

	<b>Terryville Fire Department Chiefs Policies</b>	
	<u>Subject</u> <b>Work Order Requests</b>	CP# 2-12 <hr/> Initiated 3/1/2015
	<u>Authority</u> <b>Chief of Department</b>	Revised

### A. PURPOSE

1. Provide the procedure for requesting an equipment work order or placing equipment out of service

### B. APPARATUS WORK ORDER POLICY

1. Any member who determines that an apparatus must be taken out of service shall immediately attempt to notify one the appropriate company officers responsible for the apparatus. If the member makes contact with a company officer, that officer will then confirm the need to take the apparatus out of service and then notify the dispatcher. If the member can not make contact with a company officer, he/she shall notify the dispatcher and advise them of the situation.
2. The officer or dispatcher shall initiate a work order in Red Alert. In addition, a page shall be sent via the Red Alert paging terminal to the “Out of Service” messaging group.
3. When the apparatus is placed back into service, the dispatcher shall send a page via the Red Alert paging terminal to the “In Service” messaging group.

### C. EQUIPMENT WORK ORDER POLICY

1. Any member who determines that a piece of equipment must be taken out of service shall immediately attempt to notify one the appropriate company officers responsible for the equipment. If the member makes contact with a company officer, that officer will then confirm the need to take the equipment out of service.
2. The officer shall initiate a work order in Red Alert and tag the equipment using a Repair Ticket (Attachment #1) and clearly document the ticket with following information:
  - a. Date (Date the equipment was taken Out of Service)
  - b. Company # (Company that is assigned the equipment)
  - c. Name (Badge number or call sign – ex. Capt 51, LT 62, LT 73)
  - d. Work order # (Work order # assigned by Red Alert system)
  - e. Equipment (What is being taken out of service – ex. Partner Saw, Gas Meter)
  - f. Problem (Description of problem – ex. Saw will not start)

3. The Repair Ticket shall be tied to the equipment and brought to Station One and placed on the equipment rack located in the south bay behind the First Responder vehicle. Place the equipment on the appropriate shelf based on company.
4. The member shall update the Out of Service Equipment Log (Attachment #2) which is located in the Radio Room. The member shall include the following information:
  - a. Date (Date the equipment was taken Out of Service)
  - b. Company # (Company that is assigned the equipment)
  - c. Name (Badge number or call sign – ex. Capt 51, LT 62, LT 73)
  - d. Work order # (Work order # assigned by Red Alert system)
  - e. Equipment (What is being taken out of service – ex. Partner Saw, Gas Meter)
5. The remaining information shall be completed by the dispatcher when the equipment is picked up by the vendor.
6. The district should notify the Chiefs Office when the equipment is returned, who will then notify the company officers. Returned equipment will be left on the rack behind the First Responder vehicle.