

SECTION 5 – OPERATIONS ADMINISTRATION

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5. OPERATIONS ADMINISTRATION

These operational administration notes act as a guide to managing the paperwork associated with operations and operational equipment. They should be read in conjunction with the Regional Operational Management Plans and the CFA Operations Guidelines and Checklist.

5.1 COMMUNICATIONS

5.1.1 EMERGENCY REPORTING SYSTEM/FIRE REPORTING SYSTEM (ERS/FRS) ALTERATIONS

- All brigades have a designated ERS/FRS emergency reporting system. These systems are configured differently, depending on the operational requirement of the brigade and/or group.
- Ensure all relevant details of the people coming off and going onto the system are included on the appropriate form (refer Appendix Section 5).
- The form must be signed by the individual to authorise Telstra to work on their system. The signed form is to be forwarded to the regional headquarters for action.
- Should a brigade wish to have additional people connected (over and above their approved number) the brigade must apply in writing to the regional headquarters. Additions may be subject to RPC and local regional policy.

5.1.2 FAULT REPORTING

Telephone Equipment

- All faults with ERS/FRS and business telephones are to be reported to Telstra reporting service - Telephone: 13 2255
- Faults on private phones need to be reported to - Telephone: 1100

Radio Equipment

- Should a fault occur with any radio equipment, brigades should endeavour to check the problem at a local level in the first instance. (Sometimes faults could be just a connection or microphone head problem.
- All reports of faults are to be made to the regional headquarters.

- Depending on the urgency of the fault, provision of spare equipment may be made from the regional or group stores, or alternatively a technician will be authorised to come out and fix the fault.

5.1.3 PURCHASE OF RADIOS

- CFA will replace and maintain all radios as approved on the regional communications plan. The purchase of any additional radios will be either at brigade expense or with the express permission of the region.
- Radio equipment purchased by a brigade will not be automatically accepted by CFA as a “capital donation” and will therefore **NOT** be subject to CFA maintenance or replacement policies. Brigades will be required to sign a form accepting CFA’s policy on this.
- Brigades purchasing radio equipment must complete a “Application for Purchase and Licence to operate a Radio Transceiver” form (refer appendix section 5) to obtain permission to operate the radio on CFA frequencies. All forms must be signed off by the Operations Manager.

5.1.4 INSTALLATIONS AND UNAUTHORISED MODIFICATIONS TO CFA RADIO EQUIPMENT

- No modifications to CFA radio equipment can be made without the permission of the Operations Manager.
- Written applications stipulating the modifications required must be made to the operations manager for consideration and approval.
- All installations of CFA radio equipment is to be carried out by CFA accredited installers.
- Contact the regional headquarters to organise for the de-installation or installation of radio equipment. There will be no cost to the brigade for this service.

5.1.5 CFA/DELTEC FIRE ALARM INSTALLATIONS

- There may be some premises in a community that require fire alarm services connected to the local fire brigade. There is a charge to the owner of these premises for the connection of the fire alarm service and CFA technicians oversee installations and maintenance. This is generally organised directly by the company providing the fire protection services and the CFA.
- Brigades will be advised of potential new alarm connections.
- CFA Communications department manages faults with this type of equipment.

5.2 VEHICLES

5.2.1 FAULT REPORTING

- Faults with vehicles are to be reported directly to the regional duty officer as soon as the fault is detected.
- The regional duty officer will instruct the brigade on what action to take with the fault.
- It is essential that the brigade does not proceed with any repairs until approval is given by the regional duty officer.

5.2.2 FUEL PURCHASES – POLICY AD.10

Fuel Cards

- CFA promotes the use of fuel cards to obtain significant savings on fuel.
- Fuel cards will be provided for the following vehicles:-
 - CFA owned firefighting vehicles;
 - Brigade owned vehicles with approved Maintenance Level 2.
- All fuel cards are to be ordered through the Regional Headquarters.
- Fuel cards must be ordered on the CFA “Fuel Card Order Form” (refer appendix Section 5) with the following details needed for completion:-
 - Full vehicle details;
 - Reason for card, ie, new vehicle, replacement vehicle, lost card, etc.;
 - Fuel company required;
- Most of this information should be available at your regional headquarters, however it would be processed swiftly if you have it on hand when the request is made.
- The following conditions apply when using a Fuel Card:-
 - Card must be used for the specified vehicle only;
 - Only specified fuel type(s) are to be purchased;
 - Odometer reading (kilometres) must be provided on each purchase;
 - Car wash facilities and convenience store facilities will not be specified and must not be used on Fuel Card.

