



Scarborough Fire Department

B. Michael Thurlow, Fire Chief

GENERAL ORDER

TO: ALL PERSONNEL ORDER #: 15-005 DATE ISSUED: 10/21/2014
SUBJECT: FIRE REPORT ASSIGNMENT & COMPLETION POLICY DATE REINDED: 01/31/2017

PER ORDER OF: *B. Michael Thurlow*, Fire Chief

In order to facilitate the prompt and accurate completion of fire reports the following process shall be used effective immediately:

- Dispatchers shall assign a fire report to the appropriate Duty Officer (Car 7) for all incidents created during the Duty Officer's shift as outlined below regardless of the actual Incident Commander.
- A fire report number shall be created for the following:
 - All calls for service both emergent and non-emergent when an apparatus and/or personnel respond
 - Box service requests when we need to send an apparatus to plug out a master box or physically disconnect a fire alarm system
 - Fire prevention & public education service runs and events
 - Responses to check on complaints, for instance a burning permit complaint check
 - Any other event when you are requested to generate a number
 - Essentially anytime our personnel respond and provide a service **with the exception of fire inspections and training sessions** which are tracked separately.
- On duty personnel are responsible for accurately and completely filling out their section of all reports for incidents they responded to prior to leaving at the end of their shift.
 - The first person to enter data should backfill all recommended apparatus and enter the appropriate Scarborough Incident Call Type on Basic page 1.
 - Each person in charge of a responding apparatus must verify their apparatus and all crew members are entered into the fire report
 - The Incident Commander is responsible for the narrative and any other required information.
 - If an apparatus was canceled or returned prior to arrival – remember to use code 93 under Actions Taken on the Apparatus Tab so the report will properly validate
- The Duty Officer (Car 7) is responsible for verifying all required reports were generated by dispatch and are complete and accurate by approving all of them by the end of their shift.
 - There is an exception for incidents handled by a call company response when no on-duty personnel responded. In this case Car 7 shall backfill the responding apparatus and enter the appropriate Incident Call Type, then re-assign the report to the appropriate call company Captain via Case Management.
- Call Captains are responsible for payroll entry and all fire reports handled by their call members.
 - Captains must review and complete all reports assigned to them by Car 7 within 1 week
 - Once complete Captains must approve any reports assigned to them that hadn't already been approved.
 - Captains must assure their payroll is accurately entered on all reports weekly.