



Santa Cruz Consolidated Emergency Communications Center

495 Upper Park Road
Santa Cruz, CA 95065
(831) 471-1000 Fax (831) 471-1010

9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

COMMUNICATIONS OPERATIONS FIRE SERVICE POLICY

Policy No.	5331	Date Issued:	March 1, 1999
Section:	5300 – Radio Procedures	Date Revised:	January 10, 2005
Accreditation Standards:	None		

SUBJECT: DISPATCHING MULTIPLE FIRST PRIORITY INCIDENTS

APPROVED:

Chairperson, Fire Service Users Subcommittee

APPROVED:

Michael J. McDougall, General Manager

When fire/EMS dispatchers have multiple, first priority calls pending for dispatch, they will pre-alert the broadcasts with the statement, "Units stand by for multiple incidents".

Dispatchers will dispatch no more than three (3) of the pending, first priority calls simultaneously.

Dispatchers will wait for all sets of tones to finish and state "Multiple Incidents" before beginning the standard dispatch format for the first call. After completing the initial dispatch of one call, dispatchers will say, "break" and then continue with the initial dispatch of the next call.

In these situations, dispatchers shall initiate a roll call in accordance with Policy No. 5315 (Acknowledgement).

Dispatchers will add a DC* comment to each incident dispatched as part of a multiple incident dispatch. The comment will read, "DC* multiple incidents".