	<h1>Standard Operating Procedure</h1>	<b>SOP NO: SOP-001</b>
		<b>EFFECTIVE DATE:</b> 08/01/2025
	<b>TITLE:</b> <h2>Fire Response Zones and Automatic Status Changes</h2>	<b>APPROVAL:</b> <b>Ivan Whitaker, Executive Director</b>

## PURPOSE

The purpose of this SOP is to document the modifications made to the Computer-Aided Dispatch (CAD) system for the Salt Lake County Fire Agencies. These changes aim to improve response efficiency and ensure standardized operational procedures across all relevant agencies.

## SCOPE

This SOP applies to all fire agencies within Salt Lake County utilizing CAD for dispatching Basic Life Support (BLS) and Advanced Life Support (ALS) fire apparatus.

### 1. BLS and ALS Dispatch Configuration

#### 1.1 BLS Dispatching Rules

- a. The **subzone-based dispatching model** will be prioritized.
- b. The **closest apparatus** will be selected following subzone-based dispatching if the zone unit is outside of the proximity threshold.
- c. **Proximity Threshold:** CAD will dispatch BLS units within a **4-minute response time radius**.

#### 1.2 ALS Dispatching Rules

- a. ALS dispatch will follow a proximity-based selection model.
- b. The **closest apparatus** will be selected following subzone-based dispatching if the zone unit is outside of the proximity threshold.
- c. **Proximity Threshold:** CAD will dispatch ALS units within an **8-minute response time radius**.

### 2. Automatic Status Updates in CAD


#### 2.1 Status Change Procedures

CAD will automatically update fire apparatus status based on the following conditions:

- a. **Enroute:** When assigned to a call, units will be automatically placed in *Enroute* status. Once the apparatus has moved **5** feet from the GPS location at the time of dispatch.
- b. **On Scene:** Upon arrival at the call location, the unit will be automatically set to *On Scene* status, once they have arrived within **500** feet proximity to the location of the incident.
- c. **At Hospital:** When a fire apparatus is assigned to a call and arrives at a hospital location, CAD will update the unit to *At Hospital* status, once they have arrived within **500** feet proximity to the hospital location.
- d. **Available On Air (AI):** If a unit is not assigned to a call but moves away from the fire station, it will be automatically placed in *Available On Air (AI)* status. The threshold will be set at **10** feet from the station's GIS pin location.

#### 2.2 Override and Manual Updates

- a. Units will retain the ability to manually update their status when necessary. However, MDT/VMobile updates should only be initiated as a redundant measure. As of July 1, 2025 CAD will be responsible for making the status changes when apparatus are assigned to an incident.
- b. Supervisors and dispatch personnel may override automatic status updates when operational needs require adjustments.

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- c. All status changes, acknowledgments, and incident clearing must be conducted over radio communications between fire dispatchers and field responders.
- d. Failure to make radio contact with a field responder will result in a mayday situation.
  - i. **Mayday Procedure:**
    - If initial contact with a field unit fails, the fire dispatcher must attempt one additional contact.
    - If no response is received, the dispatcher initiates a warble tone and attempts one final contact.
    - If communication is still not established, the dispatcher must notify the Zone Battalion Chief.
    - Law enforcement must be dispatched to the location of the field responders to ensure their safety.

### 3. Implementation & Training

- a. All fire personnel will receive training on the updated CAD configuration before implementation.
- b. Technical support will be available to troubleshoot any issues during the rollout.
- c. A review period will follow implementation to assess efficiency and address concerns.

### Review & Maintenance

This SOP will be annually reviewed to accommodate operational needs and improve dispatch efficiency. Any updates or changes will be communicated to all relevant personnel.

**Review and Amendment:** This policy will be reviewed annually and may be amended to ensure its effectiveness and alignment with SLVECC’s operational goals.

**Effective Date:** This policy is effective as of August 1, 2025

**Approved by:** Ivan Whitaker, Executive Director, Salt Lake Valley Emergency Communications Center (SLVECC)

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