

**EL DORADO COUNTY FIRE PROTECTION DISTRICT**  
**STANDARD OPERATING GUIDELINE**

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**ARTICLE 2: ADMINISTRATIVE POLICIES**

**EFFECTIVE DATE:**

**SECTION 6: STATION HOURS**

**REVISED: 02.20.2020**

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2.6.1. District stations shall be open to the public as follows:

- A. Weekdays:  
The Administrative Office shall be open from the hours of 8:00 a.m. to 4:30 p.m. and will be closed to the public on District approved Holidays.
- B. Stations shall be open from the hours of 8:00 a.m. to 4:30 p.m. No public shall be turned away if contact is made, unless you cannot handle the problem.
- C. Stations will be closed to the public when duty assignments or emergency calls leave no available staffing at the station.
- D. All staffed stations shall establish office hours from 0800 to 0930 to be available for inspection scheduling, burn permits, etc., barring emergency calls. In addition to normal office hours, station personnel shall be available to deal with the public, when in quarters.

Strawberry (#15), Kyburz (#16), Sly Park (#18), Main Street (#26), Gold Hill (#27) and Pilot Hill (#73).

- A. Will not be open to the public unless there is a member of the Fire District on the premises.

2.6.2 Visiting Hours:

2.6.2.1. All Stations:

- A. Weekdays and weekends visiting hours for guests and families will be from the hours of 5:00 p.m. to 10:00 p.m.
- B. Holiday visiting hours for guests and families will be from the hours of 8:00 a.m. to 10:00 p.m.
- C. All personnel while in quarters will be available to the public, for questions, blood pressures, burn permits, etc. Except for emergency incidents, training or special assignments, the duty crew shall remain in quarters to greet the public and be of assistance.

2.6.3 Administration Station Security:

2.6.3.1. Minimum Administrative Office staffing shall be 2 personnel

- A. In the event staffing levels at the Administrative Office are below the minimum level of 2, the office will remain open with access doors closed and locked, public access to the building will not be allowed.
- B. When the minimum staffing level drops below 2 and the office will be closed for greater than 90 minutes, the Duty Chief shall be notified.
- C. Brief drops in minimum staffing levels, for items such as picking up the mail are exempt from this SOG.

