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S.O.P. #: 400-11

SUBJECT: VIOLATIONS OF BALTIMORE COUNTY FIRE CODE OCCURRING AFTER NORMAL BUSINESS HOURS

DIVISION: EMERGENCY OPERATIONS

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Objective: To establish set guidelines for Emergency Operations personnel to handle complaints relating to violations of the Baltimore County Fire Code after normal business hours.

Section 1: General

A. Purpose:

To provide for the expedient handling of complaints concerning fire code problems in all occupancies.

B. Procedures:

1. Any fire code complaint received by A.D.O. during the following hours:
  - a. 1700 hours - 0700 hours, Monday through Friday;
  - b. 1700 hours Friday through 0700 hours Monday; and
  - c. All County holidays.
2. The ADO shall contact the appropriate Battalion/Division Chief according to the location of the complaint. The Battalion/Division Chief may handle the complaint themselves or assign it to the first due career company. If the Battalion/Division Chief is unavailable, the ADO shall contact the Company Commander of the first due career company. Once the complaint is resolved, the Company Commander should brief the Battalion/Division Chief on the resolution.

C. Reports:

1. All complaints received by Dispatch A.D.O. should be entered on a "Confidential" Complaint form and, if necessary, forwarded to the Fire Marshal's Office.
2. If a Fire Code violation is found, a Fire Inspection Report should be completed and signed by the owner/occupant. If warranted, the Battalion Chief may issue a civil citation.
3. All forms should be sent to the Fire Marshal's Office in the next day's mail for follow-up, or contact FMO to advise.