

BODEGA BAY FIRE PROTECTION DISTRICT  
***STANDARD OPERATING GUIDELINE***

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SUBJECT: REDCOM PROCEDURES

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SEE REDCOM STANDARD OPERATING PROCEDURES

# REDWOOD EMPIRE DISPATCH AND COMMUNICATION JPA

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## 2.0 DEFINITIONS

- 2.1 Automatic Aid: Response of a regular resource(s) as part of an initial alarm assignment to the neighboring jurisdiction.
- 2.2 Automatic Response: Same as Automatic Aid.
- 2.3 Dispatch Level: Refers to the level of response by fire agencies to wildland fire incidents, which is dependent upon weather conditions. Established multiple times daily by the California Department of Forestry and Fire Protection. 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.
- 2.4 Dual Response Zone (DRZ): Response of a single resource from Rincon Valley FPD into areas of the City which are intertwined with County areas.
- 2.5 Extrication TC: A traffic collision with persons trapped or involving circumstances conducive to persons trapped.
- 2.6 Full Assignment: A complete first alarm assignment, consisting of multiple pieces of fire apparatus and a command officer.
- 2.7 Greater Alarm: Additional response assignment for full assignments and vegetation fires, called for by the Incident Commander. Classified as a 2<sup>nd</sup> alarm, 3<sup>rd</sup> alarm, or 4<sup>th</sup> alarm, or 5<sup>th</sup> alarm with each alarm consisting of a pre-designated group of resources.
- 2.8 Hazardous Incident: A call involving a hazardous situation or spill of a possible toxic material.
- 2.9 Hazardous Materials: An incident involving the release of a hazardous material which poses an immediate threat to life, property and the environment.
- 2.10 Incident Type: The classification of calls for purpose of establishing standardized response assignments.
- 2.11 MC: Multi-Casualty Incident. Refers to medical emergencies or TC's involving five or more patients.
- 2.12 Medical Aid: A call requiring the provision of emergency medical care, which is not classified as a TC or MCI.
- 2.13 Mutual Aid: Assistance provided from one fire department to another based upon a special of specific requests.
- 2.14 Mutual Threat Zone (MTZ): Wildland/Urban interface area within the City limits and adjacent to the City where it has determined that the threat of vegetation fires is high and any reported vegetation fire with this area receives a response of resources from Santa Rosa Fire Department, California Department of Forestry and Fire Protection, and the Rincon Valley Fire Protection District.
- 2.15 Order Number: A number assigned to each incident when mutual aid is requested through the California Fire Mutual Aid System. 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

### 3.0 ORDER MODEL FOR RADIO COMMUNICATIONS

- 3.1 The Order Model for Radio Communications provides a framework for radio traffic. It assures that messages are understood (particularly important during emergencies) by providing confirmation. It also provides for effective two-way communications through use of a standard radio contact format.
- 3.2 Communications shall be regulated by the following (ORDER MODEL) procedures:
  - 3.2.1 Sender transmits the receiver's ID and then the sender's ID.
  - 3.2.2 Receiver transmits their ID to indicate that they are ready to receive the message. "Go ahead" shall not be transmitted.
  - 3.2.3 Sender transmits the message, order, etc. in clear text terminology.
  - 3.2.4 Receiver will acknowledge receipt of the message by a brief restatement of the message. "Copy" will be used for strictly routine messages.
  - 3.2.5 The Communications Center shall acknowledge all communications directed to it by a brief restatement of the message. Particular attention shall be given to repeating "at scene", conditions reports, requests for additional resource, "available", "out of service" and "in service". "Copy" shall only be used to acknowledge long, non-essential messages.

