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S.O.P. #: 300-12

SUBJECT: COMMUNICATIONS PROBLEMS REPORT & REVIEW

DIVISION: COMMUNICATIONS

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**Objective:** To provide a uniform procedure for reporting problems related to the Communications Division. To provide effective communications between the civilian population, the 911 Center, Fire Dispatch, and Fire Department units and personnel. This is accomplished by reviewing, investigating, and promptly acting on, complaints received. The goal of this process is to handle communications issues at the appropriate level and have a Chief Officer refer complicated issues to the Communications Center for a formal review.

**Section 1:** Procedure for Reporting

**A.** Career Company

1. Complete the Dispatch Review Request Form (260). This should be done by the Officer in Charge (OIC).
2. The OIC shall investigate and take appropriate action. If in the officer's judgment the issue warrants further review, or is unable to resolve the issue, the incident will be sent to the field DC/BC/Fire Director for review.
3. The field DC/BC/Fire Director shall investigate and take appropriate action to resolve the issue. If in the chief officer's judgment the issue warrants further review, or is unable to resolve the issue, the Chief Officer will email the Form 260 to [fire\\_ado@baltimorecountymd.gov](mailto:fire_ado@baltimorecountymd.gov) for review.
4. The Administrative Duty Officer (ADO) will review all incidents within seven (7) days of receipt of the Form 260. All ADO personnel will check this mailbox at least once per shift. The ADO will work with the Civilian Shift Supervisor and field DC/BC/Fire Director for appropriate action. If in the Administrative Duty Officer's judgment, the issue warrants further review, or is unable to resolve the issue, the incident will be forwarded to the DC/BC/Fire Director of the Communications Center.
5. The DC/BC/Fire Director shall investigate the incident and provide feedback to the initial Chief Officer submitting the Form 260.

**B.** Volunteer Company

1. Complete the Dispatch Review Request Form (260).
2. The Senior Company Officer shall investigate and take appropriate action. If in the Senior Company Officer's judgment the issue warrants further review, or is unable to resolve the issue, the incident will be sent through their chain of command to the Volunteer Vice President of Operations for review.
3. The Volunteer Vice President of Operations shall investigate and take appropriate action. If in the Senior Company Officer's judgment the issue warrants further review, or is unable to resolve the issue, the incident will be sent to the on duty DC/BC/Fire Director for review.
4. The field DC/BC/Fire Director shall investigate and take appropriate action. If in the Chief Officer's judgment the issue warrants further review, or is unable to resolve the issue, the Chief Officer will email the Form 260 to [fire\\_ado@baltimorecountymd.gov](mailto:fire_ado@baltimorecountymd.gov) for review.
5. The Administrative Duty Officer (ADO) will review all incidents within seven (7) days of receipt of the Form 260. All ADO personnel will check this mailbox at least once per shift. The ADO will work with the Civilian Shift Supervisor and field DC/BC/Fire Director for appropriate action. If in the Administrative Duty Officer's judgment the issue warrants further review, or is unable to resolve the issue, the incident will be forwarded to the DC/BC/Fire Director of the Communications Center.

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6. The DC/BC/Fire Director shall investigate the incident and provide feedback to the original Chief Officer submitting the Form 260.

C. Time Limit for Reporting

1. The Form 260 will be submitted to the career or volunteer OIC within forty-eight (48) hours following an incident for review.
2. The career or volunteer OIC will forward the Form 260 to the on-duty DC/BC/Fire Director or VP of Operations within five (5) business days of the incident.
3. All reports must be forwarded to the Chief Officer in charge of the Fire Communications within ten (10) calendar days of occurrence.

D. Logging of Reports

1. All reports received by the Chief Officer in charge of Fire Communications shall be assigned a log number.
2. This log will be maintained for reference and include at a minimum the date received, nature of the request, resolution/outcome and date closed.