



Division 01 Administration and Organization

Chapter 02– Fire Department Organization

January 2009

POLICY

This General Order shall establish a means to identify the current organizational structure of the Prince George's County Fire/Emergency Medical Services (EMS) Department, commanded by the Fire Chief.

DEFINITIONS

Our Mission - The Fire/EMS Department strives to improve the quality of life in Prince George's County by promoting safety, and providing the highest quality of fire prevention, fire protection, emergency medical services, and community outreach programs.

Our Vision - The actions of the Fire/EMS Department will be guided by an understanding of the needs of our customers, while we ensure the highest commitment to safety, professionalism, integrity, and care.

PROCEDURES

1. General Guidelines

The Fire/EMS Department's Administration is organized into the Office of the Fire Chief and four major commands: the Management Services Command (MSC), the Support Services Command (SSC), the Fire Prevention Command (FPC), and the Emergency Operations Command (EOC). Each Command is under the direct supervision of a Lieutenant Colonel.

Commands are subdivided to define the scope of operations necessary to provide an efficient delivery of service to the citizens we serve.

Each Command Officer and/or civilian Commander is responsible to ensure the peak performance of his or her area of responsibility.

The following sections provide a synopsis of each of the segments within the Fire/EMS Department.

2. Office of the Fire Chief (OFC)

The Office of the Fire Chief organizes and directs the efforts of the County Fire/EMS Department, both career and volunteer, augmenting the four Lieutenant Colonels. The Fire Chief's staff is comprised of a uniformed Fire Major, serving as Executive Officer, and various civilian and uniform support staff. The Office of the Fire Chief is the main point of contact for citizen and government inquiries.

The radio designation for the Fire Chief is, "Fire Chief."

Executive Officer to the Fire Chief

The Executive Officer to the Fire Chief is the senior staff member responsible for the coordination and management of the day-to-day operations and activities of the Office of the Fire Chief and other functions related to Fire/EMS Department Headquarters.

The radio designation for the Executive Officer is "Bureau Chief 1."

Legal Affairs

The Department Attorney, which is a civilian position, is the primary legal counsel to the



Fire Chief, and is responsible for the coordination and administration of various legal affairs that impact the Department. He or she also serves as the liaison between the County Office of Law and Departmental personnel.

The radio designation for the Attorney/EEEO is "Department Attorney."

Press Information Office (PIO)

The Press Information Officer(s), which are civilian or career, are responsible for:

- The coordination and management of the day-to-day operations and dissemination of information to the public through the news media
- The Press Information Officer(s) responds on all major incidents and assists the Incident Commander by providing accurate and timely information to media representatives
- Coordinates the activities of the Graphic Arts/Production Coordinator

The radio designation for the on duty Press Information Officer(s) is "Public Information Officer."

**Office of Professional Standards
 Quality Assurance (QA)**

The Quality Assurance office is commanded by a Major, and is responsible for:

- The administration of the inspectional services for fire stations and personnel
- The disciplinary process within the Fire/EMS Department.
- The implementation of recommendations to ensure the operational readiness of all the emergency services of the Department

Equal Employment Opportunity Officer (EEEO)

The EEEO shall be responsible for:

- Investigating and interpreting the EEO, ADA, FLSA, and FMLA laws for the Department
- Serving as a liaisons with the Office of Law and attorneys with outside agencies
- Overseeing the administration of the Department's EEO policies
- Conducting investigations of all formal EEO complaints
- Providing a wide-range of support functions through peer mediation, including the Critical Incident Stress Debriefing Team (CISDT); these services help to ensure a healthy work force, both physically and mentally, with the key to the success being the dedication and commitment to confidentiality and professionalism

The radio designation for the Quality Assurance Major is, "Operational Services Commander."

Employee & Volunteer Assistance Programs

The Employee and Volunteer Assistance Programs provide a vital service to the members of the Prince George's County Fire/EMS Department, and to their immediate families. These programs coordinate a wide-range of support functions for the members of the Department.

