



Washington Township Fire Department Special Order

Topic: CAD Call Stacking Mode	Effective Date:	
	Revised Date	

Background

The department is preparing for a potential large increase of calls that will exist area, county, and state wide. Mutual aid departments will be facing the same challenges. In order to prepare for this large influx of incidents, a “Call Stacking Mode” has been programmed into the RDC’s CAD. This mode allows for low priority incidents to be placed in a “pending” status until units are available to handle them. By placing low risk/low priority calls in pending, higher risk/higher priority calls can be handled first and use of mutual aid dependence can be reduced.

Authority

The fire chief (or his designee) holds the sole authority to enact the call stacking mode and this decision will be made quickly based on the current situation. The RDC duty sergeant will then be notified by a chief officer to enact the “Call Stacking Mode” in CAD. The fire chief (or his designee) will also determine when “Call Stacking Mode” will be turned off. The RDC duty Sargent will again be contacted to turn the mode back off. An announcement over Active911, CrewSense, and Email will be made to all members that “Call Stacking Mode” has been enabled or turned off.

Process

When “Call Stacking Mode” is enabled, calls will be dispatched as normal, however if no Washington Township Units are available, those call types listed below will be placed in a pending status until units are available and no mutual aid units will be utilized to handle these incidents. Other incident types will be dispatched as normal and mutual aid will be requested as usual. If units are assigned to one of these low priority incidents and a higher priority call comes in, they may remove themselves from the low priority incident in order to handle the high priority incident. The low priority incident will then be placed back into pending status. Crews should make every effort to clear scenes quickly and remain in service. This means leaving situations (like wires down) that are not hazardous or can be mitigated in other ways (utilizing police, public works, or just cones or tape to flag the area).

CO Alarm W/O Illness
 Elevator Rescue W/O Illness
 Fire Alarm in Residence
 Fires – 08 Small Grass
 Fires – 11 Tree
 Investigation – Illegal

Investigation –MISC
 Investigation – Smoke
 Investigation - Wires
 Lift Assist
 PD Request EMS/Fire
 Water Incidents – Street Flooded

Monitoring

The pending screen should be monitored by staff (Chief Officer) for incidents that may need to be re-triaged and priority increased or decreased. This can be accomplished from any MDT screen. Should a call response need changed, this request should be transmitted directly to the fire dispatcher on 57RDC1.