Fuel purchased on Account

- When obtaining fuel on account the registration number of the vehicle and signature of the driver must be included on the docket.

5.2.3 DRIVER TRAINING AND LICENCE ENDORSEMENTS – POLICY OP.14

- A Medium Rigid Category Licence is required to drive CFA appliances. The Road Safety Act and associated regulations state that a licence of this type is required to drive a two-axle truck that is greater than 8 tonnes, which encompasses CFA appliances.
- The procedure for obtaining this licence is as follows:-
 - Using the “driver under instruction” signage (available from regional headquarters), the Brigade carries out driver training with the member concerned. CFA appliances may be used.
 - When the brigade Captain is satisfied that the member is capable of operating the appliance effectively, the brigade member must contact VicRoads for a licence testing appointment and pay the nominated fee.
 - Upon successful obtainment of a Medium Rigid Licence (nothing else will be approved) the CFA will reimburse the Brigade member for the actual driving test. This must be done on the correct form (see appendix section 5), accompanied by a receipt and submitted to the Regional Headquarters.
- The person applying for reimbursement must be a registered member of a CFA brigade, with approval from the brigade Captain prior to licence testing.

5.2.4 MAINTENANCE LEVELS – POLICY OP.9

- Brigade owned vehicles, those being in the possession and control of rural and urban fire brigades, are given one of four levels of maintenance or financial commitment by the Authority, which are detailed in the following table.

Vehicle Type	Subsidy or Maintenance/Support
All approved vehicles	Comprehensive Insurance cover
All Group 1, 2 and 3 vehicles (Other than General Duties and Transport Vehicles)	Annual Inspection and report by DMO
Group 1 Specialist operational vehicles as specifically nominated by the Chief Officer. All CFA owned vehicles.	Fully maintained by CFA; all mechanical parts repairs and running costs to be provided by CFA.
Group 2 Vehicles \geq 2 tonne GVM used as: Firefighting vehicle Specialist operational vehicles	Annual subsidy of \$340* plus fuel and tyres
Group 3 Forward command/control vehicles Firefighting and specialist vehicles \leq 2 tonne GVM Transport and General duties	Annual subsidy of \$170* plus fuel
Group 4 Buses	Compulsory third party insurance cover (limited to one payment per approval per year).
Group 5 Caravans Trailers PFA vehicles (sole use) Slip-ons (cab chassis)	Group/brigade to meet all costs other than comprehensive insurance cover which will be provided under CFA's blanket policy (no refund will be made for compulsory third party insurance).
Group 6 Vehicles owned by industrial brigades registered with CFA	All costs to be met by the owner-organisation.

*The annual subsidy amount is to be used by brigades/groups to pay Compulsory Third Party Insurance Cover/Registration and subsidises vehicle service costs and battery replacement and, in the case of Group 3 vehicles, tyre replacement. Payment is limited to one payment per approval year.

5.2.5 BRIGADE OR GROUP OWNED VEHICLE PURCHASES - POLICY OP0.9

- All requests for the purchase and maintenance of all brigade owned vehicles are to be made through the Operations Manager *prior* to the brigade committing to the purchase.
- All brigade or group vehicles must comply with CFA policy OP09.
- Forms to be completed (refer appendix Section 5) are:-
 - Authority for a brigade or group to own and operate a vehicle
 - Deed of Trust Form
- Regional Planning Committees will be consulted on all requests for additional brigade owned vehicles.
- The Area Manager will approve, or otherwise, any replacement brigade owned vehicles. If approved, brigades will receive the following documentation:
 - Signed Authority to own and operate a vehicle, as the approval of the purchase of the vehicle and advising of maintenance level provided;
 - Sales Tax Exemption Declaration for Motor Vehicles, to secure sales tax exemption for the purchase of the vehicle.
 - Certificate of Authenticity to be provided to VicRoads to verify that the vehicle is an approved CFA vehicle and claim exemption from the registration fee.

5.2.6 REGISTRATION FEES – BRIGADE OWNED VEHICLES

- All brigade owned vehicles, regardless of CFA approved maintenance level, are exempt from registration costs under VicRoads legislation. Liability for Third Party Insurance and Stamp Duty remain.

New Registrations

- A Certificate of Authenticity (refer appendix Section 5) will be provided to brigades by the region for new registrations to present to VicRoads and claim exemption from Registration Fees.

Renewal Registrations

- Brigades are to check all renewal advice notices to ensure no registration fees have been charged. If a registration fee is included, do not pay; contact Regional Headquarters for advice.
- The region will organise for appropriate paperwork to be provided to VicRoads to remove registration fee.

