COMMUNICATIONS OPERATIONS
FIRE SERVICE PROCEDURE

Policy No.	**5405.80**	Date Issued:	September 15, 1999
Section:	5400 Telephone Procedures	Date Revised:	March 25, 2017
Accreditation Standards:	None		

SUBJECT: INFORMATION NECESSARY TO CREATE A FIRE INCIDENT

APPROVED: _____

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1.0   Purpose

1.1   The purpose of this procedure is to define when, in the call taking process, a call taker has gained sufficient information to create an incident for dispatch.

1.2   By defining the amount of information needed to create an incident for dispatch, call takers will be able to more quickly create incidents.

1.3   By defining what information is needed to create an incident, other information, by default, will be added to the incident after it's been created. This will generate a comment flag and thus prompt the radio dispatcher to retrieve and relay the additional information.

2.0   Procedure

2.1   In accordance with Policy No. 5330 (Standard Dispatch Format), the information necessary to create an incident is that information, obtained by the call taker, which is necessary for an initial dispatch, specifically:

⬥ Incident Type
⬥ Location
⬥ Brief comments that verify and support the incident type, i.e.;: "flames seen coming from the roof"; "this is a pick up and put back
⬥ Scene Safety Information (if any

2.2 By default, any additional information must be added to the incident after it has been created. Examples of additional information include; "address is the second, unmarked driveway on the left"; etc.

    2.2.1 By adding the additional information after an incident has been created, a comment flag is automatically created and the radio dispatcher will be alerted that additional information exists for a particular incident.

    2.2.2 It is the responsibility of the radio dispatcher to read, relay and clear all comment flags for an incident.

2.3 Additional information will be relayed to responding unit(s) after they are en route to the incident.

3.0 Emergency Medical Calls

3.1 Requests for emergency medical assistance will be processed according to Policy No. 6410 (Requests for Emergency Medical Assistance).

3.2 Emergency medical calls are created and dispatched as medical calls (with an associated fire service response).

3.3 Refer to Procedure No. 6405.80 (Information Necessary to Create a Medical Incident) for the corresponding medical dispatch procedure.

4.0 Unnecessary Information

4.1 Examples of information not necessary to create an incident include, but are not limited to, the following: RP's name, directions to the address, location clarification (the cottage in the back), etc.

    4.1.1 Call takers should always verify the incident address and caller's phone number at the beginning of the call taking process.

    4.1.2 Call takers must control the call taking process. If a caller begins to volunteer information not necessary to create an incident, before an incident is created, the call taker will, using appropriate techniques, focus the caller on the information necessary to create the incident. For example, "Ma'am, I'll get to that. Right now I need to know exactly where it's happening at."