




# **FIRE RESCUE**

**ALBEMARLE COUNTY**

## **STANDARD ADMINISTRATIVE POLICY**

<b>Subject:</b>	Duty Officer
<b>Reference Number:</b>	SAP-OPS-004
<b>Effective Date:</b>	1 October 2006
<b>Last Revision Date:</b>	1 June 2008
<b>Signature of Approval:</b>	 J. Dan Eggleston, Chief

### **Purpose:**

The purpose of this policy is to outline the roles of Command Staff members in assisting volunteer and career line staff with daily activities and responsibilities.

### **Definitions:**

Duty Officer – the Duty Officer is the ACFR Command Staff officer immediately responsible to actively manage daily operational and administrative issues in the most effective manner.

### **Policy:**

#### **A. Contact**

1. The Duty Officer may be contacted via two (2) methods:
  - a. Telephone: 434-971-3889 (434-971-DUTY)
  - b. ECC: Call ECC and request to have the Duty Officer paged

#### **B. Rotation**

1. The Duty Officer rotation will be weekly. The weekly rotation will begin on Monday at 0800 Hours and end on the following Monday at 0800 Hours.
2. The Duty Officer rotation will begin cycle in alphabetical order.
3. If a Command Staff officer is unable to fulfill the Duty Officer responsibilities during his/her rotation, he/she will coordinate coverage by “trade” or other arrangement with other staff.
4. The rotation cycle will be determined by the number of Command Staff.  
Ex., Eight (8) Command Staff Officers = 1 Weekly Rotation every Eight (8) Weeks/Weekends
5. All Command Staff officers as designated by the Chief will serve in the Duty Officer rotation.
6. The Duty Officer rotation will be managed on the shared Outlook calendar: [Staffing Calendar](#)

#### **B. Responsibilities**

1. The Duty Officer performs responsibilities and acts on behalf of the Chief of Department.
2. During normal work hours, staff members will handle issues in his/her area of responsibility. If the respective staff member is on leave or otherwise unavailable, or if a request is received after-hours, the Duty Officer will serve as the initial point-of-contact for issues demanding immediate attention.

3. The responsibilities of the Duty Officer include, but are not limited to:
  - a. Emergency response as outlined in #9 below
  - b. After-hours media liaison
  - c. Active management of system resources including modification of incident assignments and prioritization
  - d. Assist volunteer and career staff with operational and administrative issues
  - e. Execution of policies and guidelines
  - f. Initial point-of-contact as described in #7 below.
4. The Duty Officer will either report to ECC or ensure a command staff officer has reported to ECC to help prioritize and manage incidents, pre-dispatch, during the following events:
  - a. Winter Storms & Weather Advisories
  - b. Widespread Thunderstorms
  - c. "Red Flag" Days or Widespread Brush Fires

During such events, the Duty Officer or designate will coordinate command-level responses, communication, and coordination on *AFRCMD* Talkgroup. All chief-level officers should monitor this talkgroup during the duration of the prolonged or unusual event or condition. The ECC and/or the Duty Officer shall notify all station chiefs that the ECC is staffed by the ACFR Duty Officer. This notification shall be thorough text paging from the ECC to all chief officers.

C. Incident Response

1. The County Duty Officer (Duty 10) will be dispatched/notified of the following incidents.
  - a. Charlottesville-Albemarle Airport Incidents
    - i. Alert 1 Class A
    - ii. Alert 1 Class B
    - iii. Alert 2 Class A
    - iv. Alert 2 Class B
    - v. Alert 2 Class C
    - vi. Alert 3 (Crash)
    - vii. Alert 4 (Bomb Threat)
    - viii. Alert 5 (Fuel Spill)
    - ix. Alert 7 (Hijacking)
  - b. Commercial Structure Fires (Full-Box Assignments & Reduced)
  - c. Residential Structure Fires (Full-Box Assignments & Reduced)
  - d. Bomb Threats
  - e. Extrications/Entrapments
  - f. Gas Leaks
  - g. Hazardous Materials Incidents
  - h. Landing Zones
  - i. Technical/Tactical Rescue Incidents
  - j. Albemarle County Police Department Tactical Team Incidents (that require EMS or fire-related services)
  - k. Mass Casualty Incidents (greater than 3 patients)
  - l. Unusual or Prolonged Events (or other events where the ECC Director and/or Emergency Services Coordinator are notified)
  - m. Accidents/Incidents involving volunteer or career personnel, system apparatus, or facilities
  - n. All incidents at County-owned/operated facilities (including properties located in the City of Charlottesville)
  - o. Infectious disease exposures to personnel
  - p. Inter-locale incidents requiring mutual aid from Albemarle County resources, where such resources will be committed for an extended period of time (i.e., greater than two hours).
  - q. Brush/Wildland/Grass Fires (text notification only during 15 February-30 April each year)
2. The Duty Officer will determine if his/her response to the incident is required. When appropriate, the Duty Officer shall mark responding on both the Fire and EMS dispatch talk groups (i.e., accident with entrapment, both; house fire, AFRCOM only) to ensure other responding personnel and/or Chief Officers are aware of his/her response.