

Montgomery County Fire and Rescue Service

# FIRE CHIEF'S GENERAL ORDER

NUMBER: 12-13

May 16, 2012

TO: All MCFRS Personnel

FROM: Fire Chief Richard Bowers



SUBJECT: Actions on Events Dispatched as "Unknown Rescue" or  
"Unknown Emergency"

MCFRS units and personnel are occasionally dispatched to event types classified as *Unknown Rescue* or *Unknown Emergency*, and upon arrival, find nothing to confirm a request for fire/rescue service (e.g., no patient found). Unit officers usually consider this a "nothing found" or "good intent" event.

The Emergency Communications Center (ECC) must provide all relevant information to units dispatched to an *Unknown Rescue* or *Unknown Emergency*. A unit officer who arrives at the dispatched location of an *Unknown Rescue* or *Unknown Emergency* and finds no emergency situation must contact the ECC to report that "nothing was found," and request any additional information from ECC, or a call back to the original 911 caller requesting more information.