

REDWOOD DISPATCH COMMUNICATIONS AUTHORITY STANDARD OPERATING POLICY

HELICOPTER DISPATCH AND COMMUNICATIONS

Policy


30

Green denotes the most recent change

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Effective Date: Nov 20, 2025

Approvals


Spencer Andreis
DOAG Chairperson



Evonne Stevens
REDCOM Executive Director

30.0 HELICOPTER DISPATCH AND COMMUNICATIONS

- 30.1 REDCOM is responsible for dispatching EMS and rescue helicopters per EMS Agency protocol or at the request of the incident commander.
- 30.2 REDCOM will forward fire aircraft resource orders to CAL FIRE or to the Sheriff's Office for Henry 1.
 - 30.2.1 CAL FIRE shall be notified of Henry 1 fire dispatches in the SRA.
- 30.3 Medical and rescue helicopter resources will provide a current status with the REDCOM dispatcher.
- 30.4 At the time of dispatch, air resources shall be given the Control Channel on which to respond. Air resources will respond and communicate with the CRO on the assigned control channel until the call is complete and the air resource is available for another assignment.
- 30.5 Air-to-ground communications on medical and rescue incidents will normally be conducted on the CALCORD Channel.
- 30.6 Air-to-ground communications on fire incidents will be conducted on the assigned tactical channel or may be assigned a specific air-to-ground fire channel.
- 30.7 Helicopters not controlled by REDCOM, will use MEDCOM to report status updates (e.g. occupying helipad, transitioning airspace...).
- 30.8 Ordering of Air Ambulances will be ordered through the online ordering system whenever possible, there is no change in ordering for Rescue Helicopters
 - 30.8.1 Requests to cancel or alter a response after dispatch will require direct communication with the air resources dispatch and/or direct communication with the aircraft with acknowledgement of cancellation or changes