



# Santa Cruz Consolidated Emergency Communications Center



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**9-1-1**  
FIRE  
POLICE  
MEDICAL



Scotty A. Douglass  
General Manager

## COMMUNICATIONS OPERATIONS FIRE SERVICE POLICY

Policy No. 5580	Date Issued: June 1, 1996
Section: 5500 – Mutual Aid	Date Revised: March 9, 2009
Accreditation Standards: None	
<b>SUBJECT: ZONE COORDINATOR ACTIVATION BY NETCOM</b>	
APPROVED:	 _____ Chairperson, Fire Service Users Subcommittee
APPROVED:	 _____ Scotty A. Douglass, General Manager

A Zone Coordinator's (ZC) primary responsibility is to coordinate resource needs and availability within a zone and to liaison with the adjoining zone, communications centers, and the Area Fire Rescue Coordinator (AFRCO). As defined, the ZC could be a valuable resource to NetCom dispatchers.

### Activation

The ZC will be activated in accordance with the Santa Cruz County Fire and Rescue Mutual Aid plan. Examples of situations requiring the activation of the ZC include: a third alarm or multiple second alarms within a zone; a strike team or task force activation; a dispatch center system failure; a city or countywide EOC activation; a wide area emergency or emergencies involving total commitment from most or all agencies. The ZC will be notified, but not automatically activated, on all second alarms.

To activate or notify the ZC, dispatchers should page them via TN.ZONE. This will page both the north and south Zone Coordinators. Each Fire Agency who has personnel trained to be Zone Coordinators shall be sure they identify who is the active person handling the duties. This should limit the number of phone calls to NetCom during activation to two.

The ZC may also be activated by request of the: Incident Commander (IC), fire agency, AFC, or Fire Dispatcher

On any greater alarm CAD will recommend dispatch of the AFRCO. Upon CAD dispatch of the AFRCO, CAL FIRE will automatically be notified via CAL FIRE Intercom and tear and run printer.

A NetCom dispatcher could, based upon his/her knowledge of the ZC mutual aid policy, notify the ZC of an escalating incident likely to require the activation of the ZC. This notification is, in effect, a pre-alert for the ZC.