4.4 The following are commonly used radio identifiers of Fire resources or overhead used in the Incident Command System (ICS), which is adopted statewide:

Air Attack	Dozer Tender	Patrol	Tanker
Ambulance	Engines	Plans	Task Force
Battalion	Group	Preventions	Training
Branch	Finance	Recon	Transport
Chief	HazMat	Repair	Truck
Copter	Helitack	Rescue	Utility
Crew	Helitender	Safety	Water Tender
Dispatch	IC	Staging	
Division	Logistics	Strike Team	
Dozer	Operations	Supply	

4.5 The following is the phonetic alphabet adopted for Fire Service use:

A-Alfa	G-Golf	M-Mike	S-Sierra	Y-Yankee
B-Bravo	H-Hotel	N-November	T-Tango	Z-Zulu
C-Charlie	I-India	O-Oscar	U-Uniform	
D-Delta	J-Juliet	P-Papa	V-Victor	
E-Echo	K-Kilo	Q-Quebec	W-Whiskey	
F-Foxtrot	L-Lima	R-Romeo	X-X-Ray	

## 6.0 RESOURCE IDENTIFICATIONS

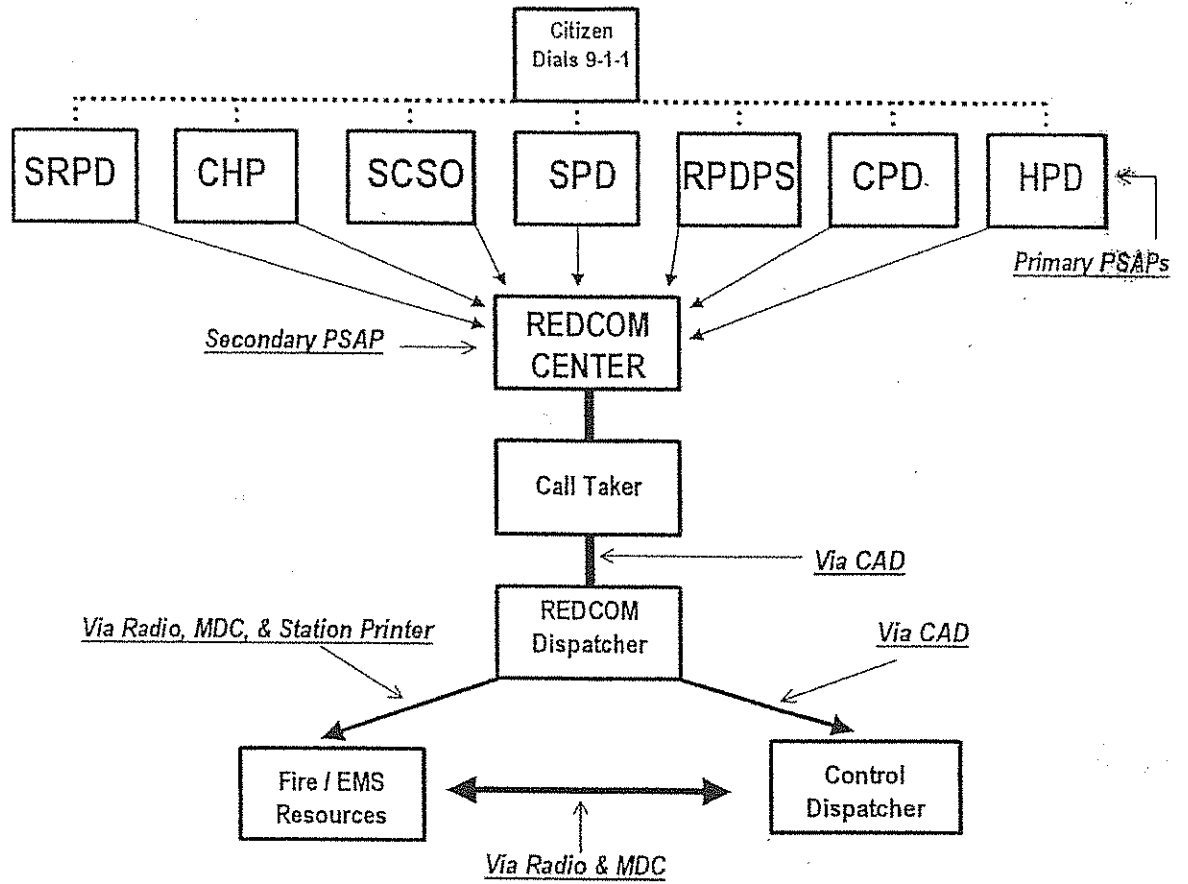
- 6.1 With the exception of Coast Life Support, ambulance resource identification shall utilize a three number identifier, where the first digit corresponds with the Sonoma County Fire Zone number. Assigned numbers for ambulance providers are as follows:
  - 6.1.1 Bell's Ambulance: 680 – 689
  - 6.1.2 Bodega Bay Fire District: 810 – 819
  - 6.1.3 Cloverdale Ambulance District: 640 – 649
  - 6.1.4 Petaluma Fire Department: 990 – 999
  - 6.1.5 Redwood Empire Life Support: 620 – 629
  - 6.1.6 Russian River Fire District: 570 – 579
  - 6.1.7 Sonoma Fire Med: 300 – 399
  - 6.1.8 Sonoma Life Support: 700 – 799
- 6.2 Coast Life Support District shall use a different numbering scheme in recognition of their dual county role. Their assigned numbers are 120 – 129.
- 6.3 First response units for Sonoma Life Support shall use the identifier SLS with a numeral between 1 and 99.
- 6.4 Fire resources for all agencies except the California Department of Forestry and Santa Rosa Fire Department will utilize a four-digit numbering scheme where the first two digits identify the agency and the last two digits identify the resource type.
  - 6.4.1 Agency identifiers are as follows:

6.4.2 Resource identifiers are as follows:

- 6.4.2.1 Chief Officers: 00 – 19
- 6.4.2.2 Other Staff: 20 – 29
- 6.4.2.3 Squads, rescues: 30 – 39
- 6.4.2.4 Utility & specialty: 40 – 49
- 6.4.2.5 Trucks: 50 – 59
- 6.4.2.6 Type 3 engine: 60 – 69
- 6.4.2.7 Type 1 or 2 engines: 70 – 89
- 6.4.2.8 Water tenders: 90 – 99

6.5 The California Department of Forestry and Fire Protection uses a statewide identification scheme with an ICS designator for resource type (such as engine) and a four-digit number. The first two digits of the number represent the Ranger Unit of the assigned resource and the last two digits are an assigned unit number for that resource. Resources in the Lake-Napa-Sonoma Ranger Unit are assigned 1400 series numbers.

## 7.0 CALL ROUTING



- "Medic 761 enroute Memorial Code 3"



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DISPATCH PROCEDURES

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- 8.5.1 At least one CRO and the REDCOM Dispatcher shall perform their primary duties at all times and shall not be tied up providing EMD.
- 8.5.2 In the event of a critical medical emergency, where a CRO must provide EMD self-help, callers may be put on hold in accordance with approved EMD procedures, in order for the CRO to conduct the priority duties.
- 8.6 Upon receipt of a pending call in CAD from the Call Taker, the Dispatcher (REDCOM Channel Operator) shall review the CAD unit recommendation for the incident. The Dispatcher may modify the unit selection based on additional information or circumstantial factors.
- 8.7 Upon acceptance of the unit selection for dispatch, the dispatcher shall initiate the dispatch through the CAD. CAD will alert the necessary response units by activating encoding alert tones.
- 8.8 Upon completion of the alerting tone sequence, the Dispatcher shall broadcast a voice dispatch over the REDCOM Channel by transmitting the following script:
- Resource(s) assigned
  - Event type
  - Location
  - Repeat location with different numerical method
  - Community
  - High cross street
  - Low cross street
  - Map or box number
  - Control (response) channel

## 9.0 RESPONSE PROCEDURES

- 9.1 The Control Channel Radio Operator (CRO) accepts the incident from the Dispatcher. The CRO then re-verbalizes the voice dispatch over the Control (response) Channel in the same manner identified in section 8.3 and 8.4.
- 9.2 Units shall acknowledge response on the assigned Control Channel with the CRO, by transmitting "RESPONDING". If the unit is equipped with a Mobile Data Computer (MDC), the response acknowledgement shall be made on the MDC by statusing as "ENROUTE".
- 9.3 If the CRO does not get a response acknowledgement either via radio or MDC within the acknowledge/enroute timer alert period, the Dispatcher shall be notified by the CRO to re-dispatch the unit(s) that have not placed themselves in a RESPONDING (enroute) status.
  - 9.3.1 If the dispatched unit does not status as RESPONDING (enroute) within 30 more seconds, then the CRO shall advise the Dispatcher to dispatch the next closest appropriate unit.
- 9.4 Units with MDC's shall utilize the MDC to status themselves with the CRO and CAD during incident responses. The MDC status for incident responses include:
  - Enroute (responding)
  - On Scene
  - Transport (to hospital)
  - Transport Arrival (at hospital)
  - Clear Unit (available)

