



Santa Cruz Consolidated Emergency Communications Center

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Michael J. McDougall
General Manager

9-1-1 FIRE
POLICE
MEDICAL

COMMUNICATIONS OPERATIONS FIRE SERVICE POLICY

Policy No.	6820	Date Issued:	June 1, 1996
Section:	6800 – Specific Procedures	Date Revised:	June 28, 2005
Accreditation Standards:	None		

SUBJECT: SIMULTANEOUS 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".

If there are multiple calls pending that are not the first priority calls, dispatchers will dispatch the oldest, highest priority call first and continue until all calls are dispatched.