

# ***Augusta County Emergency Services Officers Association***

*Augusta County Government Center  
P.O. Box 590 – 18 Government Center Lane  
Verona, Virginia 24482*



## ***Fire-EMS Standard Operating Guideline***

<b>Section:</b>	<b>Communications</b>
<b>Title:</b>	<b>Incident Numbers / Times / Documentation</b>
<b>Date:</b>	
<b>Revised:</b>	<b>05/2013</b>

### Incident Numbers / Times / Documentation

**Agency(s) Dispatched by Augusta ECC:** The Augusta County Emergency Communications Center will track the below information for a Fire-Rescue agency dispatched by Augusta ECC. Augusta ECC will document all pertinent information provided by Emergency Service Personnel in CAD.

Listed is some, but not limited to, the type of information that is tracked and logged by Augusta ECC:

- Date received
- Time received
- Dispatch time
- Responding time
- On location time
- Staged time
- Patient Contact time
- En route (to hospital) time
- Arrived at second destination (at hospital) time
- Returning / In service / Available / clear time
- In quarters time
- Narrative
  - Updates, Requests, Pertinent information, Dispositions
- Situation under control
- Situations terminated
- Status reports
- Commanding Officer / Sector

**Agency (s) dispatched by other PSAP(s):** In the event a Fire-Rescue agency is dispatched by the Staunton Police Department or the Harrisonburg-Rockingham Communications Center, Augusta ECC will generate a CAD incident and track all radio and event activity monitored.

**Emergency Service Personnel:** Unless otherwise specified, Augusta ECC will track times for the following Emergency Service Personnel: The Augusta County Fire-Rescue Administration / Operational staff, the Fire Chief, The Assistant Fire Chief, The Rescue Chief / The Rescue Captain and a unit with a status report.

## Reference:

### **Incident – Run Numbers**

Augusta County Emergency Services Officer's Association – Website (2008)  
Section 3: Communications

### **Incident Documentation**

Augusta County Emergency Services Officer's Association – Website (2008)  
Section 3: Communications

## Related Content: