



GLASTONBURY FIRE DEPARTMENT
STANDARD OPERATING GUIDELINES



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REVISION #: 1 REVISED DATE: 01-11-16 EFFECTIVE DATE: 01-11-16
CATEGORY: DISPATCH/RADIO/COMMUNICATIONS
SUB-CATEGORY: DISPATCH PROCEDURES
SUBJECT: ASSIGNMENT MODIFICATION

Section I – Introduction

A. Objective

To provide a mechanism for an Officer to adjust the recommended response level either up or down.

B. Applicability

Department Officers may modify an initial CAD recommended response utilizing the procedural sequence within this guideline.

C. References

Town of Manchester Fire-Rescue- EMS General Operating Guideline.

Section II – Guideline

Once the Dispatcher has dispatched the CAD recommended response for any given incident, an Officer may upgrade (assign additional resources) or downgrade (assign fewer resources) then what the CAD recommended immediately following the dispatch for good and just cause.

An Officer may upgrade or downgrade while en-route or on scene of an incident as additional information is received or as the situation is handled.

WHO MAY ADJUST CAD RECOMMENDED RESPONSES

Level-1 incidents where the highest ranking company Officer responding can make an adjustment to the level of response.

Level-2 incidents where a Department's Chief Officer is responding and is responsible for any modification to the initial assignment.

WHEN TO ADJUST RECOMMENDED RESPONSES

For modifications immediately following dispatch, the Officer shall attempt to advise Fire Dispatch prior to the end of tone-out.

For modifications while en-route or while on scene the Officer shall advise of the need to upgrade or downgrade.

HOW TO ADJUST RECOMMENDED RESPONSES

The Officer modifying an assignment should be specific for downgrades. Example:

CORRECT: Fire Dispatch – Engine 11 only for this assignment

Fire Dispatch – Holding Engine 11; dismissing the remainder

NOT: Fire Dispatch – Taking fire due only

Fire Dispatch - Holding the fire due, dismissing the remainder

The Officer upgrading an assignment may use normal terminology:

CORRECT: Fire Dispatch – Send me the third due company or fire dispatch add Tanker 34 to the assignment

Section III – Approval

Fire Chief Michael P. King

Date of Approval: 1/11/16