



Santa Cruz Consolidated Emergency Communications Center

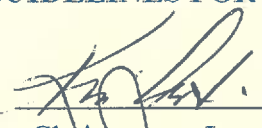
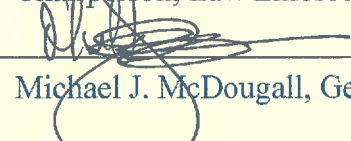
495 Upper Park Road
Santa Cruz, California 95065
(831) 471-1000 Fax (831) 471-1010

9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

COMMUNICATIONS OPERATIONS LAW ENFORCEMENT POLICY

Policy No. 4301	Date Issued: March 22, 2004
Section: 4300 – Radio Procedures	Date Reviewed: March 6, 2006
Accreditation Standards: None	
SUBJECT: GUIDELINES FOR USE OF RADIO AND TELEPHONE	
APPROVED: 	_____
	Chairperson, Law Enforcement Users Subcommittee
APPROVED: 	_____
	Michael J. McDougall, General Manager

1.0 Policy

1.1 Field units have the ability to communicate with their dispatchers via radio and telephone, both landline and cellular. The same dispatcher responds to all communications from assigned field units, regardless of which communication method is used by the units. In order to ensure the most appropriate communication method is chosen, field units are expected to follow the provided guidelines.

1.2 The “direct to dispatcher” phone line is routinely answered by primary radio dispatchers who must divert their attention from the radio channel to answer the phone line, significantly increasing the risk of missed radio traffic. Field units who use the “direct to dispatcher” line via cellular phone while responding to a detail prevent field supervisors and other units from hearing the exchange of information, which many times must be rebroadcast over the radio channel. Additionally, routine, non-essential use of the officer only line by field units may prevent field supervisors from contacting their dispatchers directly should the need arise.

2.0 Procedure

2.1 Field units should handle all dispatched calls on the radio or via their mobile data computers (MDC’s).

2.2 For officer safety and radio channel management reasons, the use of cellular and/or landline phones for routine questions, updates, directions, or clarifications of dispatched details is discouraged.

2.3 Keeping incident related communications on the radios and MDC's also allows Field Supervisors and other units to keep apprised of developing information.

2.4 Telephone calls from field units on the "direct to dispatcher" line should be restricted to Field or Tactical Supervisor questions or inquiries, critical issues (including confidential information exchanges), or radio connectivity failure.