Using the 500, 600, and 700 Series for Incident Type Codes

500 Series:
Service Calls

- Removing water, smoke, odor, or animals

- Assisting public through lock-outs, lift assists, jewelry removal, or non-emergency public contact

- Assisting police, other agencies, or other fire departments (cover/standby)

- Unauthorized controlled burning

What are examples of non-emergency public contact?

You can write incident reports for each time you go to schools, present information to the public, and install smoke alarms. These examples, and others, show what personnel, resources, and time you invest in fire and emergency prevention for your community. The incident type code you should use is 553.

600 Series:
Good Intent Calls

- Wrong location or no emergency found

- No patient found on scene

- Canceled en route

- Steam or gas mistaken for fire or hazmat

- Authorized controlled burning

Calls in the 600 & 700 series are considered to be emergencies when they are called in, even if there is no emergency when the department arrives.

The difference is that 600 series were called in by someone who believed there was an emergency, while 700 series are calls that are system malfunctions.

700 Series:
False Calls

- Alarm systems that malfunction

- Alarms that are pulled or called in when there is no fire or medical call, often as a "prank"

- When a smoke alarm goes off for non-fires, such as steam

Calls involving fires, explosions, patient care, severe weather, and hazmat will not be one of these incident type codes!

SOUTH CAROLINA
STATE FIRE