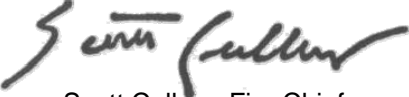




**City of Winchester
Fire & Rescue Department
STANDARD OPERATING PROCEDURE**



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| Section: Operations | SOP: 7.2 |
| Subject: Staffing and Response Criteria | Issued: February 23, 2007 Revised: September 27, 2010 December 31, 2011 |
| Approved:  Scott Cullers, Fire Chief | |

SCOPE

To provide consistent service to the community and to provide guidelines for apparatus staffing and response for daily operations.

PURPOSE

It is the goal of the Winchester Fire and Rescue Department to provide the safest working environment that can possibly be met given current career and volunteer staffing levels. There may be times when it becomes necessary to modify these guidelines depending on the situation, incident, and/or available personnel. Modification to these guidelines should only be conducted in an effort to improve the safety of our personnel and to provide the best service delivery to the community.

DEFINITIONS

Staff or Staffing – Any member, volunteer or career, that is certified/qualified and released to full operational duty by the station chief and/or career officers.

“OR” Status – A station that has staffing of two and can respond to an incident with a pumper OR a Medic/BLS unit.

“BOTH” Status – A Station that has staffing of three or more and can respond to an incident with a pumper AND a Medic/BLS unit.

GUIDELINES

1. Minimum Staffing and Apparatus
 - A. The minimum level of staffing to be provided by the Department each day is **eleven (11)** personnel assigned to the stations and **one (1)** Battalion Officer for a total of **twelve (12)**. This minimum may be increased at the department’s discretion for events or weather driven incidents.
 - B. Staff officers will be available at all times unless advised otherwise.

- C. The minimum in-service apparatus levels to be provided by the Department each day and their staffing levels are as follows:
1. **Medic Unit** – There shall be three (3) medic units staffed, one in each of the engine companies and shall be minimally staffed by one (1) FF/EMT Driver/Operator or EMT/Medic Driver/Operator and one (1) FF/Medic.
 2. **Pumper** – There shall be three (3) pumpers staffed with a minimum of one (1) FF/EMT Driver/Operator or EMT/Medic Driver/Operator. A combination of volunteer/career personnel may be used to meet these qualifications.
 3. **Aerial Device** – There shall be one (1) aerial device staffed with a minimum of one (1) FF/EMT Driver/Operator. A combination of volunteer/career personnel may be used to meet these qualifications.
 4. **Battalion 6** – There shall be (1) Battalion officer staffed with a minimum of one (1) Officer (Sergeant or above qualifications).
- D. In order to facilitate Department goals/functions and at the discretion of Battalion 6, a minimally staffed shift may have a firefighter assigned to duties outside of the station for a short period of time (normally not more than 10 hours). This may temporarily place a station in an "OR" status. Reassigned personnel are subject to immediate re-call to the station if deemed necessary. Other staff may be moved from another station on a temporary assignment to provide coverage.

2. Career Staff Coverage

- A. Coverage for career staff must maintain minimum staffing levels as scheduled with the exception of sick leave. Battalion 6 may approve emergency leave for sudden events affecting the employee or their families providing proper coverage is arranged by the employee.
- B. Coverage of leave must be provided to maintain minimum staffing and response criteria.
- C. Additional staffing above minimum may be re-assigned to other stations to equalize resources.
- D. Two qualified/certified volunteers may cover during any given time/shift for career staff in order to maintain the scheduled staffing level. However, this requires prior approval from Fire and Rescue Department Administration or Battalion 6. Volunteer coverage must be for the entire period as requested. Career staff is subjected to recall if the coverage period cannot be met.
- E. It is the responsibility of all staff and officers to ensure that all assignments are covered and addressed in a professional manner. (i.e. training, public education, standby event coverage, etc.) This may require more staffing than our minimum.

3. Response of Apparatus

- A. Staffed units should always have the safety of personnel and service delivery in mind.

