Crew Expectations

- **Safety**
  - I value your input
  - Preventable injuries will be avoided. Fill out the proper paper work when they occur. Be familiar with the reporting procedures.
  - Make certain your members are in PPE – you set the example
  - Engineers protect the medic rigs and personnel when parking

- **Operational readiness**
  - Members will be prepared to respond once they relieve off-going member
  - Check out apparatus and put gear on before sitting down for coffee
  - Be in position to handle your district

- **Training**
  - I expect compliance with department mandated training
  - If a member takes the day off, he/she needs to provide a plan of how the training will be completed
  - Expect multi company evolutions

- **Policies and Procedures**
  - You know them, follow them. Hold your members accountable for them
  - Don't seek my approval to break a policy
  - If it's not covered in the P&P's, use your best judgment. I empower you to make decisions based on the following parameters:
    - If it's good for the fire department
    - If it's good for the community
    - If it's good for the citizen
    - Does it pass the "Front Page" test
  - Harassment, code 3 driving, uniforms

- **Customer Service**
  - It's very important to me
  - Internal customers – members on your crew and on the other shift
  - External customers – members of the public
  - Treat EVERYONE with the DIGNITY and Respect they deserve

- Remember – very few people will ever call the fire department. This is our chance to show them what we do best
- We are always being watched by the public

- **Manage YOUR stations and crews**
  - You run your stations as you see fit
  - Ensure accuracy of everyone's work
  - Develop your people
  - Praise in public, coach and mentor in private
  - Minimize your time at the coffee shop
  - Keep me informed

- **Uniforms**
  - Follow the uniform policy – Captains set the example
  - All members will be in the proper uniform per the departmental uniform policy

- **Fires**
  - Give a COMPLETE size up
  - Order additional resources (4th engine on a working fire)
  - Assume or pass command
  - Make assignments with objectives
  - **Assign RIC**
  - Think initial lines, back up lines, save a spot in front for the truck
  - Initial efforts should be toward completing a **Primary Search**
  - It's **YOUR** fire – run it as you see fit
  - Upon my arrival, I may not assume command
  - Remember – we risk a lot to save a lot, we risk a little to save a little

- **Traffic Accidents**
  - Proper PPE
  - Safety line for extrications (must be staffed at all times)
  - Safety vests
  - Engineers protect the medic rigs when parking

  - **Show up to incidents ready to work**
    - Expect to receive orders via the radio, not face to face

        - Members dressed in appropriate PPE and carrying appropriate tools
        - Be aggressive, but smart
        - Make sure incident is secured before clearing the scene

- Have fun and provide a safe, healthy, and productive atmosphere for your people
    - Encourage your crew members to pursue opportunities and education
    - Take care of your people
    - Remember, everyone goes home safe!