

San Andreas Fire Rescue

STANDARD OPERATING PROCEDURES



Fire Chief: Evo
Deputy Chief:

Effective: September 14th, 2023
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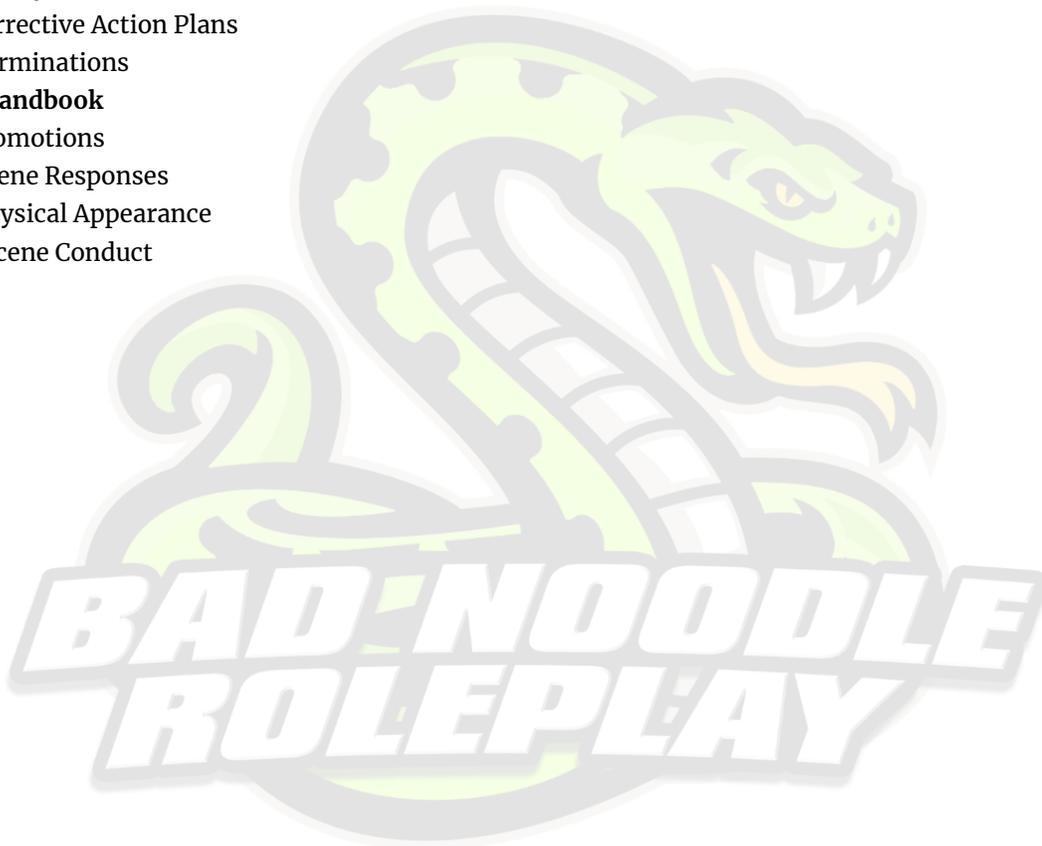
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1 | Mission Statement

