

# REDCOM STANDARD OPERATIONAL GUIDELINE

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Revised Date: April 1 <sup>st</sup> , 2021	
Approvals 	
DOAG Chairperson	Executive Director

## 3.0 EVENT TYPE CRITERIA

The following is a list of Event Types used in the CAD system and descriptions of the criteria used by the REDCOM call taker to select an event type when creating or updating an event.

- 3.1 MED (Medical Aid, 1054, 1056, 1056A, LAF): Any call that is Medical in nature excluding traffic collisions. In some cases, with medical facilities EMD can be used to make this an EMS only response.
- 3.2 TC (1179) (traffic collision): Any report of vehicle accident with either no extrication or no details at all. Vehicle vs. pedestrian or bicycle calls should be Medical Aids in nature and do not fall under the criteria of a vehicle accident.
- 3.3 TC-EX (traffic collision with extrication): Any report of high mechanism or rollover, impact into larger stationary objects or any report of entrapment. Small stationary object such as a hydrant, street bollard, sign poles or fencing normally would not constitute a need for extrication nor would any report of all occupants out of the vehicle. Decisions are based on information provided by reporting parties and may be altered as additional information becomes available.
- 3.4 RESCUE (typically a combined event w/law **enforcement**): Any event which may require retrieval of a patient from an otherwise non accessible location. Since we do not use the Confined Space, High and Low Angle rescue event types, anything that fits this criteria would be done under this event type. Examples: An industrial or construction site accident involving an entrapment where the victim(s) may be buried under dirt, sand, grain, gravel, debris or a fall from a cliff at the beach, sinking boat, or structural collapse.
- 3.5 RES-SW (swift water rescue): Any report of person trapped in moving water with no escape. If in a vehicle, you must ask if the water is moving and if so, how fast and how high is the water. Water that is truly moving and reaches the bottom of the door of the vehicle would meet the criteria of this event type, otherwise should be coded as a public assist, vehicle stuck in water.
- 3.6 RES-OC (ocean rescue): Any report of a person or vessel in distress in the OCEAN WATER ONLY.

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- 3.7 STRUC (structure fire): Any fire involving a building, in a building or threatening a building. This includes a fire involving structural members of spaces such as attic, closet, room or other spaces. ~~Active fires in the structure such as stove top fires, chimney fire or active appliance fire (dryer, vacuum, refrigerator);~~ a visible smoke condition in a structure from unknown source; a vehicle fire inside a residential or commercial garage, parking structure, carport or next to a structure; other fires next to a structure that is creating a direct threat to the structure such as vegetation, dumpster, wood pile, attached outside deck or connecting fence fire, significant smoke in a building from a known or unknown source, excluding burnt food. Examples that DO NOT meet this criterion: smell of smoke but smoke can't be seen. ~~An appliance exhibiting minimal amounts of smoke, an arching or sparking plug should be coded as an ELECTRICAL INVESTIGATION.~~
- 3.7.1 STRUW (working structure): To allow for any agency to create a small balance of a structure fire assignment without increasing alarm levels.
- 3.7.2 STRU-CHIMNEY (fire contained to chimney): ~~Reports of chimney fire, sparks from chimney, fire contained to chimney not involving other areas of the structure.~~
- 3.7.3 STRU-APPLIANCE (fire contained to an appliance): ~~Reports of active fire contained to an appliance (dryer, refrigerator, oven etc.).~~
- 3.8 VEG (vegetation fire): Any vegetation fire during ~~fire~~ season; multiple reports of visible smoke for a distance; any brush or timber fire during unusual weather pattern off season. Any report of vegetation on fire, excluding decorative landscaping in urban areas which should be code at DEBF (debris fire). Always attempt to get the size of the area involved and the rate of spread, any fuel information and if it is threatening anything such as people, wildlife, or structures.
- 3.8.1 VEGW (working vegetation fire): Will allow an agency to upgrade a vegetation assignment to include additional resources, primarily for urban agencies where they may only need a small assignment balance, similar to that of the working structure fire.
- 3.8.2 VEG-WINTER (off season vegetation fire): Upon CAL FIRE announcing the end of fire season, this event type will be used. Responses for this event type for all agencies will be the same as a debris fire, unless specified otherwise by the agency. This event type will remain in use until CAL FIRE announces the beginning of fire season or at the direction of the Op Area coordinator, REDCOM Duty Chief or REDCOM Management. If for any reason the event turns out to be something significant or at the request of the responding agency, the event type can be changed to VEG and the assignment balanced.