5.2.7 PROCEDURES FOR ACCIDENTS INVOLVING FIREFIGHTING VEHICLES

In the event of a **major** accident involving an Authority vehicle(s), the following procedure will be adopted:-

Note: A major accident is one involving injury requiring medical treatment to personnel involved or significant damage to the vehicle.

- o The brigade concerned will ensure that the requirements of the Road Traffic Regulations are complied with and immediately contact the Operations Manager;
- o The Operations Manager will ensure that the Police have been notified;
- o The Operations Manager will liaise with the District Mechanical Officer and take the necessary steps to arrange for a reputable towing firm, with appropriate expertise and equipment, to have the vehicle removed from the scene to some suitable location that will provide security and supervision;
- o Officers must ensure that the tail shaft and axle shafts are removed (from the axle on which the vehicle is to be towed) before allowing the vehicle to be moved from the scene;
- o The Manager Mechanical Services, as Chairman of the Motor Vehicle Accident Team, will be notified as soon as practicable after the event. This is so that arrangements can be made to conduct an investigation if considered necessary;
- o The purpose of any investigation that may be conducted is to assess how the design features of the vehicle, and particularly the safety features, performed or were affected by the accident.

5.2.8 ALTERATIONS AND ADDITIONS TO CFA VEHICLES

- Any alterations and/or additions to Authority owned firefighting vehicles must be approved by the regional Operations Manager.
- Applications are to be made on the applicable form and works must not proceed without written approval.
- Any vehicles which are altered without such approval may be returned to their approved design.

5.2.9 COLOUR OF BRIGADE OWNED VEHICLES – CFA POLICY 09

- Red only will be permitted for purpose-built primary turnout vehicles including pumpers, tankers, rescue, salvage, hazmat, lighting, hose layers, and BA Vans.
- Red or white is permitted for command/control, transport and light general purpose (utility) vehicles that are commercially manufactured derivatives (including cars, station wagons, utilities, mini buses, troop carriers and commercial vans).
- All brigade owned vehicles are to have CFA chequered logo of contrasting red or white to the colour of the vehicle placed on both front doors.
- All white vehicles, fitted with revolving beacons and warning devices, shall have in addition to the logos on the front doors, full length red and white chequered striping on both sides and the rear of the vehicle. The word “FIRE” is to be displayed on the front, similar to tankers and pumpers. The rear of the vehicle should also have the word “FIRE” or the CFA logo.
- The brigade or group which owns the vehicle is to bear the cost of the chequered striping, wording, markings, beacons and warning devices.
- Note: existing approved brigade owned vehicles which do not comply with the requirement of being RED or WHITE shall be exempted from only this requirement until such time as they are replaced.

5.3 PROTECTIVE EQUIPMENT

5.3.1 SERVICING OF PROTECTIVE EQUIPMENT

- Protective equipment on issue to or purchased by some brigades is maintained by CFA Protective Equipment (PE) department in Geelong, ie:
 - o Breathing Apparatus
 - o Compressed Air Cylinders
 - o Gas Suits
 - o Electrical Rubber Gloves
- PE department will provide written advice to the brigade when the equipment is to be serviced.
- PE department will send to the brigade with protective equipment due to be serviced, a fully serviced complement which is to be exchanged for the existing equipment at that location.

- Using the containers used to deliver the replacement equipment, brigades should package the previously used equipment and return it **promptly** to PE department for servicing and reallocation to another brigade.
- Return address labels (included in the delivered packages) should now be affixed to the outside and the lids securely closed.
- Notify the local V-line transport contractor to collect the packages. V-line will require you to sign the consignment note. (Return consignments are completed free of charge to the brigade.)

5.3.2 HYDROSTATIC TESTING OF COMPRESSED AIR CYLINDERS

- Compressed air cylinders used for breathing apparatus are required by regulation to pass a periodical hydrostatic test, that period depends on its construction, ie:
 - o Three (3) years for alloy composite construction
 - o Five (5) years for steel construction.
- The date of its last successful test is stamped on the neck of the cylinder.
- The PE department maintains a database of all cylinders and will advise brigades by letter when a particular cylinder is due for test.
- The brigade will be requested to send the nominated cylinder to the PE department. Once received, a replacement will be despatched to the brigade concerned.

Note: Cylinders are listed against each brigade by serial number and should not be interchanged with other brigades.

5.3.3 PURCHASE OF PROTECTIVE EQUIPMENT

- CFA has determined a standard of protective equipment to be in use.
- Brigades should apply in writing to the regional headquarters for permission to purchase items of protective equipment (subject to RPC policy).
- Brigades can discuss purchase arrangements with the PE department who can offer advice and suggestions regarding suitability of equipment.
- All orders to the PE department must be placed via the regional headquarters.