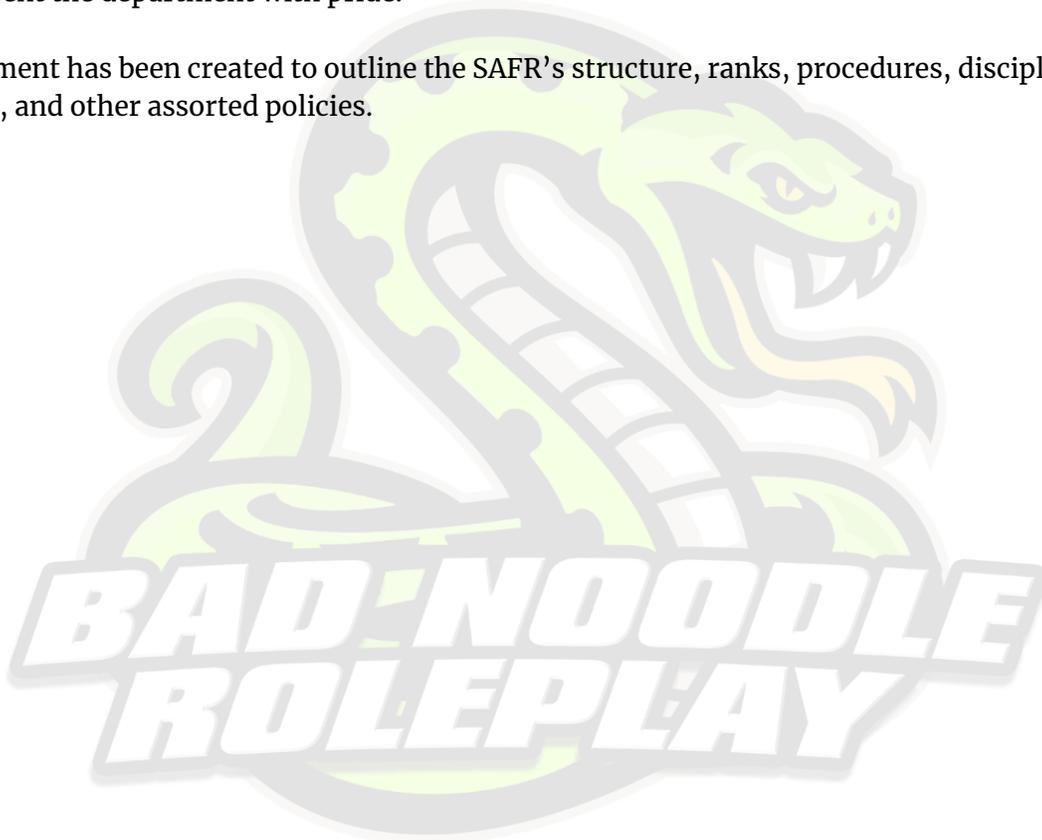
SAFD Mission Statement

It is the mission of the San Andreas Fire & EMS Department to provide for the safety of the citizens of San Andreas in a safe, rapid, and effective manner. We will achieve this without the prejudice of race, religion, creed, or neighborhood and through the use of proven, cutting-edge tactics and techniques.

Courage | Respect | Honesty | Integrity | Commitment

We aim to staff SAFR with **competent, motivated, and educated** members who can uphold our values and represent the department with pride.

This document has been created to outline the SAFR's structure, ranks, procedures, disciplinary guidelines, and other assorted policies.



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2 | Operations

2.0 | Phonetic Alphabet

We use the phonetic alphabet when speaking. In addition, certain units use certain designators. See the table below as a guide.

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

2.1 | Unit Numbers and Callsigns

Your call sign will match with the apparatus you are using. As in if you are in Engine 10, your call sign will be Engine 10 and then your name will be your in game name and so on. You can also abbreviate to Eng. 10 if you would like to. **Callsign will be Station # followed by Truck #. If you are in the Engine out of Station 7, the callsign would be 71, and so forth,,,**

2.2 | Radio Setup and Communication

To use your radio, press “F6” in-game. Click the knob on the top right of the radio to power on/off the radio. While on duty, all units will use Channel 4 in the city and Channel 5 in the county. When you power on your radio, type “4” or “5” to connect to Channel 4 or channel 5.

2.3 | Stations

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Station Name	Postal Code
Paleto St #1	1042
Sandy Shores #9	2047
Rockford Hills St #3	7206
Pillbox Hill (EMS #4)	8040
Davis Heights St #5	9124
El Burro St #7	9332

Channel	Use	Channel	Use
1	Admins Only	9	SASP Priority
2	LSPD Tactical	10	SAFW Main
3	LSPD Priority	11	SAFW Priority
4	LSPD Jurisdiction	12	Fire/EMS Main
5	BCSO Jurisdiction	13	Fire/EMS Priority
6	BCSO Priority	14	Dispatch Main
7	BCSO Tactical	15	Tow Main
8	SASP Main	80+	Civilian Channels