## 10.0 SELF DISPATCH

- 10.1 Units may add themselves to an incident either via MDC or voice communication with the assigned CRO. In either case, they must advise the CRO if:
  - 28.1.1 They are substituting for another unit, or
  - 28.1.2 They are responding in addition to an original unit dispatched.
- 10.2 If the substituting unit is closer to the scene, the CRO will cancel the original unit dispatched. The only exception to this is when Medic Engines or QRVs self dispatch to ALS Medical Calls. In these cases, the ALS transport ambulance will not be cancelled.
- 10.3 In all cases where units self dispatch, the CRO will notify the Battalion Chief, Incident Commander, and/or Command Officers of all units responding of the change in unit assignments. This change may be made either via MDT or voice communications.
- 10.4 Should a unit advise the CRO that they are responding to an incident in place of another unit because they are closer, but AVL does not concur, the CRO should advise the second unit of the AVL information and let the company officer make the decision.
- 10.5 "PRIORITY TRAFFIC" is the terminology to be used by a field resource to advise the Dispatcher on the REDCOM Channel of their need to report an emergency or other incident that they have been notified of or have come upon in the field. The term "emergency traffic" shall not be used to report incidents. "Emergency traffic" is used exclusively for incident emergencies (see Section 26).

## 12.0 RESPONSE CODES

- 12.1 All emergency responses are considered Code 3 responses at the initial dispatch. Non-emergency responses will be Code 2. Individual agencies shall determine policy for that agency as to what constitutes a Code 3 emergency response versus a Code 2 non-emergency response, with the exception of medical aid calls, which shall follow the EMD response protocols.
- 12.2 On medical aid calls resources will initially respond in a Code 3 status. If EMD determines the response of a resource shall be reduced to Code 2, the procedure outlined in section 13.5 shall be followed.
- 12.3 Field resources responding Code 2 to a call in accordance with their agency's policy shall advise the CRO that they are responding Code 2.
- 12.4 Requests from reporting parties for a "no lights and siren response" shall be relayed as supplemental information to responding resources. Units should continue their normal Code 3 response and then reduce to Code 2 only when nearing the scene, unless their specific agency has a different response protocol in such cases.

#### 14.0 FIRE ALARM SYSTEM RESPONSES

- 14.1 After dispatch of CAD recommended resources to fire alarm system activations, the CRO or other dispatch center personnel shall attempt to contact the occupancy to verify the alarm. Any information from this contact shall be relayed to responding unit(s) as supplemental information.
- 14.2 After the dispatch of resources, when a fire alarm is subsequently reported to the dispatch center to be a false alarm or alarm malfunction by an alarm company, occupancy representative or other person, the CRO shall make a supplemental notification of such information to the responding resources. The CRO shall not cancel resources. The determination as to whether to cancel or continue shall be made by responding units based upon their agency's protocols in such cases.

## 16.0 AT SCENE REPORTING

- 16.1 Resources arriving at the scene of incidents shall report "ON SCENE" by MDC, or if not equipped with an MDC shall transmit "ON SCENE" to the CRO on the Control Channel.
- 16.2 If the incident has been assigned a Tactical Channel, once a unit's status is updated to "ON SCENE" on the MDC or "ON SCENE" has been transmitted on the Control Channel, units shall switch and transmit "ON SCENE - STAGING" on the Tactical Channel. See section 23.0 for staging procedures.
  - 16.2.1 This is to act as an advisement to the IC that the resource is on the scene and is in Level I staging. There will be no formal acknowledgement of the "ON SCENE" transmission on the tactical channel.
  - 16.2.2 Resources should not attempt to contact the IC with such traffic as "awaiting assignment" or "do you have an assignment". This is disruptive to the command process. After announcing "ON SCENE - STAGING" on the tactical channel the resource shall stand-by until given an assignment.

