



Standard Operating Guideline: OPS 5

Subject:	Fire/EMS Apparatus Response
Effective Date:	November 1, 2012
Revision Date:	July 1, 2023
Director:	<i>William Ferguson</i>

PURPOSE: Franklin County Emergency Communications Center shall assure that appropriate personnel and apparatus are alerted to respond and mitigate emergency and public service incidents. Shift supervisors and Chief Officers may alter any response plan to ensure an appropriate level of response.

I. Response Plans:

The following apparatus are to be dispatched by the emergency communications center as the initial response for the following incidents:

Medical Call	1 Medic
Uncx/Shooting/Stabbing	1 Medic, Captain 1
EMS Standby	1 Medic, Captain 1
Motor Vehicle Accident	1 Fire Company, 1 Medic, Captain 1
Vehicle Fire	1 Fire Company, 1 Medic
Residential Fire Alarm	1 Fire Company
Residential Structure Fire	3 Fire Companies, 2 Medics, Captain 1
Commercial Fire Alarm	1 Fire Company
Commercial Structure Fire	3 Fire Companies, 2 Medics, Captain 1
Brush Fire	1 Fire Company
Carbon Monoxide Alarm	1 Fire Company, 1 Medic
Gas Leak Outside	1 Fire Company, 1 Medic
Gas Leak Inside	2 Fire Companies, 1 Medic, Captain 1
Odor Investigation	1 Fire Company, 1 Medic
Fuel Spill	1 Fire Company
Outside Fire	2 Fire Companies, 1 Medic, Captain 1
Missing Person	1 Fire Company, 1 Medic, SOT, Captain 1
Smoke Investigation/Burn	1 Fire Company
Wires Down	1 Fire Company
Tree Down	1 Fire Company
Structure/Trench Collapse	2 Fire Company, 2 Medic, Captain 1, SOT
Aircraft Emergency/Crash	3 Fire Companies, 2 Medic, Captain 1, SOT
Boating Accident	1 Fire Company, 1 Medic, Captain 1, SOT, Fire Boat (SML)
Flat Water Incident	1 Fire Company, 1 Medic, Captain 1, SOT
Swift Water Incident	1 Fire Company, 1 Medic, Captain 1, SOT
Water Incident (SML)	1 Fire Company, 1 Medic, Captain 1, Fire Boat
Working Fire Dispatch	1 Fire Company, 1 FM, 1 Chaplain

General Response Considerations

- A. For residential and commercial structure fires where mutual aid is utilized, a minimum of three Franklin County fire companies must be dispatched. The exception is the town of Rocky Mount Volunteer Fire Department.
- B. Outside Fires are smaller structures or rubbish fires more than 10 feet from any structure (shed, debris pile, trash, etc.). Any fire within 10 feet of a structure shall be dispatched as a residential or commercial fire.
- C. Chimney Fires will be dispatched as residential structure fires.
- D. When Captain 1 is dispatched, either Captain 1 or Lieutenant 1 shall respond or monitor the event. If monitoring, the dispatch must be acknowledged on the operations channel.
- E. When an EMS call is received for service, staffed units should respond and mark enroute within 60 seconds.
- F. When a Fire call is received for service, FCDPS staffed units should respond and mark enroute within 80 seconds.
- G. When a fire call is received for service, the station alerted without available FCDPS career staffing will have a maximum of eight (8) minutes to have **suppression apparatus** enroute. If no suppression apparatus is enroute within eight (8) minutes, then the second due station will be alerted.
- H. If the second due company is not enroute with fire apparatus within eight (8) minutes CAD recommendations shall be followed for next due companies.
- I. If after alerting the second due station there is no fire apparatus enroute, the emergency communications center shall notify the on-duty Fire/EMS Operations Captain/Lieutenant and the call be dispatched following his/her advice.
- J. For fire responses, any line officer (Lieutenant or above) or on scene apparatus may disregard responding apparatus, however, in doing so they assume all responsibility and liability for the incident.
- K. For EMS responses, any provider that is capable of serving as an attendant-in-charge (AIC) may disregard responding apparatus, however, in doing so they assume all responsibility and liability for the incident.
- L. It is highly recommended that no resource be disregarded until responders are certain that adequate personnel and resources are available to manage the incident.
- M. When apparatus response is canceled by the caller, the officer/member in charge may elect to continue to the scene to verify services are no longer required.