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- 3.9 DEBF (debris fire): Dumpster/trash can fire; decorative landscaping in urban areas such a bark and shrubbery, homeless encampment which is not attached to or immediately threatening a building or the (summertime) vegetation.
- 3.10 VEHF (vehicle fire): Any report of a vehicle fire or smoking vehicle, ranging from a motorcycle to a full size pickup. If the vehicle is in a carport, garage or parking structure, use structure (STRUC). If the vehicle fire is threatening vegetation and it is fire season, be prepared to upgrade the call to VEG assignment.
- 3.11 VEHFUL (vehicle fire full): The same criteria applies as the vehicle fire except the vehicle type is consider to be full sized vehicle such as a semi-truck, bus, RV, etc. If the caller states that a motor home, trailer or **RV** is on fire, you should ask the question if someone is living in it or if it is in a trailer park. If so, input the call as a structure fire.
- 3.12 BOATFIRE (Boat Fire): This applies to any vessel on the water, whether it's on a lake, river or in the ocean waters.
- 3.13 INV-O (odor investigation): The investigation of any strange odor, including gas, electrical or smoke of an unknown origin, **indoors and outdoors**.
- 3.14 INV-S (smoke investigation): The investigation of reported **visible** smoke. Check for any controlled burns in the area. During fire season CAL FIRE is to be notified on all **smoke** checks in the SRA, also multiple callers reporting smoke during fire season should be treated as a vegetation fire and dispatched single column. Single columns indicate that it is localized. Thick clouds of smoke indicate that there could be a large area burning. **Use good judgment and input from others.**
- 3.15 INV-E (electrical investigation): Popping, arcing or **minimal smoking from an** electrical outlet, transformer or appliance without signs of a **significant** active fire.
- 3.16 INV-F (fire investigation): Illegal burn, possible escaped control burn, a fire that was burning and now reported out, or anything investigatory that relates to some type of fire.
- 3.17 FA (fire alarm): **Report of an alarm call** when no specific alarm type can be specified. **(NOTE: A trouble alarm does NOT warrant any fire unit response, Callers reporting a trouble alarm should usually be referred to their alarm company).**
- 3.17.1 FA-COM (commercial fire alarm): Any known business location including hotels/motels hospital, convalescent homes where people **temporarily reside and hotels/motels** are included in this event type. This **does not** include locations where people **permanently** reside as their primary residence, such as **board and care facilities and** apartment complexes.

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3.17.2 FA-CO (carbon monoxide alarm): Reports of carbon monoxide alarm activation whether or not a commercial or residential location, normally an investigatory response of a single engine.

3.17.3 FA-RES (residential fire alarm): Any location that has a residential occupancy, including apartment complexes, residential facilities and care homes. This also includes locations that are of a dual nature such as a skilled nursing facility residential complex. ~~(NOTE: A trouble alarm does NOT warrant any fire unit response, Callers reporting a trouble alarm should usually be referred to their alarm company).~~

3.17.4 FA-RST (fire alarm reset): Any request to reset an alarm or a caller that reports that there is an alarm but confirms that there is no sign of smoke or fire (then reset may be more appropriate.)