5.3.4 USE OF CABA FOR DIVING PURPOSES

- Compressed air breathing apparatus owned by the Authority is unsuitable for diving purposes and should not be used for these activities.

5.3.5 PROTECTIVE EQUIPMENT FAULT REPORTS

- The protective equipment fault report proforma (refer appendix Section 5) is to accompany any protective equipment being returned to the PE department for service.
- These forms are available from the regional headquarters or PE department.
- Should the brigade be unable to remain operationally viable through faulty equipment, contact the regional headquarters for alternative arrangements.

5.4 CONTACT BOOK

- Each year the regional headquarters provides to each brigade a copy of the regional contact book. This contact book draws together all the important contact information that brigades may need.
- A copy of the contact book is to be distributed promptly to all relevant personnel in the brigade, as well as placing one in each brigade appliance.
- If there are any amendments or changes to information contained in the contact book, notify the regional headquarters as soon as possible.

5.5 FIRE AND INCIDENT REPORTING SYSTEM (FIRS)

Note: These instructions are interim only. CFA will be progressively introducing a new FIRS system over the next 6-12 months. These instructions will be amended at the appropriate time.

Manual Records

- CFA provides brigades with a booklet containing blank FIRS forms (refer appendix Section 5).
- The completion of fire reports is an important mechanism for recording and assessing information pertaining to fires and incidents. Statistical information derived from these reports is crucial to CFA strategic planning and to the identification of trends and product defects.
- Each appliance should keep a small supply of FIRS forms and complete one at the time of the emergency. This provides preliminary information for completion of the full report.
- All FIRS reports are to be forwarded to the regional headquarters ***within 7 days*** of the fire or incident.

- All sections **MUST BE** completed on the form. Without this detail crucial information on the operational performance of your brigade is unavailable.
- The form must be signed by the OIC of the incident or the Secretary of the brigade.

Computer Records

- Some brigades have available a computer software package to assist in the recording and down loading of FIRS information to the regional headquarters.
- These brigades should ensure that all FIRS reports are promptly entered into the FIRS system.
- The brigade should ensure the records are down loaded and the floppy disk forwarded to the regional headquarters at least once per month. (This will depend on the frequency of turnouts by the brigade.)

5.5.1 SECTION 87 CHARGING

- CFA under S87 of the CFA Act can level a charge against premises that are uninsured which is damaged or destroyed by fire. (A percentage of CFA's funding is derived from the insurance level.)
- Should a brigade consider that circumstances exist where the owner of the premises should be charged, this should be noted on the fire report. This will indicate to the regional headquarters that you consider charging is appropriate.

5.5.2 FALSE ALARM PROTECTED PREMISES

- Owners of protected premises have an obligation to maintain their fire alarm system in an operational working order.
- The brigade is able to request charging to owners of premises where turnout to alarms is constant and as a result of careless actions or poorly maintained equipment.
- Brigades should ensure that the appropriate section of the fire report form is completed. The regional headquarters will raise a charge against the owner of the premises.

5.6 TOTAL FIRE BANS – CFA ACT S40

5.6.1 TFB DISTRICTS

- Section 40 of the CFA Act provides for the declaration of a day of Total Fire Ban (TFB) for the State of Victoria. The intention of the declaration of TFB's is in the prevention of fires on days of extreme fire danger.
- In the past the Authority made declaration of days of TFB in respect to the whole State, however in 1984 it was decided that the State should be divided into five (5) districts, namely Central, North Eastern, North Western, South Western and Eastern.
- The TFB district boundaries are aligned with current Municipal boundaries (see enclosed map).

5.7 BUILDING AND PROPERTY

5.7.1 PROCEDURES

- Brigades, being the major end user of built facilities, often request, or are invited to provide input into building and property related matters, including
 - o land selection
 - o desired details for building projects, extensions and renovations
 - o financial contributions, for example, direct dollars and/or extended credit
 - o possible direct labour contributions on brigade and authority projects (subject to regional approval)
- In all cases of matters relating to land and buildings the brigade should contact the regional headquarters in the first instance.

5.7.2 MAJOR EXPENDITURE ON BUILDINGS AND EQUIPMENT

- CFA has determined that brigades shall not purchase major items of equipment or carry out alterations to fire stations without prior approval of the Authority.
- CFA has made this decision only with the view of ensuring that brigades are protected, particularly in relation to matters of sales tax, and to ensure that the correct equipment, which is compatible to Authority provided equipment for operational purposes, is purchased.
- Any such proposals shall be directed to the Operations Manager for submission to the Authority.