17.6 Size-up and condition reports should include the following:

#### 17.6.1 Full Assignment Structure Responses

- Building description
  - Number of stories
  - Type (single family dwelling, commercial, etc.)
  - Unique features
- Fire conditions
  - "Nothing Showing"
  - "Smoke Showing" and from where
  - "Fire Showing" and from where or extent of involvement (i.e. well involved)
- Initial actions being taken
  - Laying own supply line
  - Initiating a rescue
- Special Hazards
  - Wires down
- Command mode selected
  - Establishing IC
  - Quick attack (passing command)
  - Investigating
- Additional alarms or resources needed, if known

#### 17.6.2 Full Assignment Vegetation Fires

- Size of fire

#### 17.6.6 Hazardous Materials

- Type Incident (i.e. spill, vapor release, etc.)
- Immediate health problem
- Immediate environmental problem
- Need for law enforcement
- Command mode selected
- Additional resources needed

18.4.1 Requests to the CRO for strike teams must specify the following information:

18.4.1.1 Type of Strike Team being requested (i.e. Type I Engines, Type III Engines, Crews)

18.4.1.2 Whether the need is IMMEDIATE or PLANNED – and if planned, a reporting date and time

18.4.1.3 If the request is for an immediate and critical need, such as structure protection, the requesting party should use the following terminology: “IMMEDIATE NEED – FORM AT THE SCENE.”

18.4.1.4 Reporting location for the Strike Team at the incident.

18.4.2 Requests from the field for Task Forces must include all of the information specified in section 18.4.1, as well as specification as to what resources are needed in the Task Force, such as a “Task Force of Four Water Tenders” or a “Structure Protection Task Force.”

18.5 Single increment resources, such as an additional ambulance, engine, truck or overhead resource can be requested. The CRO shall direct this request to the REDCOM Dispatcher and resources dispatched in accordance with CAD unit recommendations.

18.5.1 Should an IC make a specific unit (by unit designation) request, then the specified unit or resource will be dispatched if it is available.

18.6 Either the REDCOM Dispatcher or the CRO shall provide the additional responding resources with the incident’s Control Channel and Tactical Channel as soon as it is established. Responding additional resources shall also be directed to respond to a staging area if one has been established for the incident.

18.7 The CRO shall advise the IC of the designators of resources that have been dispatched as a result of the request for additional resources.



## 20.0 AMBULANCE POSTING

- 20.1 Movement for coverage and relocation of ambulances, QRV's or EMS supervisor units are called "postings." Postings are made pursuant to a written System Status Management (SSM) plan developed by the ambulance provider.
- 20.1.1 SLS Operations Management will issue a memo whenever changes to the plan have been approved for SLS.
- 20.1.2 SLS Field Supervisors and the REDCOM Dispatcher are authorized to make temporary modifications to the plan depending on a variety of situations and needs.
- 20.1.3 Field personnel who request deviation from the SSM plan or assigned posts should be directed to contact the Field Supervisor for approval.
- 20.1.4 The CAD SSM provides automated recommendations for posting, however, each Dispatcher must know the current SSM plan and must be prepared to execute it manually if needed.
- 20.2 The procedure for the REDCOM Dispatcher to follow in maintaining the SSM is:
- 20.2.1 Immediately after dispatching resources to any incident, the REDCOM Dispatcher will check the SSM for recommended postings.
- 20.2.2 The procedure for notification of the units to move to posting locations will normally be via both MDC and voice on the REDCOM Channel.
- 20.2.2.1.1 The voice protocol will be similar for both fire move-ups and ambulance/EMS resource postings:
- Tone-out unit(s) being assigned
  - Announce *Unit ID* post number or assignment
    - (i.e. "Medic 717 Post 12")
    - (i.e. "Medic 718 Return to Quarters")
    - (i.e. "Engine 26 Move-up to Sta. 3")
- 20.2.1 All replies from the field to the REDCOM Dispatcher will be made via MDC for units equipped with MDC's. A voice reply to the REDCOM Dispatcher on the REDCOM Channel shall only occur when a unit is not equipped with a functioning MDC.

