

REDCOM STANDARD OPERATIONAL GUIDELINE

FIELD REPORTING OF NON-REDCOM EVENTS

Guideline G-4

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Updated Date: November 25, 2014

Approvals


DOAG Chairperson


Communications Director

4.0 FIELD REPORTING OF EVENTS

- 4.1 Responders from agencies dispatched by REDCOM are equipped with multiple types of communication equipment. REDCOM radio channels are to be used for dispatch, response, positioning and status reporting of resources which are either assigned to events or available to respond to REDCOM events.
- 4.2 It is not uncommon for responders to come across incidents such as traffic hazards, non-injury accidents, traffic control failures, vandalism, minor crimes, etc.
- 4.3 Field personnel are strongly encouraged to use REDCOM channels to report only those incidents for which REDCOM member agency resources will be committed or need to be dispatched.
 - 4.3.1 Radio reports of new events that will require a REDCOM dispatch should be announced on **appropriate control channel** as “Priority Traffic” and provide the REDCOM dispatcher with the following information:
 - 4.3.1.1. Nature of the emergency
 - 4.3.1.2. Location (address, ingress, etc)
 - 4.3.1.3. Type of resources requested
 - 4.3.1.4. Level of urgency (Code Response requested)
 - 4.3.2. Reports of incidents not associated with an existing REDCOM event and not requiring a REDCOM dispatch should be reported directly to the appropriate PSAP, utility company, public works dept, roads department, etc (via cell phone) by the unit in the field.
 - 4.3.2.1. REDCOM dispatchers should not be asked to relay requests for non-emergent situations such as traffic hazards, disabled vehicles, non-injury accidents, etc.
 - 4.3.2.2. A list of phone numbers for Sonoma County PSAPs is available from REDCOM.
 - 4.3.2.3. Out of county PSAPs should be contacted directly by calling 911.
 - 4.3.2.4. Exception: Units without cellular coverage or for whom placing a telephone call would be dangerous or inappropriate, should make their requests on the **appropriate control channel**

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