




Santa Cruz Consolidated Emergency Communications Center

495 Upper Park Road
Santa Cruz, California 95065
(831) 471-1000 Fax (831) 471-1010

Michael J. McDougall
General Manager

9-1-1 FIRE
POLICE
MEDICAL

COMMUNICATIONS PERSONNEL POLICY/PROCEDURE

Policy No.	2080	Date Issued:	October 15, 2003
Section:	2000 – Personnel Policy/Procedure	Date Revised:	
Accreditation Standards: CALEA 6.2.1			
SUBJECT: MANAGEMENT ON-CALL			
APPROVED:	 General Manager		

1.0 Purpose

The purpose of this policy is to provide guidelines for Authority managers to be on-call and immediately available to on-duty employees.

2.0 Operations

- 2.1 The Operations Supervisors assigned to supervise the Red or Blue Team dispatchers will be on-call during their off-duty hours on their regular work days. They will be available at their home phone number or via pager or cell phone.
- 2.2 When unavailable during their off-duty hours, Operations Supervisors will arrange for another Operations Supervisor to be on-call. The Administrative Supervisor may substitute for the on-call Operations Supervisor.

3.0 Systems

- 3.1 Someone from the Systems Unit will be on-call at all times. The Systems Coordinator is responsible for establishing the Systems on-call schedule.
- 3.2 If unavailable during their regularly scheduled on-call, Systems employees will arrange for another Systems person to be on-call.

4.0 Administration

- 4.1 The General Manager and Support Services Manager are always available during their off-duty hours. Typically, the only time they are not on-call is while on vacation. If one of these managers is on vacation, the other will be on-call.

5.0 Availability

- 5.1 The on-call board in the Communications Center will reflect the current Operations and Systems on-call personnel. It is the on-duty Operations Supervisor's responsibility to make sure the on-call Supervisor is correctly posted. It is the Systems Coordinator's responsibility to make sure the on-call Systems person is correctly posted.
- 5.2 The Authority's intranet is the primary source for management contact numbers.
- 5.3 Management personnel will immediately inform the Authority of any change in their contact numbers. Managers will make sure the person responsible for updating the intranet is informed of any change in their contact numbers.