



WHERE & WHAT IS YOUR EMERGENCY?



A Telecommunicator asks follow-up questions according to national standards or begins emergency medical instruction

Fire or medical calls within Tacoma, Ruston, Fife and Fircrest are transferred to the Tacoma Fire Department

TELECOMMUNICATOR

EMERGENCIES ARE PRIORITY.
NON-EMERGENCY CALLS ARE TRANSFERRED TO THE NON-EMERGENCY QUEUE.

AS YOU TALK TO THE TELECOMMUNICATOR, INFORMATION IS RELAYED TO DISPATCHERS VIA THE COMPUTER-AIDED DISPATCH (CAD) SYSTEM.
THE TELECOMMUNICATOR'S QUESTIONS DO NOT DELAY THE DISPATCH OF AID!

DISPATCH

DISPATCHERS & RESPONDERS COMMUNICATE BY RADIO AND CAD

**FIRE
MEDICAL
POLICE**

LAW ENFORCEMENT AND FIRE AGENCIES SET THEIR OWN RESPONSE PROTOCOL



ARRIVE ON-SITE