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Code	Meaning	Code	Meaning
10-0	Glitched Bugged Game Crashed	10-41	Beginning Shift
10-1	Weak Radio Signal	10-42	Ending Shift
10-2	Strong Radio Signal	10-45	Taking a Report
10-3	Clear Radio Traffic	10-46	Motorist Assist
10-4	Acknowledged	10-49	Reckless Driver
10-5	Break/AFK (Can not respond)	10-50	Involved Vehicle Accident
10-6	Busy (Unless Urgent)	10-51	Request Tow
10-7	Out of Service	10-52	Request EMS/RA
10-8	In Service	10-53	Request Fire Department
10-9	Repeat Transmission	10-54	Request Mechanic
10-10	Fight in Progress	10-55	Driving While Intoxicated
10-11	Traffic Stop	10-56	Intoxicated Person
10-12	Active Ride Along	10-57	Hit and Run
10-13	Shots Fired on Scene	10-59	Escorting
10-15	Transporting Subject to Station	10-61	Suspect Armed with Gun
10-16	Stolen Vehicle	10-62	Suspect Armed with Dangerous Object
10-20	Location	10-63	Kidnapping
10-22	Disregard	10-65	Mechanical Breakdown
10-23	Arrived on Scene	10-66	Abandoned Vehicle
10-24	Leaving Scene	10-67	Road Hazard
10-25	Domestic Dispute	10-68	Armed Robbery
10-26	Estimated Time of Arrival	10-70	Foot Pursuit
10-27	License/ID	10-71	Request Command Member
10-28	Vehicle Plate	10-80	Vehicle Pursuit
10-29	Warrant Check	10-81	Status Check
10-30	Wanted Person	10-95	Suspect in Custody
10-32	Request Backup (Code 1 2 3)	10-96	Mental Health Subject
10-35	Major Crime Alert	10-97	In Route
10-37	Suspicious Vehicle/Person	10-99	Officer in Extreme Distress
Signal	Definition	Signal	Definition
Code 1	Respond No Lights or Siren	Code 4	No Additional Assistant Required
Code 2	Respond Lights, No Siren	Code 5	Felony Traffic Stop
Code 3	Respond Lights and Siren	Code Red	Emergency, Clear Radio Traffic

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When using the radio, Officers are expected to follow certain etiquette guidelines. For example:

- **Do not speak over others.** If you have a priority call (i.e., Officer down, shots fired), you should begin your radio traffic with “Break, break,” then proceed. Officers should cease radio traffic when another unit breaks. **Move priority calls to Channel 3.**
- **Keep callouts short and direct.** In most cases, the only information needed is the 10-code, location, one/two details (e.g., red four-door, white male), and whether additional units (10-32s) are needed.
- **No personal conversations.** If you wish to speak to someone, meet up in game or get their in-game phone number. You may switch to an unused radio frequency if needed, but remember to return to your patrol radio when finished.
- **Ask to speak when switching department channels.** If you swap to another department’s channel (if you need another unit, need a Detective, etc.), ask permission to speak before making your request. This ensures you aren’t interrupting a priority call or active scene.

2.3 | Jurisdictional Boundaries

To ensure the entire state of San Andreas has active law enforcement, each department has specific requirements regarding where units may patrol. It is imperative that units patrol only in their jurisdictions.

City apparatus will respond to calls anywhere South of Route 68, as shown in the graphic (blue-shaded area). The yellow-shaded area is for County apparatus.



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2.4 | Uniforms

Every Officer has a required uniform they must wear. Uniforms and accessories also vary by rank and (sub)divisions, so make sure to adhere to your uniform requirements. To quickly access the uniform, type `/eup` and select your department. If you wish to save and customize your uniform, use the tables below in the MP Ped Customization Menu (view [#resource-list](#) in Discord for how to use this menu). View our policy on [physical appearance](#).