- N. Tree down calls: Fire companies will be dispatched to tree down calls that involve power lines or into a structure.
- O. FCDPS Chaplains shall be dispatched to DOAs, CPRs, and on the working fire dispatch. Chaplains may add onto to structure fire events or be requested by the Incident Commander. Refer to SOG GEN2 for more information on the Chaplain program.
- P. Upon hearing an onscene report of smoke or fire showing, the dispatcher shall update the event to a “working fire” and dispatch the working fire dispatch response plan. In addition, any line officer (Lieutenant or above) or chief officer may declare a working fire and instruct the dispatcher to upgrade as such.

Career Personnel Responding in Fire Apparatus

Where FCDPS staff are assigned to stations with fire apparatus, the following procedures shall apply:

- Career personnel will respond in fire apparatus to suppression events including residential fires, commercial fires, vehicle fires, and brush fires. For all other event types, staff shall respond in the EMS unit to investigate and provide assistance. Additional response requirements are pursuant to the fire companies’ memorandum of understanding (MOU). MOUs are attached to this policy.
- Career staff will mark the medic unit out of service over the radio if there are not enough personnel to keep the medic unit in service.
- **Structure fire events:** When FCDPS staff respond in fire apparatus, the Shift Supervisor or Incident Commander should determine the need for adding an additional medic unit to the call for a total of two.
- **Tree down events:** Career staff shall not place an EMS unit out of service for these events. Medic units may respond to these calls aiding the responding fire company. The officer-in-charge of the EMS unit must maintain situational awareness by monitoring the radio and reroute/respond to any emergency medical events to which they are the closest unit.
- **NFIRS Reporting:** FCDPS staff shall complete a NFIRS report for the unit they respond in. Volunteer agencies shall complete a separate NFIRS report capturing the actions of volunteer personnel.

FRANKLIN COUNTY DEPARTMENT OF PUBLIC SAFETY

AGREEMENT REGARDING PUBLIC SAFETY STAFF RESPONDING FIRE APPARATUS TO CALLS DISPATCHED TO THE FERRUM VOLUNTEER FIRE DEPARTMENT

A need to establish a written fire apparatus response protocol has been discussed between the Public Safety administrative staff and Daryll Shively, District Chief of the Ferrum Volunteer Fire Department (Company 3) in order to provide better service to citizens. During these discussions there has become a need to establish a fire apparatus response protocol for Public Safety Career Staff responding Company 3 apparatus.

This protocol allows trained and qualified Public Safety staff to respond the appropriate fire apparatus, from Company 3, to all fire calls, including those located in 1st, 2nd and 3rd due areas dispatched to Company 3. With this agreement all Public Safety staff will need to review and be cleared by Company 3 approved personnel to operate each unit before responding that unit.

Effectively immediately upon signing this agreement, Public Safety staff will respond the appropriate fire apparatus from Company 3 as outlined below and when the crew is available.

Response Protocol

Incident Type

Brush fire
Chimney fire
Fire alarm
Residential structure fire
2nd due for residential fire
3rd due for any fire

Unit to Respond

Brush 3
Engine 3
Engine 3
Engine 3
Engine 3 or Tanker 3 (if cleared to respond Tanker 3)
Ambulance

Ferrum

This agreement between the Fork-Mountain Fire Department and the Franklin County Department of Public Safety serves to improve fire service provided to the citizens of Franklin County.

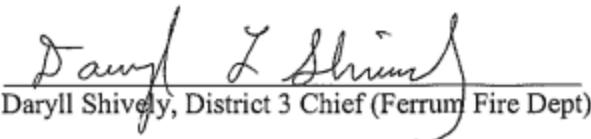
Signature:



William Ferguson, Director of Public Safety

Date: 9/24/19

Signature:


Daryll Shively, District 3 Chief (Ferrum Fire Dept)

Date: 9-24-19

FRANKLIN COUNTY DEPARTMENT OF PUBLIC SAFETY

AMENDMENT TO THE CURRENT AGREEMENT REGARDING PUBLIC SAFETY STAFF RESPONDING FIRE APPARATUS TO CALLS DISPATCHED TO THE BOONES MILL VOLUNTEER FIRE DEPARTMENT

A need to change the fire apparatus response protocol has been discussed between the Public Safety Director Billy Ferguson, District Chief Riley Peters, and members of the Boones Mill Volunteer Fire Department (Company 7). The goal of this discussion is to come to a resolution in order to provide better service to the citizens in the Company 7 first due service district. During these discussions it has become obvious of the need to amend the fire apparatus response protocol for Public Safety Career Staff at Company 7. Currently, our protocol allows trained and qualified Public Safety staff to respond the appropriate fire apparatus to all fire calls. This amendment to the previous agreement will allow the Public Safety staff to respond the appropriate apparatus on all first due fire calls for which Company 7 is dispatched.

