

## Introduction

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<b>Purpose</b>	This document describes the Multiple Incident Procedure (MIPs) to follow when managing calls during busy periods.
<b>Criteria</b>	Use this procedure at times when the Communications Centre (ComCen) receives more calls than can be managed under normal circumstances. For example, during severe weather, Civil Defence emergencies or a ComCen Outage triggering manual operations.

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## Procedure

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<b>Declaration</b>	<p>The ComCen will announce a MIPs declaration over the radio and via pager with a general broadcast message.</p> <p>This announcement will be repeated periodically via radio.</p>
<b>Notifications</b>	<p>ComCen will:</p> <ul style="list-style-type: none"><li>• notify on call Commanders who should monitor the level of operational activity</li><li>• decide the geographical area of the MIPs notification which may be determined by the Channel or ComCen configuration and local needs.</li></ul>
<b>Operations</b>	<p>During multiple incidents there may be more calls than available appliances.</p> <ul style="list-style-type: none"><li>• Calls involving life risk will be given priority over property risk.</li><li>• Verbal announcements will not normally be provided, except where multiple calls or persons reported are identified.</li><li>• All incidents will be downgraded to one appliance, with the exception of multiple calls and / or persons reported.</li><li>• The ComCen shift manager may determine an adhoc response when appropriate.</li></ul>
<b>Radio messages</b>	<p>Radio traffic must be minimised during a MIPs declaration.</p> <p>The only radio messages required during MIPs will be:</p> <ul style="list-style-type: none"><li>• MSU status messages (includes Arrival messages)</li><li>• Assistance messages</li><li>• Stop messages (brief, preferably a K-Code).</li></ul> <p>Do not transmit SitRep messages unless asked for by the ComCen.</p> <p>During periods of radio congestion, appliances trying to pass a 'Stop' message may be asked to standby.</p> <p>Appliances <u>must</u> remain at their location until they are either released or dispatched to another incident.</p>

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<b>Multiple incident log</b>	<p>The appliance officer in charge will record all incidents they attended on the multiple incident log. This includes any events responded to that were not dispatched via the ComCen.</p> <p>When the MIPs declaration has been stood down, crews returning to their station will share these logs with the ComCen.</p>
<b>Conclusion</b>	<p>The ComCen Shift Manager will declare MIPs is stood down when activity eases to a manageable level. This will be advised by pager during business hours and over the radio at the time.</p>

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## Related documents

The following document provides information relevant to this procedure:

- [RD1-2 FMd Multiple incident log.](#)