



**City of Winchester
Fire & Rescue Department
STANDARD OPERATING PROCEDURE**



Section:	Information Technology and Electronic Reporting	SOP:	11.3
Subject:	Incident Reporting for Cancelled Calls	Executed:	June 2, 2008
		Revised:	January 13, 2011 December 9, 2015
Approved:	 Scott Kensinger, Deputy Chief		

PURPOSE

The following procedure shall be used for incidents that involve units and personnel being cancelled prior to responding or cancelled while responding to incidents.

DISPATCHED AND CANCELLED PRIOR TO OR WHILE RESPONDING

When dispatched to an incident and cancelled by ECC, the CAD system automatically generates an incident number. Therefore, the company being dispatched and cancelled will need to create an NFIRS report. Please use the code "611" for the Incident Type and "93" for Actions taken. **If incident is a request for mutual aid, then the "mutual aid" field shall be set to "None".**

CANCELLED BY ANOTHER UNIT PRIOR TO OR WHILE RESPONDING

If cancelled by another unit, prior to or while responding, it will be the responsibility of the cancelled unit to log their unit and manpower in the Department reporting software after the responding unit completes their report (**ONLY IF THE CANCELLED UNIT HAS ALREADY MARKED WITH ECC). If it is communicated properly, the responding unit may complete the reporting responsibility of the cancelled unit when they are generating their incident report.

**If the cancelled unit has not marked responding with ECC, they will not be responsible for adding their unit and manpower to the responding units incident report.