



**PRINCE GEORGE'S COUNTY, MARYLAND  
FIRE/EMERGENCY MEDICAL SERVICES DEPARTMENT GENERAL ORDER**

<b>General Order Number:</b> 11-13	<b>Effective Date:</b> May 22, 2025
<b>Division:</b> Personnel Management	
<b>Chapter:</b> Station Operational Readiness Guidelines	
<b>By Order of the County Fire Chief:</b> Tiffany D. Green <i>T.D.</i> <b>Prior Revision Date:</b> N/A	

**POLICY**

This General Order is the established policy for the daily administration of responsibilities for members to conduct operational readiness for all stations within the Fire/Emergency Medical Services (EMS) Department, including documentation of daily responsibilities, duties, and activities.

**SCOPE**

This General Order affects all career and volunteer members responsible for supervising personnel during daily operational readiness activities in the Prince George's County Fire/EMS Department.

**DEFINITIONS**

**Crew Line-Up** – A document created, maintained, and controlled by each Station Commander/Battalion Chief daily that identifies specific personnel assigned to particular riding assignments on apparatus.

**Collateral Activity Period** – An activity period specifically designated to give personnel the flexibility to meet individualized training requirements, conduct performance appraisals, counsel personnel, and maintain or perform station-related duties.

**Fire Station** – The apparatus and facilities, including all buildings and other real property and all related vehicles and vehicle equipment, that are or can be used to house or provide fire, rescue, or emergency medical services, as defined in the Prince George's County Code – Subtitle 11.

**Logbook** – The official, complete, and accurate daily record of a fire and rescue station's emergency and non-emergency activities.

**Members** – All Prince George's County Fire/EMS Department members, including sworn, civilian, and volunteers.

**Pass-On Book** – A hard copy or electronic document containing information shared by station personnel from one shift to the next regarding issues affecting the station, facility, apparatus, or surrounding community, other than personnel or incidents.

**Station Commander** – The career captain assigned to any fire station by the Emergency Services Command Deputy Fire Chief to facilitate readiness and support of the facility, apparatus, and personnel assigned to their station.



**Station Officer** – Refers to the most senior volunteer or career officer on duty at any fire station, primarily accountable for the crew’s operations.

**Volunteer Company Chief**—As defined in General Order 01-03, *Chain of Command*, a fire company, corporation, or association elects a Volunteer Chief who coordinates with a designated Battalion Chief. The Volunteer Company Chief’s responsibilities include responding to incidents as command officers and providing administrative coordination of volunteer and career operations within their station.

**PROCEDURES**

**I. Station Procedures and Overview**

- A. Supervisors may make exceptions to or postpone scheduled activities due to call load or operational reassignment. These changes must be documented in the logbook, including pass-book information. Station Management policy objectives must be implemented in a manner that supports:
  - 1. Operational readiness for any response.
  - 2. Training.
  - 3. Map and preplan maintenance and area familiarization.
  - 4. Facility maintenance, repairs, and supplies.
  - 5. Fire prevention and community outreach.
  - 6. Maintenance of apparatus and supplies.
  - 7. Maintenance of small tools and equipment.
  - 8. Physical fitness training.
  
- B. Station Officers are encouraged to schedule four (4) Daily Activity Periods each day unless otherwise designated by the Station Commander/Volunteer Company Chief, Battalion Chief, or Duty Chief. Each of the four (4) Activity Periods must be one (1) to two (2) hours long. Apparatus checks must be a priority at the beginning of each shift. The other three (3) Daily Activity Periods may include physical training, drills, fire prevention, public education, apparatus maintenance, training, station maintenance, and those activities during a Collateral Activity Period.

**RESPONSIBILITIES**

**II. Career & Volunteer Station Officers**

- A. Line Up and Shift Briefings
  - 1. When personnel report for duty, they must place their personal protective equipment in their assigned riding position.
  - 2. When the Station Officer reports for duty, he or she must exchange relevant information with the outgoing Station Officer.
  - 3. At 0700 hours and at other times, when there are significant personnel changes at the Fire Station, the Station Officer must conduct a Line-up and review the following information:



## PRINCE GEORGE'S COUNTY, MARYLAND FIRE/EMERGENCY MEDICAL SERVICES DEPARTMENT GENERAL ORDER

- a. Riding position assignments for all personnel.
- b. Activities planned for the day.
- c. List of known station maintenance or known apparatus defects.
- d. Recently approved General Orders, Directives, Policies and Procedures, Information Bulletins, and applicable PGFD documents.
- e. Systems and hydrants in or out of service.
- f. Alternate running routes or scheduled street closures.
- g. Other pertinent information.

