

San Mateo County Fire Service POLICIES AND STANDARDS MANUAL

Title: High Call Volume

Policy No. 2003-05

Adopted 10/06/03

Revised XX/XX/XX

- Title:** High Call Volume Policy & Procedures
- Purpose:** The purpose of this policy is to establish a standard procedure for times of high call volume
- 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
- Background:** Winter 2002/03 test pilot

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.
3. Operational changes
 - a. Suspend all out of service training
 - b. Make fallen wires safe and return to service
 - c. Bring E85 into the deployment plan for coverage
 - d. Request all agencies to staff reserve apparatus
 - e. Assign a Chief Officer to communications

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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.