I. PROCEDURE

    A. A dispatch of an alarm consists of 3 basic steps:

        1. Encoding of the station(s)

        2. Dispatch of alarm

        3. Acknowledgement

II. ENCODE

    A. The station encoder tied into the Fire Department radio system is the primary mode for the transmission of a radio signal to the stations, signifying that an alarm is about to be broadcast. When the station tone is encoded, the station radio receiver and alarm are activated.

    B. There are 3 types of encodes

        1. Encode individual stations.

        2. Individual units at station 1. Dispatch has the ability to encode each individual apparatus at station 1. Bedrooms have a keypad that allow the firefighter to set their radio for which apparatus so which they are assigned.

        3. Encode all stations simultaneously (Super Group). The Super Group encodes all stations simultaneously, enabling them to monitor the incident(s), be available for dispatch or move-up, or ready a piece of equipment for pickup. The Super Group Encode is used:

            a) When three or more stations are due to respond on the first alarm so that move-up companies can be included with the initial dispatch.

            b) On subsequent dispatches when three or more Engine Companies are out of service due to two or more alarms, and a move-up will be required by one or more companies. In situations where no move-up is required, the Super Group need not be used, but the duty Battalion Chief must be notified.

            c) The Super Group is not used when three or more Engines are on a delayed response or out of service due to training details.

III. DISPATCH OF ALARM

A. Dispatchers encode companies due to respond on the STB Channel 1 radio frequency, and give dispatch information in the following order:

1. Company(ies) due to respond.

2. Type of call.

3. Address/Location.

4. Cross Street.

5. Assignment of Command and Tactical channel if indicated

6. Repeat of items 1-5 above.

IV. ACKNOWLEDGING RECEIPT OF ENCODE

A. Units acknowledge receipt of dispatch information by indicating via radio that they are responding. They will state:

1. Unit responding

2. Address responding to

B. If an Engine or station fails to acknowledge the encode signal

1. Dispatch will encode a second time. If the Engine fails to respond on the second attempt, the next due Engine will be sent.

2. Once the second due company has responded, Dispatch will attempt to contact the Engine company via landline or by radio.

3. The duty B.C. will be notified of any failure to respond to an encode.

C. Units responding from the field shall acknowledge receipt of call using steps mentioned above. Those responding from locations that have a significant bearing on arrival time will state their response location when acknowledging receipt of the dispatch.

D. When multiple units respond from a station, the first unit responding should acknowledge for all responding units from that station if they can be accounted for.

E. When a Company arrives and establishes Command, Dispatch will stop seeking response acknowledgments. Staging reports will be substituted for regular acknowledgments.

V. USE OF COMMAND AND TACTICAL CHANNELS

Dispatch Procedures

A. Encodes and initial dispatches will be on STB Channel 1.

B. On incidents where there are multiple units and a Battalion Chief responding, Dispatch will assign STB Command 2 as incident command channel and will assign STB TAC 4 as the incident tactical channel on the initial dispatch. This will include all areas in the City as well as the AOA. When this occurs:

1. STB Channel 1 will be our dispatch channel. It is to be used by the B.C. to communicate with Dispatch; ordering additional equipment, having times recorded for benchmarks of completion such as "primary all clear", "fire under control", etc. STB Command 2 will be the primary command channel. STB Command 3 will be the secondary command channel. Command channels are to be used by Command to assign incoming resources. The B.C. will manage both STB Channel 1 and the assigned command channel.

2. When dispatched, responding units will switch their mobile radios to the STB Command 2 channel, and then give their response to Santa Barbara.

3. Dispatch will monitor units on STB Command 2 only until they have responded. Dispatch is then responsible for monitoring only STB Channel 1.

4. Units will report their arrival on scene to Command, who will acknowledge.

5. Once on STB Command 2, all communication will be between the involved units and the Battalion Chief. The Captain's report of being on-scene, in command, and the size-up will be directed to the B.C. For example: "Battalion 713, E1 is on scene and in command at (insert location), we have a single story, single family residence with light smoke showing from Alpha side window. We'll be in investigative mode, and this will be the Figueroa incident." The B.C. will acknowledge the information.

6. Once an arriving fire department unit has been given an assignment by Command they will be directed to switch to the incident tactical channel. STB TAC 4 will be the primary incident tactical channel. STB TAC 5 will be the secondary incident tactical channel.

7. Command's decision on actions will be reported to the B.C. "Battalion 713, this was an appliance fire that is now out, E1 can handle, and all other units can clear." The B.C. will then release the units or can change this decision based on additional information he has obtained.

8. Once units have been released from the scene by the B.C. they will switch back to STB Channel 1 and tell Dispatch they are in service.

9. Once the B.C. goes in service, the remaining unit(s) on scene will move back to STB Channel 1.

C. Any communicating that Dispatch needs to do regarding the incident will be done through the B.C. using STB Channel 1. The B.C. can then pass on any pertinent information to the other units by using the assigned command channel.

D. If a single resource is sent on a call and ends up calling for more resources and a Battalion Chief, for example, a "balance of assignment" is requested, a tactical channel will be assigned when Dispatch encodes the additional equipment.