



### Section 10.10: Crew Distress

Crew safety is the top priority of dispatch. In the event that a crew is put in a dangerous situation, they have two options of notifying dispatch. The first option is to voice over the radio "10-100"; the other option is to depress the orange emergency button located at the top of the radios. In the event that one or both of these occur, the dispatcher will stop whatever they are doing and focus attention on sending aid to the crew. The following are the procedures for this type of incident:

1. Depending on the type of notification, do the following:
  - a. If 10-100 is verbalized, acknowledge the crew stating, "Clear 10-100, (Time)."
  - b. If Emergency Button activation, follow the procedure in *Section 5.7: Emergency Radio Button Activation*.
2. Call UPD and advise the location of the crew and state that they have signaled they are in distress and need immediate assistance. Provide all known information about the call the crew was sent on if applicable.
3. Page the Administrator Emergency group, giving location of crew and stating they are in distress.