



Rogers Fire Department Standard Operating Procedures

Policy Title:	Field Operations Response and Staffing		
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PURPOSE

The purpose of this policy is to provide guidelines and procedures for emergency incident response, including types of emergencies and the number and type of apparatus to respond. Daily staffing assignments are also contained in this policy.

POLICY

The composition of staffing and the manner in which responses to specific calls are made is complex. This policy outlines the assignments generated by the Computer Aided Dispatch System (CADS), including calls for mutual aid. When answering mutual aid calls, our first concern is keeping protection available for our City while also providing assistance to those who are requesting help. Responses outside of RFD response boundaries should be based on CADS recommendations unless other unforeseen circumstances exist. Fire apparatus that respond out of the city require the notification of the Fire Chief or Deputy Chief of Operations.

Apparatus assignments are determined by proximity, GPS-based dispatching through the CADS. Company officers may self-assign to calls when they are closer than the units/companies assigned by dispatch. When this occurs, it is important to return the assigned unit to service so as not to duplicate effort. Companies should refrain from self-assignment unless absolutely sure they are the closest and most appropriate company/unit.

Minimum staffing shall not be less than thirty-five (35) members per shift, although the shift shall be effectively scheduled to accommodate a thirty-six (36) person minimum. Time periods and days identified as “peak volume” may see an additional medic unit placed into service at the discretion of the Deputy Fire Chief of Field Operations and Citywide Tour Commander. All fire suppression units (except for brush units and staff vehicles) will be required to respond with a crew equal to or greater than three. Medic units will be required to respond with a crew of two or greater. Companies must be kept intact at all times. Exceptions to these circumstances require approval of the Battalion Chief and notification of the Fire Chief.

Minimum staffing at each of the fire stations shall follow the following matrix:

Station	Company	40 On Duty	39 On Duty	38 On Duty	37 On Duty	36 On Duty Scheduled Minimum	35 On Duty Actual Minimum
1	Ladder 1	4	4	3	3	3	3
	Medic 1	2	2	2	2	2	2
	BC 1	2	2	2	2	2	1
2	Engine 2	4	3	4	3	3	3
	Rescue 2	3	3	3	3	2	2
	Medic 2	2	2	2	2	2	2
3	Engine 3	3	3	3	3	3	3
4	Engine 4	3	3	3	3	3	3
	Medic 4	2	2	2	2	2	2
5	Ladder 5	4	4	3	3	3	3
	Medic 5	2	2	2	2	2	2
6	Engine 6	3	3	3	3	3	3
7	Engine 7	3	3	3	3	3	3
8	Engine 8	3	3	3	3	3	3

If scene size-up or information received during responses indicates the need for additional resources, all on-duty resources will be available for assignment. Mutual aid and additional alarms should be considered early and immediately requested if needed.

When simultaneous incidents occur, the appropriate company officer shall have discretionary authority to allow companies to divert from lower priority calls to

higher priority calls. This diversion should only occur during times when companies can have a positive affect on life safety and/or property conservation.

Company Officers shall have the authority to temporary deviate from this policy should special circumstances, information or incidents arise that, in the officer's best judgment, justify a temporary modification to this response policy.

When staffing brush fire units, the firefighter from the engine company should depart the engine and drive the brush unit. Brush units will not respond alone to calls for service – they will always be staffed appropriately by their companion company.

Apparatus Assignment Classifications and Capabilities

E = Engine Company L = Ladder Company R = Rescue Company
 BFU = Brush Fire Unit Med = Medic BC = Battalion Chief
 FC = Fire Company ARFF = Airport Fire Rig LFD = Lowell FD

Assignment Class	Apparatus Designated (Optional Based On Zone)
A	3E 1L 1Med 1R 1BC
A (High Rise)	3E 2L 1Med 1R 1BC
A (Lowell Auto Aid)	3E 1L 1Med 1R 1BC LFD
B	1E 1L 1Med 1R 1BC
C	2E 1L 1BC
D	2E 2L 1R 1Med 1BC
D (Water Rescue)	2E 2L 1R 1Med 1BC Boat
E	2FC + BC
F	1L 1FC 1Med 1BC
G	1FC 1Med
H	1FC
I	1Med
J	2FC 1BFU
K	ARFF 1E 1L 1Med 1R 1BC
L	2FC
M	1FC 1R 1Med 1BC
W	2BFU R2 1Med 1BC
X	1E L5 Boat 1R 1BC (1Med)
Y	L5 1R 1E 1BC (1Med)
Z	L5 1R 1FC 1BC (1Med)
XNA	1E 1R 2Med 1BC
MCI	3FC

