

REDWOOD DISPATCH COMMUNICATIONS AUTHORITY STANDARD OPERATING POLICY

CONFIDENTIAL INFORMATION

Policy 34

Green denotes the most recent change

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Effective Date: March 19, 2026

Approvals



Spencer Andreis
DOAG Chairperson



Evonne Stevens
REDCOM Executive Director

34.0 CONFIDENTIAL INFORMATION

- 34.1 All personal information maintained in the REDOM Center or CAD concerning Fire or EMS personnel is to be considered confidential information unless specifically indicated otherwise. This information includes, but is not limited to: home addresses, home telephone numbers, and mobile telephone numbers.
- 34.2 Confidential information shall be released only to people from the agency to which the person is a member of.
- 34.2.1 A dispatch supervisor may authorize the release of phone number information to any personnel of a REDCOM member agency, CALFIRE, or a law enforcement agency, upon determining there is an essential need. Nothing beyond phone number information shall be authorized in this situation.
- 34.3 To assist those persons not allowed to receive the personal information they have requested, the dispatch personnel may serve as a relay point for emergency and urgent situations, this service will be provided as the workload permits. For example, a dispatcher may contact the person requested and have him/her contact the person making the request directly.