Effectively immediately upon signing this agreement, Public Safety staff will respond the appropriate fire apparatus from Company 7 as outlined in the Boones Mill Volunteer Fire Department Standard Operating Guidelines Policy #3 (See attached) when the crew is available. The crew will only respond fire apparatus if they meet the qualifications outlined for responding appropriate apparatus. Any deviation from the BMVFD SOG Policy #3 shall only be at the direction of a Company 7 line officer.

This agreement between the Boones Mill Volunteer Fire Department and the Franklin County Department of Public Safety serves to improve fire service provided to the citizens of Franklin County.

Signature: W. B. Ferguson
William Ferguson, Director of Public Safety

Date: 10/9/19

Signature: Riley Peters
Riley Peters, District 7 Chief (Boones Mill Fire Dept)
Date: 10/9/19

BOONES MILL VOLUNTEER FIRE DEPARTMENT

Standard Operating Guidelines

Date:

Title: S.O.G. Policy #3 – Driving Emergency Vehicles and Response To and From Alarms

Applicable to: Members and Public Safety personnel that drive vehicles owned or operated by the Boones Mill Volunteer Fire Department

This policy contains Category I-III offenses that will be governed by the membership committee as defined in the S.O.G. Violation/Corrective Actions section.

Overview

Rapid response to emergency incidents is the key to saving life and property. Nothing can be more detrimental to public opinion than to take a life or an “innocent” victim in the process of responding to assist “others”. Judgment and a high sense of vehicle safety awareness should be used at all times. The following represents the rules, regulations and procedures that are the policy of the Boones Mill Volunteer Fire Department:

1. Emergency personnel will at all times, drive and operate emergency vehicles in manner consistent with safety and due regard for the welfare of the public. The Department S.O.G's will govern the operation of all vehicles.
2. Personnel driving emergency vehicles will be 18 years of age for vehicles weighing 20,000 LB GVW or below, or 21 years of age for all vehicles. All drivers must possess a valid operators license issued by the Department of Motor Vehicles and the State of Virginia, a current EVOC certification, and a minimum of 5 hours of qualification time per apparatus for all members 21 years of age or older. All drivers 18-21 years of age must have a minimum of 10 hours of qualification time per apparatus. All drivers will receive their driving privileges after clearance is granted by the department training officer.
3. Members 18 to 21 years of age may drive vehicles non-emergency only, as directed by the officer in charge.
4. Operators of Boones Mill emergency vehicles shall be a member of the department or an employee of the Franklin County Department of Public Safety that has been checked out on equipment stationed at Boones Mill.
5. All fire vehicle drivers must know pump operations, maintenance procedures, and control of the apparatus on and off the scene.
6. All personnel shall wear seat belts while vehicle is in motion. Vehicle will not leave on emergency calls until all personnel are seated and seat belted in a riding position.
7. Riding on tailboards, hose beds, side steps, or any other non-protected area is strictly prohibited while responding to any emergency.

