



Santa Cruz Consolidated Emergency Communications Center



495 Upper Park Road
Santa Cruz, CA 95065
(831) 471-1000 Fax (831) 471-1010

9-1-1
FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

COMMUNICATIONS OPERATIONS FIRE SERVICE POLICY

Policy No. 5150	Date Issued: February 2, 1998
Section: 5100 – CAD Procedures	Date Revised: November 8, 2004
Accreditation Standards: CALEA 6.2.2	
SUBJECT: INCIDENT TYPES AND PRIORITIES	
APPROVED:	
	Chairperson, Fire Service Users Subcommittee
APPROVED:	
	Michael J. McDougall, General Manager

All fire incidents are prioritized as Priority Zero, One, Two, Three, or Four.

Priority Zero – Extremely Time Critical

This is used solely for Echo Medical calls where patients are confirmed to have a compromised breathing status.

Priority One – Time Critical

The highest priority calls are those in which the physical well being of a person is in jeopardy. Examples would include but are not limited to: fires; injury traffic accidents; suicide attempts; large scale disasters; rescues; persons trapped; medical emergencies; serious hazardous material spills; fire alarms, etc.

Priority Two – Emergent

These calls are in-progress calls where the threat involves property or the environment. These calls for service may not require an emergency response; however, they must be dealt with as soon as possible. Dispatchers will carefully evaluate all calls of this type to ensure no one is in immediate danger. Examples would include, but are not limited to: a person stuck in an elevator; pick up and put backs; illegal burns; etc.

Priority Three – Urgent

These calls for service are informational in nature, or are "public nuisance" type calls. Examples would include, but are not limited to: tamper and trouble alarms; etc.

Priority Four – Other

This category is used for incidents that are used for notification only. Examples include "Information Only", "Alarm Test", and "Drill".

The purpose of this policy is to identify specific incident types and assign priorities in the computer aided dispatch (CAD) environment. The CAD system uses a 0-9 prioritization scale; 0 being the highest priority and 9 the lowest.

- Priority Zero calls = CAD priority 0
- Priority One calls = CAD priority 1
- Priority Two calls = CAD priority 2
- Priority Three calls = CAD priority 3
- Priority Four calls = CAD priority 4

While each incident type has an assigned priority, dispatchers are responsible for ensuring every call is accurately prioritized. If circumstances exist which would lead dispatchers to believe an incident's priority is more urgent, dispatchers will increase the assigned priority. Whenever there is any doubt about increasing a priority, dispatchers should err on the side of increasing the priority. It is important to remember that priorities are relative. When evaluating the appropriateness of an incident's assigned priority, dispatchers should look at other pending calls and prioritize in relation to those pending calls and within the guidelines of this policy.

Incident Type	Priority
	Priority 0
Medical, Echo	0
	Priority 1
Structure Fire, Confirmed	1
Injury Accident	1
Injury Accident, Motorcycle	1
Injury Accident, Bicyclist	1
Injury Accident, Veh vs Pedestrian	1
Aircraft Crash	1
Explosion	1
Medical, D	1
Medical, C	1
Code 3 Medical	1
Confirmed Water Rescue	1
Cliff Rescue	1

Medical with No EMD available	1
Priority 2	
Unconfirmed Structure Fire	2
Collision with a Structure	2
Fire, Smoke, Heat Alarm	2
Water Flow Alarm	2
Carbon Monoxide Alarm	2
Wildland Fire	2
Vehicle Fire, Passenger	2
Vehicle Fire, Large	2
Vessel Fire, in Water	2
Vessel Fire, out of Water	2
Trash Fire	2
Dumpster Fire	2
Unknown Injury Accident	2
Natural Gas Leak, Outside	2
Natural Gas Leak, Inside	2
Aircraft Fire	2
Unknown Type Fire	2
Emergency Rescue	2
HazMat	2
Medical, A	2
Medical B	2
Code 2 Medical	2
Unconfirmed Water Rescue	2
Priority 3	
System Tamper Alarm	3
Trouble Alarm	3
Smoke Investigation, Outside	3
Wires Down	3
Vehicle Lockout	3
Residential Lockout	3
Animal Rescue	3
Public Service	3
Unlawful Burn	3
Non Emergency Rescue	3
Bomb Threat	3
Open Ocean Distress	3
Priority 4	
Information Only	4
Alarm Test	4
Drill	4