

SCOTTS VALLEY FIRE PROTECTION DISTRICT		
STANDARD OPERATING PROCEDURES	ARTICLE: II	SOP: 2601
	SECTION: 2600 INCIDENT COMMUNICATIONS	
	SUBJECT: INCIDENT COMMUNICATIONS	

Purpose: To provide for standard communications for incident scene management.

Scope: This procedure should be practiced by all personnel involved with an incident.

Procedure:

1. *Face-to-Face*

Face-to-face communication is the most effective method of communication and should be used whenever possible.

2. *Telephone/FAX*

The telephone and/or FAX can be used instead of the radio whenever applicable. This will increase the effectiveness of communication and free up the radio time for priority traffic. In the case of the FAX, accuracy is enhanced through written communication and should be used when highly accurate information is needed.

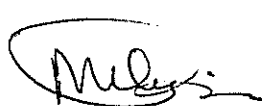
3. *Radio*

Radio shall be used for all incident-based information and communication. District radio procedures shall follow the protocols set forth in the Santa Cruz Consolidated Emergency Communications Center (NetCom) for Fire Service Communications Operational Policy and Procedures Manual and those set forth in the SCCFAOM.

A. Dispatch Net

Dispatch will be done by NetCom.

- All dispatching will be done over the Red Fire net (154.325).
- Responding units will advise NetCom that they are responding (within 2 minutes of initial dispatch).
- Responding units shall identify the *Code* of their response (code 2, code 3).

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B. Command Net

The command net should be used by the incident commander to talk to dispatch or for the use of the incident command staff. Once a command net has been established, all resources committed to the incident should move to the assigned command and tactical nets.

On most incidents, the command net will be either the NetCom Red or Yellow frequency's. Exceptions to this would be;

- Incidents occurring in another dispatch center's jurisdiction
- Wildland fires occurring in state responsibility areas.

C. Tactical Net


NetCom, on dispatch of a significant incident, shall assign a tactical frequency. In the event one is not assigned and one is desired, the officer in charge should request an assignment of a tactical frequency to the incident. All tactical operations will be conducted on the assigned tactical channel from that point on.

D. Incident Dispatcher

On significant incidents NetCom will dispatch an *incident dispatcher* to the command post to assist in communication and resource status. The incident commander may also request an *incident dispatcher* on any incident if required.

E. Dispatch Center of Jurisdiction

- In Santa Cruz County two fire agency dispatch centers are in operation;
 - NetCom
 - CDF/County Fire. (Felton ECC)

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- Every attempt should be made to use the dispatch center of jurisdiction.
- During fire season upon a dispatch by NetCom to an incident in CDF's jurisdiction but within the Scotts Valley Fire District i.e. MTZ's, SRA's.
 - Respond on *county fire red* to NetCom, CDF units will respond on local.
 - The primary Tactical net for both types of responses will be *White 2*, unless notified otherwise.
 - For an SRA fire, SVFD resources will stay on Red until such time that CDF finishes its dispatch and check-back. SVFD will then switch to CDF Local. This allows SVFD unit to have some level of command, control and communication while CDF is making their dispatch.
 - For responses within an MTZ, CDF will respond on Local and SVFD will respond on NetCom Red. The IC will make the determination regarding the need for CDF resources. If CDF resources are necessary for control, the IC will request a switch to CDF Command Net(as assigned by Felton ECC). If CDF resources will not be needed, the IC will cancel the request through Felton ECC and the incident will remain of Net Com's assigned command net.
 - On arrival, the 1st in unit shall give a size -up statement to the dispatch center of jurisdiction.
 - An additional size-up statement to NetCom on Red
Fire frequency is recommended. This will secure an "on-scene time stamp" and also provides NetCom (the area PSAP) with a "picture" of what is going on.

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- Duty chiefs/ incident commanders shall monitor "Fire Red frequency" when operating on other command and tactical frequencies to insure communication coordination and district coverage.

F. Single Point Ordering

Related to the common dispatch center, a unified ordering point should be used on all incidents whenever possible. When working in a unified command, all attempts will be made to centralize ordering so that the incident command can be run through the agency of jurisdiction. This will enhance the use of all resources to their fullest.

G. Communications Compatibility

In order to be compatible with other agencies, the district shall use the standardized radio frequency/channel assignments as approved by the Santa Cruz County Fire Chiefs' Association.

H. Communications Plan

On any significant or multi-jurisdictional incident, a communications plan should be developed by the incident commander. The plan should identify the command and tactical nets to be used on the incident.

In Summary:

Through the use of common terminology and operations, communications will be enhanced leading to more effective and efficient incident management operations.

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