## 22.0 PROGRESS REPORTS

- 22.1 During active firefighting, rescue, MCI or hazardous materials operations, the IC shall provide the CRO with regular progress reports or whenever significant tactical plans are changed or unusual situations encountered.
  - 22.1.1 The first progress report should be given after initial action has been implemented and should include improved description of incident conditions and basic tactical actions being implemented.
  - 22.1.2 As a guideline, time intervals between subsequent progress reports during working incidents should not exceed 20 minutes.
- 22.2 Benchmark progress reports shall also be given to the CRO for each of the following events:
  - 22.2.1 FIRE UNDER CONTROL: applicable to all fires
  - 22.2.2 FIRE CONTAINED: applicable to vegetation fires
  - 22.2.3 TWO – OUT ESTABLISHED: applicable to operations in IDLH atmospheres
  - 22.2.4 RIC ESTABLISHED: applicable to structure fires or hazardous rescue operations
  - 22.2.5 PRIMARY SEARCH COMPLETE: applicable to structure fires
  - 22.2.6 SECONDARY SEARCH COMPLETE: applicable to structure fires
  - 22.2.7 EXTRICATION OR RESCUE COMPLETE: applicable to physical rescue situations
- 22.3 The CRO shall repeat benchmark progress reports over the air on the Control Channel and shall briefly repeat general progress report.
- 22.4 The incident CRO shall document in the CAD incident history the time of and description of all progress reports.

## 23.4 Level II Staging

- 23.4.1 Level II Staging is used when an on-scene reserve of resources is required or a major emergency is involved. Level II Staging should be considered on greater alarms. With Level II Staging, resources are placed in a Staging Area in a location designated by the IC.
- 23.4.2 Level II Staging will be assigned a Staging Area Manager who will assume the radio identifier "STAGING," in accordance with Firescope Field Operations Guide (ICS 420-1).
- 23.4.3 When the IC requests Level II Staging and designates the location of the Staging Area, the CRO will direct all resources still responding to the Staging Area. Resources which are already in Level I Staging will remain in Level I Staging.
- 23.4.4 Once Level II Staging has been designated, all subsequent resources shall be directed to respond to the Staging Area at the time of dispatch. REDCOM shall also advise other pertinent dispatch centers that have resources enroute to the incident of the need to respond to the Staging Area and the location of the Staging Area.
- 23.4.5 The first arriving company officer into the Staging Area shall assume the role of Staging Area Manager, "STAGING" until or unless the IC has assigned the function role to another individual.
- 23.4.6 Upon request from the IC, STAGING may be assigned a Tactical Channel separate from incident operations. If STAGING is assigned its own Tactical Channel the CRO shall communicate this to responding resources. Units responding will then direct all radio traffic regarding staging location, approach, etc. to the Staging Area Manager.
- 23.4.7 Subsequent units arriving into Level II Staging shall report themselves ON SCENE – STAGING on the Control Channel and ON SCENE by MDC if so equipped. They will then make contact with the Staging Area Manager on a face-to-face basis or on the assigned Staging Area Tactical Channel.
- 23.4.8 The Staging Area Manager will manage all radio communications to and from the staging area.
- 23.4.9 Resources requested from Level II Staging by the IC or incident OPERATIONS shall be dispatched to their assignment by the Staging Area Manager.

25.0 PROCEDURES FOR ELECTRICAL WIRES DOWN.

25.1 Incidents involving electrical wires down pose an extraordinary life hazard to responding emergency personnel. Because of this, special procedures shall be followed on any call where it is reported or believed that electrical wires are down, or whenever field personnel report wires down.

25.1.1 The CRO shall announce to all responding units that "WIRES ARE REPORTED DOWN" and a role call shall be made of all responding resources.