3. Management Services Command (MSC)

Management Services is commanded by a Lieutenant Colonel. The radio designation for the Management Services Commander is



"Deputy Chief," followed by the appropriate numbered designation. The Command is responsible for the supervision of the below segments of the Fire/EMS Department.

Fiscal Affairs

Fiscal Affairs is commanded by a civilian Manager, who is charged with the following:

- Fiscal and budgetary management of the Fire/EMS Department
- Payroll
- Timesheets
- Grants/Contracts
- Transport Fees

Human Resources

Human Resources is commanded by a civilian Manager, who is charged with the following:

- Coordination of all Departmental personnel matters, including the hiring process, position and performance management, and maintenance of employee records
- Acting Pay
- Public Safety Investigations
- Liaison between the Fire/EMS Department and the County's Office of Human Resource Management

Research, Planning and Development

Research, Planning and Development is commanded by a Major, who is charged with the following:

- Promotional Testing
- Recruitment
- Building Maintenance
- Capital Improvement Project

Information Management

Information Management is commanded by a civilian Manager, who has the following major areas of responsibility:

- Maintains an up-to-date Fire/Rescue Incident Tracking System (FRITS)
- Processes all requests for Fire/EMS reports. These requests come from the public, insurance companies, attorneys, and other agencies, as well as the court system
- Provides Fire/EMS statistics for management, the public, and other fire departments and government agencies
- Processes all computer-related requests in the Department. This includes analyzing all hardware and software requests
- Translates user requirements into detailed system specifications and assists in implementing the appropriate system
- Acts as a liaison between the Fire/EMS Department and the County's Information Technology Division and OAO, the County's Facility Management Contractor

The radio designation for the Information Management Manager is "Car 86043."

Risk Management

Risk Management is commanded by a Major who is charged with the following:

- Developing programs which focus on the identification, analysis, and abatement of hazards, human acts, and attitudes that may cause accidents, injuries, and property loss
- Monitors OSHA, MOSH, ANSI, NIOSH, NFPA and other standards, which effect the Department



- Processes Worker's Compensation Claims
- The administration of the Department's Risk Management Program
- Coordinates the records of all Departmental accidents and injuries, and recommends action to prevent, reduce, and eliminate accidents and injuries
- Coordinates the Department's infectious control policies and procedures
- Coordinates the Department's annual physical examinations
- Coordinating the maintenance needs for fire stations and buildings
- Coordinating any construction or renovation work for all of the Department's building and facilities
- Providing the mail courier service for the Department

The radio designation for the Department Safety Officer is "Safety Officer 800."

4. Support Services (SSC)

Support Services is commanded by a Lieutenant Colonel. The Radio designation for the Support Services Commander is Deputy Fire Chief 804. The Command is responsible for the supervision of the below segments of the Fire/EMS Department.

Apparatus Maintenance

Apparatus Maintenance is commanded by a civilian Manager, who is responsible for the maintenance and repairs associated with the Department's vehicle fleet and equipment.

The radio designation for the Apparatus Maintenance Manager is "Car 862."

Logistics & Supply

Logistics & Supply is commanded by a civilian Manager, who is responsible for:

- The procurement of all supplies and equipment for the Department

The radio designation for the Logistics and Support Services Manager is "Car 864."

Administrative Compliance

Administrative Compliance is commanded by a civilian, who is responsible for facilitating and coordinating the development, maintenance, and dissemination of all Departmental policies and procedures.

