



**Division 01 Administration and Organization**

**Chapter 04 – Departmental Duty Chief**

January 2009

**POLICY**

This General Order shall set forth a policy to supervise and coordinate Departmental activities for both emergencies and non-emergencies on a 24-hour basis, and provide a point of contact for career and volunteer personnel, as well as external agencies and organizations.

**DEFINITIONS**

N/A

**PROCEDURES**

**1. General Guidelines**

The Departmental Duty Chief shall hold the rank of Major and shall be responsible for the day-to-day operations of their respective shift. The Emergency Operations Command shall be responsible for the coordination and scheduling of this program.

The Departmental Duty Chief shall remain within close proximity of the boundaries of Prince George's County during their tour of duty, unless directed otherwise. Moreover, the Duty Chief will designate an appropriate replacement in his/her absence. A Battalion Chiefs may be designated as the Acting Duty Chief as directed by the Duty Chief or the Lieutenant Colonel of Emergency Operations.

**2. Responsibilities**

**Administrative Operations**

The Departmental Duty Chief's Administrative responsibilities shall include, but are not limited to:

- Ensuring that all rules, regulations, and General Orders of the Fire/EMS Department are followed in a safe, efficient, and equitable manner
- Approving all overtime to maintain staffing, providing resources at emergency operations, and obtaining services from other County agencies
- Representing the Fire/EMS Department at community or government meetings, surrounding jurisdictional events, special events, and other public gatherings, as directed by the Fire Chief
- Approving all emergency building and apparatus repairs
- Handling on-duty employee related problems, i.e., disciplinary, Employee Assistance Program (EAP) referral, substance abuse testing, etc.
- Handling employee issues, including visits to hospitals, off-duty follow-up, family emergencies
- Coordinating Fire Prevention/Special Hazards related activities, including closing of overcrowded or illegal assemblies, immediate fire code violation issues, and special inspections
- Acting on behalf of the Fire Chief as a liaison officer with other County agencies or surrounding jurisdictions
- Coordinating with the Office of Emergency Management (OEM), Red Cross, and/or the Citizens Services Group to provide shelter, nourishment, or other similar needs for residents displaced by an emergency or non-emergency incident



- Coordinating activities with regard to Departmental operations and ensuring prompt notification to key personnel of incidents that affect their function
- Ensuring that conflicts involving any and all Fire/EMS Department personnel are resolved to the reasonable satisfaction of all involved, while keeping the interest of County government paramount at all times
- Handling Departmental and citizen complaints or inquiries
- Completing special projects, reports, or investigations, as directed by the Fire Chief or his designee
- Coordinating with the on-duty supervisory personnel including the Volunteer Division Chief, Safety Officer, on-duty Battalion Chief, Public Safety Communications Officer, AEMS Officer, and Quality Assurance Officer will accomplish the tasks listed above

The radio designation for the Departmental Duty Chief, while on-duty, shall be “Duty Chief 800.”

**REFERENCES**

N/A

**FORMS/ATTACHMENTS**

N/A

**Emergency Operations**

The Departmental Duty Chief’s Emergency Operations responsibilities shall include, but are not limited to:

- Successful mitigation, control, or containment of fire or rescue related conditions that threaten or may threaten the public’s safety
- Responding to fire, rescue, hazardous materials, medical, and other emergency incidents as necessary
- Establishing and maintaining command and control of emergency incidents, when appropriate
- Maintaining contact with senior officers to provide updates and incident status information
- Acting as liaison with media in the absence of the Departmental Public Information Officer