
S.O.P. #: 400-08
SUBJECT: STATION OPERATIONS
DIVISION: EMERGENCY OPERATIONS

OBJECTIVE: To provide informational guidelines pertaining to station operations

Section 1: Company Officer and Chief Officer responsibilities with regard to progress reporting and monitoring department metrics.

Purpose – To ensure that the Fire Department’s command staff has a direct liaison for each of the assigned responsibilities in Emergency Operations. To provide guidance for the progress reporting and completion of the department’s metrics including but not limited to NFIRS reports, hydrant status, eMeds reports, training reports, etc.

- A. The Captain at each station and on each shift shall supervise their assigned station responsibilities. During the absence of the shift captain, the acting-captain will assume the assigned responsibilities.
 1. A – Shift
 - a. eMeds compliance
 - b. Fixed Asset Administrator
 - c. Fitness Equipment
 2. B – Shift
 - a. Inspections
 - b. Maps
 - c. Pre-Fire Plans
 3. C – Shift
 - a. Station Readiness (maintaining station/grounds)
 - b. Hydrants
 - c. BSRs
 - d. Cable TV Compliance (bills)
 4. D – Shift
 - a. Equipment Readiness (first line/reserve)
 - b. NFIRS
 - c. OIT (station computer issues)
- B. The Chief Officer’s shall utilize the departments reporting mechanisms to monitor the progress of the stations within their battalions/divisions. The following schedule is a guideline for monitoring progress:
 1. NFIRS- Weekly
 2. Hydrant maintenance –Monthly to ensure progress
 3. Training reports – Monthly to ensure compliance with current policy
 4. Fire inspections – Monthly to ensure compliance with current policy
 5. eMeds / Reconciliation report – Weekly
 6. Station personnel files including station shared files- Quarterly
 7. Other reports – As needed

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In addition, Chief Officers shall conduct monthly station inspections to ensure the cleanliness of all turnout gear, apparatus and fire stations.

Section 2: Housework

- A. Company Commanders shall assign personnel to work details, involving the cleaning and maintenance of the station and apparatus
- B. Upon direction of the Company Commander, all personnel shall proceed with their assigned duties. These duties will not be interrupted for personal business or athletic activities.
- C. The company commanders of all four (4) shifts shall confer with each other regarding repairs, supplies and upkeep of the station. They shall work together in a respectful manner and shall share their responsibilities equally.
- D. Companies filling-in other stations shall use the same care, discipline and regard for property and possessions which they exercise in their own stations. Stations being filled-in shall be cleaned, if necessary, and maintained so as to be presentable.

Section 3: Station Repair Alterations

- A. Personnel will not make any alterations/installations in the station without prior approval of the division chief.
 - i. The only vending machines or profit making devices allowed in the stations are those approved by the Fire Chief.
- B. Personnel will not attempt to repair tables, chairs or other equipment unless the company commander determines they are qualified to make the necessary repairs.
- C. The captain appointed by this SOP as the Fixed Assets Administrator will be responsible for performing the semi-annual inventory of the station's fixed assets.
- D. Personnel shall not dispose or remove from the station any inventoried piece of equipment that has a County property tag attached to it.

For repair or disposal of inventoried equipment the following shall apply:

- 1. A Form 58 stating the condition of these items is to be forwarded through the chain of command to the assistant chief.
 - 2. All items must then be held at their station until a representative of Fixed Assets Administration approves of their disposal.
- B. Privately owned automobiles or motorcycles are not permitted in the area in front of a station or in front of the rear exit doors except by permission of the officer-in-charge. Personnel may work on their private vehicle at the station only with the permission of the company commander. The member is financially responsible for any accident or injury suffered doing this work. Major repairs are strictly prohibited.

Section 4: Turnout Rack Identifications

- A. Every space on the turnout racks in stations shall be numbered beginning with the number one and continuing through to identify all spaces.
- B. Station ledgers are to include the names of the personnel utilizing every numbered turnout space.
- C. Whenever there are personnel changes, the ledger shall be updated to reflect the reassigned spaces.

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Section 5: Rest Periods

- A. When on night duty, the hours of sleep shall be between 2100 and 0645 hours. On duty personnel suffering from fatigue caused by extraordinary service or circumstances may, with the express permission of the company commander, retire earlier.
 - 1. Personnel occupying beds shall not be unnecessarily disturbed.
- B. Beds shall be properly made by 0700 hours each morning.
 - 1. Beds properly made shall have two (2) sheets, one (1) blanket, and one (1) pillow with pillowcase. Unoccupied beds shall be made with only the blanket and pillow, without pillowcase. Company commanders must approve any exceptions.
 - 2. Personnel of the oncoming night shift are responsible for making their own beds by 1830 hours.
 - 3. Personnel are to maintain a clean change of linens in their locker at all times.
 - 4. When personnel are detailed to another station, they are to take the necessary linens with them.
 - 5. Personnel will be issued four (4) sheets and two (2) pillowcases. Replacements may be ordered utilizing a Form 133P.
- C. Personal Items and Clothing:
 - 1. Personnel shall keep all clothing and other personal items, in a locker, closet or other proper place provided for this purpose.
 - 2. The locker or closet shall be kept in a neat and orderly fashion with the door closed.

