by proper name and unit number.
  8. Have dispatch information in mind before transmitting.
  9. Repeat all transmissions for special requests, such as additional alarms, air units, medics, etc.
  10. Acknowledge all requests from COMMAND. All other incident requests, unless Emergency in nature, will be referred to Command in accordance with the Incident Management System (IMS).
  11. At all times maintain the patch and multi-select between Main-1 and Fire-1 allowing transmissions on Main-1 to be received on Fire-1.
- D. It shall be the ECT's responsibility to notify the CSS, who shall notify ADO of any of the following, to include, but not limited to;
1. Any special request.

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2. Any accident involving Fire Department Vehicles.
  3. Any violation of proper radio procedures.
  4. Any request by field personnel to change and/or correct running assignments and/or any other corrections that impact running assignments. These changes will not be made without the written consent of the Fire **Chief**.
  5. Any fireground injury or fatality.
  6. Any breakdown, malfunction, loss or theft, damage and/or accident to any Fire Department or 911 Center equipment or property.
- E. All Fire Department radio system operations shall comply with the regulations of the Federal Communications Commission (FCC).
1. The Fire ECT shall be responsible for clearing traffic as quickly as possible, maintaining discipline on the air, and determining the order of priority of simultaneous transmissions. Their directions shall be strictly obeyed.
  2. All conversations shall be brief and concise. Unnecessary repetition shall be avoided. All radio conversations shall be professional. Incidents of obscene or profane language are Prohibited.
  3. Lengthy routine messages should be transmitted by telephone, if available, or on an appropriate conference talkgroup.

Section 2: Conduct

- A. ECT's shall, at all times, conduct themselves in a professional manner when broadcasting.
1. Words, or voice inflections, which reflect or indicate irritation, disgust, or sarcasm will not be used.
  2. ECT's shall act professional while on the air.
  3. Reply to a call or transmission will be immediate and decisive.

Section 3: Telephone Courtesy

- A. Common courtesy shall be foremost in the minds of all personnel.
1. Telephones will be answered "Fire Dispatch and (ECT's name)".
  2. Telephone calls will be answered promptly.
  3. Speak clearly and be concise
  4. Receive and/or relay message in its entirety as well as accurately.
  5. Transfer the caller to the proper extension if known.

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6. Do not abruptly terminate the call.
7. Do not physically abuse the telephone equipment.