Rank Insignias *will be updated at a later time*
(Badges and Logos in MP Ped Customization Menu)

Rank	Feminine Peds	Masculine Peds
Probationary FireFighter	No rank insignia	
FireFighter/EMS	11 texture 2 (long sleeve) 14 texture 2 (short sleeve)	12 texture 2 (long sleeve) 15 texture 2 (short sleeve)
FireFighter/Paramedic	11 texture 3 (long sleeve) 14 texture 3 (short sleeve)	12 texture 3 (long sleeve) 15 texture 3 (short sleeve)
Lieutenant	52 texture 1	44 texture 1
Captain	52 texture 2	44 texture 2
Battalion Chief	52 texture 4	44 texture 4
Assistant Chief	52 texture 5	44 texture 5
Chief	52 texture 6	44 texture 6

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SAFR Uniform's Class A's | Ranks: Probationary, firefighter/ems. firefighter/paramedic, Lieutenant, Captain, Battalion Chief, Assistant Chief, Chief

Clothing Item	Feminine Ped Option	Masculine Ped Option
Masks	N/A	
Upper Body	1	
Lower Body		167 Texture 2
Bags & Parachutes		122
Shoes		10
Scarfs & Chains	0	
Shirt & Accessory	15	
Body Armor & Accessory	0	0
Badges & Logos	See Rank Insignias	
Shirt Overlay & Jackets		484 *Captain and above 483 * Lieutenant and below

Clothing Item	Feminine Ped Option	Masculine Ped Option
Masks	N/A	
Upper Body	Any (blue/black gloves allowed)	
Lower Body	3 texture 2 (slacks) 5 texture 3 (cargo)	29 texture 1 (slacks) 22 texture 1 (cargo)
Bags & Parachutes	116 (texture with rank)	115 (texture with rank)
Shoes	Any neutral, professional shoe (black, brown, gray, etc.)	
Scarfs & Chains	Appropriate gun holster/accessory	
Shirt & Accessory	Appropriate service belt	
Body Armor & Accessory	3 texture 2 19 texture 1 20 texture 1 21 texture 1 22 texture 1	5 texture 2 17 texture 1 18 texture 5 20 texture 1 23 texture 1
Badges & Logos	See Rank Insignias	
Shirt Overlay & Jackets	4 texture 3 (short sleeve) 7 texture 3 (long sleeve) 14 texture 1 (long w/ tie) 25 texture 4 (tee)	3 texture 4 (tee - remove bag) 190 texture 3 (short sleeve) 193 texture 3 (long sleeve) 200 texture 3 (long w/ tie)

Clothing Item	Feminine Ped Option	Masculine Ped Option
Masks	N/A	

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Upper Body	Any (blue/black gloves allowed)	
Lower Body	3 texture 2 (slacks) 5 texture 3 (cargo)	29 texture 1 (slacks) 22 texture 1 (cargo)
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Badges & Logos	See Rank Insignias	
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2.5 | Vehicles *will be updated at a later date*

Rank	Vehicle	Subdivision	Vehicle
Probationary		Hazmat	
		Water Rescue	
FireFighter/EMS	ALS Tahoe	Fire Marshall	
FireFighter/Paramedic			
Lieutenant +			

2.6 | Driving Expectations

SAFR Members should evaluate the heaviness of traffic, weather conditions, presence of Civilians, and involvement of everyone around..Members driving at excessive speeds in a reckless fashion or when it is not warranted may be subject to [disciplinary action](#). (Some exceptions may apply.)

Due Regard Clause

The use of lights and sirens does not automatically give the right of way to an emergency vehicle. Lights and sirens request the right of way from other drivers. In addition, when responding to calls, Members should yield and/or stop at intersections before proceeding safely though. Members should clear intersections prior to passing. At all times, Members should drive with due regard for the public and property around them.

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Fire Tool Commands

/spreaders	Spawns spreaders that can pop open or cut off vehicle doors.	/tic [collect/store]	Collects a Thermal Imaging Camera from the truck, most trucks carry a TIC <i>*Follow on screen instructions to use.*</i>
/stabilizers [setup/remove]	Spawns stabilizers that can be used to secure an overturned vehicle.	/hose	Spawns a fire hose, you can use up/down arrow keys or up/down on the controller d-pad.
/fan [setup/remove]	Spawns a ventilation fan that can be used to clear smoke from a building.	/foam	Toggles your fire hose to use foam, you can also use your up and down controls mentioned above to change the pressure.
/ladder	Allows you to take a ladder off of the truck. <i>*Follow on screen instructions to use.*</i> Not all trucks have ladders.	/stretcher	Spawn a stretcher. Stretcher can be stowed in ambulance by walking to back of the ambulance and pressing 'E'. Walk beside stretcher and press 'E' to interact with stretcher.

