



**SOP# 301**  
**CONEMS Unit Resource Log on/off**  
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**Approved By:**  
  
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## **RESOURCE LOG ON/OFF**

**PURPOSE:** To provide a consistent and accurate daily log-on and tracking process for personnel by unit and vehicle ID.

**PROCEDURE:**

### **1. LOGGING UNITS ON/OFF CAD**

- a. Beginning of Shift Procedure
  - i. Each dispatcher is responsible for logging on/off resources in their division of responsibility and shall ensure the following information is accurate and true:
    - Correct resource vehicle ID and unit
    - Correct personnel
    - Portable radio ID's
    - Correct shift type and duration
  - ii. The dispatcher will notify units logging on of any adverse hospital statuses or pending road closures.
  - iii.
- b. Beginning of shift and off-duty times may vary and are the dispatcher's responsibility to update and track in CAD.
  - i. Crews will be given 20 minutes past their scheduled on-duty time to log-on with their divisional dispatcher and be call-ready.
    - If a unit has not logging on by the 20 minute mark, the CONEMS dispatcher shall hail the unit via radio. CONEMS Dispatcher will hail unit a second time if first request was unanswered.



- If both attempts go unanswered, CONEMS dispatcher will state over the radio unit ID is OOS no response and then contact the appropriate zone EMS Supervisor to advise of delayed unit log on.
- c. End of Shift Procedure
- i. Dispatcher will make an effort to post units nearing OD time, close to their area of deployment.
  - ii. During the last hour of a unit's shift, the dispatcher will double post off going units with crews that have later OD times in an effort to mitigate holdovers.
    - Dispatchers will double post units in the last hour of their shift in accordance with the requirements set forth in the System Status Plan.
  - iii. Dispatch is able to release crews for OD PREP at 30 minutes prior to the end of their scheduled shift
    - The division system must maintain status 2 in order to release unit for OD PREP
  - iv. FINAL OD will be granted 10 minutes prior to the end of a unit's scheduled shift as levels allow. If the unit is not at the station for Final OD, the dispatcher shall advise the crew that they are in Final OD and to advise when they are at the station. A unit in Final OD is shall not be pulled for a response unless the unit advises they will take the response.
- d. Demand data is vital to efficiency and therefore all units must be logged off "real time" as they are cleared for end of shift. It will be the dispatcher's responsibility to manage and correctly log units on and off in CAD.
- e. Daily Unit Hour logs shall be filled out completely for each division and submitted to On Duty Lead or Supervisor upon completion. On Duty Lead or Supervisor shall send copies of the Unit Hour logs to the Operations Manager, Deputy Operations Manager and Data Analyst.