

REDWOOD DISPATCH COMMUNICATIONS AUTHORITY STANDARD OPERATING POLICY

CAD TIMERS


Policy 15

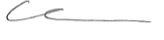
Page 1 of 3

Green denotes the most recent change

Updated Date: September 22, 2015

Approvals


Spencer Andreis
DOAG Chairperson


Aaron Abbott
REDCOM Executive Director

15.0 CAD TIMERS

15.1 There are nine types of timers that are set in CAD:

- PENDING: event in queue pending dispatch
- DISPATCHED: dispatch until response acknowledgement resource in “dispatched” status
- ENROUTE: resource enroute until at scene
- ARRIVED: resource at scene until status has changed
- TRANSPORT: resource transporting
- TRANSPORT COMPLETE: resource arrived at transport destination
- EXTENDED: (various types) resource extended at transport destination
- OUT OF SERVICE: (various types) resource out of service
- CALLBACK: field requested timer

15.2 The purpose of the timers is to visually and audibly warn Dispatch personnel when established times for the status changes have been surpassed. This alerts dispatch center personnel of the need to verify status with appropriate field resources and to take action.

15.3 Upon receipt of a “pending” timer alert, the dispatcher shall verify if there is a problem that is delaying dispatch and take appropriate action.

15.4 Upon receipt of change: an enroute timer alert

- If the resource(s) that have not responded are staffed units, the CRO shall notify the Dispatcher to re-dispatch the resource(s).
- If the staffed resource(s) does not go en route within thirty (30) more seconds, the CRO shall advise the Dispatcher to dispatch the next closest appropriate unit.

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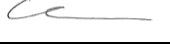
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Page 2 of 3

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- If no volunteer resources have responded, the CRO shall notify the dispatcher to re-dispatch all resources along with appropriate mutual aid.
- If at least one volunteer resource has responded and the en route timer alerts for other volunteer units, the CRO shall advise the first responding unit as to what resources have not yet responded. The unit should advise the CRO to either re-dispatch those resources, dispatch mutual aid resources in place of the original resources or to stand-by.

15.5 Upon receipt of an “enroute” timer alert, the CRO shall make radio contact with the responding resource to verify the resource is still responding.

15.6 An “arrived” timer will alert once resources are at scene until the resource status is changed. This is to remind the CRO the need to check on unit status. The CRO should analyze the type incident, conditions reports and progress reports in determining the need to verify resource safety or availability.

15.6.1 If an appropriate response is not received back from a unit the CRO must do the following in order:

1. Contact the units at scene
2. Dispatch law enforcement to the scene
3. Contact a supervisor, battalion chief, or duty chief

15.7 TRANSPORT - resource transporting

15.8 TRANSPORT COMPLETE – resource arrived at transport destination

15.9 EXTENDED – (various types) e.g. resource extended at transport destination

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Page 3 of 3

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15.10 OUT OF SERVICE – (various types) e.g. resource out of service

15.11 CALL BACK – field requested timer, e.g. Fire Incident Command timer