3.17.5 ~~FA-WT (water flow alarm) and~~ FA-WF (fire alarm water flow): Any report of water flow alarm residential or commercial. Which will normally come from an alarm company, but may come direct from a business or residence? ~~Dispatchers will clarify with the RP the type of alarm.~~

- 3.18 GAS-IN (gas leak in a structure): Report of a natural gas or propane leak inside of a structure. In the event there is a gasoline leak inside of a structure (not highly likely, but could occur) use the HC (hazardous condition) or HAZ (hazmat) event type depending on the size of the leak or spill.
- 3.19 GAS-OUT (gas leak outside a structure): Report of a natural gas or propane leak outside of a structure, for a gasoline leak or spill use the HC (hazardous condition) or HAZ (hazmat) event type depending on the size of the leak or spill.
- 3.20 C1000: A reported aircraft crash of any size anywhere in the county EXCEPT Sonoma County Airport which uses Level 1 through Level 4 (**FAA Definitions**) and are catalogued alarms.  
This includes hot air balloons.
- 3.20.1 Alert 1: A general aviation aircraft experiencing minor difficulties e.g., rough running engine, unsafe gear indicator light. Low probability aircraft will crash.
- 3.20.2 Alert 2: A general aviation aircraft experiencing a major problem e.g., engine not running, landing gear not deployed. High probability the aircraft will crash.

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- 3.20.3 Alert 3: A commercial carrier aircraft experiencing any mechanical problem or an incident where a large aircraft has crashed.
- 3.20.4 Alert 4: A non-aircraft incident, e.g., bomb threat, security problem, EMS emergency, fire emergency within airport perimeter. *NOTE: Any request for Alert 4 from airport officials or airport fire, REDCOM must obtain the nature of the incident so the proper event type can be used for response and would not necessarily be entered as an Alert 4.*
- 3.21 HC (hazardous condition): Wires down **with no threat of fire**, trees down, spills less than 5 gallons (includes but not limited to paint, gas, oil, sewer, etc.).
- 3.21.1 **HC-LIVE WIRES (hazardous electrical condition with threat of fire) Report of wires, transformers or electrical vaults that are sparking, arching, smoking, on fire, have exploded or are threatening to start a fire. This includes trees or utility poles that are standing or downed.**
- 3.22 Hazmat: Chemicals leaks such as chlorine, spills greater than 5 gallons (includes but not limited to paint, gas, oil, sewer, etc.).
- 3.22.1 Hazfull: Any confirmed hazmat incident that may require additional resources up to and including the activation of a hazmat team. Typically, would be the upgrade of assignment from hazmat and normally only initiated by request of en route or on scene resources.
- 3.23 SER-PA (public assist): ~~Uninjured falls that need help up life assist~~ Lift assists, lock outs (vehicle or home), stuck in elevator with confirmed no injuries or illness. ~~For vehicles lockouts ask if the vehicle is running and when small children are involved on hot days an ambulance can be sent as a precaution. For children locked in vehicles on hot days, an ambulance should be considered.~~
- 3.24 SER-AA (agency assist): Any agency requesting the assistance of ~~the fire department~~ **a REDCOM agency**. This excludes explosive ordinance standby, for these please use LAW-SB when it goes into effect.
- 3.25 SER-SB (standby): Fire or EMS standby, normally pre-arranged for an event in which fire and EMS services may be needed ~~due to~~ **in the event of injuries or illness**, e.g. ball games, races, fairs, etc.
- 3.26 EMS-DEMO (EMS demonstration/show and tell) **Public outreach at community events.**

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- 3.27 LAW-SB (law enforcement standby) Request from Law Enforcement to standby with fire, EMS or both. This could be for EOD (explosive ordinance disposal), SWAT or any other reason that Law Enforcement may request units to standby. This does not include staging for medical calls.
- 3.28 LF (Law Fire): An event requiring a response from law enforcement and fire. This event can be shared between Law Agency's in the CAD consortium and REDCOM.
- 3.29 LAF (Law, Ambulance, Fire): An event requiring a response from Law enforcement, EMS, and Fire. This event can be shared between Law Agency's in the CAD consortium and REDCOM.
- 3.30 OCMED (Out of County Med) An event for when an agency from a neighboring county requests an auto or mutual aid ambulance from REDCOM.
- 3.31 CONTROL (Control Burn) An event created to track the location of prescribed burns, agricultural burns, and other types of monitored fires within Sonoma County. These will be taken into account and evaluated by REDCOM dispatchers when reports of smoke or fire are taken in their vicinity.
- 3.32 TESTFIRE (Fire alarm testing) An event created to keep track of alarm systems being taken offline for repairs, drills, testing and malfunctions so unnecessary emergency events are not created.