



Santa Cruz Consolidated  
Emergency Communications Center

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General Manager

**9-1-1** FIRE  
POLICE  
MEDICAL

COMMUNICATIONS PERSONNEL  
POLICY/PROCEDURE

**Policy No.:** 2070  
**Date Issued:** February 26, 1997  
**Date Revised:**

APPROVED: Michael J. McDougall  
General Manager, SCCECC

**SUBJECT: MANAGER'S AUTHORITY DURING DISASTERS AND SIGNIFICANT EMERGENCIES**

During disasters and significant emergencies, Authority manager's have the authority to override policy and procedure if doing so facilitates the safe and logical management of the disaster or emergency.

A disaster or significant emergency is an event or combination of events that creates a significant increase in the workload or activity level within the Communications Center. The increase in the workload or activity level exceeds the normal course of activities during a busy day.

Any time a manager overrides policy and procedure, under the provisions of this procedure, that manager must complete a written report to the General Manager. The report will include all steps taken by the manager before overriding policy and procedure and justification for the override.