CALL TYPE	RESPONSE TYPE	ASSIGNMENT CLASS	GREATER ALARM
Aircraft Emergency	Emergency	K	Class D Assignment

Aircraft Emergency (at XNA)	Emergency	XNA	XNA
Animal Rescue / Emergency	Non-Emergency	H	H
Assist Other Agency (Police, etc)	Non-Emergency	H	H
Assist with Lifting	Non-Emergency	H	H
Building Fire (Commercial, Multi-Family or Industrial)	Emergency	A	2 ND – 4 TH Alarms
Building Fire (High Rise, Site Specific)	Emergency	A + 1 Ladder	2 ND – 4 TH Alarms
Business Alarm	Emergency	H *Target Hazards - E Class	Class A Assignment
Car Fire	Emergency	H	Class A Assignment
Carbon Monoxide No Symptoms	Non-Emergency	H + Gas Monitor	Class B Assignment
Carbon Monoxide With Symptoms	Emergency	B	B
Child/Pet or Medication Locked in a Vehicle	Emergency	H	H
Dumpster Fire	Emergency	H	Class A Assignment
Electrical Line Problem	Emergency	H	H
Elevator Rescue	Emergency	H + Rescue	H
Fluid Spill	Emergency	H	Class D Assignment
Grass Fire	Emergency	Modified L or J	Class A Assignment
Hazardous Materials Release / Emergency	Emergency	D	D
House Fire	Emergency	A	2 nd – 4 th Alarms
Investigate Odor Unknown	Emergency	H + Rescue	H
Investigate Fire Outside	Emergency	H	H
Major Emergency	Emergency	ALL	N/A

Medical Emergency Priority 1	Emergency	G	G
Medical Emergency Priority 2	Emergency	I	I
Motor Vehicle Accident	Emergency	G	Class F + Rescue
Motor Vehicle Accident – Extrication Probable	Emergency	F + Rescue	F
Move Up	Non-Emergency	Variable	N/A
Natural Gas Leak or Odor	Emergency	H+ Rescue	Class D Assignment
Railroad Emergency	Emergency	F + Rescue	Class D Assignment
Rescue, Technical	Emergency	D	D
Residential Fire Alarm	Emergency	H *Target Hazards - E Class	Class A Assignment
Smoke Detector Sounding	Non-Emergency	H	H
Smoke Inside the Building, Investigate	Emergency	C	Class A Assignment
Smoke Outside, Investigation	Emergency	H	H
Still Alarm, Public Service	Non-Emergency	H	H
Water Rescue	Emergency	D	D
Water Rescue / Limited Threat	Emergency	M	Class D Assignment

Dispatch Modes of Operation

The dispatch center, under certain circumstances and with the approval of the Fire Chief, may place itself into specific modes of operation to change response assignments. These modes will temporarily modify assignments to meet heightened risk or call volume. Modes of operation and their impact are described below:

Red Flag Mode – Automatically adds a Brush Unit to Grass Fire, Outdoor Fire Investigation, and Smoke Outside Investigation call types.

Storm Mode – Reduces assignments to Business Alarms at target hazards from two fire companies and the tour commander to a single company and reduces Water Rescue / Limited Threat to single company responses.

Specialized Response Plans

Responses to business fire alarms at target hazards shall receive a different response plan than is established by the table above. Target hazards are defined as those buildings or occupancies that meet the following criteria.

- All schools during the hours of Monday-Friday between the times of 7a to 5pm
- Healthcare facilities that have overnight patients, high life hazard, or multiple occupants unable to self-evacuate
- Hotels over three stories in height
- Office buildings over three stories in height
- Industrial facilities that rank as high hazard occupancies based on Risk Reduction Division criteria

Buildings currently meeting this definition shall be maintained in this policy.

