



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



Section: Operations	SOP: 7.2
Subject: Staffing and Response Criteria	Issued: February 23, 2007 September 27, 2010 December 31, 2011 Revised: July 1, 2012 September 3, 2014 (Complete Rewrite) February 4, 2015
Approved:  Scott Cullers, Fire Chief	Revised:  Allen W. Baldwin, Fire Chief

SCOPE

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

PURPOSE

It is the goal of the Winchester Fire and Rescue Department (WFRD) 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 volunteer or career personnel that is certified/qualified and released to full operational duty by the station chief and/or career officers.

Driver/Operator – Any volunteer or career personnel that has been cleared to operate specific apparatus for the given assignment.

GUIDELINES

1. Minimum Daily Staffing

- 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 special events or emergency driven incidents.

- B. A Department Administrative Officer shall be available at all times unless otherwise advised.
- C. In order to facilitate Department goals/functions and at the discretion of the Battalion Officer, a minimally staffed shift may have a firefighter assigned to "Special Assignment" duties outside of the station for a period of time (normally not more than 10 hours). This may temporarily place a station in an "OR" status. Special Assignment 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 for the special assignment.
- D. Coverage for career staff must maintain minimum staffing levels as outlined above with the exception of sick leave. The Battalion Officer may approve emergency leave for sudden events affecting the employee or their families providing proper coverage is arranged by the employee.
- E. Coverage of leave must be provided to maintain minimum staffing and response criteria.
- F. Additional staffing above the daily minimum may be re-assigned to other stations to enhance service delivery.
- G. Up to two (2) qualified/certified operational volunteers may cover during any given time/shift for career staff in order to maintain the minimum staffing level. However, this requires prior approval from Fire and Rescue Department Battalion Officer or Administration Officer. Volunteer coverage must be for the entire period as requested. Career staff is subjected to recall if the coverage period cannot be met.
- H. It is the responsibility of all staff and officers to ensure that all assignments are covered and addressed prior to consideration for any schedule modifications. (i.e. training, public education, standby event coverage, etc.).

2. Minimum Daily Apparatus in Service

- A. The minimum in-service apparatus levels to be provided by WFRD each day and their staffing levels are as follows:
 - 1. **Medic Unit** – There shall be three (3) Advanced Life Support (ALS) medic units staffed each day with a minimum of one (1) FF/EMT Driver/Operator or EMT/Medic Driver/Operator, and one (1) FF/Medic for each unit. The number of personnel assigned to a medic unit shall not exceed 4.
 - 2. **Pumper** – There shall be three (3) pumpers staffed with a minimum of one (1) FF/EMT Driver/Operator for each unit. 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 (Lieutenant or above qualifications as per “SOP 8.6 – Minimum Training Certification Standards” and as approved by the Fire Chief).

B. Response of Apparatus (moved from GO-14002)

1. Staffed units should always have the safety of personnel and service delivery in mind.
2. A common sense approach when making decisions for apparatus staffing shall be maintained to allow for the best possible service delivery to the citizens.
3. When single or multiple pumpers are dispatched as part of a city or mutual aid incident assignment, **ALL** apparatus dispatched shall respond with current assigned staffing levels as normal. Exception to this will be that the **FIRST-DUE** pumper may respond with all available IDLH cleared personnel assigned to the first-due station when in the station.
4. **ALL** remaining **IN-SERVICE** units shall add to the incident after all initial dispatched units have marked en-route with ECC. **(4 or more pumper CITY incidents only)**
5. When dispatched on a cardiac arrest or respiratory arrest and the first-due company is minimally staffed with three (3) personnel, the medic unit dispatched shall respond with all three (3) personnel. Any staffing levels above three (3) personnel shall respond in the apparatus as assigned.
6. Additional Response Criteria
 - a. Assigned medic unit personnel may be utilized by the incident commander to meet minimum fireground staffing needs for structural related incidents.
 - b. Administrative/Serv/Utility units may be utilized by staff to enhance emergency response when not assigned to other in-service apparatus.
 - c. Two (2) personnel may respond to EMS incidents in EMS licensed Serv/Utility units when there is sufficient station manpower to keep the remaining in-service units with the minimum daily apparatus requirements.
 - d. The use of private vehicles (POV) to respond to emergency incidents is strictly prohibited.
 - e. In-service apparatus are not to self-dispatch unless they are in a position that will make a positive impact for the given situation. At no time shall units self-dispatch to mutual-aid incidents.
 - f. 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)

- g. At the conclusion of the incident, modified staffed units shall return to station to place out of service apparatus back in-service without delay.
- h. At any time that first responders are dispatched as driver only, the Battalion Officer shall respond for support. The exception will be when other units are dispatched as part of the initial assignment.

