

**REDWOOD DISPATCH COMMUNICATIONS AUTHORITY
STANDARD OPERATING POLICY**


FIRE ALARM SYSTEM RESPONSES

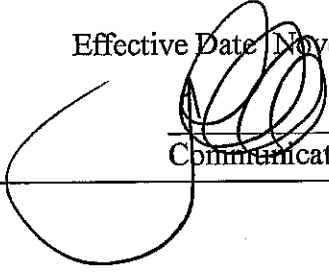
Policy 14

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Effective Date November 13, 2003

Approvals


DOAG Chairperson


Communications Director

14.0 FIRE ALARM SYSTEM RESPONSES

- 14.1 After dispatch of CAD recommended resources to fire alarm system activations, the CRO or other dispatch center personnel shall attempt to contact the occupancy to verify the alarm. Any information from this contact shall be relayed to responding unit(s) as supplemental information.
- 14.2 After the dispatch of resources, when a fire alarm is subsequently reported to the dispatch center to be a false alarm or alarm malfunction by an alarm company, occupancy representative or other person, the CRO shall make a supplemental notification of such information to the responding resources. The CRO shall not cancel resources. The determination as to whether to cancel or continue shall be made by responding units based upon their agency's protocols in such cases.
- 14.3 Resources will not be dispatched for Trouble and Tamper alarms. REDCOM shall attempt to contact the property owner or responsible party to advise them to repair the alarm.