
S.O.P. #: 300-03

SUBJECT: Administrative Duty Officer (ADO)

DIVISION: Communications Division

Objective: To outline the duties and responsibilities of the Administrative Duty Officer. The ADO provides 24 hour, 7 days a week coverage in Fire Dispatch.

Section 1: Responsibilities

The ADO must be familiar with the Rules and Regulations of the Fire Department, Standard Operational Procedures, and other policies and practices as outlined in the ADO Manual of Operations.

Section 2: Duties

A. ADO shall perform the following:

1. At shift change, advise the relieving personnel of all pertinent communications received, current field status and any other additional information that may be needed for efficient operations.
2. Prepare necessary reports as outlined in the ADO manual.
3. Make necessary notifications as outline in the ADO manual.
4. Maintain a close liaison with the Civilian Shift Supervisor in order to ensure effective dispatching of Fire Department resources.
5. Make necessary transfers/relocations to provide coverage in depleted areas.
6. Monitor Talkgroup 5.

B. Daily Duties

1. Answer the administrative telephone 410-307-2052 at all times.
2. Transfer, where appropriate, the caller to the proper division or section that can handle their inquiry.
3. Provide basic information to the media. Information given by the ADO must be related to incidents that are in process. The ADO may release the following information:
 - a. Location of incident
 - b. Incident Type and Alarm level; e.g., “dwelling fire” or “vehicular accident with rescue.”
 - c. Time call was dispatched
 - d. Time incident was placed under control (only if asked)
 - e. General information on patient injuries and transports-e.g., “Crews have transported an adult male to shock trauma with life threatening injuries.” Names will not be released under any circumstances.
4. The ADO will not comment on or speculate about the cause of fires and other incidents. Refer the caller to the Public Information Officer or note that the cause is “under investigation.”

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5. The ADO will refer requests for information about past incidents to the Public Information Office. This includes questions about causes, investigations and the status of patients.
6. Regarding fatalities:
 - a. Confirm a civilian fatality only when the death occurs during the course of an active Fire Department incident. Do not provide additional information; refer inquiries to the PIO.
 - b. Do not confirm the deaths of fire, police and other public safety personnel. Refer immediately to the PIO.
7. The ADO will contact the PIO for large-scale or newsworthy incidents. Once a PIO is dispatched to the scene, or if the PIO is handling inquiries from a remote location, direct inquiries to the PIO.
8. Perform all daily duties as prescribed by the ADO manual.
9. Monitor and act upon messages received and sent via the NAWAS, EM NET, MEMA / MJOC radio, and CMARC radio system.
10. Answer and maintain all electronic records and file as required by the Fire Department.
11. In conjunction with Fire Maintenance, control the distribution of reserve apparatus and update the electronic database.
12. Act as liaison between the Fire Department and the Baltimore City Water Department. Maintain all data as related to hydrants and water main breaks.
13. Maintain base files in the "Radio Maintenance" program.
14. Maintain PIDs in the unit code Type file.
15. Make required unit code type level of care changes for career EMS units. (A, IV, M)
16. Maintain Hazard File records.