B. Three or more pumper request (i.e. structure fire)

1. When three (3) or more pumpers are dispatched as part of an incident assignment, **ALL** apparatus dispatched shall respond with current assigned staffing levels as normal.
2. **ALL** remaining **IN-SERVICE** units in the city shall **ADD** to the incident after all initial dispatched units have marked en-route with ECC.
3. Battalion 6 must continuously assess the incident for apparatus and manpower needs. Units shall be placed in service without delay when not needed. (i.e. when multiple medic units respond and are no longer needed)

C. Two or less pumper request

1. When two (2) or less pumpers are dispatched as part of an incident assignment, apparatus and personnel assigned to those units shall respond.
 - a. When responding to any **first due** incident (i.e. Unknown Smell, Alarm Sounding, etc.) all three personnel are to respond on the pumper.
 - b. When the company is dispatched to respond as part of an initial run assignment (**NOT FIRST DUE**) only the personnel assigned to the unit shall respond.
 - c. When dispatched on a Cardiac Arrest or Respiratory Arrest in the first due area and no other staffing is assigned to the pumper, three personnel can respond on the medic unit. Battalion 6 will return the third individual to the station, if not required on the incident.

4. City Station Fill In

- A. When all suppression and EMS resources have been depleted due to an emergency incident **in excess of 30 minutes**; this will be the benchmark to initiate station fill-ins.
1. The incident commander shall notify ECC as soon as possible with the status of the incident and to initiate the fill process.
 2. The incident commander does not have to wait until the 30 minute mark to initiate the fill. (i.e. At 10 minutes in, "command to headquarters, I will be holding all units in excess of 30 minutes, please fill the stations")
 3. ECC shall begin to fill the stations with the goal of two (2) engine companies and two (2) EMS units (1 ALS and 1 BLS). Notification to the incident commander shall be given with the status of the fill.

5. Mutual Aid / Automatic Aid

A. Three Personnel Staffing

1. When a station is staffed with only three personnel and dispatched for a mutual aid assist, the following should be followed:
 - a. Two firefighters are to respond to the mutual aid assignment in the incident appropriate apparatus and one firefighter will remain in the station.
 - b. A minimum of one firefighter should remain in the station.
 - c. The remaining firefighter will place the medic unit out-of-service and place the second-run pumper in-service and notify Battalion 6 of this status.
 - d. Should a qualified volunteer arrive at the station the medic/ambulance and/or pumper shall be placed in-service.
 - e. Staffing in other stations should be considered if reassigning enables better use of available resources.

B. Four or More Person Staffing

1. When a station is staffed with four or more personnel and dispatched for a mutual aid assist, the following should be followed:
 - a. The pumper or medic unit responds with two personnel in the incident appropriate apparatus.
 - b. The remaining personnel shall place a second run pumper or medic/ambulance unit in-service and thus become an "OR" Status.

6. General Considerations/Guidelines

- A. Units shall respond to all incidents dispatched. Battalion 6 may reduce the response priority or responding units if dispatch information confirms there is no hazard. In any case, the first due fire or EMS company shall mark available and continue into the incident scene priority 3 to verify the status of the incident. (i.e. multiple alarms to the same incident within same day, accidental medical alert sounding, alarm sounding due to construction work). If the in-service unit continuing in receives another call, they are to inform Battalion 6 this status.
- B. EMS incidents are to always have two certified personnel to meet the minimum need for the incident. Three personnel can respond on EMS Units not including Ride-alongs or preceptees.
- C. When a unit or units respond to an incident the remaining unit can be available as BOTH, OR, or Single Pumper status depending on staffing and their certifications/qualifications.
- D. A second Medic, Ambulance, and/or Pumper can be placed available when volunteer and career personnel are available.
 - o Two personnel on first Medic Unit.
 - o Three personnel on the first Pumper.
 - o Two personnel on second Medic, Ambulance, or Pumper.

- E. A second Pumper can be placed available by one or more personnel if the first Pumper is out of the station. (i.e. training, inspections, incident, etc.)
- F. Medic Units or Ambulances dispatched to non-fire related incidents can respond without certified firefighter personnel. If a Medic/Ambulance responds to a fire related incident with NO FIREFIGHTERS, mark the unit responding as **EMS ONLY**. (i.e. Medic 1 responding with two, **EMS ONLY**)
- G. When extra volunteer/career personnel are available, Medic Units or Ambulances may be staffed with EMS personnel as long as the firefighter(s) enhance the engine's staffing.
- H. When additional manpower is called for on working incidents, available staffing should respond in the dispatched apparatus or Utility/Serv as indicated.
- I. GOOD COMMUNICATION and proper use of the ASSIGNMENT BOARDS are a must to provide for safe and effective responses. The Station Chief, Station Deputy Chief, Career Officers and the On-duty personnel should work with all available personnel to complete the assignment board.
- J. When making assignments for personnel and apparatus the first consideration is the safety of response personnel and to provide the best service delivery to our community.