

MEMORANDUM

December 10, 2008

TO: Battalion 7 – C Platoon Captains

FROM: Steve Prziborowski

SUBJECT: My 5 basic expectations and day-to-day operational suggestions

1. Be safe, have fun!

- a. Wear your seatbelts at all times.
- b. If you can't put your gear on in the rig without your seatbelt staying on, you'll have to either do it when you arrive or get it donned quicker at the station.
- c. Stop at red lights and stop signs when going code 3.
- d. Train like your life depends on it – it does!
- e. Remember, we didn't cause the emergency, we're there to mitigate the emergency.
- f. Wear your PPE.

2. Take care of your personnel; take care of your customers!

- a. When driving, use common courtesy (turn signals, not pushing traffic through a red light when going code 3, etc.).
- b. Be the person to say no when appropriate.
- c. Prepare your personnel to do your job if needed; mentor and train them every day.

3. Keep me in the loop!

- a. Let me make the decision of whether it is a big deal or not.
- b. Don't come to me with problems - come to me with solutions.

4. Be nice, play nicely with others!

5. Do your job!

- a. Make decisions.
- b. Do the right thing.
- c. Enforce the rules and regulations, policies and procedures as appropriate.
- d. Set the example.
- e. Low maintenance is good.

DAY-TO-DAY OPERATIONAL SUGGESTIONS

1. Don't ask for concurrence; make the decision!

- a. Just go to the hospital to pick-up medic; have dispatch "advise me," even at 0300.

2. Radio traffic:

- a. Try not to ask dispatch for ETA's – they'll get there when they get there.
- b. Don't ask "do you have anything further?"
- c. Remember the dispatcher only cares about three things:
 - Who you are
 - The first-due area you are in
 - Are you available or unavailable?
- d. When arriving on scene, no need to say "AMR on scene, PD on scene, etc." – it really doesn't matter.
- e. The more you say – the more they have to repeat back and document.
- f. It's ok to go unavailable when needed for training, at the shop, etc. There is no such term as "delayed response" at County Communications.

3. Clearing calls for other calls:

- a. Don't feel like you have to prematurely clear a call to handle another one.
- b. The person in front of you at the time is the most important person.
- c. If you can honestly break away without affecting customer service, do it.
- d. If not, let the next due unit handle it.

4. Station coverage:

- a. Please be flexible, you may be asked to move-up to fill a non-core station; think big picture.

5. Structure fire responses / other multiple unit responses:

- a. State on the radio whether 2 in / 2 out will be established, and if so, by whom.
- b. When giving assignments, attempt to provide up to three (3) tactical objectives.
- c. Try not to break up crews; with the exception of the 1st-due engine and the Haz Mat unit..
- d. On a working incident (fire showing), the majority of the time we'll need the second alarm; don't hesitate to call it and provide the staging location.

6. When requesting or upgrading/downgrading Law Enforcement / AMR:

- a. Provide the code and nature of response

7. Administrative details:

- a. All personnel need to be responsible for their TeleStaff calendar. Don't enter a trade and assume it is approved; if there is still an asterisk, I obviously haven't seen it. An email to me when entered is a good reminder.
- b. I check email regularly, am always available for you via text message or phone: 408-205-9006 – Personal Cellular