Fire Script

/fireclockin	Allows you to clock in, automatic fires only spawn when firefighters are clocked in, and should spawn relative to the number of firefighters on duty.
/fireclockout	Allows you to clock out.

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3 | Rank Structure

Each rank comes with different responsibilities. Command positions require a higher level of commitment and dedication to service, as they are expected to devote more time to their positions. **High Command** consists of the Chief, Assistant Chief, Battalion Chief, and the Captains. Command positions are also limited to avoid making the department too top-heavy.

Responsibilities of All Officers

- Serves as an example of good behavior and attitude within the department
- Follow Chain of Command when reporting incidents
- Mandated reporting of SOP and Community Guideline violations

Chief

- Serves as the presiding authority figure over the department
- Serves as an ambassador for the department and liaison to other departments
- Oversees all department operations and Officers
- Produces, develops, and implements departmental policies and regulations
- Recruits and hires new Officers
- Involved in promotional decisions
- Directly oversees behavior of High Command
- Issues all forms of [disciplinary action](#)

Assistant Chief

- Serves as Second-In-Command to the Chief
- Is responsible during the Chief's absence
- Is responsible for Internal Affairs issues for the department
- Assists the Deputy Chief in Command trainings
- Produces, develops, and implements departmental policies and regulations
- Recruits and hires new Officers
- Involved in promotional decisions
- Issues all forms of [disciplinary action](#) (excluding bans)

Battalion Chief

- Serves as Third-In-Command to the Chief
- Directly oversees the behavior of Captains
- Oversees new and refresher Command training
- Assists the Assistant Chief in Internal Affairs issues
- Produces, develops, and implements departmental policies and regulations
- Recruits and hires new Officers
- Involved in promotional decisions
- Issues all forms of [disciplinary action](#) (excluding bans and kicks)

Captain

- Assists the Deputy Chief in Command and departmental trainings
- Provides guidance to Lieutenants
- Issues [disciplinary action](#) (verbal/written warnings, re-certifications, and terminations/suspensions from divisions)

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- Recruits and hires new members
- Is involved in promotional decisions

Lieutenant

- Directly oversees one of the department's subdivisions
- Serves as Second-In-Command to Captains
- Serves as a filter for promotional decisions (i.e., can deny if a request clearly does not meet standards, but does not approve promotions)
- Issues [disciplinary action](#) (verbal/written warnings, re-certifications, and terminations/suspensions from subdivisions)

FireFighter/Paramedic

- Strong example of behavioral expectations within the department

FireFighter/EMS

- Strong example of behavioral expectations within the department

Probationary FireFighter

- New Officer in the department dedicated to learning the ropes

4 | Disciplinary Guidelines

Each Member, regardless of rank within the community or department, will be held to the same standards. All members of the department will follow the same Community Guidelines and procedures as outlined in this document.

Failure to follow guidelines and procedures may result in disciplinary actions. Depending on the severity of the action, one or more of the following disciplinary actions may occur:

- **Verbal Warning** - Reserved for minor offenses where a Command member gives an unofficial verbal warning to correct behavior.
- **Written Warning** - Reserved for average offenses where a Command member gives an official written warning to correct behavior. Written warnings are logged.
- **Re-Certification** - Reserved for roleplay offenses where you must redo any certifications related to the infraction. Re-Certifications are logged.
- **Termination/Suspension from (Sub)division** - Reserved for roleplay offenses that are directly related to an infraction involving a division or subdivision. Terminations are logged and may be appealed at a later date.
- **Rank Demotion** - Reserved for roleplay offenses that do not align with an Officer's current rank responsibilities. Demotions are logged.
- **Suspension** - Reserved for serious offenses that warrant some time away from the server. Suspensions are logged.
- **Termination from Department** - Reserved for serious offenses that suggest the member is no longer welcome in the department. Terminations are logged and may be appealed at a later date.

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- **Removal from Game** - Reserved for non-roleplay offenses, serious offenses, or repeated offenses that suggest the member is no longer welcome in Bad Noodle. Removals are logged but may be appealed at a later date. This may include being kicked or being banned.