25.1.2 Responding resources shall acknowledge this message with "UNIT DESIGNATOR COPY WIRES DOWN."

25.1.3 The CRO shall document in CAD incident history the transmission of the wires down alert and unit acknowledgment.

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INCIDENT EMERGENCIES

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26.6.1 If an MDC emergency button is activated a message will be displayed on CAD screens in REDCOM. If this occurs, dispatch personnel shall take the following actions:

- a. Contact the unit whose MDC emergency button is activated and use the term "**MDC Status Check**" to ascertain if an emergency exists and what action may be needed, if any.
- b. Field units should reply "**MDC Error**" to indicate that there is no emergency and the MDC emergency button activation was in error.
- c. If radio contact cannot be made or an inappropriate response is received from the unit whose MDC emergency button is activated, law enforcement back-up shall be requested and the appropriate agency battalion chief, duty chief or supervisor shall be immediately notified.

27.4.3 Requests from agencies within Sonoma County that are filled by requesting resources from outside the County through Region II shall require that REDCOM provide Region II with the following information:

- Resource requested
- Type incident
- Request number
- Order number
- Reporting location
- Incident contact frequency
- Immediate or planned need

27.5 Strike Team or Task Force Mutual Aid Requests

27.5.1 Strike Team or Task Force requests shall be filled using the applicable mutual aid matrices.

27.5.2 Strike Team or Task Force requests for response to incidents in Sonoma County shall be filled using resources from within Sonoma County first. Strike Team or Task Force requests that cannot be filled from resources within Sonoma County shall be forwarded to Region II to be filled.

27.5.3 REDCOM has the authority to automatically dispatch one Immediate Need Strike Team or Task Force prior to contacting the Area Coordinator or the On-Call REDCOM Duty Chief. They shall, however, be notified immediately after the dispatch has been made.

27.5.4 In the event that the request is a Planned Need then the Area Coordinator shall be contacted prior to dispatching in order to provide direction. The On-Call REDCOM Duty Chief shall also be notified.

27.5.5 After the one Strike Team or Task Force has been dispatched, subsequent requests for additional Strike Teams or Task Forces shall require that the Area Coordinator be contacted prior to dispatching resources to fill the request.

27.5.6 When dispatching resources for a Strike Team or Task Force request, either in-county or out-of-county the following information shall be provided to the responding resources:

27.5.6.1 Type incident

27.5.6.2 Name of incident

27.5.6.3 Strike Team or Task Force identifier (assigned by REDCOM)

28.0 SRA and MTZ FIRES

- 28.1 Dispatch and communications procedures for fires in State Responsibility Area (SRA) and in Mutual Threat Zones (MTZ) are the same.
- 28.1.1 REDCOM resources are dispatched on the REDCOM Channel and respond on their assigned REDCOM Control Channel. Resources shall be advised by the CRO that the fire is located in SRA or an MTZ and that "CDF WILL BE THE PRIMARY DISPATCH CENTER."
- 28.1.2 All resources will respond on the assigned REDCOM Control Channel until arrival at scene. CDF resources will respond on their assigned response channel.
- 28.1.3 After announcing ON SCENE on the Control Channel or by MDC and giving an initial conditions report to the CRO, the initial arriving resource shall switch to CDF Local West and shall repeat the conditions report and assume command as appropriate.
- 28.1.4 CDF - St. Helena shall be the Incident's Primary Dispatch Center and shall function as the Unified Ordering Point (UOP). All resource ordering shall be placed through the UOP.
- 28.1.5 All subsequent arriving local government resources shall announce AT SCENE - STAGING on the Control Channel and ON SCENE by MDC if so equipped and then shall switch to the assigned Tactical Channel.
- 28.1.6 After release from an SRA or MTZ fire, REDCOM resources shall first advise CDF - St. Helena of their release from the incident and that they are "switching back to REDCOM." The resource will then put itself AVAILABLE on the REDCOM Control Channel or CLEAR UNIT by MDC and will switch back to REDCOM.
- 28.2 During fire season the CDF command center shall advise REDCOM of when the dispatch level is high. Vegetation fire deployment during these periods shall be at the high level.
- 28.2.1 Upon receipts of dispatch level information on the REDCOM and all Control Channels.