

# REDWOOD DISPATCH COMMUNICATIONS AUTHORITY STANDARD OPERATING POLICY

RESPONSE PROCEDURES

Policy 9

Green denotes the most recent change

Page 1 of 4

Effective Date: March 24, 2015

Approvals

  
DOAG Chairperson

\_\_\_\_\_  
Communications Director

## 9.0 RESPONSE PROCEDURES

9.1 The Control Channel Radio Operator (CRO) accepts the incident from the dispatcher. The CRO then re-verbalizes the voice dispatch over the Control (response) channel after the first non-MDC equipped fire unit and non-MDC equipped ambulance transmit responding. With the relevant incident information, that may include:

- Resource(s) assigned
- Incident nature
- Location
- High cross street
- Low cross street
- Map or box number

No re-broadcast on the Control Channel is necessary for MDC equipped resources. The CRO shall still follow the supplemental broadcast procedures contained in SOP 11.

9.2 Units shall acknowledge response on the assigned Control Channel with the CRO, by transmitting “RESPONDING”. If the unit is equipped with a MDC, the response acknowledgement shall be made on the MDC by stating as “ENROUTE.”

9.3 If the CRO does not get a response acknowledgment within the en route timer alert period, the following actions shall occur:

9.3.1 If the resource(s) that have not responded are staffed units, the CRO shall notify the Dispatcher to re-dispatch the resource(s).

9.3.2 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.

9.3.3 If no volunteer resources have responded, the CRO shall notify the Dispatcher to re-dispatch all resources along with appropriate mutual aid.

**REDWOOD DISPATCH COMMUNICATIONS AUTHORITY  
STANDARD OPERATING POLICY**

RESPONSE PROCEDURES

Policy 9

Page 2 of 4

Effective Date: March 24, 2015

- 9.3.4 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.
- 9.4 Units with MDCs shall utilize the MDC to status themselves with the CRO and CAD during incident responses. The MDC status for incident responses include:
- En route (responding)
  - On Scene
  - Transport (to hospital)
  - Transport Arrival (at hospital)
  - Clear Unit (available)
- 9.5 Units without MDCs shall status themselves with the CRO on the Control Channel during incident responses. Voice status for incident responses shall include:
- RESPONDING
  - ON SCENE TRANSPORTING to \_\_\_\_\_HOSPITAL
  - ARRIVED at \_\_\_\_\_HOSPITAL
  - AVAILABLE
- 9.6 The status of CLEAR UNIT or AVAILABLE either by MDC or by radio voice transmission shall signal that the unit is available for response to another incident. The proper voice terminology is:
- “Engine 7588 available, (it’s assumed the unit is switching to REDCOM)
- 9.7 Ambulances shall be assumed to be transporting Code 2 unless the unit specifically advises the CRO either by MDC or voice transmission that they are transporting Code 3. The proper voice terminology is:
- “Medic 761 transporting to Memorial Code 3”

**REDWOOD DISPATCH COMMUNICATIONS AUTHORITY  
STANDARD OPERATING POLICY**

RESPONSE PROCEDURES

Policy 9

Page 3 of 4

Effective Date: March 24, 2015

- 9.8 Ambulance supervisors, quick response vehicles and medic engines shall advise the CRO if they are on hospital follow-up with a transporting ambulance.
- 9.9 Once AVAILABLE from an incident, resources may use one of the following status categories to further update their status in CAD using their MDC or by voice communications with the Dispatcher on the Control Channel:
- Available
  - Available in Zone
  - Available in Quarters
  - Out of Service
  - Unavailable in Quarters
- 9.10 A field unit desiring to be tracked by the CRO while returning to quarters (such as traveling long distances in rural areas) shall announce, "RETURNING." This will not place the unit in an available status and the unit will remain assigned to the event.
- 9.10.1 The CRO shall note the returning message in the incident notes and query the unit as to their status in accordance with SOP 15.
- 9.10.2 "RETURNING" units must update their status to available at the appropriate time in accordance with Section 9.6.
- 9.11 At any point if an assigned or responding resource determines that they are out of service and unable to continue response, they shall advise the CRO to dispatch another unit in their place.
- 9.12 Resources responding on assignments to a jurisdiction not dispatched by REDCOM shall switch their radio traffic to the dispatch center having primary control of the incident, **after first acknowledging their response with the CRO on the assigned control channel**. Once released from the incident resources shall switch back to the assigned control channel to status with the CRO. [SRA/MTZ refer to SOP 28.](#)

**REDWOOD DISPATCH COMMUNICATIONS AUTHORITY  
STANDARD OPERATING POLICY**

RESPONSE PROCEDURES

Policy 9

Page 4 of 4

Effective Date: March 24, 2015

- 9.13 All non-ALS fire resources will use their default Control channel to advise REDCOM of any change in their dispatch status or to pass on pertinent information that will make a difference as to how units are dispatched.