



REDCOM STANDARD OPERATIONAL GUIDELINE

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Approvals  DOAG Chairperson	 Communications Director	

1.0 GENERAL

- 1.1 The judgment of both dispatch and emergency response personnel is an integral part of the decision making process, taking into consideration all information received and the potential that exists.
- 1.2 REDCOM will dispatch the appropriate response to any situation that threatens Life, Safety, the Environment or Property.
- 1.3 When a request for service is received by the Dispatch Center and REDCOM does not provide services for the event or the area, the incident will be forwarded to the appropriate agency, i.e. other fire dispatch or command centers, law, utilities agencies, animal control etc.
- 1.4 REDCOM will dispatch the appropriate JPA or contract agency to handle any incident or event that is judged by the Dispatch Center personnel or emergency response personnel to be valid.
- 1.5 **Emergency incidents and calls for public service within the REDCOM service area will be dispatched according to CAD (computer aided dispatch) recommendations or backup procedures. If emergency response command personnel provide information that conflict with the CAD recommendation, the directions from the command staff will prevail.**
- 1.6 **When accurate determination of jurisdiction cannot be made by Dispatch personnel (borderline incidents where an auto aid agreement does not exist) resources from both agencies shall be notified to respond. Emergency response personnel may have accurate knowledge regarding the jurisdiction responsible for the incident and recommend a modification in the response.**
- 1.7 Dispatch personnel should attempt to verify the nature of questionable calls, however, when a positive determination of the need for emergency response personnel cannot be made quickly, the policy shall be to dispatch resources to the call. **WHEN IN DOUBT, SEND IT OUT.**
- 1.8 To determine the appropriateness of dispatching questionable non-emergency calls, dispatch personnel shall contact the on-duty battalion chief, duty chief, or ambulance supervisor of the jurisdictional agency for guidance.