



**COMMUNICATIONS OPERATIONS
FIRE SERVICE POLICY**

Policy No. 5620	Date Issued: June 1, 1996
Section: 5600 – Notification and Call Out Procedures	Date Revised: February 13, 2023
SUBJECT: DUTY OFFICER NOTIFICATION	
APPROVED: <signed copy on file>	_____
	Chairperson, Fire Service Users Subcommittee
APPROVED: <signed copy on file>	_____
	Amethyst Uchida, General Manager

Immediately, dispatchers will notify the Duty Officer(s) through CAD text messaging (TN.BC#### or TN.ALL 03s), radio dispatch, or phone of the following:

- Road closures with impaired or restricted access that might result in delayed response to an incident.
 1. TN.All 03s for any state route closures
 2. TN.BC#### for anything other than a state route that was closed by an agency other than the agency of jurisdiction.
- Prescribed Burns/Vegetation Management Program (VMP) notifications from CalFire (not permitted burns)
- Severe weather statements or warnings such as Red Flag warnings, flood warnings, etc
- Debris flow warnings
- Tsunami warnings and advisories
- Any serious or unusual 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, civil unrest)
- When dispatch is unable to backfill a key cover station due to depletion of resources, refer to Zone Coordinator Policy 5580.
- Significant communication equipment failure, refer to policy 5345

Based on the circumstance, dispatchers will use the most appropriate notification method. Affected agency's Duty Officers must acknowledge notifications via radio or telephone.

For dispatcher situational awareness, the company officer is responsible for notifying their Duty Chief when they leave their district for a move up or are responding out of local jurisdiction. If requested by a company officer to make notifications due to an unforeseen circumstance, dispatchers will assist.