



Santa Cruz Consolidated  
Emergency Communications Center

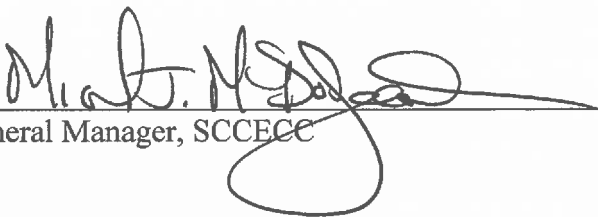
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9-1-1 FIRE  
POLICE  
MEDICAL

COMMUNICATIONS OPERATIONS  
EMERGENCY MEDICAL SERVICE POLICY

Policy No.: 6369.80  
Date Issued: June 15, 2000  
Date Revised:

APPROVED:   
General Manager, SCCECC

**SUBJECT: PRE-ALERT PROCEDURE**

1.0 Purpose

- 1.1 The purpose of this procedure is to provide clear guidelines and expectations for incident pre-alerts.
- 1.2 The passing of pre-alert information from call taker to dispatcher must not disrupt or interfere with the normal flow of information and processes within the Communications Center.
- 1.3 The Agency's goal is to pre-alert 80% of all *pre-alertable* calls.

2.0 Pre-Alertable Calls

- 2.1 Only incidents initiated from an E9-1-1 call are pre-alertable.
- 2.2 Incidents initiated from Op. Assist phone lines are not pre-alertable.
- 2.3 Field initiated requests for Fire and/or Ambulance are not pre-alertable.

3.0 Obtaining Pre-Alert Information

- 3.1 The dispatcher assigned to the Ambulance Primary dispatch position (normally position #3) is responsible for broadcasting all pre-alerts.

- 3.2 When a call taker is taking a pre-alertable call, s/he will alert Position 3 by pressing the pre-alert button on the phone set.
    - 3.2.1 A call taker will not yell across the room to position 3 that s/he has a medical or fire call for pre-alert.
  - 3.3 When the Ambulance Primary dispatcher receives a pre-alert notification, s/he will investigate and obtain the information necessary to broadcast the pre-alert.
    - 3.3.1 The dispatcher will use his/her E9-1-1 display, personal observations and any other tools available to him/her to obtain the necessary information.
    - 3.3.2 The dispatcher will not yell across the room to obtain the necessary information.
  - 3.4 If the Ambulance Primary dispatcher cannot obtain the information necessary to broadcast a pre-alert before the call taker creates the incident and it appears in the dispatcher's pending queue, the dispatcher will immediately dispatch the incident.
- 4.0 Broadcasting Pre-Alerts
- 4.1 Pre-alerts must be broadcast slowly and clearly so they are easily understood by field personnel.
    - 4.1.1 Mumbled, rushed or otherwise indecipherable pre-alerts are a waste of everybody's time.
  - 4.2 A pre-alert will include a single alert tone, the fire agency with jurisdiction, the type of call, street or common place name, and the city or town. For example: **"single alert tone, Santa Cruz Fire, medical, 1100 block of Soquel Avenue, Santa Cruz"**.
- 5.0 Canceling Pre-Alerts
- 5.1 Once a pre-alert is broadcast, units will be responding to the incident. Should an incident be canceled after the pre-alert and before the initial dispatch is broadcast, the dispatcher will cancel the pre-alert by simulcasting the cancellation. For example: **"Santa Cruz Fire, medical, 1100 block of Soquel Avenue, Santa Cruz, canceled"**.