Fire/EMS Operations Center/Communications

The Fire/EMS Operations Center/Communications is commanded by the Captain assigned to SSC, and managed by a civilian coordinator. The Operations Center is a 24 hour operation responsible for:

- Security of the Fire Services Building, and gym facility at Station 830
- Assisting the Office of Emergency Preparedness in the event of an EOC activation
- Monitoring all Fire /EMS radio channels, television news, FEMA/MEMA broadcasts, and National Weather
- Notifications of emergency and non-emergency incidents via email, phone, and paging system, as well as notifications to EAP, the Infection Control Officer for personnel exposures, and for post accident testing
- Fire/EMS accident and injury flash reports, as well as handling and



- disseminating information of citizen complaints for resolution
- Station maintenance requests, and repair requests of emergency radios and telephones
- After hours tow truck requests and tire repairs, fuel lock out notifications, emergency building repairs, press inquiries, and handling personnel calling out for sick leave for their shift (unscheduled leave)

- The implementation and coordination of programs designed to reduce and eliminate the loss of life and financial losses due to fires and other hazards
- The annual inspection and enforcement of all fire prevention codes for full compliance
- The coordination of all hazardous materials incidents for safe mitigation
- The review of all adequate public facilities

Fire/EMS Training Academy

The Fire/EMS Training Academy is commanded by a Major. The Academy is responsible for:

- The development and presentation of Fire/EMS training programs for the Department
- The administration of the Department's firefighter apprenticeship program
- Preparation and publishing of the Departmental Training Bulletin

The radio designation for the Fire/EMS Training Academy Major is "Bureau Chief 810."

**5. Fire Prevention Command (FPC)
 Fire Inspections, Code Enforcement & Special Hazards**

The Fire Inspections, Code Enforcement & Special Hazards office is commanded by a Fire Major. The office is responsible for:

- The administration of the Department's code enforcement and inspections programs, as mandated by Subtitle 11 (Fire Safety Law) of the Prince George's County Code and the State of Maryland Fire Prevention Code

The radio designation for the Fire Inspections, Code Enforcement & Special Hazards Major is "Bureau Chief 809."

Fire Investigations, Homeland Security and Special Events

Fire Investigations, Homeland Security & Special Events office is commanded by a Fire Major. The office is responsible for:

- The enforcement of the fire and explosives laws of the State of Maryland and Prince George's County
- The reduction/elimination of arson, bombings, and other fire service related crimes
- The determination of the cause and origin of all incidents involving fire and/or explosions within the County
- Bringing to justice all violators of the fire and explosive laws of the State of Maryland and Prince George's County

The radio designation for the Fire Prevention Investigations Major is "Bureau Chief 808."

Public Affairs

Public Affairs is commanded by a civilian Manager. The office is responsible for:



- Community outreach and educational programs for the citizens and residents of Prince George's County
- Creating awareness to internal and external customers on methods to improve fire prevention for all citizens
- Promoting fire and life safety to prevent fires and save lives through community involvement
- Promoting existing, as well as developing new programs to meet the needs of the community

The radio designation for the Public Affairs Manager is "Car 156."

6. Emergency Operations Command (EOC)

Emergency Operations is commanded by a Lieutenant Colonel. The Radio designation for the Emergency Operations Commander is Deputy Fire Chief 802. The Command is responsible for the supervision of the below segments of the Fire/EMS Department.

Duty Chiefs (Operations)

Each shift is commanded by a Major, and is responsible for:

- Emergency operations associated with the protection of life and property
- The operational readiness of each respective division
- Performance of fire prevention activities

The radio designation the Duty Chief is "Duty Chief 800."

Advanced Emergency Medical Services (AEMS)

The Advanced Emergency Medical Services office is commanded by a Major, and is responsible for:

- All the operations associated with the Advanced Emergency Medical Services
- The operations associated with the Rescue Unit Program

The radio designation for the Advanced Emergency Medical Services is "Bureau Chief 807."

REFERENCES

N/A

FORMS/ATTACHMENTS

Prince George's County Fire/EMS
Department Organization Chart

PRINCE GEORGE'S COUNTY FIRE/EMS DEPARTMENT ORGANIZATIONAL STRUCTURE

EFFECTIVE JANUARY 2009

