



COMMUNICATIONS OPERATIONS
FIRE SERVICE POLICY

Policy No. 5329 Date Issued: June 1, 1996
Section: 5300 - Radio Procedures Date Revised: September 11, 2017
Accreditation Standards: None
SUBJECT: INCIDENT PRE-ALERT
APPROVED: [Signature]
Chairperson, Fire Service Users Subcommittee
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1.0 Policy

Pre-alerts provide a head start response for field responders. Dispatchers should broadcast pre-alerts for every Fire/EMS incident. Pre-alerts should be as specific as possible regarding address and incident type. This allows the appropriate personnel to start responding with the suitable safety attire.

2.0 Procedure

Upon receipt of calls where the potential exists for Fire/EMS response, dispatchers will implement the following procedures:

2.1 Pre-Alerts for Paid Fire Departments

- After ascertaining the general nature of the call (for example, medical, fire, accident), general location (Aptos, Freedom, Pasatiempo), and fire agency of jurisdiction, dispatchers will use a single alert tone then broadcast the information. Dispatchers will be as specific as possible with the nature and location of the incident.

2.2 Pre-Alerts for Volunteer Fire Departments

There are two different ways to complete pre-alerts for Volunteer Fire Departments:

- ◆ If Fire/EMS dispatchers are aware of pending calls within the jurisdiction of any volunteer fire department and the calls have not yet hit the pending queue, Fire/EMS dispatchers will activate the “all page” for that agency prior to announcing the pre-alerts.
- ◆ If Fire/EMS dispatchers are aware of calls within the jurisdiction of any volunteer fire department when the calls hit the pending queue, Fire/EMS dispatchers will complete pre-alerts using a single alert tone.

2.3 Dispatchers will broadcast pre-alerts in a manner that allows field units to clearly understand the details.

- ◆ Example: “Scotts Valley, vehicle fire, 3200 Scotts Valley Drive”

2.4 After broadcasting pre-alerts, dispatchers will dispatch all calls in accordance with Policy No. 5330 (Standard Dispatch Format).

2.5 If a call is canceled between the time of pre-alert and actual dispatch, dispatchers will broadcast the cancellation.

2.6 Fire agencies will not advise “en route” until after the formal dispatch.