



CENTRAL JOINT FIRE DISTRICT

Standard Operating Procedure

SUBJECT: Dispatchers

SOP Number: 132
Effective Date: 5/2/93
Revised Date:
Approved:

PURPOSE: The purpose of this standard is to provide guidelines regarding the duties of Dispatchers serving with this department.

SCOPE: This standard applies to all personnel serving with the department who have completed the 3 hour in-service class on Communications & Mapping.

132.1 TELEPHONE DISPATCHERS

Removed from policy, dispatched by Wood County Sheriff's Office Communications Center.

132.2 RADIO DISPATCHER

Authority: The Radio Dispatcher shall ensure that any call transmitted over the radio by Wood County Communications (or any department dispatching for Wood County) be answered and/or acknowledged in a timely fashion. As a telecommunicator, the radio dispatcher has the authority to dispatch the proper Department apparatus in accordance with the departmental SOP's and ensure that additional agencies under the Ohio or Wood County Mutual Aid Agreements are responding to the emergency. Any calls for mutual aid must first be requested by, or at least approved by, the Incident Commander.

Responsibilities: The Radio Dispatcher shall be responsible for proper documentation of any and all radio traffic concerning Central Joint Fire District operation from the time apparatus initially leaves the station until all apparatus has returned to the station. The Radio Dispatcher shall coordinate all emergency dispatching and requests for additional aid originating from the Incident Commander and relaying to Wood County Communications as necessary.

Assignments: Anyone properly trained in the 3 hour in-service class on Communications & Mapping may assume radio dispatching assignments and delegate authority to those assigned to assure the proper operation of all department radio dispatching functions.

Record & Reports: The Radio Dispatcher shall maintain all required records in compliance with federal, state, county, or local laws. The required records shall include, but not be limited to the following:

- 1) Date of call
- 2) Time of call
- 3) Address of emergency
- 4) All pertinent radio traffic...if important traffic is monitored it should be logged even if not said directly to the dispatcher. Include ALL traffic directed to the base.
- 5) If information on the caller is known, include all information.