

San Mateo County Fire Service POLICIES AND STANDARDS MANUAL

Title: Dispatch Delivery

Policy No. 1998-02

Adopted 12/28/00

Revised 11-19-08

- Purpose:** The purpose of this policy is to establish a standard procedure for dispatching apparatus.
- Policy:** The following are procedures to be followed when dispatching fire apparatus to service calls.
- Background:** Fire Net / Public Safety Communications Operations Policy/Procedure #002
- Procedure:**

Dispatch Delivery

The voice broadcast shall include the following information as provided to PSC:

Apparatus
Call Type
Location
City
Cross Street(s)
Map Page (Fire map page or Thomas Brothers if not available)
Channel assignment(s)
Safety Message

The voice broadcast shall be formatted:

APPARATUS IDENTIFIERS (announce in the order recommended and include role if displayed) CALL TYPE, LOCATION (repeat), CITY, CROSS STREET, MAP PAGE, CHANNEL(S), SAFETY MESSAGE

"Engine 51, Engine 52, Engine 63, Quint 62 as an Engine, Truck 51, Battalion 16, Battalion 9, Engine 37 as RIC, a structure fire, 123 Main Street, 123 Main Street in San Bruno, cross streets Elm and Walnut, map page 1234 on Command 31 and Tac 35, use caution, report of live wires down."

Out of Zone Assignments

When a fire apparatus is dispatched to a call out of zone, the voice broadcast shall be transmitted on the Dispatch channel the apparatus currently resides, and the Dispatch

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channel of the incident's jurisdiction. The broadcast shall include the phrase "Out of Zone" after the apparatus identifier.

When an apparatus is moved to another zone for station coverage, the voice broadcast shall be transmitted on the Dispatch channel the apparatus currently resides. The broadcast will instruct apparatus to switch to the appropriate Dispatch channel if different than the current channel.

"Engine 14 cover in at Station 23, and switch to Control 2"