

	CLEARFIELD COUNTY EMERGENCY MANAGEMENT / 9-1-1 Standard Operating Procedures	Initial: 03/2010
	SOP #: 7 30	Revised: 6-29-12 JJR
	Subject: Chief's Calls	

Certain incidents and messages received in 9-1-1 will only require notification to a fire Chief or line officer. When one of these calls for service (CFS) is created, the following policy shall be followed:

When a call comes in that generates a CFS for a Chief only response, we will page the jurisdictional chiefs by activating the chief's tone and voicing **"duty chief XX, call control"**.

Each fire company has been advised that a duty chief page for their company is requesting any authorized available line officer.

This policy has been created because some companies employ duty chiefs, and some do not. This will make uniformity in paging all chiefs.

- When the call is for a specific line officer, then that line officer will be paged by title. (example: Chief 5, call control)
- If a caller does not request a specific person, "duty chief" will be used to voice page.
- XX will be replaced with the jurisdictional company number
- If a Duty Chief does not call in within 4 minutes, the Duty Chief should be paged again. If there is no call after 8 minutes, page for **"Any Company XX Chief call control"**. If there is still no response a local box from that company will be paged unless the call can wait until a chief becomes available.
- Duty Chief is not a specific person's radio id. So it is unacceptable to respond via radio as duty chief.
- **It is not the responsibility of Clearfield 9-1-1 to know who the duty chief is. All line officers calling in for a duty chief's call will identify themselves by title to the dispatcher.**
- For those Fire Companies having a Department Chief, the Department Chief should be notified of any company responses, including requests for single Company mutual aid.