

# REDWOOD DISPATCH COMMUNICATIONS AUTHORITY

## STANDARD OPERATING POLICY

DISPATCH PROCEDURES

Policy 8

Green denotes the most recent change

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Updated Date: January 27, 2015

Approvals

  
DOAG Chairperson

  
Communications Director

### 8.0 DISPATCH PROCEDURES

- 8.1 Incoming emergency calls shall normally be taken by personnel assigned to the call-taking position or back-up call-taking position. At minimum staffing levels it may be necessary for a CRO or the REDCOM Dispatcher to also answer emergency phone calls. In the event of a working or major incident, however, call-taking by the Tactical CRO should be avoided. Additionally, the REDCOM Dispatcher should be the last position to answer an incoming emergency phone call.
- 8.1.1 All Emergency telephone lines in REDCOM shall be answered “Fire-Medical Dispatch.”
  - 8.1.2 All other lines shall be answered REDCOM and the dispatcher’s first name given.
  - 8.1.3 Any member agency specific lines, they shall be answered in a manner prescribed by the member agency.
- 8.2 The first priority for the call-taker is to rapidly assign a preliminary event type and to *accept the event*. This shall occur prior to initiating EMD or conducting supplemental questioning of the reporting party.
- 8.2.1 The second priority for the call-taker is to provide EMD and to conduct supplemental questioning of reporting parties.
- 8.2.2 Callers being given EMD may be put on hold, in accordance with approved EMD procedures, in order for call-takers to answer new emergency calls.
- 8.3 The priority for the REDCOM Dispatcher is to maintain accurate resource status, and to rapidly dispatch resources to new or updated events.
- 8.4 The priority for the CRO is to maintain accurate resource and incident status, to rapidly act upon requests from units in the field and to provide incident information to resources en route to or on the scene of incidents.

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- 8.5 The provision of EMD self-help instructions should be limited to call-takers, supervisors and, in critical medical emergencies, to no more than one CRO.
- 8.5.1 At least one CRO and the REDCOM Dispatcher shall perform their primary duties at all times and shall not be unavailable by providing EMD.
- 8.5.2 In the event of a critical medical emergency, where a CRO must provide EMD self-help, callers may be put on hold in accordance with approved EMD procedures, in order for the CRO to conduct the priority duties.
- 8.6 Upon receipt of a pending call in CAD from the call taker, the REDCOM Dispatcher is primarily responsible to make a determination of what control channel the incident should be assigned and add the assigned control channel into the call remarks of the incident. The REDCOM dispatcher shall then issue a Pre-Alert broadcast for the incident on the REDCOM Channel. The Pre-Alert broadcast is designed to be a rapid announcement to alert field resources to a call, prior to CAD recommendation and the subsequent initiation of paging tones and formal voice dispatch.
- The Pre-Alert shall consist of:
- Transmit double alert tone
  - Announce Responder
  - Announce Event Type
  - Announce Address (numeric and street name)
    - If no address is available (such as an intersection event), then cross streets are to be given.
    - In lieu of the address, the common place name of VERY COMMON locations can be used with or without the street name depending on the possibility of multiple locations, e.g. Starbucks, Safeway, etc.
      - When in doubt, use the address.
- 8.7 After completing the Pre-Alert broadcast, REDCOM shall review the CAD unit recommendation for the incident. The Dispatcher may modify the unit selection based on additional information or circumstantial factors.
- 8.8 Upon acceptance of the unit selection for dispatch, the Dispatcher shall initiate the dispatch through the CAD. CAD will alert the necessary response units by activating encoding alert tones.

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- 8.9 Upon completion of the alerting tone sequence, the Dispatcher shall broadcast a voice dispatch over the REDCOM Channel by transmitting the following script:
- Resource(s) assigned
  - 2<sup>nd</sup>/3<sup>rd</sup>, etc. “Call for Agency” (when applicable) (Not for SRFD)
  - Incident nature
  - Location
    - In lieu of the address, the common place name of VERY COMMON locations can be used with or without the street name depending on the possibility of multiple locations, e.g. Starbucks, Safeway, etc.
  - Repeat location with different numerical method
  - High cross street
  - Low cross street
  - Map or box number
  - Control (response) channel
  - Current Time
- 8.10 Procedures for simultaneous multiple incidents (more than one incident in queue) are as follows:
- 8.10.1 If multiple calls are in the dispatch queue for the REDCOM Dispatcher at the same time, Pre-Alert broadcasts should be made for all incidents prior to the Dispatcher inquiring for a resource recommendation from CAD or initiating paging or the formal voice dispatch of the incidents.
- 8.10.2 Once each of the incidents has been Pre-Alerted, incidents should be Dispatched in order of CAD priority (0=Highest, 8=Lowest).
- Discretion is encouraged in prioritizing calls with the same priority level and a different nature as well as calls of the same nature. Examples: Medical Aids; which one is more critical? OR a MED (1) over a Structure Fire (3) when the MED call is obviously non critical, it would be permissible to dispatch the lower priority call first.
  - Support and document your decision
- 8.10.3 When multiple calls are in queue, the voice dispatch over the REDCOM Channel shall be truncated to only the following to limit air time:
- Resource(s) assigned
  - Incident nature

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- Incident location
- Assigned Control Channel

8.11 When transmitting resources assigned during the initial dispatch, the dispatcher shall use the terminology “\_\_\_\_\_ on order” to indicate that resources from a non-REDCOM agency are being requested as part of the assignment. Examples include:

“CAL FIRE on order”  
“Cloverdale on order”

8.12 When transmitting event types during the initial dispatch, the dispatcher shall provide a brief description and essential safety information along with the basic event type, when additional information is known. Examples include, but are not limited to the following:

“Structure Fire [Unknown details]”  
“Investigation [Smell of smoke of outside]”  
“Hazardous Condition [Wires arcing]”  
“Residential Alarm [Apartment complex]”  
“Medical Aid [Possible shooting]”

8.13 Resources dispatched as part of an additional alarm or special request shall be advised of this by the REDCOM dispatcher. Examples include:

“7280, 7271, 7588, 2<sup>nd</sup> alarm structure fire...”  
“8330, special request for jaws...”

8.14 When transmitting locations, Dispatchers will provide additional descriptors to the location if the incident involves a commercial occupancy or is in a rural area. Descriptors for commercial occupancies should be the occupancy name, such as “Barnes and Noble Books” or “Sears.” Descriptors for rural areas include ranch names or occupant names.

8.15 The Dispatcher shall then “hand off” the incident to the Control Channel Radio Operator (CRO) for further incident communications and tracking.

8.16 A Tactical CRO shall be assigned to the following types of multi-unit incidents:

- Structure Fire Assignments
- Vegetation Fires
- Extrication Traffic Collisions
- Multi-Casualty Incidents
- Rescues
- Hazardous Materials Responses
- Aircraft Emergencies