SPOKANE COUNTY FIRE DISTRICT 8
Standard Operating Procedures

90.03.07 RECORDS AND NON-DISPATCHED DUTIES		Adopted: 12/20/16 Reviewed: 11/09/22 Revised: 11/21/19 Approved: *Lonnie J. Rash*

Purpose: To preserve records of incidents.

References: N/A

Procedure:

1. Incident Dispatch Report: The Dispatch Center will transfer incident data via email within 15 minutes after the last agency unit is back in service. Brief explanations of the times on the Incident Dispatch Report are as follows:
   a) *"Received at"* - the time the dispatcher answered the phone.
   b) *"Units were dispatched at"* - the time of dispatch; also, this time is the same as "Dispatch" in the lower portion of the report.
   c) *"Respond"*- the time the units notified Dispatch they were responding.
   d) *"On Scene"*- the time the unit reported on the scene. As the first unit establishes command, the on-scene time is the same, however, in the incident notes, the unit that establishes command is shown "In Command."
   e) *"Transport"*- the time the ambulance unit starts to the hospital.
   f) *"At Hospital"*- the time the ambulance unit is at the hospital. This is the time dispatch will generally close the incident. Dispatch will close the incident anytime a resource requests the closure, despite the ambulance status.
   g) *"Available"*- the time the unit is available for another response; this time also closes the call.
   h) *"Available at Scene"*- the unit is still on-scene, yet available for another call. This allows the CAD to pick them for another call, however, does not close the incident time the unit was assigned to.
   i) *"Out of Service, Returning to Station"* - the unit is out of service and returning to the station. This does **not** close the incident.

   Each individual unit is responsible for clearing the incident. "all units are clear of the scene" should **not** be used.

2. Closing the Incident.
   a) The call or incident remains active in the CAD until the dispatcher closes the call, the Incident Dispatch Report cannot be generated until the dispatcher closes the call.
   b) If a unit notifies Dispatch that they are "available at the scene," this will allow the unit to be dispatched to another incident, however, does **not** close the incident the unit was assigned to. Additionally, if a unit notifies Dispatch they are "out of service, returning to the station," this does **not** close the incident.

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c) As soon as an apparatus is available to respond to another incident the unit will contact Dispatch and state the unit is "available at the scene." The unit will advise Dispatch when they return to the station. The unit will log the time when they arrive at the station for reporting purposes. The "at station" time is not logged on the Incident Dispatch Report.

3. Unit Status**.**
   a) If a unit is **not** in-service to respond to another incident and is returning to the station to restore the apparatus, the unit will use the term "out of service, returning to station". The unit will **not** report to Dispatch when they arrive at the station. As soon as the unit is available to respond, the unit will report "in service" to Dispatch.
   b) Often major incidents will render apparatus in partial service, i.e. empty booster tank, un-loaded hose etc., it shall be the determination of the apparatus officer if the unit can still respond and provide service. Units shall not report to Dispatch "limited service, or partial service," a unit is either out of service or in service.

4. Hard Copy Reports.
   a) A copy of the Dispatch Incident Report will be emailed to each station by the Dispatch Center. Dispatch can be notified at 509-532-8900 if the email has not been received within two (2) hours.

5. Request for Tapes.
   a) A request for a copy of a tape (radio or telephone) from SREC the Dispatch Center will be made directly through the Assistant Chief to a dispatch supervisor.

6. Telephone Calls.
   a) Dispatch will make **necessary** telephone calls that otherwise could not reasonably be done by field units.

7. Utility Department Notification.
   a) The incident commander will ensure that Dispatch is requested to notify appropriate utility company/departments on major incidents (for example, electrical department for disconnection, water department for disconnection). When requested by the Incident Commander, Dispatch will notify the utility company of the situation and obtain an estimated time of

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arrival. The Incident Commander will be notified of the estimated time of arrival. All calls will be documented in incident notes.

8. Labor and Industries Notification.
   a) The Incident Commander will ensure that Dispatch is requested to notify the Department of Labor and Industries on all incidents involving industrial accidents or mobile home fires.

9. Food Product Notification.
   a) The Incident Commander will ensure that Dispatch is requested to notify the Agriculture Department on incidents that involve fires or problems with food products that do not involve retail sales. In incidents involving retail sales (restaurants, grocery stores, etc.), Dispatch shall be requested to notify the County Health Department.

10. Liquor & Cannabis Control Board Notification.
    a) The Incident Commander will ensure that Dispatch is requested to notify the Liquor & Cannabis Control Board on incidents that involve fire or problems in businesses that serve or sell alcohol and/or cannabis products.