

REDCOM - DOAG

Training Bulletin

Summer 2004-01

brevity (brev'i-te) 1. shortness of time or duration; briefness. 2. the quality of expressing much in few words; conciseness

- Now that fire season is upon us, you may have noticed the increase in multiple incidents transpiring on our control channels. Due to the present configuration of our control channels on the various transmitter sites, many agencies are sharing the control channels while handling multiple incidents. This sharing of channels contributes to the occasional “walking over” of unit traffic by other units and REDCOM being unable to distinguish who is saying what as well as REDCOM covering unit traffic while repeating initial dispatch information on the same channel.
- The lack of control channels for particular zones will be rectified over the summer and fall. County Communications has purchased and is installing new control channel transmitters on several transmitter sites throughout the County. New control channel transmitters will help reduce the amount of channel sharing. Until then responding units need to get on their incident tactical channels as soon as possible once incident command is established.
- The REDCOM dispatchers will be adhering to the Standard Operating Procedures in an effort to better control the flow of information between units and the dispatch centers.
- Specifically, SOP 9.0 RESPONSE PROCEDURES, 9.1 states: “The Control Radio Operator (CRO) accepts the incident from the (REDCOM) dispatcher. The CRO then re-verbalizes the voice dispatch over the Control (response) Channel in the same manner identified in section 8.3 and 8.4 after the first fire unit transmits responding”. The CRO will **not** be repeating the dispatch information for 2nd, 3rd or 4th in units, unless they specifically request a repeat.
- One option that several departments have chosen to ensure access to initial dispatch information is MetroCall pagers. The dispatch information (Address/location, incident type) can be simultaneously transmitted by the CAD system to pagers, fax machines and rip and run printers, as well as units. The MetroCall pagers store the dispatch information (typically kept in the engine, clipped to the sun visor) and the responding unit has all of the dispatch information at hand..
- REDCOM dispatchers will be practicing their brevity as well (i.e. Medical aid descriptions will consist of patient age, gender and chief complaint **only**; fire only responses will consist of event type, **brief** description of details and scene safety information if applicable) and field units need to do so as well now that our busy season is upon us. Thank you for flying REDCOM.