

Plans “swap-out” procedure

Complete plans only, no partial swap-outs

1. Customer brings plans to intake
2. Intake verifies the plans to be swapped out are still in records. Verify no “fire check out” action log.
 - a. Yes (plans checked out): Plans not approved for swap-out.
 - b. No (plans not checked out):
(This version plans swapped out retain position inline for review time)
 1. Intake displays “fire check in” action log, from most current path, and notes bin location on application receipt.
 2. Intake collects fee from customer, enters “swap out received” action log.
 3. Intake instructs customer to have a seat.
 4. Takes swap-out plans to records.
 5. Records pull old plans and replaces with swap out.
 6. Intake/Assigner brings original back to counter, directing customer back to station.
 7. Intake enters “swap out complete” action log.
 8. Intake revises/verifies the path “est. complete” date appropriately (Original completion date established before swap-out). Date will be based on standard or expedite plan review requested by customer, and the established target dates posted on CCFD website.
 9. Intake returns original plan to customer for their disposal.