



Burlington Fire Department



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Section: 00- Administration	
SOG Number: 00.19	Effective Date: Feb. 14, 2020
Subject: First Arriving Digital Dashboard	
By Order of Fire Chief Steven A. Locke	

I. Purpose:

This SOG provides guidance about the First Arriving Dashboard used to communicate important information in a timely manner to department personnel at each fire station. Further, this document outlines how First Arriving Dashboard will be maintained by department and dispatch personnel.

II. Scope:

This SOG will pertain to all personnel within the Burlington Fire Department and all dispatchers with fire desk responsibilities at Burlington Dispatch.

III. Definitions:

Burlington Dashboard Information Google Doc: Google based Excel document formatted as a maintenance tool for the First Arriving digital dashboard.

First Arriving: Digital dashboard platform utilized for notification and information display within Burlington fire stations.

Help Desk: Contact point for end users needing assistance troubleshooting issues or seeking answers about the First Arriving product.

Hydrants OOS: Location within the Google® document for entry and digital display of hydrants taken out of service and the location.

Maintenance: Process used by Burlington Fire Department personnel to provide updated information shared throughout the organization.

Notifications: Location within the Google® document for placing announcements that are time sensitive and may influence shift work (e.g. Apparatus being sent for service at DPW in the morning).

Prevention Brief: Location within the Google® document and digital display where daily, weekly, or monthly fire prevention/education is displayed.

Road Closures: Location within the Google® document and digital display where current road closures exist. Entry fields include location, description, start date and time, and estimated completion.

Training: Location within the Google® document and digital display where daily, weekly, or monthly training are displayed.

IV. Guidelines:

A). Digital Dashboard

1. Dashboards are used for providing situational awareness throughout the Burlington Fire Department during the course of a shift. Personnel that have access to the linked formatted Google® document (Link: https://docs.google.com/spreadsheets/d/1KAHTm3_HDVpNHOqsRuQIKyQwvgP4GxGdc14OicmePpo/edit#gid=1738592612) are able to enter information in any one of the following topic areas:
 - a. Road Closures
 - b. Hydrants Out of Service (OOS)
 - c. Notifications
 - d. Training
 - e. Training Briefs
 - f. Ticker Tape

B). Daily Maintenance

1. Daily maintenance of the First Arriving digital dashboard will be updated daily by the Battalion One officer by 0745 each day. All officers will have access to the linked Google® document for adding valuable company level information intended for sharing throughout the fire department.
 - a. The following areas on the digital dashboard will be updated daily by Battalion One officer with specific additions by other officers:

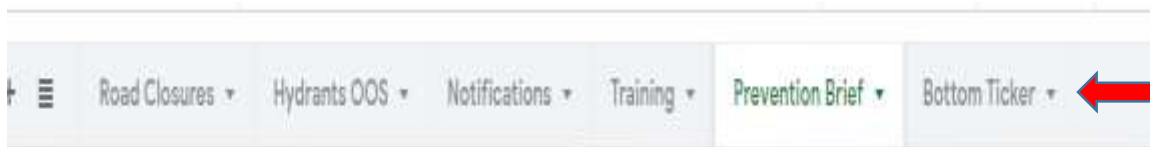
- (1) Notifications (Battalion One, Officers)
- (2) Training (Training Chief, Battalion One, Officers)
- (3) Prevention Brief (Fire Marshal, Battalion One, Officers)
- (4) Bottom Ticker (All Officers)

b. The following areas on the digital dashboard will be updated as they occur by Fire desk dispatchers at the time dispatch receives notification:

- (1) Road Closures
- (2) Hydrants Out of Service

C). First Arriving Maintenance

- 1. Prior to 0745 each day, the Battalion One officer will access the shared google® document.
- 2. The Battalion One officer adds new information for publication on the digital dashboard. Each separate tab located at the bottom of the Google® document will be reviewed daily and updated as necessary.



- 3. The Battalion One officer updating the digital dashboard in the morning or officer adding information to the digital dashboard throughout a shift will complete each column within the chosen tab.

a. When entering any field relating to date or time the following manual date and time entry format needs to be followed:

Example: 12/2/2109 12:00:00 *(Note the space between the date and time)*

**** Do not use the calendar option within the Google® Doc for date and time entry. The formatting does not match and the entry will not populate the dashboard. Manual date and time entry is required.**

- 4. The Notifications, Training, Prevention Brief and Bottom Ticker tabs each have a column for expiration date and time. This feature is to end the notice from publishing on the First Arriving dashboard at a predetermined time.

a. All fonts, color, text, etc. may be managed using typical functions found on the top portion of the excel spreadsheet.

5. Upon completion of messages being entered into the Google® document each message is automatically saved and sent to the dashboard for publishing.
6. The Road Closures and Hydrants OOS tab will require manual removal of any entry. This will be completed by the Emergency Communications Specialist assigned to the Fire Desk at Dispatch.
7. The monthly training schedule for the Department will be entered by the Battalion Chief of Training on the date that the monthly training calendar is released.

Title *	Description	Location	Applies To	Posted Date/Time	Expiration Date/Time	Posted by
Quote Of The Day	"Tell me and I forget, teach me and I may remember, involve me and I learn." - Benjamin Franklin-	Headquarters	Everyone	11/12/2019 11:20	11/13/2019 8:03	DC Plante
Fire Prevention Training	Active Larger Construction Projects: 435-441 Shelburne St, 351 North Ave Bldg BIG, 35 Cambrian Way (CSC Juniper House), 44 and 50 Lakeside Ave (Blodgett HULA), 152-156 Cherry St, UVM Multipurpose Arena and PFG enabling work, 100 Bank St fire alarm replacement/upgrade, Howard Space fire alarm upgrade (multi-year), new Head Start daycare at 216 Intervale Ave (FA)	Fire Marshal's Office	Everyone	11/27/2019 10:41		BC Simays
FMO Acceptance Testing	298 College St (YMCA) 0801-1100, available companies are invited to stop by. Conducting sprinkler, fire alarm, new radio box, and Guardian suppression acceptance testing	298 College St	A-Shift	12/10/2019 15:20	12/11/2019 11:00	BC Simays
New Sprinkler System	Attention Stations 2+3: New NFPA 13-R sprinkler system at 217-219 N Winsoski Ave (corner of Decatur St). FDC on D-side. Accepted 12/17/19.	217-219 N Winsoski Ave	All Personnel	12/18/2019 8:24	12/20/2019 23:59	BC Simays
YMCA: 298 College St	All fire protection systems accepted as of this morning (sprinkler, fire alarm w/voice evac, Guardian suppression, new MRCB 3450)	298 College St	All Personnel	12/19/2019 13:28	12/21/2019 23:59	BC Simays

V. Responsibility:

It is the responsibility of all First Arriving users to read, understand and follow this Standard Operating Guideline

Revision History			
Revision Date	Section	Summary	Principal Author
02.04.2020		Initial release of document	DC Plante