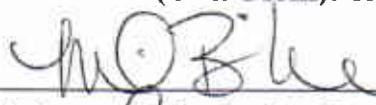
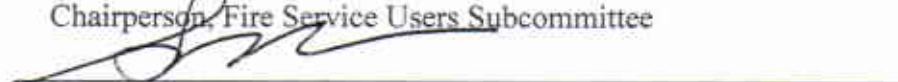




**SANTA CRUZ REGIONAL 9-1-1**

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**COMMUNICATIONS OPERATIONS  
FIRE SERVICE POLICY**

<b>Policy No.</b> 5660	Date Issued: May 10, 2010
5600 – Notification and Call	
<b>Section:</b> Out Procedures	Date Revised:
Accreditation Standards:	
<b>CALIFORNIA DEPARTMENT OF FORESTRY AND FIRE</b>	
<b>SUBJECT: PROTECTION (CAL FIRE): SAN MATEO-SANTA CRUZ UNIT</b>	
<b>APPROVED:</b>	
	Chairperson, Fire Service Users Subcommittee
<b>APPROVED:</b>	
	Scotty A. Douglass, General Manager

**1.0 Policy**

**1.1 Agency Mission and Scope**

The California Department of Forestry and Fire Protection is a state fire agency with year-round jurisdiction and responsibility in State Responsibility Areas (SRA's) throughout the state of California. Although their primary mission and responsibility is to provide fire protection and forestry stewardship of wildlands, CAL FIRE provides an 'all-risk' level of response, including all fire protection and suppression, medical emergencies, traffic accidents, and any other life or property threatening emergencies that a typical municipal fire agency would respond to. CAL FIRE also supports the Office of State Fire Marshall (OSFM) through regulatory enforcement and fire investigation.

**1.2 County Fire Department**

Additionally, because of CAL FIRE's size and resources, they contract with thirty-three counties within the state, including Santa Cruz, to provide fire/emergency protection services in all of the unincorporated areas of the county that are not within a separate fire district or municipality. CAL FIRE provides equipment, training, dispatch services, and management. Both CAL FIRE personnel and/or volunteer personnel staff these stations and respond to emergencies.

In Santa Cruz County, these County Fire Department areas (and stations) are:

- Bonny Doon
- Corralitos
- Davenport
- Loma Prieta
- Skyline

Additionally, Pajaro Valley Fire Protection District (PVFPD) has contracted with CAL FIRE to provide fire protection services.

### 1.3 Communications and Command

CAL FIRE maintains an Emergency Command Center (ECC) in Felton. The ECC is a 24/7 dispatch center that is staffed by dispatchers with command responsibilities. The ECC serves as the communications/command center for both CAL FIRE and County Fire Department resources. The radio identifier for the ECC is "CAL FIRE Felton."

### 1.4 Spirit and Intent

This policy is not intended to prevent a dispatcher from using common sense and good judgment while exercising a higher level of service for processing calls for service involving CAL FIRE. To meet a higher level of service, dispatchers are encouraged to assist Felton ECC whenever appropriate and possible through "pre-alerts", "conference" transfer of callers, direct transfer of secondary callers reporting tactical or safety information, and intra-agency communications.

## 2.0 Procedure

### 2.1 Notification/Dispatch

2.1.1 CAL FIRE Felton is a Command/Communications Center designated as a secondary Public Safety Answering Point (PSAP) and does not have certified Emergency Medical Dispatchers (EMDs) on staff.

2.1.2 Felton ECC can be contacted in one of two ways:

- Via "intercom" between NetCom and Felton ECC
- Via telephone "hotline"

2.1.3 In general, any call for service that is solely within a CAL FIRE/County Fire jurisdiction (and not within a joint-jurisdiction with another fire district or municipality) should be processed, to the extent possible, by Felton ECC. To meet this obligation, NetCom dispatchers should:

- Transfer callers directly to the Felton ECC. Exceptions include callers reporting medical emergencies and traffic accidents.
- Create a CAD Incident

If the call for service is within a joint-jurisdiction with another fire district or municipality (SRA within a defined fire protection district other than County Fire), the call should be processed directly by NetCom dispatchers on behalf of the fire district of jurisdiction. All fire districts within the county have some areas within their boundaries that are also SRA.

- 2.1.4 Traffic accident calls should be processed by NetCom dispatchers pursuant to existing policies and procedures, including creating a CAD Incident and transferring the caller directly to CHP Dispatch when appropriate. CAL FIRE units should be dispatched via the dispatch process outlined in Section 2.3; Tear and Run Printer.
- 2.1.5 Medical Emergency calls should be processed by NetCom dispatchers through the EMD Program and pursuant to existing policies and procedures, including creating a CAD Incident. CAL FIRE units should be dispatched via the dispatch process outlined in Section 2.3; Tear and Run Printer.
- 2.1.6 All relevant information obtained regarding any incident that CAL FIRE is responding to or on the scene of, shall be relayed promptly to Felton ECC. This is particularly crucial of any "scene-safety" or potential crime scene information.

## 2.2 Pre-Alerting Felton ECC

- 2.2.1 NetCom dispatchers should "pre-alert" all calls for service in CAL FIRE/ County Fire jurisdiction (that are processed by NetCom) by announcing the following, simultaneously on Red Fire channel and the CAL FIRE intercom:
  - CAL FIRE District Number
  - Incident Type
  - Address and District Name

An example of a pre-alert announcement would be "(Alert Tone) CAL FIRE District 3, medical, Bonny Doon." After the announcement, a CAD Incident should be created and the recommended pseudo unit dispatched (via CAD). The dispatch will activate Felton ECC's "tear and run" printer and a text pager. Felton ECC will then formally dispatch units to the incident.

- 2.2.2 In addition to the above, medical emergency incidents that are processed by NetCom through the EMD program should be pre-alerted by NetCom dispatchers using the following process:

- Determine that the caller is reporting a medical emergency in CAL FIRE/County Fire jurisdiction (using ANI/ALI data).
- Before any further processing of the call, tell the caller "Stay on the line while I get help started."
- Utilizing the 9-1-1 flash/speed dial method, connect Felton ECC on the call (conference) Felton ECC personnel will not speak when they answer the line, but rather monitor only.
- Continue the interrogation of the caller by verifying the incident location.

### 2.3 Tear and Run Printer

- 2.3.1 Felton ECC has a tear and run printer connected to the NetCom CAD network. The Felton ECC "tear and run" printer will automatically activate upon dispatch of CAL FIRE/County Fire to any NetCom CAD incident.
- 2.3.2 Calls for service in CAL FIRE/County Fire jurisdiction that are dispatched by NetCom (for example, medicals) will be dispatched in CAD using the same procedure as when NetCom Fire User Agencies are dispatched.
- 2.3.3 CAD will recommend a pseudo unit which will be dispatched to the incident. Pseudo unit "NCDF" denotes a (SRA) notification only and "COFD (1-6)" denotes an actual dispatch within CAL FIRE/County Fire jurisdiction.
- 2.3.4 Felton ECC will receive the initial dispatch on the tear and run printer, and County Fire personnel in the field will receive a "text page", eliminating the need for a telephonic notification.
- 2.3.5 Felton ECC will notify NetCom by radio or intercom that they copy the incident (i.e., "NetCom, CAL FIRE copies medical at 500 Corralitos Road").
- 2.3.6 NetCom will status the pseudo unit as copying the page ("CP").
- 2.3.7 If the pseudo unit times out in the dispatched ("DS") status without an acknowledgment from Felton ECC, NetCom will immediately hot-line Felton ECC to confirm receipt of the tear and run printout or relay incident information, if needed.