

San Mateo County Fire Service POLICIES AND STANDARDS MANUAL

Title: Dispatch Delivery

Policy No. 1998-02

Adopted 12/28/00

Revised 07-18-06

- Purpose:** The purpose of this policy is to establish a standard procedure for dispatching apparatus.
- Policy:** The following are procedures to be followed when dispatching fire apparatus to service calls.
- Background:** Fire Net / Public Safety Communications Operations Policy/Procedure #002
- Procedure:**

Dispatch Delivery

The voice broadcast shall include the following information as provided to PSC:

Apparatus
Call Type
Location
City
Cross Street(s)
Map Page (Fire map page or Thomas Brothers if not available)
Channel assignment(s)
Safety Message

The voice broadcast shall be formatted:

APPARATUS IDENTIFIERS (announce in the order recommended and include role if displayed) CALL TYPE, LOCATION (repeat), CITY, CROSS STREET, MAP PAGE, respond on Control_____, (standby tactical is _____) and use caution: SAFETY MESSAGE

Medical Aid Assignments

The dispatcher should attempt to advise the Company Officer if the responding ambulance is extended.

Multi Company Assignments

Communications will assign the responding units a Tactical or Secondary channel for operations when available. The Dispatcher will communicate with the IC on the primary Zone Control frequency. Following either verbal or MST / ZETRON acknowledgment, the Battalion Chief shall be advised if an assigned apparatus did not report en route.

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Updates and cancellations will be managed by the IC or BC on the assigned secondary or tactical channel.

Out of Zone Assignments

When a fire apparatus is dispatched to a call out of zone, the voice broadcast shall be transmitted on the primary channel the apparatus currently resides, and the primary channel of the incident's jurisdiction. The broadcast shall include the phrase "Out of Zone" after the apparatus identifier.

When an apparatus is moved to another zone for station coverage, the voice broadcast shall be transmitted on the primary channel the apparatus currently resides. The broadcast will instruct apparatus to switch to the appropriate zone primary if different than the current channel.

"Engine 14 cover in at Station 23, and switch to Control 12"