



RUSSELLVILLE FIRE DEPARTMENT
POLICY MANUAL

Policy Number:
Section:
Original Date:
Revised Date:

PURPOSE

Occasionally, an inaccurate assignment may be given by 911 Dispatch when toning out units. Since FMA's have been established to minimize response times to all areas of our city, it is imperative that incorrect assignments be corrected and the proper units sent to the call.

Shift Commanders are ultimately responsible for making sure all assignments are made accurately, and correcting errors made by dispatch.

POLICY

Battalion Chiefs shall be responsible for listening to all dispatches.

If a Company Officer determines that their unit should have been assigned to an incident, it is the responsibility of the engine company to respond as if they were dispatched to the call.

The Shift Commander on duty may change the assignment if a mistake occurs by canceling the incorrectly assigned unit and having the correct unit assigned to the call.

The Company Officer of the FMA in which the call is dispatched shall respond to calls in that FMA even if an assignment error is made by dispatch. The correct unit shall report "Responding" and should cancel the incorrectly assigned unit.

The Paramedic on the medic responding shall have the authority to upgrade or downgrade additional resources as necessary.

The proper engine company or medic shall not wait for the Shift Commander to decide to change the assignment to go ahead and respond to the incident.

Approved

Fire Chief