

	<b>JEFFERSON COUNTY DEPARTMENT OF EMERGENCY SERVICES</b> STANDARD OPERATING PROCEDURES	Initial: 03-01-2006 Revised:
	SOP#: FIRE 3-10	
	Subject: Call turnover policy	

## CALL TURNOVER POLICY

### A. PURPOSE

This policy outlines the designated times fire departments have to acknowledge and report enroute to incidents.

### B. PROCEDURE

1. Fire departments will have (5) five minutes from the time of dispatch to acknowledge the call. An acknowledgement will be any line officer or a station acknowledgment.
2. The fire department will then have from the time of dispatch, a total of (10) ten minutes to have a unit enroute.
3. If the call is not acknowledged within the first five minute time period, the call will be turned over to the next closest appropriate department for response.
4. If the call is acknowledged in the five minute time frame, but the department does not have a truck enroute within the ten minute period from time of initial dispatch, the call will be turned over to the next closest appropriate department for response.
5. QRS calls will not be turned over to the next closest QRS station. If a QRS station fails to respond within the above-mentioned time frames, advise the responding ambulance or medic.