



Santa Cruz Consolidated  
Emergency Communications Center

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9-1-1 FIRE  
POLICE  
MEDICAL


COMMUNICATIONS OPERATIONS  
FIRE SERVICE POLICY

**Policy No.: 5170**

**Date Issued: February 2, 1998**

**Date Revised: January 8, 2001**

APPROVED:   
Chairperson, Fire Service Users Subcommittee

APPROVED:   
General Manager, SCCECC

**SUBJECT: COMPUTER AIDED DISPATCH (CAD) SYSTEM CONFIGURATION  
CHANGES**

Fire Service Users making any computer aided dispatch (CAD) system configuration changes will do so in accordance with Policy No. 3021 (CAD Configuration Changes).

CAD system configuration changes will be made only by individuals with the training and security level to do so. Individuals must use their own CAD system log on identification and password to make CAD system configuration changes.

All CAD system configuration changes made by Fire Service Users — interim, temporary or permanent — must be accurately and thoroughly documented on the appropriate form (CAD Configuration Change Form). Because of the immediate impact on dispatch operations, CAD Configuration Change Forms must be completed and faxed as soon as the configuration change is made. The FAX number is 471-1010.

Interim or temporary configuration changes will be implemented and tested only as a result of an appropriate process (for example, an operational task team).