



REDWOOD DISPATCH COMMUNICATIONS AUTHORITY  
STANDARD OPERATING POLICY

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Approvals		
	DOAG Chairperson	Communications Director

Green denotes the most recent change

## 2.0 DEFINITIONS

- 2.1 Additional Alarm: Additional response assignment for structure and vegetation fires called for by the Incident Commander. These are classified as a 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> or 5<sup>th</sup> alarm, with each alarm consisting of a pre-designated group of resources.
- 2.2 Available: A CAD and MDC command, which indicates that a field unit is available to be dispatched to incidents, but does not indicate where the unit is located.
- 2.3 Available in Quarters: A CAD and MDC command, which indicates that a field unit is available and located in quarters.
- 2.4 Available in Zone: A CAD and MDC command, which indicates that a field unit is available, out of quarters, but within their primary response zone.
- 2.5 Automatic Aid: Response of a regular resource(s) as part of an initial alarm assignment to the neighboring jurisdiction.
- 2.6 Automatic Vehicle Locator (AVL): A satellite global positioning system, which tracks the location of field resources and is tied to the CAD (computer aided dispatch system).
- 2.7 Automatic Response: Same as Automatic Aid.
- 2.8 CAD: Computer aided dispatch system, which tracks resource status and recommends response deployment to dispatch personnel.
- 2.9 Clear Unit: CAD and MDC command, which indicates that a field unit has cleared from a call and is returning to an available status. If the clearing unit is the last unit on an incident, then CAD will close the event (call).
- 2.10 Code 2: No red lights and siren.
- 2.11 Code 3: Red lights and siren.
- 2.12 Code 4: Under Control

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- 2.13 Code 6: Law Enforcement needed to respond
- 2.14 Dispatch Level: Refers to the level of response by fire agencies to wildland fire incidents, which is dependent upon weather conditions established multiple times per day throughout fire season by CALFIRE. The number and type of resources that are initially dispatched on a reported vegetation fire varies, according to fire weather danger. Levels are identified as low, medium, and high.
- 2.15 EMD: Emergency Medical Dispatch, to include call prioritization and the provision of medical self-help instructions over the telephone by dispatch personnel, which uses a system approved by the Coastal Valley's EMS Agency.
- 2.16 En route: CAD and MDC command, which places a field unit in a status of responding to a call.
- 2.17 Event Type: The classification of calls for the purpose of establishing standardized response assignments.
- 2.18 Extrication TC: A traffic collision with person(s) trapped or involving circumstances likely to result in persons trapped, such as rollovers, high speed head-ons, and vehicles versus stationary objects (poles, trees, structures).
- 2.19 Fire Contained: Point at which a vegetation fire has a control line established completely around the perimeter and the fire's growth has been stopped. Vegetation fire containment occurs prior to bringing the fire under control.
- 2.20 Fire Under Control: Point at which the fire has been knocked down and forward progress stopped and also signals the beginning of the overhaul stage.
- 2.21 First Alarm Assignment: An initial multiple resource assignment of fire apparatus and a command officer.
- 2.22 Hazardous Incident: A call involving a hazardous situation or spill of a possible toxic material.

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- 2.23 Hazardous Materials Incident: An incident involving the release of a hazardous material, which poses an immediate threat to life, property and the environment.
- 2.24 IDLH: Immediately Dangerous to Life and Health. Applies to any area where the atmosphere is contaminated or oxygen levels reduced to a point where it is dangerous to humans.
- 2.25 Immediate Need: Used as a qualifier for a mutual aid system request, to mean that the requested resource is urgently needed and the mutual aid resource must respond immediately, usually Code 3. Resources are assigned by closest resource concept. Fire resources from within Sonoma County are expected to respond within five (5) minutes to immediate need requests.
- 2.26 Incident Commander (IC): The person in charge of or in command of all resources operating at an incident.
- 2.27 Incident Emergency: An emergency situation on an incident that places field personnel in peril, such as building collapse, potential building collapse, entrapment, or injured personnel.
- 2.28 Into Service: A CAD and MDC command, which places a unit into service for calls.
- 2.29 Law Enforcement: The term used to request the response of police, sheriff, or California Highway Patrol.
- 2.30 MCI: Multi-Casualty Incident refers to medical emergencies or traffic collisions involving five or more patients.
- 2.31 Medical Aid: A call requiring the provision of emergency medical care, which is not classified as a TC or MCI.
- 2.32 Mobile Data Computer (MDC): A computer device in vehicles that is connected via radio modem to the CAD.
- 2.33 Mutual Aid: Assistance provided from one agency to another based upon a specific request.

