

# Montgomery County Fire and Rescue Service FIRE CHIEF'S GENERAL ORDER

**FCGO: 21 – 01 (revised)**

**April 27, 2021**

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**TO:** All MCFRS Personnel

**FROM:** Fire Chief Scott E. Goldstein 

**SUBJECT:** Fire Routine Incident Responses

The practice of responding “emergency” with lights and sirens to non-emergency incidents puts the public and MCFRS personnel at increased risk for injury. Therefore, effective **April 27, 2021 (revised)**, MCFRS will begin dispatching lower-priority Fire Incident call types as Routine Responses.

This will include fire alarms and home fire alarms, minor hazardous conditions, and service calls of various types. A full and revised list of these incident types and response plans will be published and maintained on [Quicklinks](#).

The ECC will dispatch units in the normal manner and will add the call type grouping “**Fire Routine Response**” and verbalize the units to “**Proceed**” to incidents that involve a non-emergency response.

Example: “1200 Atlantic Avenue, Cross Street Saint James Place, Service Call for the Stuck Elevator, Routine Response. Tower 799 proceed on 7 Bravo. Box area 99-32.”

Station alerting will vocalize “**Fire Routine Response**” and the incident type will contain the text “**Fire Routine Response**.”

All units dispatched on these incidents will **proceed** to the scene without the use of emergency lights and sirens in a safe, but prompt manner, following all applicable Maryland motor vehicle laws. Once the units are on the scene and statused as such, emergency lights may be activated as needed to provide for safety and/or scene lighting.

**For further questions or clarification, contact the Emergency Communications Section Chief.**

*Originally issued on January 4<sup>th</sup>, 2021*