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COMMUNICATIONS OPERATIONS
FIRE SERVICE POLICY

Policy No. 5150 Date Issued: February 2, 1998
Section: 5100 - CAD Procedures Date Revised: November 9, 2020
Accreditation Standards:
SUBJECT: INCIDENT TYPES AND PRIORITIZATION
APPROVED: [Signature]
Chairperson, Fire Service Users Subcommittee
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All fire incidents are prioritized as First, Second, Third, Fourth, or Fifth Priority.

First Priority - Extremely Time Critical

This is used for the highest priority Fire and Medical Incidents

Second Priority - Time Critical

Priority calls in which the physical well being of a person is in jeopardy. Examples would include but are not limited to: fires; suicide attempts; rescues; persons trapped; medical emergencies; serious hazardous material spills; fire alarms, etc.

Third Priority - 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.

Fourth Priority - Urgent

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

Fifth Priority – 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.

First Priority calls = CAD priority 0
 Second Priority calls = CAD priority 1, 2, and 3
 Third Priority Two calls = CAD priority 4, 5, and 6
 Fourth Priority Three calls = CAD priority 7 and 8
 Fifth Priority Four calls = CAD priority 9

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. As a guiding principal field requests for additional resources or response upgrades should be treated with the highest priority.

Incident Type	CAD Priority
First Priority	
Aircraft Incident/Fire	0
Active Assailant	0
Explosion	0
Structure Fire, Confirmed	0
Structure Fire, Unconfirmed	0
MVA	0
MVA, Motorcycle	0
MVA, Bicyclist	0
MVA, Building	0
MVA, Veh vs Pedestrian	0
Vehicle Fire	0
Large Vehicle Fire	0
Vessel Fire, In the water	0
Vessel Fire, Out of the Water	0
Wildland Fire	0
, Breath	0
Medical, Chest	0
Medical, Echo	0
Medical, Stroke	0

Second Priority

Bomb Threat	1
Code 3 Medical	1
Collision with a Structure	1
Fire Alarm, General/Smoke or Heat	1
Fire Alarm, Water Flow	1
Fire Alarm, Carbon Monoxide	1
Natural Gas Leak, Outside	1
Natural Gas Leak, Inside	1
Open Ocean Distress	1
Unconfirmed Water Rescue	1
Hazmat	1
MCI	1
Medical, D	1
Medical, C	1
Medical with No EMD available	1
MVA, Unknown Injuries	1
Rescue	1
Rescue, Cliff	1
Rescue, Confirmed Water	1
Rescue, Confined Space	1
Rescue, Unconfirmed Water	1
Rescue, Swift Water	1
Trash Fire	1
Unknown Type Fire	1

Third Priority

Animal Rescue	4
Code 2 Medical	4
Dumpster Fire	4
Fire, Illegal Burn	4
Fire Alarm, Reset Recieved	4
Medical B	3
Public Service	4
Rescue, Non Emergency	4
Smoke Investigation, Outside	4
Stage	4
Wires	4

Fourth Priority

Medical, A	7
System Tamper Alarm	8
Trouble Alarm	8

Fifth Priority

Information Only	9
Alarm Test	9
Drill	9
Move Up	9