3. Utilization of SERV 2 for EMS Responses (Moved from GO-14004)

A. The utilization of SERV 2 will reduce the exposure of the aerial apparatus; it is a more cost effective / agile vehicle for maneuvering around the city streets while prolonging the life expectancy of the aerial apparatus. The SERV allows the volunteer personnel of the station to be able to respond to EMS incidents and utilize their skills, while leaving the aerial driver-operator available in station for additional responses. This plan only requires 1 qualified aerial driver-operator to be assigned to station 2, while any additional personnel only need be qualified to operate the SERV and cleared as an EMT within the Lord Fairfax EMS Council.

B. Procedure

1. Dispatched motor vehicle collisions (MVC's) will have all station 2 personnel respond on the aerial apparatus.
2. When Rouss station 2 is dispatched to respond as first responder to **ALL** EMS related incidents (with the exception of MVC's), SERV 2 will respond.
3. When responding in the SERV and there is no other Aerial Driver-Operator/EMT remaining to keep the aerial apparatus in service, it is to be placed out of service with ECC.
4. At the completion of the call, SERV 2 is to immediately return to the station and place the aerial apparatus in service with ECC.
5. If the SERV is on an EMS incident and a fire incident is dispatched, as soon as the EMS crew frees the SERV, it is to respond to assist the aerial apparatus on scene, or return to the station and respond with the appropriate aerial apparatus.
6. Personnel assignments for responses:
 - A. 1 Aerial Driver-Operator/EMT; SERV 2 or the aerial apparatus responds as above.
 - B. 1 Aerial Driver-Operator/EMT & 1 EMT; SERV 2 or the aerial apparatus responds as above.
 - C. 1 Aerial Driver-Operator/EMT & 2 EMT's; SERV 2 responds with 2 EMT's and 1 Aerial Driver-Operator/EMT will remain in service with the aerial apparatus.

D. 1 Aerial Driver-Operator/EMT & >2 EMT's; SERV 2 will respond with 2 EMT's and a Aerial Driver-Operator/EMT will remain in service with the aerial apparatus and any additional personnel.

4. City Station Fill In

- A. When all in-service resources have been depleted due to emergency incidents that will be deemed long term and during the 10 minute mark, the ECC shall advise on the on scene commander of the status of the stations. The on scene commander shall advise the ECC whether to fill the stations or not.
- B. Station fills shall be automatically initiated by the ECC for any 2nd alarm incident without waiting for the advisement of the on scene commander.
- C. The stations shall be filled as per
 - 1. Two (2) pumpers; one (1) at Friendship Fire Company and one (1) at South End Fire Company.
 - 2. One (1) Rescue Engine; to be located at Shawnee Fire Station.
 - 3. Two (2) medic units; one (1) to be placed at Friendship Fire Station and (1) to be placed at Shawnee Fire Station.
 - 4. One (1) aerial unit to be placed at Rouss Fire Station.
 - 5. A list of resources to draw from shall be provided to the ECC.
 - 6. The ECC shall update the on-scene commander when the station fill process has been completed.
 - 7. Off-duty City career (when called back) and volunteer personnel that respond to the station during emergencies shall be utilized to assemble apparatus crews and advise the ECC of their station status. These units shall be counted as part of the station fill assignment unless directed to respond to the incident scene.

5. General Considerations/Guidelines

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. GOOD COMMUNICATION and proper use of the ASSIGNMENT BOARDS are a must to provide for safe and effective responses. The career/volunteer station officers and on-duty personnel should work with all available personnel to complete the assignment board.

- A. ALL in service units shall respond to incidents as dispatched.
- B. The Battalion Officer shall use their discretion to reduce units dispatched when reliable information confirms there is no hazard. In any case, the first due apparatus shall continue into the incident scene non-emergent (priority 3) to

verify the status of the incident.

- C. A second piece of apparatus can be placed in-service when additional staff, driver/operators are available. Prior to placing additional units in-service, the minimum personnel on the first in-service units shall be as follows:
 - o Two (2) personnel on first medic unit
 - o Four (4) personnel on the first pumper
 - o Four (4) personnel on the first aerial

- D. When all in-service station apparatus are out of the station, a second unit can be placed in-service by personnel meeting the above criteria for driver/operator and minimum unit staffing.

- E. 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**.

- F. When extra volunteer/career personnel are available, medic units or ambulances may be staffed with additional EMS personnel as long as the qualified firefighter(s) enhance the engine's staffing first.

- G. When additional manpower is called to the incident scene, available staffing may respond in the dispatched apparatus or Utility/Serv as indicated.