SULLIVAN COUNTY 911 COMMUNICATIONS

Subject: INCIDENT TIMERS			
Section:	**Policy: 506**	**Revised:**	**Established: 07/01/2020**

POLICY: Sullivan County 911 will start an incident clock when the first arriving unit (officer or apparatus) is on scene of any type of working fire (and reports it as "working fire"), hazardous material incident, MVA with confirmed extrication operations or upon request of incident command. The dispatch center shall notify the incident commander at every 10-minute increment (as close as possible) with the time that resources have been on the incident until the fire is knocked down or the incident becomes "static". The incident commander shall be permitted to cancel the incident clock notification at any time based on the incident conditions.

PROCEDURE:

1. When the first unit (Chief Officer or apparatus) arrives on scene of any working fire, hazardous materials incident, or MVA with extrication operations an incident timer will be started ONLY when the arriving unit designates to 911 dispatch "WORKING FIRE", confirmed HazMat Operation, confirmed extrication operations or by requesting a timer be started for any other incident type.
2. After ten minutes have elapsed, a timer will flash in the incident alert field within CAD.
3. At this time, the incident commander will be contacted via radio and advised that units have been on scene operating for ten minutes.
4. The incident commander shall either acknowledge the timer or request that the timer be canceled.
5. The dispatcher will "right-click" on the incident in CAD and respond accordingly "Acknowledge" or "Stop" timer.
6. If timer is "acknowledged", after another 10 minutes the timer will flash in the incident alert field within CAD indicating the total time that has elapsed.
7. Once again advise incident command that they have been operating for "x" number of minutes
8. Repeat this procedure until advised by incident command to "Cancel the timer".
9. The dispatcher shall document in CAD narrative each time a timer notification is made, to whom, and who made the request to cancel a timer.