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- 2.34 Mutual Threat Zone (MTZ): Wildland/Urban interface area within city limits and state responsibility area adjacent to a city where it has determined that the threat of vegetation fires is high and any reported vegetation fire within these areas receives a response of resources from the city, the California Department of Forestry and Fire Protection and any jurisdictional fire district.
- 2.35 On Scene: CAD and MDC command, which indicates that a unit has arrived at the scene of an incident.
- 2.36 Order Number: A number assigned to each incident when mutual aid is requested. This number is unique to the incident and is assigned to all orders for mutual aid resources for the incident. The order number consists of the requesting department's three-letter identifier and that department's run number for the incident.
- 2.37 Out of Service: A CAD and MDC command, which places a unit out of service for calls, such as mechanical breakdowns.
- 2.38 Personnel Accountability Roll-call (PAR): A procedure conducted by the Incident Commander when an incident emergency has occurred, to determine the safety and integrity of all individuals and companies. Each company or unit that is operating at the scene of the incident is polled on the radio to determine their status.
- 2.39 Planned Need: Used as a qualifier for a mutual aid system request, which indicates that the requested resource(s) is needed at a future date/time on the incident. Orders for planned need resources are typically placed in advance in order to provide time for resources to organize for the assignment. Response is usually Code 2 and resources are assigned from the Active Status equipment list.
- 2.40 Primary Dispatch Center: The dispatch center designated as the unified ordering point and coordination point for the incident. This is the dispatch center that communicates with the IC.
- 2.41 Primary Search: An initial, rapid search made by firefighters at the scene of a structural fire to determine if anyone is in the building. An initial arriving fire company often makes a primary search.

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- 2.42 Quick Response Vehicle (QRV): A non-transport unit, which is advanced life-support (ALS) equipped and staffed with at least one paramedic.
- 2.43 Rescue: An incident type involving physical entrapment of a victim and/or requiring technical rescue expertise and equipment.
- 2.44 Request Number: A number assigned to a specific mutual aid request, which is used to track the requested resource. This number is used in conjunction with the incident order number. (While an order number applies to the incident, the request number applies to the requested resource.) Request numbers are preceded by an “A” if is an aircraft request, a “C” if it is a handcrew request, an “E” if it is a request for a ground equipment resource (such as engine companies), or an “O” if it is a request for overhead.
- 2.45 RIC: (Rapid Intervention Crew). A fire company specifically assigned to stand-by in a state of readiness at the scene of a structural fire or other emergency, for the purpose of initiating rescue operations for down or trapped firefighters.
- 2.46 Secondary Search: A complete and thorough search made by firefighters at the scene of a structural fire to fully determine if anyone is in the building. The secondary search often occurs after a primary search has already been conducted, as additional fire companies arrive at the scene.
- 2.47 Silent Approach: It does not modify the response, it is just a request for a silent approach to the scene, if conditions allow as you arrive on scene.
- 2.48 Single Assignment: A response assignment consisting of a single piece of apparatus, usually a single engine company.
- 2.49 Strike Team: A group of the same kind and type of resources, with common communications and a leader (i.e. a group of five Type I engines, with a chief officer as a leader). A strike team may consist of apparatus from a single fire agency or may be made up of apparatus from multiple agencies.

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- 2.50 Tactical CRO: Channel Radio Operator assigned to one specific multi-resource or first alarm response for communications and tracking. A Tactical CRO is “dedicated” to handle the one specific incident until incident command is terminated.
- 2.51 Tactical Channel: Radio channel for use between incident management personnel and resources operating on the scene of incidents. This channel is where tactical radio traffic is conducted and is not used for incident to dispatch center communications.
- 2.52 Task Force: Any combination of resources that are formally grouped together, and operate with a common communications and a leader. In Sonoma County this commonly consists of two Type I engines, two Type III engines, a water tender and a chief officer which are designated as a Structural Protection Task Force on a vegetation fire.
- 2.53 TC: Traffic collision.
- 2.54 Three-Letter Identifier: The identifier assigned to all fire departments in the State of California.
- 2.55 Transport: A CAD and MDC command, which indicates that an ambulance is transporting a patient.
- 2.56 Transport Arrive: A CAD and MDC command, which indicates that a transporting ambulance has arrived at the hospital.
- 2.57 Two Out: Two firefighters with safety gear and breathing apparatus who are assigned to stand-by outside of an entry point where other firefighters have entered an IDLH atmosphere. This is required by the Occupational Health and Safety Administration and the establishment of Two Out must be recorded in CAD incident history.
- 2.58 Unavailable in Quarters: A CAD and MDC command, which indicates that a unit is located in quarters, but is not staffed or available for immediate response.
- 2.58 Unified Ordering Point (UOP): The dispatch center which is designated by all fire agencies operating on a multi-jurisdictional incident as the one dispatch center that will process resource orders for the incident. This is done to eliminate duplicate ordering and to maximize coordination.

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- 2.59 Vegetation Fire: Any fire involving grass, brush or trees.
- 2.60 Working Incident: A fire, rescue or other significant emergency, where all assigned companies and units will be committed and put to work at the scene.
- 2.61 XSN ALL CALL Page: A county wide shared tone loaded in CAD that can be utilized in major disasters to alert all agencies.