




Santa Cruz Consolidated Emergency Communications Center

495 Upper Park Road
Santa Cruz, California 95065
(408) 471-1000 Fax (408) 471-1010

Michael J. McDougall
General Manager

9-1-1 FIRE
POLICE
MEDICAL

COMMUNICATIONS OPERATIONS FIRE SERVICE PROCEDURE

| | |
|---|-----------------------------|
| Policy No. 5570.80 | Date Issued: March 11, 2002 |
| Section: 5500 – Mutual Aid | Date Revised: |
| Accreditation Standards: None | |
| SUBJECT: COMMUNICATION METHODS WITH ADJACENT AGENCIES FOR AUTO AID REQUESTS | |
| APPROVED:  | |
| Michael J. McDougall, General Manager | |

1.0 Purpose

In order to expedite the exchange of information between dispatch centers when Auto Aid is indicated, there are several avenues of communications available.

- Direct intercom between CDF-Felton and NetCom for use when requesting CDF-Felton dispatched units.
- White 1 radio for use when requesting North Monterey County (FireCom) units and/or CDF-Monterey dispatched units.
- Pre-programmed speed dial numbers or direct ring down lines for each of the above agencies.

2.0 Procedure

An auto aid request - given or received - should include the unit or type of equipment requested, the location, specifics of the incident, and the appropriate command and/or tactical radio channels.

Fire/EMS pod dispatchers should to the best of their ability monitor Fire White 1 for Auto aid requests from adjacent agencies.

Out of county Mutual Aid and strike team requests should continue to come from and go through the Area Fire Coordinator (CDF-Felton).