8. At all times, the driver shall operate the vehicle so that it can be controlled in the event of unforeseen circumstances, such as vehicle stopping in front of you or vehicles turning unexpectedly.
9. During emergency response or non-emergency travel, drivers of emergency vehicles shall come to a complete stop at all unguarded railroad crossing. Drivers shall assure it is safe to proceed prior to crossing ANY railroad track(s).
10. An emergency vehicle, that is approaching a school bus that is taking on or unloading children, will come to a complete stop and will not proceed until such time as the flashing red lights are turned off by the school bus driver. Extreme caution shall be exercised in school zones when children are present.
11. In response to calls, no department vehicle shall pass another vehicle unless it is delayed, disabled or approval is given by the lead unit.
12. Drivers must exercise care in placing vehicles at emergency scenes. The driver shall not drive over a charged hose line until the officer in charge is notified so as to protect members on the nozzle. *No private vehicle responding is to enter driveway of emergency scene address. Exception: If you can park completely out of the driveway and any turn around spot, i.e., field, woods*
13. *It is the driver's responsibility to insure that the area behind a vehicle is clear before backing that vehicle. The driver should have a guide in place to direct the vehicle in a safe manner. If you do not have a guide your GOAL is G- Get
O- Out
A- And
L- Look*
14. Smoking is prohibited by all personnel while in a fire department vehicle. While on scene, smoking shall be restricted to areas away from the incident, such as personal vehicles or rehab areas.
15. Personnel under the influence of alcohol or other mind altering substances shall be prohibited from responding to or operating at emergency incidents, or be on any fire department property.
16. If tire chains are on vehicles, vehicles will not be driven at speeds greater than 35 mph.
17. The following is the equipment order for alarm response:
 - A. *Structure/Residential fires – Engine 7, Tanker 7, Pumper 7, Rescue 7
Chimney fires – Tower 7, if needed
Commercial Structure fires to include all businesses, schools and places of assembly – Engine 7, Tanker 7, Pumper 7, Tower 7.*
 - B. *Auto accidents – Pumper 7, Crash 7, Tanker 7
Auto accident with fire – Engine 7 to replace Pumper 7 and Tanker 7*
 - C. *Brush fires – Brush 7, Pumper 7, Tanker 7*
 - D. *Mutual aid if requested - Tanker 7, Engine 7,
To Roanoke County – Tanker 7, Engine 7 and Tower 7 if requested
To Town of Rocky Mount – Engine 7, Tanker 7 and Tower 7 if requested
Tower 7 goes only on commercial structure fires, businesses, schools and places of assembly on initial call. If requested on all other calls.*

- E. Haz-mat – Tanker 7, Engine 7, unless directed by an officer or command.
- F. When weather conditions dictate, Brush 7, Pumper 7 will be initial response. All equipment will be chained if conditions require the use of chains.
- G. When Specific equipment is called for, respond only that equipment.
- H. Response to fill other stations or for standby at a particular area will be non-emergency responses.
- I. Exceptions to the above order may be authorized by the officer in charge, incident command, or if common sense dictates otherwise.
- J. *E.M.S. Response*
 - 1. *All medical calls – Med Unit, Tahoe if needed and other apparatus as requested.*
 - 2. *Structure Fires – park so you will be headed out. (Remember to position out of the way for fire apparatus.) If you go down the driveway, remember fire apparatus may lay a line down the driveway and you will be blocked in.*
 - 3. *Auto Accidents – ambulance and crash truck position as close to accident as possible, with crash truck, passed the accident for tools off back of truck, ambulance position to get out.*

18. 1. Apparatus Arriving on scene.

- A. Structure fire – give size up (what do you see).
- B. Establish Command – Command may be passed by radio if capable person en-route. Can only be passed once by radio to other arriving unit or personnel. If command is past again it is required to be in person and to an officer.
- C. First arriving apparatus must consider if fire or heavy smoke is showing and whether to lay a supply line in from the road.

2. Motor Vehicle Accidents

- A. Establish command, scene size up. Determine entrapment, what damage and where damage is located, i.e., front end, on top, heavy equipment.
- B. Pumper 7 will position behind the accident but close enough to take charged line off of truck for extrication if needed.
- C. Brush fire – position as needed.
- D. Mutual Aid – as needed or directed.
- E. Hazmat – Engine 7, Tanker 7, Rescue 7 unless directed Differently by command or an officer.
- F. It will be up to the person in charge to establish people to direct traffic, safety officers, 2 in 2 out rule as needed. Everyone is expected to help out with safety on scene.

19. If a call is received in the Company 7 service area and a neighboring agency is first to arrive on scene and determines that they can handle, Company 7 will continue response non-emergency to assist other agency and assist in securing scene.

20. All members on an emergency call will return to the building to help with cleaning and returning the equipment to service, unless released by the officer in charge.
21. 1. Minimum personnel responding on apparatus.

Engine 7	>>>>>	2
Pumper 7	>>>>>	2
Tanker 7	>>>>>	2
Brush 7	>>>>>	2
Crash 7	>>>>>	2
Tower 7	>>>>>	2
Rescue 7	>>>>>	2

2. Tower 7 must have at least 1 certified driver operator on board
3. Anytime Tower 7 is in operation there must be at least 2 people certified in aerial Operations. A minimum of 1 person in basket and 1 person on turn table.
4. If Tower 7 is pumping there must be one additional trained pump operator.
5. Other trained personnel, Public safety or other pump operators that are qualified, may operate these positions.
6. The driver operator or Company 7's highest ranking officer on scene with the Boones Mill Fire Department, have the responsibility of safety and final say in the operations of Tower 7.