Bellview Elementary	5400 S Bellview Rd
Janie Darr Elementary	6505 S Mt. Hebron Rd
Eastside Elementary	505 E New Hope Rd
Fairview Elementary	3131 W Garrett Rd
Bonnie Grimes Elementary	1801 S 13 th St
Grace Hill Elementary	901 N Dixieland Rd
Russell D. Jones Elementary	2926 S 1 st St
Joe Mathias Elementary	1609 N 24 th St
Northside Elementary	807 N 6 th St
Old Wire Elementary	3001 S Old Wire Rd
Reagan Elementary	3904 W Olive St
Frank Tillery Elementary	211 S 7 th St
Westside Elementary	2200 W Oak St
Elmwood Middle School	1610 S 13 th St
Kirksey Middle School	101 W Price Ln
Lingle Middle School	901 N 13 th St
Oakdale Middle School	511 N Dixieland Rd
Rogers Heritage High School	1114 S 5 th St
Rogers High School	2300 S Dixieland Rd
Rogers New Technology High School	2922 S 1 st St
Rogers Pre-Kindergarten Center	2710 N Woods Ln – Little Flock
Arkansas Arts Academy	506 W Poplar St
Arkansas Arts Academy	2005 S 12 th St
Haas Academy School	121 West Poplar St
Office Tower	5414 W Pinnacle Pointe Dr

Office Tower	5417 W Pinnacle Pointe Dr
Office Tower	3300 S Market St
Office Tower	901 N 47 th St
Office Tower	903 N 47 th St
JB Hunt Building	3333 S Pinnacle Hills Parkway
JB Hunt Tower	5100 W JB Hunt Dr
Benchmark Office Tower	1805 N 2 nd St
SERCO Office Tower	710 W Roselawn Dr
Embassy Suites Hotel and Spa	3303 S Pinnacle Hills Parkway
Fairfield Inn and Suites	4611 W Rozell St
Candlewood Suites	4601 W Rozell St
Hyatt Place Hotel	4610 W Walnut St
Holiday Inn Hotel	1803 S 52 nd St
Staybridge Suites	1801 S 52 nd St
Country Inn and Suites	4304 W Walnut St
Aloft Hotel	1103 S 52 nd St
Mainstay Suites	301 S 45 th St
Residence Inn	4611 W Locust St
Homewood Suites	4302 W Walnut st
Hampton Inn	4501 W Walnut St
Microtel Inn and Suites	909 S 8 th St
Mercy Medical Center	2710 S Rife Medical Lane
Mercy Physicians Plaza	2708 S Rife Medical Lane
Jamestown Health and Rehabilitation	2001 S Hampton Pl
Innisfree Retirement Community	300 S Innisfree Circle
Highlands of Rogers	1149 W New Hope Rd
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Green Acres Easy Living	2407 W Oak St
Apple Blossom Retirement Center	2501 N 22 nd St
Ashley Health and Rehabilitation	2600 N 22 nd St
Innisfree Health and Rehabilitation	301 S 24 th St
Mt. Carmel Community	2200 W Laurel Ave
Highlands of NWA	1513 S Dixieland Rd
Bekaert	1 W Bekaert Dr
Glad Manufacturing	1700 N 13 th St
FM Corp	3535 W Hudson Rd
Tyson Downtown Plant	212 E Elm St
Tyson Chicken Quick	400 W Olrich St
Tyson – TDC	402 W Olrich St
Pinnacle Health and Rehabilitation	1101 South Promenade Blvd
Magnolia Place Alzheimer's Center	2000 S Hampton Pl
Center for Non Profits	1200 W Walnut Street
Primrose Retirement Center	650 S Dodson Road

Responses to building fires in occupancies meeting the definition of a high-rise building are also maintained in this policy. High-rise buildings are considered those with more than three floors about the ground level.

Haas Academy School	121 West Poplar St
Office Tower	5414 W Pinnacle Pointe Dr
Office Tower	5417 W Pinnacle Pointe Dr
Office Tower	3300 S Market St
Office Tower	901 N 47th St
Office Tower	903 N 47th St
JB Hunt Building	3333 S Pinnacle Hills Parkway
JB Hunt Tower	5100 W JB Hunt Dr
Benchmark Office Tower	1805 N 2nd St
Embassy Suites Hotel and Spa	3303 S Pinnacle Hills Parkway
Fairfield Inn and Suites	4611 W Rozell St
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