



SANTA CRUZ REGIONAL 9-1-1
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Dennis Kidd, General Manager

COMMUNICATIONS OPERATIONS FIRE SERVICE POLICY

Policy No. 5620 **Date Issued:** June 1, 1996
Section: 5600 – Notification and Call **Date Revised:** September 8, 2014
Out Procedures

Accreditation Standards:

SUBJECT: DUTY OFFICER NOTIFICATION

APPROVED: _____
Chairperson, Fire Service Users Subcommittee

APPROVED: _____
Dennis Kidd, General Manager

Immediately, dispatchers will notify the Duty Officer of the following:

- Road closures with impaired or restricted access that might result in delayed response to an incident
- Severe weather statements or warnings (including Red Flag Warnings)
- Flood warnings
- Tsunami warnings
- Any serious or usual circumstances (for example: open ocean vessels in distress, bomb threats, aircraft in distress, etc.)
- EOC activations
- Critical law incidents (lockdowns, active shooter, shelter in place)

Notifications may be made via text pager (TN.B### or TN.All 03s), radio dispatch, phone notification, or fax. Dispatchers will use their discretion when choosing the notification method. Duty Officers must acknowledge notifications via radio or telephone.

In cases where a mutual aid response resulting from special district coverage or a response out of the local jurisdiction occurs, it is the unit Officer's responsibility to notify the Duty Officer.