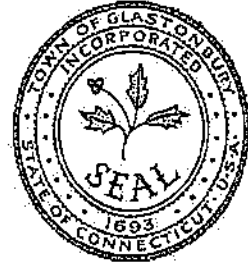




**GLASTONBURY FIRE DEPARTMENT**  
**STANDARD OPERATING GUIDELINES**



---

SOG NUMBER: FDO-308                      ISSUED DATE: 11-15-11                      EFFECTIVE DATE: 11-15-11  
REVISION #: 1                                  REVISED DATE: 01-11-16                      EFFECTIVE DATE: 01-11-16  
CATEGORY: EMERGENCY OPERATIONS - GENERAL  
SUB-CATEGORY: ACCOUNTABILITY  
SUBJECT: INCIDENT TIMES  
RELATED GUIDELINES: FDO-301, FDO-302, FDO-303, FDO-304, FDO-305, FDO-306, FDO-307, FDO-309

---

Section I – Introduction

A. Objective

To identify the concept of the fire dispatcher giving periodic “Incident Time” prompts to the Incident Commander.

B. Applicability

The fire dispatcher shall give “Incident Times” prompts to the Incident Commander as specified in this guideline.

C. References

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

Section II – Guidelines

The fire dispatcher shall record the time that an incident call is received.

The fire dispatcher shall advise Command every ten (10) minutes of the “Incident Time” during the first thirty (30) minutes of the incident; and every fifteen (15) minutes after the first thirty (30) minutes of the incident.

Command will acknowledge the incident time and provide a brief status/progress report following each prompt.

The primary reason in announcing incident time is to assist the Incident Commander in judging the effectiveness of the attack plan and to assist in predicting the possibility of structural collapse.

The primary reason for Command to transmit a brief status/progress report is to inform all members operating at the incident of the overall situation and strategy being employed to control the incident.

---

*Example of Incident Time Report*

- Command from dispatch
- Command answering dispatch
- The Incident Time is 20 minutes
- Command acknowledges incident time is 20 minutes; We've had heavy fire in the cockloft area of the structure since the last status report. Preparing to change operation from offensive to defensive.

Section III- Approval

Fire Chief Michael P. King

Date of Approval: 7/11/16