Identification/Station Access cards and Personnel Accountability Tag cards that are lost or damaged shall be reported to the battalion chief, in writing, without delay. Company commanders shall arrange for the individual to obtain a new card.

- 1. A police report will be required for lost/stolen equipment. The CC number of the police report should be included with the documentation to the Chief Officer. The OIC of Safety or Logistics must be promptly notified of lost/stolen ID/Station Access cards to ensure access is discontinued on the card.

D. Departmental Telephone Systems:

- 1. Personal conversations utilizing fire department telephones are prohibited. The "Red Phone" is to be used for emergencies only.
- 2. When toll calls are made proper documentation shall be completed and forwarded to Administrative Services.
- 3. The chain-of-command is to be followed when contacting Administrative Services or the Division Chief and Assistant Chief.

- E. Every member of the department is responsible for maintaining a telephone number and home address where they can be normally contacted during off duty hours.

Every member of the Department shall, within five (5) days of its occurrence, report any change in marital status, residence, telephone number, or any other item of personal information kept by the department by completing and submitting to Administrative Services a Personnel Record Change Notice

F. Written Communications

- 1. Personnel shall familiarize themselves with the contents of all official communications.
- 2. Company commanders shall post on the bulletin board, for thirty (30) days, all communications that may require further attention of their personnel. After this period, the communications shall be filed in a convenient place for future reference, and shall be kept until their usefulness is past.

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3. Notices to be displayed on station bulletin boards shall pertain only to the operation of the department and safety notices. The exception to this is the space allotted by the fire chief to special interest groups.

G. Station Personnel File

1. Company commanders shall ensure that station personnel files do not contain documents involving verbal counseling or discipline i.e. forms 22 or 259, protected health information (PHI) or personally identifiable information (PII) i.e. social security number, driver license number.
2. Items suitable for personnel files include:
 - a. Performance evaluations
 - b. Performance improvement plans
 - c. Training certificates
 - d. Awards and certifications

Section 6: Personal Communication Devices, Cable Television, Computers

A. Personal Electronic Devices/Cell Phones:

1. Personal cell phones, music headphones, or any other personal photo/electronic communication device may not be used when:
 - a. Driving any county owned vehicle
 - b. Responding to an incident or operating at an emergency scene (without extenuating circumstances).
 - c. During the convened time attending or representing the department at a public appearance.
2. Any employee who is observed utilizing a personal cell phone or other electronic communication device during the times described above will be subject to disciplinary action.
3. All electronic communication devices must be in a silenced or vibrate mode while on duty.
4. Pictures, video, or other information gathered or taken while on-duty or while performing department duties and functions are considered to be the property of the Baltimore County Fire Department and may not be used or released without the approval of the Fire Chief or his/her designee

B. Cable Television

1. All stations with cable television access are to use only the approved cable television vendor provided by Baltimore County.
2. Every station with cable television access will only be allowed to have the full standard /high definition service (no premium channels, pay per view, movie channels or on demand).
3. Stations that are not supplied cable by Baltimore County and have elected to subscribe to a satellite service will only be allowed the standard/basic satellite package.
4. In January of each year, all stations shall forward to the Division Chief responsible per Section 1.A of this policy, copies of all cable or satellite bills. The division chief shall review and verify that cable/satellite access is compliant with department policy and that passwords blocking prohibited viewing remain in place on all televisions.

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C. Personal Computers and Internet Access

1. Subject to existing department rules and regulations, members may utilize personal computers in the workplace provided that they are not distracted from performing work related tasks.
2. Employees may, with the permission of their supervisor, use county computers for work related matters such as training, education, research and similar topics.
3. Employees must comply with the Baltimore County Electronic Communication System Policy at all times.

Electronic Communications System Policy:

http://bcnet.co.ba.md.us/agencies/hr/manual/sect01/sect01_10.html

Section 7: Receipt of Deliveries

- A. Signed and dated delivery tickets are to be forwarded to Administrative Services, Fire Headquarters 4th floor via the next driver/messenger mail pickup.
- B. If no delivery ticket is left at the station, a memo must be prepared stating what was delivered, by whom and the date received. The memo shall be signed, dated, and then forwarded to Administrative Services via the next driver/messenger mail pickup.

Section 8: Tobacco Policy

- A. The use of tobacco products is not permitted in fire stations or vehicles.
 1. Additionally, effective July 1, 2016, the use of any tobacco product is prohibited on Baltimore County property.

Section 9: Restroom Facilities

- A. Fire stations in Baltimore County are public access buildings. Therefore, the restroom facilities must be made accessible to any member of the public as long as an on-duty fire department member occupies the station. Stations will otherwise remain locked at any time the station is empty.
- B. Restroom Designation
 1. Fire stations that have a designated male, female and public restroom shall adhere to those designations for use. Any member of the public wishing to use a station restroom must use the public designated facility.
 2. For those fire stations which have only one main (male) restroom and a public restroom, the public restroom shall be designated as the female restroom until further action is taken to create separate facilities for women. In the event a member of the public wishes to use the facilities, only men will use the male designated restroom and women the designated female restroom. Male visitors will not be permitted or directed to use the female designated restroom at any fire station. Handicapped visitors to the station shall use the handicapped-designated restroom, regardless of their gender.