



DID YOU KNOW?

FEBRUARY 2022

500 VS 600

There's a difference between a **Service call (500s)** and a **Good Intent call (600s)**. Here's how you can easily tell the difference between them and properly code your report.

A 500 series incident occurs when...

FRD personnel played an active role in assisting another agency, mitigating, or resolving an incident.

Examples:

- Dispatches to assist the police (551, 552, or 553)
- Lift assist (554)
- Out-of-service elevator is reset by FRD (555)
- Unauthorized burn, fire under control (561)

A 600 series incident occurs when...

FRD personnel are cancelled, find no incident, or play no role in mitigating, resolving, or assisting another agency.

Examples:

- Dispatched to an out-of-service elevator, but all elevators are functional upon your arrival (600)
 - or, if there are no elevators at the location (622)
- Authorized, controlled burn (permitted) (631)
- Smoke only from a BBQ, no fire (653)

DAD JOKE

**GOOD
INTENT**

Q: What's the best way to catch a fish?

A: Have someone throw it to you

