

911 Storm Mode

In the event the 911 Center starts getting a large volume of storm related calls, the 911 Center will go into "Storm Mode"

This is to reduce all radio traffic for NON EMERGENCY CALLS

Level One

1. For an isolated weather event that affects a single district or area (example a township that has multiple fire districts)

2. When the 911 Center receives multiple storm related calls (3 or more) in multiple fire districts, the Fire Department will be toned out to report to your firehouse for storm related calls.

Officer in charge shall call the 911 Center by phone to get the call information

The Dispatched Department is asked to have someone available at the firehouse at all times, until you're back in service, to relay any additional calls from 911, this will be done by phone

Any pole number shall be relayed through your station by phone (if you have multiple, please make a list with the pole # and address then call 911)

NO ETA'S FOR ULTILITY COMPAINIES WILL BE GIVEN OUT, as they will most likely also be busy

3. NO ADDITONAL CALLS WILL BE DISPATCHED BY 911, any additional calls related to the weather event shall be relayed through the Incident Commander or the Station

4. Emergency Calls, not related to the weather event, will be dispatched as normal

Level Two

1. Level two is to be used for a planned weather event that would potentially affect the whole county or when an isolated weather event affects more than one township

2. When the 911 Center receives multiple storm related calls (3 or more) in multiple fire districts, the Fire Department will be toned out to report to your firehouse for storm related calls.

Officer in charge shall call the 911 Center by phone to get the call information

The Dispatched Department is asked to have someone available at the firehouse at all times, until you're back in service, to relay any additional calls from 911, this will be done by phone

Any pole number shall be relayed through your station by phone (if you have multiple, please make a list with the pole # and address then call 911)

NO ETA'S FOR ULTILITY COMPAINIES WILL BE GIVEN OUT, as they will most likely also be busy
3. The 911 Center will send an ALERT TONE on the Dispatch Frequency to announce when the 911 Center switches to STORM MODE
4. Utilize your Ground Channels, Leave Fire COM clear for EMERGENCY Transmissions ONLY, PLEASE keep ALL Radio traffic to a minimum
5. Please designate one (1) unit (Chief, OIC or Station) to communicate with 911 by radio
6. If you must call the 911 Center for NON-EMERGENCY needs, please use a landline or cell phone
7. In the event the storm is more wide spread throughout the County, the 911 Center will use the ALL FIRE PAGE and request all Firehouses to be manned, the Officer in charge shall call by phone when your station is manned and ready for the NON-EMERGENCY (STORM RELATED) calls in your district
8. ALL EMEGENCY CALLS (Structure Fires, MVA's, Vehicle Fires, any Mutual Aid Request, anything you would be normally dispatched for except for storm related) will be dispatched as normal, these calls WILL BE HIGHER PRIORITY for Radio Transmissions
9. We understand, your district may not always be reached by your Ground Channel in all parts, please attempt communications by cell phone first, if you must use Fire Com, please keep Radio Transmissions to a minimum
10. Call times will NOT be given out during STORM MODE, you may call to notify 911 that your Department is back in service
11. NO ANNOUNCEMENTS WILL BE DONE DURING STORM MODE
12. The 911 Center will send an ALERT TONE on the dispatch frequency to announce when they are back in NORMAL OPERATIONS
<u>DEFINITIONS</u>
Storm Mode - When it is determined by the staff at the 911 Center, call volume is higher than normal daily operations
Storm Related Calls - Shall be defined as non-life-threatening calls; i.e.: Tree/Wires/Pole Type Calls, Cellar Pump Outs, Non-Life-Threatening Flooding Conditions
Normal Operations - When the 911 Center's call volume returns manageable for daily operations for a normally staffed shift