

4010.01

Community Request for Service Standard Operating Procedure



This procedure is for internal use only and does not enlarge an employee's civil liability in any way. The procedure should not be construed as creating a higher duty of care, in an evidentiary sense, with respect to third party civil claims against employees. A violation of this procedure, if proven, can only form the basis of a complaint by this department for non-judicial administrative action in accordance with the laws governing employee discipline.

Related Policies: SOP 6000.03

Applicable HI Statutes:

I. PURPOSE

This Standard Operating Procedure (SOP) is designed to provide a structured and consistent approach for fire department personnel in responding to and managing community requests for services. These services may include, but are not limited to, static displays (fire, EMS, or both), public education, career fairs, fire safety inspections, non-emergency assistance, EMS stand-by's (BLS or ALS), lifeguard services, and participation in any other community events.

II. APPLICABILITY

This SOP applies to all members of the fire department, including full-time, part-time, and volunteer staff. It covers the procedures from the receipt of a community request to the completion of the requested service.

III. PROCEDURES

For the purpose of this SOP, a Community Request is any request for service or assistance from the fire department that originates from individuals, groups, or organizations within the community. Additionally, non-emergency assistance are services provided by the fire department that do not involve immediate threats to life, health, or property.

1. Receipt of Request

- a. All requests from the community shall be routed through the Administrative Office and logged by the designated fire department personnel. The Request Flow Chart shall be utilized as the normal process for routing requests. The Administrative Office designee shall forward the request to the Fire Chief of their designee for approval.
- b. Upon receiving approval to proceed, the Fire Admin (Clerk III) shall process the request in accordance with the Request Flow Chart.
- c. Requests can be received via telephone, email, in-person, or through the department's website or social media channels.
- d. The personnel receiving the request should gather all necessary information, including the nature of the request, type of service requested, number of participants, date, time, location of event, and the contact information of the requester.

2. Evaluation of Request

- a. The received request shall be evaluated based on the following criteria:
 - Relevance to fire department services and expertise
 - Availability of resources (personnel, equipment)
 - Potential impact on emergency response capabilities

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- Alignment with department's community engagement objectives
 - b. The decision to approve or decline the request must be communicated to the requester within a specified timeframe (e.g., 48 hours).
3. Planning and Coordination
- a. Requests shall be sent to the BC assigned for Public Interaction for Career Stations along with the on-duty BC and Station Officer for the date of the event (if not the same), Branch BC's for the Support Services Division requested events, the Assistant Fire Chief of Volunteers for the Volunteer Fire Stations, and/or the Water Safety Officer IV for Ocean Safety requests.
 - b. or the Assistant Fire Chief of Volunteers for Volunteer Stations.
 - c. For approved requests, designated personnel shall be responsible for planning and coordinating the necessary resources.
 - d. A point of contact (POC) within the department shall be assigned to each approved request for effective communication and coordination.
 - e. The POC shall ensure that all involved personnel are briefed about the nature of the request, expectations, and any specific roles they need to play.
4. Execution of Service
- a. On the day of service, the personnel involved must ensure they have all necessary equipment and materials.
 - b. The Officer in charge for the event shall notify the FCCC ahead of time to inform them of the Special Service, affording adequate processing time (see SOP 6000.03)
 - c. Personnel should adhere to all departmental policies and procedures, ensuring the highest standards of professionalism and safety.
 - d. Interaction with the community should be courteous, informative, and in line with the department's public relations guidelines.
5. Feedback and Follow-Up
- a. After the completion of the service, the POC should obtain feedback from the requestor and other stakeholders.
 - b. Feedback should be documented and reviewed for future improvements in service delivery.
 - c. A report of the completed service, including any lessons learned or recommendations for future engagements, should be submitted to the relevant supervisor or department head.
6. Documentation
- a. All community requests and the responses thereto must be documented.
 - b. Documentation should include details of the request, evaluation notes, decision on the request, planning and execution details, and feedback received.



7. Training

Personnel should receive regular training on this SOP, including community engagement, communication skills, and non-emergency service provision.

Request Flow Chart

