

REDWOOD DISPATCH COMMUNICATIONS AUTHORITY STANDARD OPERATING POLICY

MUTUAL AID SYSTEM

Policy 27

Green denotes the most recent change

Page 1 of 5

Updated: Aug 20, 2026

Approvals


Spencer Andreis
DOAG Chairperson



Evonne Stevens
REDCOM Executive Director

27.0 MUTUAL AID SYSTEM

27.1 REDCOM serves as the Sonoma County Operational Area Fire and Rescue Mutual Aid Coordination Center. As such, REDCOM is responsible for processing all mutual aid requests for resources:

- From REDCOM agencies
- From and to other fire agencies and CAL Fire within Sonoma County
- From and to CAL OES Region II

27.2 Direction for mutual aid operational decisions is provided by the REDCOM Duty Officer or chief officer serving as the Sonoma County Operational Area Coordinator or one of the designated alternates for this position.

27.2.1 In addition, a chief officer from one of the member agencies shall be designated as the On-Call REDCOM Duty Officer to respond to the REDCOM Dispatch Center during significant emergencies involving mutual aid to provide coordinating assistance to the REDCOM staff.

27.2.2 The On-Call REDCOM Duty Officer and the Area Coordinator shall be contacted and advised whenever more than five mutual aid resources have been requested to respond to a single incident.

27.2.3 In the case where EMS resources are requested, the EMS Duty Officer shall be contacted.

27.3 Mutual aid response to another agency's incident is considered a call for the agency providing the aid. An event number and case/run number shall be assigned. Move-up assignments are not considered as an event or call.

REDWOOD DISPATCH COMMUNICATIONS AUTHORITY

STANDARD OPERATING POLICY

MUTUAL AID SYSTEM

Policy 27

Page 2 of 5

Updated: Aug 20, 2026

27.4 Filling Single increment, Strike Team/Task Force requests.

27.4.1 Immediate Need Requests

If the request is IN COUNTY or to one of our five bordering counties, REDCOM shall dispatch based on CAD recommendation for the requested resource types (Immediate Need, closest unit, assemble at scene concept).

For immediate need in-county strike team and overhead requests, the Strike Team Leader or overhead assignment will be filled using the closest available on-duty 24-hour battalion chief using the CAD recommend matrix (Immediate Need, closest unit assembly at scene concept).

If the request is outside of our bordering counties, REDCOM will consult the agencies that are up for that week in accordance with Active Status rules. Resources will be dispatched to a pre-determined location and time set by the Strike Team Leader (as defined in Active Status SOG)

27.4.2 Planned Need Requests

Regardless of location, REDCOM will consult the REDCOM Duty Officer for agencies that are up for that week in accordance with Active Status rules. Resources will be dispatched to a pre-determined location and time set by the Strike Team Leader (as defined in Active Status SOG).

27.4.3 Requests to agencies within Sonoma County that are filled from within Sonoma County requires no special documentation other than normal notations in CAD incident history.

27.4.4 Requests from agencies within Sonoma County that are filled by requesting resources from outside the County through Region II shall require that REDCOM create a new incident in (IROC) Interagency Resource Ordering Capability and follow up with Region II. The call in IROC should contain the following information:

- Resource requested
- Incident Type
- Request number (auto-assigned in IROC)
- Order number (auto-assigned in IROC)
- Reporting location
- Incident contact frequency
- Immediate or planned need
- Reimbursement method

27.4.5 Authorized Prepositioned teams will also require an IROC incident. This can be filled with local resources or non-local resources. If non-local resources are needed, follow up with Region II is required.

27.5 REDCOM has the authority to automatically dispatch one Immediate Need Strike Team or Task Force to a bordering county prior to contacting the REDCOM Duty Officer. However, the Duty Officer should be notified immediately after the dispatch has been made. A notification alpha page should also be sent to the REDCOM Duty Officer group as well.

27.5.1 In the event a second request is made the following shall occur:

- If it is Immediate Need to a bordering county, REDCOM shall consult with on-call Duty Officer for dispatch approval.
- If it is Immediate Need to a county outside of our bordering counties or ANY Planned Need, REDCOM shall consult with the REDCOM Duty Officer.

REDWOOD DISPATCH COMMUNICATIONS AUTHORITY STANDARD OPERATING POLICY

27.6 When dispatching resources for an Out-of-County Strike Team or Task Force request; the following information shall be provided to the responding resources at the time of dispatch:

- Incident Type
- Name of incident and location
- Strike Team/Task Force number (assigned by REDCOM)
- Immediate or Planned Need
- Reimbursement method (Master Mutual Aid, FMAG, CA Assistance by Hire Agreement)

27.7 Units responding to the incident shall be provided with the following:

- Request number
- Order number
- Reporting location
- Contact frequency

27.8 In the event that a resource that has been dispatched on an immediate need request fails to respond within five (5) minutes, that resource shall be cancelled and the request filled by the next resource listed in the appropriate mutual aid matrix. The REDCOM Duty Officer shall be notified of the failure to respond.

27.9 Strike Team Leader and Strike Team Leader Trainee Requests

27.9.1 Strike Team Leader IN-COUNTY, shall be the closest 24-hour Battalion Chief.

27.9.2 Strike Team Leader Immediate Need to Bordering Counties shall be the closest 24-Hour Battalion Chief.

27.9.3 Strike Team Leader Immediate Need to counties beyond our bordering counties or any planned need, will be based on Active Status.

REDWOOD DISPATCH COMMUNICATIONS AUTHORITY STANDARD OPERATING POLICY

27.9.4 Strike Team Leader Trainee Immediate Need for any incident will be based on Active Status.

27.9.4.1 Not required for in-county events, but all attempts should be made to obtain a trainee.

27.9.4.2 If a trainee cannot respond, the next available, oldest deployed, currently statused Strike Team Leader may be sent in place of the trainee.