



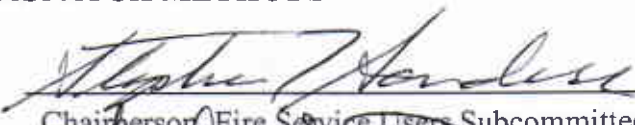
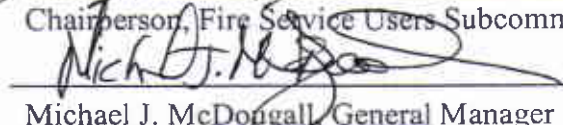
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Michael J. McDougall
General Manager

9-1-1 FIRE
POLICE
MEDICAL

COMMUNICATIONS OPERATIONS FIRE SERVICE POLICY

Policy No. 5430	Date Issued: June 1, 1996
Section: 5400 – Telephone Procedures	Date Revised: October 15, 2002
Accreditation Standards:	
SUBJECT: DISPATCH METHODS	
APPROVED:	 Chairperson, Fire Service Users Subcommittee
APPROVED:	 Michael J. McDougall, General Manager

Upon receiving a fire call, there are three ways to deliver the information to the appropriate fire jurisdiction.

If the appropriate fire jurisdiction is a JPA User, the most common method is to page and deliver the message on the dispatch net, usually the Red Fire frequency.

If the appropriate fire jurisdiction is not a JPA User, a second method is to transfer the call directly to the responsible fire jurisdiction. This applies to incoming E9-1-1 calls that require a fire response by CDF, UCSC or surrounding counties.

If the appropriate fire jurisdiction is not a JPA User, a third method is to relay the information obtained from the calling party. Use this method when an E9-1-1 call cannot be transferred and on all medical emergencies in CDF jurisdiction.

CAD will recommend the appropriate dispatch method.

If there is any doubt as to the jurisdiction of a call, dispatch the closest fire agency or agencies and provide the information that is available.

If there is any doubt as to the nature of a call, advise the fire agency of jurisdiction via telephone and let them determine the response. In the event the agency is unavailable by phone, page and broadcast the information that is available.