

	<h1>COMMERCE FIRE DEPARTMENT</h1> <p>Standard Operating Guidelines</p>
	Subject: Receiving Credit for Calls
	Reference Number: 8.01
	Effective Date: 2/2/2012 Last Date Revised: 8/1/2015
Approved By: Chief Kevin Dean	

Purpose: To establish a written guideline for all members of the Commerce Fire Department that explains the proper procedures to follow to receive credit for a call.

Scope: The directives and mandates established by this guideline are to be applicable to all department personnel.

Definitions:

OIC – Officer in Charge

CAD – Computer Automated Dispatch

Guidelines:

Members will receive credit for the call, after all equipment has been placed back in-service in the station. The member filling out the report shall conduct a roll call. Each member will be responsible for making sure they have been entered on the report.

When a call is dispatched by the 911 center, all members within the response area are to respond if available. Members are to report to the fire station unless otherwise instructed by OIC. This is done to assure that needed equipment will respond. Members should continue to be en route to the station until they are certain that all the proper equipment has responded. If the call is inside the city limits members should report to the scene once it has been determined that the proper amount of equipment has responded.

Member will have 15 minutes from the time call is dispatched until they arrive on scene or fire station to receive credit for call.

All calls that are cancelled within 1 minute after dispatch due to a false alarm will be considered a no call. A report will be made however; no credit will be given for call.

If the location of the call is between the members location of response and the fire station, that member can stop need be. Reasons for stopping would include but not be limited to the following:

- Performing a quick size-up for the possibility of additional equipment needed.
- Quick actions are needed for life saving measures.
- The need for any other emergency actions to be taken.

Not receiving credit:

Members shall not receive credit for a call for the following reasons:

- Did not show up at the scene or fire station
- Called by phone to fire station (This must be cleared with Chief or next in command).
- Member is unable to respond to additional calls while standing by at station due to children or other obligations that prevents him/her from responding).
- Left the scene or station without being released by an Officer.

Example – Engine 2, Service 2, and Tanker 1 have responded to Nicholson on a structure fire for automatic aid. It has been reported that no other assistance is needed from Commerce. All other personnel should stand by at the station until units return. This is done for the possibility of another call that may come in or additional equipment or manpower may be needed on automatic aid call. All personnel are to remain at station unless released by an officer. Even then, that member should have proper reason to leave. It will be at the discretion of the officer whether that member receives credit for that call. In addition, if there is a member that is standing by at the station and cannot physically respond to an additional call that may come in, that member will not receive credit for either call.

Compensation: All members meeting criteria will receive a designated compensation per call before taxes.

Special Note: In the event of a nature disaster, weather related incidents, or extended time incidents, the following guidelines shall be used for compensation:

- Should an event take place where there are multiple incidents within a short period of time, the highest ranking officer in charge shall establish crews that will be reimbursed by way of an hourly rate. Should an incident last longer than one hour, the time spent on the incident following one hour shall divert to an hourly rate of pay. The OIC shall be responsible for keeping up with the time. CAD information from dispatch may be used to assist for time keeping.

Types of events include, but are not limited to: Tornados, Flooding, and Winter Weather Related Storms. An hourly rate shall be approved at the beginning of each fiscal calendar year.