

DEPARTMENT OF FIRE AND RESCUE SERVICES

	<h1>GENERAL ORDER</h1> <h2>300.09</h2>	
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Originating From Operations	Issue Date 1/5/2009	Revision Date	Attachments N/A
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SUBJECT: Tracking of Field Training and Non-emergent Public Contact

APPLICABILITY: All Personnel

1 Definitions:

- 1.1 Computer Aided Dispatch (CAD) – program used by Howard County Department of Police, Information and Technology Management Bureau, Communications Division for the management of incident dispatch.
- 1.2 Preempt – a specific unit status when assigned to a non-emergent event that allows the unit to be dispatched on an emergency event.
- 1.3 Non-emergent Event - an event not associated with emergency medical care, fire extinguishment, and/or other immediate hazardous situations.
- 1.4 Mobile Data Terminal (MDT) – computer assigned to a specific unit that allows the unit to self status, see incident information, and mapping.

2 The primary task of Field Operations is to restore normalcy in the lives of the citizens and visitors of Howard County in the event of an emergency.

3 On a routine basis, field personnel interact and/or assist the public with various non-emergent needs. In an effort to better capture this public contact data, several new events have been created in the Computer Aided Dispatch (CAD) system. In addition to the public contact events, the collection of daily training data will be completed in the same manner.

- 3.1 FDASSIST-Citizen: a citizen stops a company to report stolen property and the crew stands by awaiting police
- 3.2 FDASSIST-Motor vehicle: assist a motorist with a flat tire, assist a motorist move his/her disabled car out of the roadway, standby on the scene of a property damage accident until police arrive (non-dispatched event).
- 3.3 FDASSIST-Other: you stop to remove debris from a roadway or standby to await police.
- 3.4 Building Tour: your company goes on the air for a building tour/familiarization

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- 3.5 Customer Service Detail: you change the batteries in a citizens smoke detector
- 3.6 Building Inspection: your company/unit is out on an inspection
- 3.7 Public Education Detail: parade, festival, school education detail, etc.
- 3.8 Training: company/unit is participating in training activities (company/unit based or academy based).
- 4 These event types are to be used when a unit or units are involved in non-emergent events. These non-emergent events will allow the dispatcher to preempt the unit/units to be dispatched should the unit/units be required for an emergency event.
- 5 The initial method for having the event created in CAD will be via a request to Howard through the 800 MHz radio system on Alpha-1.
 - 5.1 The primary unit will make the request to Howard for the appropriate event to be created and advise Howard of the units that are to be assigned.
Ex:
E11 – “Engine 11 to Howard”
Howard – “Engine 11”
E11 – “Engine 11 to Howard, hold Engine 11 and Paramedic 15 on a building tour, 6751 Columbia Gateway Dr.”
 - 5.2 The primary unit will advise Howard when the units clear the event if all units clear at the same time. Should units clear at different intervals, then the individual units should advise their status.
- 6 Incident specific information can be added via the Add Comments button on the MDT. If the unit does not have a MDT, the information is to be relayed to Howard via the 800 MHz radio on Alpha-1 or otherwise assigned channel.

Approved:

Joseph A. Herr
Fire Chief