

## High Volume Events Plan (STORM PLAN)

When a weather event impacts the ability of the 9-1-1 staff to immediately dispatch fire service calls and manage incoming radio traffic these procedures shall be implemented:

- Fire Dispatch will take place on the paging channel and simulcast on Viper Fire 1.
- All communications between fire department personnel and Randolph Communications will take place on Viper Fire 2 after dispatch.
- Radio transmissions should be limited to checking en-route, arrived on scene, returning and complete.
- Radio traffic should be limited to 2 non-combat units and all apparatus. All other radio traffic between department personnel should take place on a TAC Channel.
- Randolph Communications will cease re-announcements as needed as we proceed through the event.
- Do not ask an ETA from power companies unless there is an immediate life hazard. Power companies will not give an ETA as their call volume grows.
- In the event fire department personnel come upon downed trees or other service call related incidents it is not necessary to call this in on the radio. Fire Departments should document all of these activities and Randolph County Emergency Services staff will assist with obtaining incident numbers after the event.
- If a Fire Chief (or other chief officer) determines that weather conditions are too severe and unsafe for response, then he/she must notify Communications (preferably via radio). The Fire Dispatch Telecommunicator will continue to page / assign fire departments for all calls. Fire Department personnel should document the information and respond as soon as possible. An example of unsafe weather conditions might include sustained winds over 50 mph.

### Activation

Forecasted Weather: Randolph County Emergency Management will schedule a conference call with Randolph County Fire Departments. At that time fire departments will be notified of the division of fire dispatch radio communications.

In the event of unexpected circumstances that increase the fire service call volume this procedure will be activated as soon as practical, based on available personnel in the 9-1-1 center.

### Procedure for activation:

#### Activate All Call FIRE page group

- Alert one
- “Attention all stations, the storm plan is now in place. Fire Channel one will be used for dispatching only. Fire channel two will handle all other radio traffic. No SHP or Power company ETAs will be available.”
- Send an all-users text page (Page –G) with the same information as above. This will assist in keeping routine traffic off of Fire channel 1.