

BULLETIN

NO: 19-131
DATE: July 29, 2019
TO: All Fire and Lifeguard Operations Personnel
FROM: Roger Fisher, Deputy Chief, ECDC
David Picone, Battalion Chief, Health and Safety Officer
SUBJECT: Dispatch and Safety Quality Assurance Form

Through the collective efforts of ECDC, OHSC, Emerging Technology and operations personnel a new Smartsheet fillable form application has been added to the “iPhone First Responders” group (Battalion Chief, Captain, Engineer, LG Lieutenant and LG Sergeant phones). This easy to use form is intended to allow operations personnel to quickly and accurately document questions or feedback to be reviewed by supervisors at ECDC.

ECDC staff regularly conduct quality assurance reviews of dispatch information and rely on feedback, typically in an email, from operations personnel. To improve the safety, efficiency, and effectiveness of information we are streamlining the process for you.

If an operations unit has an issue with the information received from ECDC, to give feedback or ways to improve safety and efficiency, the Smartsheet form will allow personnel to instantly document the information. The survey will require the personnel to provide the incident number, date, response unit and the issue encountered (drop-down menu). This will replace the need for operations supervisors to write down all the details and send an email to ECDC later.

Examples of the feedback issues include safety, premise notes, PD response, unit selection and routing. As a reminder all feedback should be professional, pertinent and intended to add quality control to the dispatch process.

Questions regarding this form should be directed to the chain of command.

Please contact the Health and Safety Office at SDFDHealth&Safety@sandiego.gov with comments or areas of improvement. For all other questions contact HSO/Battalion Chief David Picone at 619.533.4466 or dpicone@sandiego.gov

Wellness Resources link: [“Promoting Safe and Healthy Lives”](#) or call 833-SDFD-HSO
password - support