### B. Maintaining Crew Integrity

1. Fill out the fire station crew board, which must document riding assignments and activities planned for the day/shift, if equipped.
2. Apparatus and Equipment Checks
  - a. Daily apparatus checks must include the presence of radios, cardiac monitors, and computer equipment (MDCs, ePCRs, etc.).
  - b. Daily check-out sheets must be signed or initialed by the personnel who performed the check-out on the apparatus or equipment.
3. Any event or activity that will make apparatus unavailable or move apparatus outside the station's normal response area must be scheduled in advance or coordinated with the on-duty Battalion Chief and comply with General Order 06-32, *Emergency Services Coverage for Scheduled Events*.
4. When station alerting is out of service, the Station Officer must designate a station watch. Personnel assigned to station watch must:
  - a. Remain awake.
  - b. Stay in the watch office or common area of the station; and,
  - c. Monitor the radio, have the means to write down dispatch information, and alert the station personnel when appropriate.

### C. Logbook Requirements and Procedures

1. A securely bound logbook must be maintained at each station to document the day's activities accurately.
2. All logbooks must have numbered pages. Pages must not be removed from the logbook.
3. A logbook day begins at 0000 hours and ends at 2400 hours. A new page must be started each day at 0000 hours. At 2400 hours, an entry must indicate the end of the day, and a diagonal line must be drawn through the unused spaces on the page.
4. The day and date must be entered on the first line of each new page.
5. Personnel must make logbook entries regarding all events, as assigned by the Station Officer, including, but not limited to, incidents, activities, injuries, changes in apparatus or apparatus inventory, security issues, property damage, station alerting outages, and visits by vendors, repair personnel, and others. If the Volunteer Company Chief/Station Commander has designated a Pass-On book for non-incident-related information, the events listed above must be entered into the Pass-On book.
6. Each day, at the beginning of a shift, the Station Officer or designee must enter the logbook indicating the on-duty shift.
7. On-duty personnel must enter both their arrival for duty and departure from duty unless another approved log is maintained.



**PRINCE GEORGE'S COUNTY, MARYLAND  
FIRE/EMERGENCY MEDICAL SERVICES DEPARTMENT GENERAL ORDER**

8. All logbook entries must be legible and must include the Fire Department ID (FDID) of the person making the entry.
9. Blank lines must not be left between entries. "Late Entry" must be written at the left of the time of entry for any entry that is not in chronological order.
10. If an error is made, a single horizontal line must be drawn through the incorrect entry. The corrected entry must be made and initialed by the individual making the correction. Erasures, modifications, and the use of correctional fluid or tape are prohibited.
11. Fire and rescue incident entries must be printed in red ink. All other entries must be printed in black or blue ink.
12. Incident entries must use the format below:

Time Out	Incident #	Run # (if used)	Address	Dispatched For	Time In	Actual
Incident Type		Unit/OIC, Unit/OIC, etc.		FDID Entry		

13. No individually identifiable health information about a patient or incident may be recorded.
14. For issues unrelated to personnel or incidents, a formal Pass-On book or electronic document may be substituted for an entry in the logbook. The resulting formal Pass-On book or electronic document must be accessible by all station personnel.
15. Each station must have the current and most recently retired logbooks available. The Station Commander/Volunteer Company Chief must maintain the current logbooks and secure logbooks that are no longer used.
16. Logbooks may not be removed from the station without the knowledge of the Station Commander or Volunteer Company Chief.
17. Logbooks must be retained in accordance with the applicable local, state, and/or federal requirements.

**D. Station Activities**

1. The Station Officer must use any unscheduled time to complete activities interrupted by incidents or unexpected events.
2. Any station activities should not interfere with the delivery of service.

**III. County-Owned Fire Stations**

**A. The Career Station Commander**

1. Duties and responsibilities for the Career Station Commander are defined in General Order 01-27, *Joint Use of County-owned Fire Stations*. Establishing, planning, and assigning duties to ensure a high level of operational readiness of the station, apparatus, and personnel, where applicable. These duties shall be in cooperation with any other inspections or daily checks.
2. Maintain an updated Station Reference Manual, which provides an overview of the station for members visiting for self-awareness and ensure all assigned station personnel review its contents. The manual must contain how-to instructions for routine station operations in cases of emergency, including, but not limited to, personnel contact and call-back information, volunteer leadership contact information (if applicable), repair procedures, and maintenance schedules.  
**NOTE:** Any station level reference material cannot supersede any regulation, policy, or General Order issued by the County Fire Chief.
3. Post a written schedule of daily and weekly activities.



**PRINCE GEORGE'S COUNTY, MARYLAND  
FIRE/EMERGENCY MEDICAL SERVICES DEPARTMENT GENERAL ORDER**

4. Establish and maintain a system to ensure function, compliance, and record-keeping for equipment, apparatus, and systems and coordinate maintenance for the fire station.
5. Ensure the order, receipt, storage, and reconciliation of station supplies directly supporting operations and service delivery.
6. Manage the daily operation, readiness, security, safety, and cleanliness of the station, apparatus, and personnel.
7. Ensure scheduled personnel have reported for duty and documented their presence via the official Station Logbook.

