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High Call Volume

P-102.1 PURPOSE & SCOPE

To establish a standard procedure for operations at times of high call volume.

P-102.2 POLICY

The following procedures shall be followed when unusually high call volumes necessitate changes to standard operating procedures and responses. When declared, the high call volume mode will apply to all zones.

P-102.3 REFERENCES

N/A

P-102.4 PROCEDURES

1. Declaration

- a. PSC shall declare a high call volume mode based on current and projected workload as suggested by the on duty supervisor, PSC management or a Chief Officer.
- b. The Fire Mutual Aid Coordinator or his designee will approve all declarations.

2. Notification

- a. PSC shall page all logged on apparatus and the Fire Mutual Aid Coordinator when the Center begins and ends the "high call volume mode."
- b. PSC shall provide hourly updates to the Fire Mutual Aid Coordinator.
 - i. Fire Mutual Aid Coordinator to notify Operational Area of possible escalating conditions
 - ii. Fire Mutual Aid Coordinator to provide Operational Area updates as needed.

3. Operational changes

- a. Suspend all out of service training

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- b. Make fallen wires safe and return to service
- c. Request all agencies to staff reserve apparatus

4. Response changes

- a. Single engine responses to:
Fire Alarms, Grass Fires.
 - i. Altered responses to Grass Fires will occur only during activation of the high call volume mode due to storms. Normal responses to Grass Fires will continue during a high call volume period when rainy weather does not exist.
- b. Reassign to local public works:
Trees down without a threat to a structure or electrical lines.