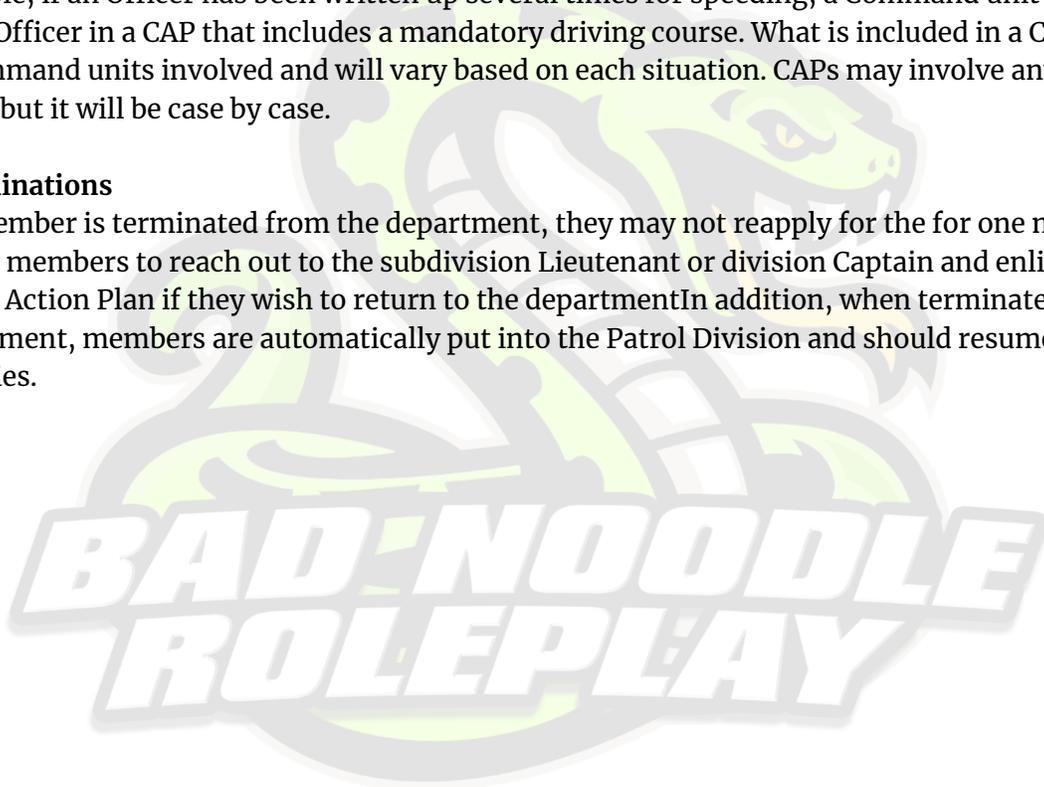
The above disciplinary actions may be used progressively or individually, depending on the situation. Those able to discipline have the discretion to choose a fitting disciplinary action for each situation but are encouraged to communicate with other Command about disciplinary actions prior to enacting them, when possible.

4.1 | Corrective Action Plans

It is up to each Command unit's discretion to issue disciplinary actions. After verbal and written warnings, Command may opt to enlist an Officer into a Corrective Action Plan [CAP]. A CAP allows an Officer and their Command units to discuss next steps to guide the Officer back on the correct path. For example, if an Officer has been written up several times for speeding, a Command unit may enlist the Officer in a CAP that includes a mandatory driving course. What is included in a CAP is up to the Command units involved and will vary based on each situation. CAPs may involve any training or course, but it will be case by case.

4.2 | Terminations

When a Member is terminated from the department, they may not reapply for the for one month. We encourage members to reach out to the subdivision Lieutenant or division Captain and enlist in a Corrective Action Plan if they wish to return to the department. In addition, when terminated from the department, members are automatically put into the Patrol Division and should resume regular patrol duties.



5 | Policy Handbook

To uphold the standards of the San Andreas Fire Rescue and EMS, we have several policies in place to guide behavior. Additional policies may be added over time to address specific aspects of a member's career. It is each member's responsibility to be knowledgeable of SAFR's policies.

