Guidelines for the Determination of Reasonable Refusal of Service

The following guidelines may be used to determine if a refusal of service pursuant to Article II, Section 7 of the Western Wayne County Fire Department Mutual Aid Association is “reasonable” or “unreasonable.”

* A Department is not obligated to provide more than one mutual aid response at the same time to a single member community, or when one or more of its units are committed to a mutual aid request to any other member community. A Department committed to one mutual aid request is not obligated to provide additional mutual aid responses should it greatly diminish its own response capabilities or require the callback of its personnel to staff its units.
* A Department may reasonably refuse a mutual aid request if is down to its last first alarm response.
* A Department may refuse further mutual aid responses to another member community when responses have exceeded a ratio of more than 2 to 1 for a period of more than 3 months.
* Move up and fill in responses are to be reserved for long duration incidents and special circumstances.
* Mutual aid requests may be refused if the requested unit has not completed its reporting responsibilities. This is primarily related to EMS units.
* A Department may refuse to respond to priority 3 (non-emergency) EMS incidents but should make every effort to accommodate those that are determined to be priority one (emergency) at the time of the request.
* A Department is not required to provide mutual aid to a member community if the requesting member community is not able to consistently reciprocate with 4 personnel and an engine on a fire response. An adequate response can be accomplished with multiple vehicles, such as 2 on an engine and 2 on a rescue, with both responding.
* A Department is not obligated to provide mutual aid for EMS incidents to member communities that do not provide a similar EMS response model. For example, where one member community chooses to provide a BLS service or utilize a private ambulance company and the other provides an ALS service. This is related to EMS and does not affect response to fire incidents.
* Departments are encouraged to provide coverage to other member communities for pre-arranged situations such as departmental funerals, training, *etc*.
* A Department providing mutual aid may withdraw from an incident of long duration should its continued presence at the incident require a callback of its personnel for overtime, if the requesting member community has not initiated its own callback of personnel, or if any of the above guidelines would cause such a withdrawal to be considered reasonable.

Departments are encouraged to keep their elected officials apprised of potential issues that could affect the ability to provide mutual aid. If a Department believes that its mutual aid efforts are no longer “mutual,” it should discuss appropriate actions with the appropriate officials in their municipality and also inform the officers of the WWFDMAA.

If a Department intends to refuse certain types of mutual aid requests from another member community on a regular basis, consistent with these Guidelines, the Department must provide 30 days’ written notice to the other member community.

These Guidelines adopted by the Western Wayne Fire Department Mutual Aid Association on the 21st day of April, 2016