5.7.3 EMERGENCY POWER SOURCE FOR OPERATIONAL HEADQUARTERS

- Portable 240 volt generators/alternators must not be connected or plugged into the electrical wiring system at any fire station or headquarters, unless the wiring conforms to the supply authority requirements for use with an emergency supply.
- Connecting portable generators to the normal fire station wiring by any means other than approved by the supply authority wiring regulations, could cause death or injury to personnel working to restore the main supply.
- If the location is not wired for emergency power, extension leads from the power source to the appliances must be used.
- Prior to any work taking place, brigades or groups should consult with their regional headquarters.
- Specifications for wiring of new installations are available from regional headquarters.

5.7.4 ERECTION OF HOSE DRYING, COMMUNICATIONS AND RADIO TOWERS

- No tower, either hose drying, communications or radio tower is to be erected on CFA property unless authorised by CFA's Building and Property department, or a Tower Overseer.
- This is a safety requirement and brigades wishing to finance and erect towers are to contact the Operations Manager who will advise them of the procedures to be adopted.
 - Specifications for the tower to be erected are to be provided for approval at headquarters.
 - In the cases of towers on private property which are to support aerials for brigade communications, these are also to be supervised by a Tower Overseer.
- The fitting of types of aerials other than those for which the tower is approved, must also be referred to the Operations Manager who will take the appropriate action.
- No additional equipment is to be installed on towers, for example signs or other fittings, unless prior approval is gained from the Operations Manager in consultation with the Tower Overseer.

5.7.5 HOSE DRYING POLES

- A number of brigades have installed wooden poles or other similar devices for hose drying on Authority property without permits or computations being received.
- Where these have been installed and they do not meet the design criteria for a hose drying tower, they are to be removed immediately by the brigade in the interest of safety. If the brigade is of the opinion that the pole or other device may meet the design criteria, a request is to be made through the Operations Manager for an inspection to be carried out by the Tower Overseer.
- The removal of hose drying poles or other devices erected by the brigade, is a brigade responsibility. However, in the event of the brigade not carrying out this work, the Tower Overseer will make arrangements for the immediate removal of the hose drying pole or other device.
- Under no circumstances is any pole, tower or other device to be erected for hose drying, without the necessary permits and computations. Written approval from the Authority must be obtained.
- A standard concrete hose drying pole has been approved by Building and Property department and the Tower Overseer. Brigades are to liaise with the regional office in the first instance if considering such proposal.

5.7.6 MOBILE TELEPHONE TOWERS/ANTENNAS – CFA POLICY SS.09

- CFA has adopted a policy on location of mobile telephone towers on CFA property. Any approach by a service provider should be directed in the first instance to the regional office.
- It is imperative that the brigade does not enter into discussions and/or negotiations on the issue without first referring the matter to their regional office who will liaise with the Building and Property department.

5.7.7 LIFT UP DOOR OPERATION AND MAINTENANCE

- The safe operation of both manual and motorised “Lift Up” doors is of paramount importance for operator safety and vehicle egress for operational response.
- CFA is responsible for the provision of safety measures, where appropriate, the regular testing of such safety measures and the maintenance of the doors.

- The following doors should be *tested* weekly by fire crews:
 - o Audible – Door operating alarms
 - o Visual – Door operating alarms
 - o Photo Elec./Infra red beam detectors – down mode

- All servicing is to be carried out by a contractor approved by the Building and Property department who will complete a maintenance and inspection report.

- The following table sets out regularity of servicing required:

Type of door	Frequency
“A” class fire stations, eg Dandenong	6 monthly
In excess of 200 turnouts per year	Annually
Between 50-200 turnouts per year	Bi-annually
All other doors	5 yearly

5.8 APPENDIX SECTION 5

- A. Telephone connection form (refer section 5.1)
- B. Application for Purchase and Licence to Operate a Radio Transceiver (refer section 5.1.3)
- C. Fuel Card order form (refer section 5.2.2)
- D. Medium Rigid Licence Reimbursement form (refer section 5.2.3)
- E. Authority for a brigade or group to own and operate a vehicle (refer section 5.2.2)
- F. Deed of Trust (refer section 5.2.2)
- G. Certificate of Authenticity (refer section 5.2.6)
- H. Protective Equipment Department Fault Report (refer section 5.3.5)
- I. Fire and Incident Reporting System (refer section 5.5)
- J. Total Fire Ban districts (refer section 5.6.1)