



COMMUNICATIONS OPERATIONS
FIRE SERVICE POLICY

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Section: 5400 - Telephone Procedures Date Revised: May 13, 2019
Accreditation Standards:
SUBJECT: DISPATCH METHODS
APPROVED: [Signature]
Chairperson, Fire Service Users Subcommittee
APPROVED: [Signature]
Dennis Kidd, 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.

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 CalFire 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.

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.