5.1 | Promotions

Promotions for regular ranks (Probationary to FireFighter/Paramedic) will be completed through a [Promotion Evaluation Request](#). Evaluation Requests will be evaluated 24-48 hours after submission. Command will discuss the member's activity, reports, general behavior, radio traffic, and other qualities. Only High Command can approve promotions, but all of Command can deny promotions if it is clear that a candidate does not meet standards.

To be eligible for promotion, Members must meet the following requirements:

Probationary → FireFighter/EMS:

A probationary firefighter may apply for promotion to FireFighter/EMS if/when:

1. A minimum of five days has passed since joining the department.
2. The member has at least 5 hours total time in the city.
3. The member has written a minimum of 5 high-quality reports.

FireFighter/EMS → FireFighter/Paramedic:

A FireFighter/EMS may apply for promotion to FireFighter/Paramedic if/when:

1. A minimum of one week has passed since the members' last promotion.
2. The member has at least 10 hours total time in the city.
3. The member has written a minimum of 10 high-quality reports.

FireFighter/Paramedic → Lieutenant:

A FireFighter/Paramedic may apply for promotion to Lieutenant if/when:

1. A minimum of one week has passed since the Officer's last promotion.
2. The member has at least 15 hours total time in the city.
3. The member has written a minimum of 20 high-quality reports.

Promotions will also be based on roleplay, leadership skills, and activity in the department. Tenure and overall time in the community will not be factored into promotion decisions. Asking for a promotion may result in the denial of a promotion request. Asking about the status of an Evaluation Request is acceptable, as long as at least a week has passed since submission.

Ranks in Command (Corporal and above) are competitive and require more commitment to the department. Command positions are offered by the current Command for high-quality roleplay, leadership skills, and activity in the department. Asking for a Command position may result in the denial of a Command position in the future, as Command positions are offered, not applied for. Asking for a Command position may make you unfavorable in the future.

Promotion Evaluation Request

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Once you feel you have met the above requirements for your next promotion, you may submit a Promotion Evaluation Request. This will let Command know that you would like to be evaluated for promotion. To submit a request, type `-promotion` in `#safr-general` in Discord. You must include the dash (-) and this command will only work in `#safr-general`. You should receive confirmation from the bot that your request has been submitted. You can only do this once every 7 days. You will receive an error if you submit another request too early. Submitting a request does not mean you will be promoted - only that Command will review your activity, reports, and behavior that week.

5.2 | Scene Response

When responding to a dispatch call or a call from an officer, you are expected to complete the scene in its entirety. Members are expected to treat every call or backup request as serious and play out the scene. Members found call-hopping (speeding through calls or hopping between scenes without completing them) may receive disciplinary action. In addition, when responding to backup calls, members are expected to follow the instruction of the active scene command, unless otherwise noted. Officers should be watchful of when backup requests are canceled, as not to crowd a scene.

5.3 | Physical Appearance

Along with the uniform requirements, we ask that Officers keep a clean, professional appearance when on duty. While active with the Fire Department, no beards are allowed. Mustaches are OK. We ask that hairstyles are clean and managed. We ask that clothes are kept clean, when possible. Members may have tattoos (no face tattoos allowed) and piercings, as long as they are not indicative of gang affiliations, racial slurs, or other derogatory meanings. Members are welcome to have colored hair, but we ask that members refrain from full neon hairstyles (highlights/lowlights are welcome).

5.4 | Scene Conduct

While on a scene, Members are expected to act in a manner that can be considered “professional.” This includes treating all individuals with respect, giving all individuals the courtesy of listening to them without interruption, and engaging with all individuals in a respectful, professional manner. Every scene is to be taken seriously and played out fully. There is a time and place for jokes and fun, and an active crime scene is not that place. Members found acting against this policy may find themselves met with disciplinary action.

6 | Scene Command

The first arriving unit on any incident other than a simple medical call is required to establish command. Command may be transferred to a higher ranking member once they arrive on scene. The Incident Commander is to remain in the Warm Zone but outside of a structure so as to keep an adequate picture of the entire tactical environment as well as maintaining an appropriate level of situational awareness.

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