

COMMUNICATION OPERATING LEVELS		TROY FIRE DEPT. TACTICAL PLAN 204.03	
<i>Issue</i>	<i>11-05</i>	<i>Revised</i>	<i>06/11</i>
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PURPOSE

The purpose of this guideline is to assist the dispatch center and the fire department in handling calls for service during peak times such as severe weather situations or times when more calls are received than stations or apparatus may be available to handle. Communication operating levels are divided into three categories and shall be implemented when directed by the Fire Chief, (Division) Assistant Chief, or the Fire Duty Officer.

LEVEL I

Level I is considered normal, day-to-day operations. Calls for service are received and dispatched in the normal manner. No special preparations are necessary.

LEVEL II

Level II may be implemented when the actual or anticipated volume of incidents may exceed the fire department’s ability to respond in the normal manner. The following are examples of situations which may warrant Level II:

- Severe or adverse weather conditions such as a thunder storm warning or tornado warning affecting Troy. These conditions typically generate multiple incidents in a short period of time. This should be done in advance of such situations.
- When a minimum of four fire stations are unavailable for response for an extended period of time such as two simultaneous structure fires.

When either of the above criteria is met, the following events shall occur:

- "DUTY OFFICER", "ALL CALL", and "CLAWSON" will be activated on the encoder.
- An announcement will be made on the primary dispatch talk group to all stations instructing fire personnel of the following:
 - Level II operations are now in effect.
 - All pagers and monitors are to be placed in the monitor position for incident assignments.
 - All available personnel are to report to their respective station for standby.
 - Fire station telephone lines are to be kept clear for further instructions or updates.

Note: This announcement can be made as often as necessary to notify fire personnel with varying times of availability. Depending upon the time of day, Clawson may not implement Level II Operations.

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- All available firefighters will respond non-emergency to their respective station.
- The ranking officer or senior member of each station will notify the Duty Officer when the station is staffed and report the number of personnel present. Whenever possible, an officer and four fire fighters shall be assigned to an apparatus.
- The officer or senior fire fighter assigned to an apparatus shall monitor the radio for incident assignments as stations will not be alerted during Level II operations. He/she shall handle radio traffic as it relates to that apparatus, e.g., enroute, arrival, etc. Available staff members will call on the air and take up positions to monitor weather conditions and respond to incidents.
- Incident Commanders, if appropriate, will advise the dispatch center if fire apparatus and personnel are available from the incident scene.
- The Fire Duty Officer or another staff officer, if available, shall report to the dispatch center to act as a liaison. He/she will offer assistance to the fire dispatcher in determining station and/or apparatus assignments to additional calls for service and the availability of fire apparatus and personnel. Available station(s) and/or apparatus may then be dispatched to calls or advised where to report for fill-in duty.
- Calls will be assigned to specific apparatus, entire stations, or available staff personnel depending on the incident type. To efficiently handle all incidents, the closest available single apparatus or staff vehicle may be dispatched alone to an incident when appropriate. Depending upon the incident type and circumstances, apparatus from more than one station may be dispatched to incidents. Apparatus or stations may be sent in place of, or sent with other apparatus and stations depending on the incident type and location. The station Assistant Chief and/or Captain, if available, may respond in his/her own vehicle to those calls which he/she is available for or feels are necessary.
- Stations shall complete their availability in the resources portion of the fire report.

Level II operations will remain in effect until:

- the number of unavailable stations is reduced to Level I requirements or;
- the number of unavailable stations increases to Level III requirements or;
- termination of a weather advisory or decrease in adverse conditions or;
- directed by the Fire Chief, (Division) Assistant Chief, or Fire Duty Officer.

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LEVEL III (MUTUAL AID)

Level III is implemented when no stations are available for response or when directed by the Fire Chief, (Division) Assistant Chief, or Fire Duty Officer. When these criteria are met, the following events shall occur:

- The Fire Chief, (Division) Assistant Chief, or Fire Duty Officer shall be notified by the dispatch center when circumstances indicate Level III operations should be implemented.
- The Fire Chief, (Division) Assistant Chief, or Fire Duty Officer will direct the dispatch center to initiate Level III and request Mutual Aid change of quarters per MABAS Box Alarm Cards from appropriate department(s).
- If not already present, a staff officer should report to the dispatch center to act as a liaison. He/she will coordinate where mutual aid department(s) should be placed for fill-in duty as indicated on the Box Alarm cards. (Station 1 or Station 2)
- Level III operations will remain in effect until directed by the Fire Chief, (Division) Assistant Chief, or Fire Duty Officer.

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The following steps shall be completed by the Fire Duty Officer or another staff officer upon the initiation of Level II operations:

- REPORT TO THE DISPATCH CENTER TO ASSIST COMMUNICATIONS PERSONNEL IN PRIORITIZING INCIDENTS AND ASSIGNING UNITS TO RESPOND. FIRE APPARATUS MAY BE ASSIGNED INDIVIDUALLY TO NON - STRUCTURAL TYPE INCIDENTS. STAFF OFFICERS MAY BE ASSIGNED TO INVESTIGATE DOWN WIRES THAT ARE NOT ARCING. A LOG SHOULD BE MAINTAINED OF EACH UNIT'S STATUS AND LOCATION FOR REFERENCE IN CALL PROCESSING.
- WHEN STATIONS ARE STAFFED, CALL EACH STATION BY TELEPHONE AND INSTRUCT/REMIND THE SENIOR OFFICER/FIRE FIGHTER IN CHARGE OF THE FOLLOWING PROCEDURES:
 - THE SENIOR OFFICER/FIRE FIGHTER SHALL MONITOR THE RADIO FOR INCIDENT ASSIGNMENTS. STATIONS WILL NOT BE TONED PRIOR TO DISPATCHING.
 - THE SENIOR OFFICER/FIRE FIGHTER SHALL ASSIGN A CREW TO EACH APPARATUS. CREWS SHALL CONSIST OF A LIEUTENANT AND FOUR FIRE FIGHTERS WHENEVER POSSIBLE.
 - THE SENIOR OFFICER/FIRE FIGHTER SHALL REMIND STATION PERSONNEL TO LIMIT RADIO TRAFFIC TO EMERGENCY OR INCIDENT RELATED PURPOSES ONLY.
 - IF DISPATCHED TO AN INCIDENT, THE INCIDENT COMMANDER NEED NOT REQUEST OR ISSUE A CODE OR CANCEL. HE/SHE MAY, HOWEVER, UPGRADE THE INCIDENT TO A FULL ALARM, BOX ALARM, 2ND ALARM, ETC.; OR THAT APPARATUS BE CANCELLED IF SENT AND NOT NEEDED.

APPROVED:

William S. Nelson

Fire Chief