



Division 06 Fire and Rescue Operations

Chapter 17 – Fire/EMS Department Call Center

March 2009

POLICY

This General Order shall establish a centralized facility to provide coordination, support, and internal communications for Department personnel. It will also serve as an informational resource and provide nonemergency assistance for external customers.

DEFINITIONS

N/A

PROCEDURES

1. General Guidelines

The Fire/EMS Call Center is located at the Cranford/Graves Fire Services Building, 6820 Webster Street, Landover Hills, Maryland 20784.

Contact numbers are:

Phone: 301-583-2200

Fax: 301-583-2210

Command

The Fire/EMS Call Center shall be commanded by the Support Services Captain.

Hours of Operation

The Fire/EMS Call Center will be staffed on a 24-hour-a-day, 7-days-a-week basis by Fire/EMS personnel.

2. Responsibilities

The Fire/EMS Call Center will serve as an informational point for personnel, units, and stations, and a resource point for Departmental policies and procedures.

The Fire/EMS Call Center will serve as an assignment and tracking point for various informational systems, managerial duties, and customer service issues. This includes external complaints, Infection Control Notifications, Accident and Injury Reports, Post accident testing requests, reporting of Building Maintenance issues, NAWAS FEMA and MEMA system contact, Department calendar, media recording and other duties as assigned. Furthermore, the Call Center will serve as the base of operations for the Duty Chief, on-duty Battalion Chiefs, and Advanced Emergency Medical Services (AEMS) Shift Supervisors.

Other responsibilities include ensuring proper Departmental notifications are initiated and completed including, but not limited to, affected members and family, command staff, elected officials, and other government agencies. The Call Center will also track reserve apparatus, as well as develop, implement and/or maintain other programs and systems as directed by the Fire Chief.

REFERENCES

N/A

FORMS/ATTACHMENTS

N/A