



Santa Cruz Consolidated Emergency Communications Center

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9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

COMMUNICATIONS OPERATIONS FIRE SERVICE POLICY

Policy No. 5250	Date Issued: February 1, 2007
Section: 5200 – Field Unit Safety	Date Revised:
Accreditation Standards: None	

SUBJECT: REPORT ON CONDITIONS

APPROVED:
Chairperson, Fire Service Users Subcommittee

APPROVED:
Michael J. McDougall, General Manager

1.0 Policy

Dispatchers must be constantly aware of the time a Fire unit is on scene of an incident and off the air. Dispatchers will use the following procedure to confirm units are safe, rather than assume a lack of communication indicates a non-emergency status.

2.0 Procedure

2.1 After approximately 30 minutes of being on scene (or anytime dispatchers feel it is necessary) dispatchers will ask fire units if they are “code 4”.

2.2 If units do not answer a code 4 query, dispatchers should repeat the request. If, after three attempts, units do not respond, dispatchers will issue an alert tone and call the units again. If there is still no response, dispatchers will notify the Fire Duty Chief immediately and dispatch law enforcement to the units’ last known location.