



Scarborough Fire Department

Scarborough, Maine



Standard Operating Guidelines

Book:	Emergency Operations
Chapter:	Alarm & Response Procedures
Subject:	3025 – Utilization of Staffing for Response
Revision Date:	10/02/2020
Approved by:	<i>B. Michael Thurlow</i>

PURPOSE

To establish guidelines for the utilization of available staffing for safe and efficient response to incidents.

POLICY

This procedure establishes decision making guidelines for the utilization of available personnel to achieve the safest and most efficient response to emergency incidents given available resources. It is the intent of this policy to minimize, to the extent possible, less than optimal staffing levels for fire apparatus and to ensure, to the extent possible, a supervisory presence on each apparatus.

DEFINITIONS

- A. Available Staffing - Available personnel shall mean personnel in the station at the time of the call and includes on-duty career personnel, per-diem personnel, student members, and call company members.
- B. Ancillary Units - The department has purchased smaller, more economical vehicles to operate and maintain. These include cars, pick-ups, service trucks, and forestry units. For the purpose of this policy they shall be collectively referred to as ancillary units.
- C. Duty Officer / Shift Commander – Career officer assigned to the Car 7 position
- D. IAR – IamResponding® software program utilized by the department for notification of emergency incident(s) and tracking of responding personnel.
- E. On-duty Station Officers – Departmental officers and those designated as acting officers/station leaders who are on-duty and working a scheduled shift.

PROCEDURES

- A. On-duty station officers are required to make crew assignments for on-duty personnel and other available staffing such as student members and available call members.
 - a. Assignments are to be tracked/displayed on the riding assignment(s) board.
 - b. Crew assignments are to be established considering qualifications, training and experience of each member.
 - c. Consideration of the call type, information and potential complexities may necessitate adjustments to crew assignments at any time.

- B. On-duty station officers are expected to make prudent decisions regarding the response of apparatus and the utilization of available personnel. The following principles are to be considered during decision making:
 - a. Make every attempt to eliminate or prevent a single person response on any apparatus.
 - b. Make every attempt to ensure an officer responds as part of the crew of a fire apparatus.
 - c. Fire apparatus should respond with a minimum of three personnel before additional units respond from the same station.
 - d. Ancillary units shall be utilized for medical responses, non-emergency service calls, box services, etc.
- C. At stations housing an Engine and a Ladder (Black Point and Dunstan), the available staffing will respond with a minimum of 3 people before additional units respond from the same station.
 - a. The response of the aerial apparatus will be the priority for structural fire incidents
 - b. Call company members shall remain alert to the response and staffing of apparatus, indicate their response utilizing IAR, and respond to the station to ensure the response of additional apparatus when needed.
- D. On-duty station officers are to use discretion and consider factors such as the location, nature, severity, potential complexity, as well as personnel (call members) indicating availability/response via IAR.
- E. Mutual Aid Responses
 - a. Mutual aid request will be handled in a manner which provides the most effective deployment of resources for the requesting mutual aid partner while maintaining an appropriate fire/EMS capability in the Town of Scarborough.
 - b. Fire apparatus requested for a mutual aid response will respond only when there is a minimum of 3 personnel available to respond either from the station or as indicated going direct to the scene via IAR.
 - c. Call company members should report to their assigned station for a mutual aid response whenever practical. Responding out of town in personal vehicles is discouraged.
 - d. Call company response for mutual aid incidents
 - i. Fire apparatus responding to Old Orchard, Saco, or Biddeford – District 4 & 6 call members respond to scene and/or out of town station coverage; District 1, 3 & 7 call members shall report to their respective stations for apparatus move-ups, coverage, and other assignments as needed.
 - ii. Fire apparatus responding to Portland, South Portland, or Cape Elizabeth – District 1, 3 & 7 members respond to scene and/or out of town station coverage; District 4 & 6 members shall report to their respective stations for apparatus move-ups, coverage, and other assignments as needed.
 - iii. Fire apparatus responding to Westbrook, Gorham, or Buxton – District 5 members respond to scene and/or out of town station coverage; District 1, 3 & 7 members shall report to their respective stations for apparatus move-ups, coverage, and other assignments as needed.
 - e. The on-duty shift commander (Car-7) will coordinate the movement of Scarborough apparatus to maintain appropriate service coverage.

F. Staffing of Ambulance 3

- a. Ambulance 3 will be utilized to respond on EMS calls whenever both primary ambulances are committed on other calls.
- b. The shift commander (Car-7) will notify dispatch anytime staffing levels or other circumstances prevent the response of Ambulance 3.
- c. The on-duty station officer is responsible to assign an appropriate crew for Ambulance 3 based upon staffing, EMS license, certification levels, and the severity of the call
- d. The on-duty station officer (career Lieutenant) may be utilized for staffing of Ambulance 3 when:
 - i. Staffing levels leave no other option
 - ii. The call requires the Lieutenants EMS license level for treatment/transport of the patient.
- e. When all three ambulances are committed to calls simultaneously, creating a significant decrease in available staffing, Car 7 shall consider the need to activate (through dispatch) a request for call force coverage at Oak Hill and/or Dunstan station(s).

RESPONSIBILITIES

- A. On-duty station officers are responsible for knowing the available staffing for the station, establishing riding assignments and making needed adjustments.
- B. On-duty station officers are responsible for the most appropriate response of apparatus for the staffing levels and the circumstances of the incident.
- C. On-duty members have the responsibility to communicate with the on-duty station officer, obtain their riding assignment and report to the officer upon the receipt of any call.
- D. A chief officer shall respond to mutual aid fire scenes and station coverage calls
- E. Call company members have the responsibility to utilize IAR to indicate response and establish accountability.
- F. Call company members have the responsibility to monitor the response of apparatus to determine the need to staff additional apparatus left at the station.

RESCISSIONS

The following General Orders and SOPs have been rescinded and incorporated into this document.

- A. General Order 16-004 Available Staffing Response Guideline
- B. General Order 16-005 Use of Ancillary Vehicles for Response
- C. SOP #2110 Role of Ambulance 3