

REDWOOD DISPATCH COMMUNICATIONS AUTHORITY

STANDARD OPERATING POLICY

ESZ MODIFICATION AND CHANGE PROCESS


Policy 45

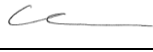
Green denotes the most recent change

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Approvals


Spencer Andreis
DOAG Chairperson


Aaron Abbott
REDCOM Executive Director

45.0 ESZ MODIFICATION AND CHANGE PROCESS

- 45.1 “Emergency Service Zones” (ESZs) are the subdivisions of each jurisdiction’s response area, and are defined by a set of irregular polygons. Response deployments for each polygon may be individually determined. Deployments may vary based on incident type. These polygons, along with their pre-determined response attributes, are used by the CAD system to make recommendations which are then displayed for the REDCOM CRO to inspect for accuracy and appropriateness prior to dispatch. Some Fire jurisdictions also provide ALS response, including transport. EMS deployments are subject to review and approval by the Local Emergency Medical Services Agency (i.e. CVEMS).
- 45.2 Polygons shall be constructed by the agency Fire Chief or EMS Operations Manager, or his/her designee, along with REDCOM Technical Services. REDCOM will aid the requesting agency with changes, updates and provide the necessary support to complete the ESZ, and then forward desired changes to GIS for implementation in the CAD map.
- 45.3 Changes to ESZs and their response attributes are sometimes necessary. If the desired changes do not affect agencies or jurisdictions outside the boundaries of the requesting jurisdiction, such requests can be forwarded to REDCOM technical staff for processing. However, when it is determined that requested modification of ESZs and their attributes will, or are likely to, affect adjacent jurisdictions, the following process must be followed:
- 45.3.1 For EMS Transport Units, it is the responsibility of the requesting agency or jurisdiction to contact in writing via USPS all other affected agencies and jurisdictions, including Coastal Valleys EMS Agency, with copies to REDCOM, giving at least 30 days advance notice. If an affected agency or jurisdiction objects to such requested changes, they must respond in writing, also within a 30 day time period. Resolution to any dispute shall be in the form of a document which has been signed-off by both parties.

Green denotes the most recent change

45.3.2 For Fire apparatus deployment plans, the requesting party(s) shall make suitable notice sufficiently in advance such that affected parties may have adequate time to respond to such requested changes. For all routine deployment changes between agencies, electronic correspondence between the Fire Chief(s) or his/her designee's and the REDCOM communications Technical Services Manager will be required.