**B. Volunteer Station Officer**

1. Manage all volunteer personnel assigned to the fire station.
2. Ensure on-duty operational personnel are ready for service and are updated in the Department staffing software identified in General Order 11-30, *Volunteer Staffing and Scheduling*.
3. Manage the daily operation, readiness, security, safety, and cleanliness of the station, apparatus, and personnel.
4. Implement scheduled station duties as the Volunteer/Career Station Officer assigns.
5. Coordinate and designate volunteer personnel who are completing ancillary duties and are being documented for collateral duties for Length of Service Award Program (LOSAP) credit.
6. Establish and maintain a system to ensure equipment, apparatus, and systems' function, compliance, and record-keeping.
7. Coordinate with Career Station Officer on all maintenance items of the Fire Station.
8. Take immediate action to limit damage in case of a facility failure, initiate repair and maintenance requests following procedures in the Station Reference Manual and notify the Career Station Officer and the Volunteer Company Chief.

**IV. Volunteer-Owned Fire Stations**

**A. Volunteer Company Chief**

1. The Volunteer Company Chief is responsible for the fire station's operational readiness.
2. Manage volunteer personnel assigned to their fire station and any authorized visitors or guests of the fire station, ensure they abide by rules and regulations protecting all personnel assigned to the station.
3. Coordinate with the Career Station Commander as it relates to assigned career personnel.
4. Post a written schedule of daily and weekly activities.

**B. Volunteer Station Officer**

1. Establish, plan, and assign duties to ensure a high level of operational readiness of the station, apparatus, and personnel, where applicable. These duties shall be in cooperation with any other inspections or daily checks.
2. Ensure on-duty operational personnel are ready for service and are updated in the Department staffing software identified in General Order 11-30, *Volunteer Staffing*.
3. Manage the daily operation, readiness, security, safety, and cleanliness of the station, apparatus, and personnel.
4. Ensure scheduled personnel have reported for duty and documented their presence via the official Station Logbook.



## **PRINCE GEORGE'S COUNTY, MARYLAND FIRE/EMERGENCY MEDICAL SERVICES DEPARTMENT GENERAL ORDER**

5. Implement scheduled station duties as the Volunteer/Career Station Officer assigns. Coordinate and designate volunteer personnel who are completing ancillary duties and are being documented for collateral duties for Length of Service Award Program (LOSAP) credit.
6. Take immediate action to limit damage in case of a facility failure, initiate repair and maintenance requests following procedures in the Station Reference Manual and notify the Battalion Chief/Volunteer Company Chief.
7. Check the station and account for the presence of both regular and reserve apparatus.
8. Ensure completion of daily apparatus and portable equipment checks.
9. Ensure that apparatus defects are reported per General Order 02-02, *Apparatus and Equipment Checks*.
10. Ensure all career employees are updated in the Department timekeeping system, personnel assignments are up-to-date, and overtime is appropriately requested and approved, if applicable.
11. Ensure that electronic incident/unit and EMS reports are completed in accordance with current PGFD procedures.

### **C. Career Station Officer**

1. Manage all career personnel assigned to the fire station.
2. Establish and maintain a system to ensure function, compliance, and record-keeping for equipment, apparatus, and systems.
3. Coordinate with volunteer leadership on all maintenance items of the Fire Station.
4. Provide a detailed list of supplies to the volunteer leadership or the Fire Commission, ensuring the ordering, receipt, storage, and reconciliation of station supplies that directly support operations and service delivery.
5. Any delays in ordering should immediately be reported to the Volunteer Company Chief via email, notifying the Battalion Chief.
6. Check the PGFD Master Calendar and station calendars or contact the PGFD Watch Office for scheduled events.
7. Take immediate action to limit damage in case of a facility failure, initiate repair and maintenance requests following procedures in the Station Reference Manual, and notify the Battalion Chief/Volunteer Company Chief.
8. Check the station and account for the presence of both regular and reserve apparatus.
9. Ensure completion of daily apparatus and portable equipment checks.
10. Ensure that apparatus defects are reported per General Order 02-02, *Apparatus and Equipment Checks*.
11. Ensure all career employees are updated in the Department timekeeping system, personnel assignments are up-to-date, and overtime is appropriately requested and approved, if applicable.
12. Ensure that electronic incident/unit and EMS reports are completed in accordance with current PGFD procedures.



**PRINCE GEORGE'S COUNTY, MARYLAND  
FIRE/EMERGENCY MEDICAL SERVICES DEPARTMENT GENERAL ORDER**

**REFERENCES**

General Order 02-02, *Apparatus and Equipment Checks*

General Order 06-32, *Emergency Services Coverage for Scheduled Events*

General Order 08-19, *Station Inspections*

General Order 11-30, *Volunteer Staffing & Scheduling*

**FORMS / ATTACHMENTS**

N/A