





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 OPERATIONS FIRE SERVICE POLICY

Policy No. 5575	Date Issued: November 17, 2003
Section: 5500 – Mutual Aid	Date Revised:
Accreditation Standards:	
SUBJECT: UCSC – NETCOM FIRE/EMS DISPATCHING	
APPROVED: 	_____
Chairperson, Fire Service Users Subcommittee	
APPROVED: 	_____
Michael J. McDougall, General Manager	

1.0 Purpose

- 1.1 To provide policy and procedures supporting the agreement for dispatch services between the University of California Santa Cruz (UCSC) and the Santa Cruz Consolidated Emergency Communications Center (NetCom).

2.0 Computer Aided Dispatch (CAD) System Configuration

- 2.1 NetCom will configure CAD run cards to recommend UCSC unit(s) to respond into NetCom agency jurisdictions as per request from the User agency.
- 2.2 NetCom will configure CAD to augment UCSC response into UCSC jurisdiction as per request from UCSC Fire for greater alarm responses. This is subject to approval by the Santa Cruz Fire Department.
- 2.3 Fire Service User Agencies making computer aided dispatch (CAD) system configuration changes will do so in accordance with Policy No. 3021 (CAD Configuration Changes)

3.0 Campus Incident Involving NetCom Dispatched Unit

- 3.1 When a NetCom dispatched unit is recommended for a UCSC incident, UCSC dispatch will notify NetCom within 30 seconds.
- 3.2 All UCSC and NetCom units will communicate with NetCom on the assigned frequency.
- 3.3 The UCSC unit will remain on the NetCom assigned radio frequency and communicate with NetCom dispatch until released from the incident.
- 3.4 Anytime a NetCom User agency responds to, or is staged at, UCSC and UCSC has no units available, **all** UCSC Fire/EMS calls will be transferred to and dispatched by NetCom.
- 3.5 If UCSC has a staffed reserve unit, they will resume the dispatching of that unit, until the above circumstances are encountered.

4.0 Off Campus Incident Involving UCSC Unit

- 4.1 When CAD recommends a UCSC unit, NetCom will tone out the UCSC unit during the initial incident dispatch. If the UCSC unit is available, they will inform their dispatch they have been requested for a NetCom incident and are not available. UCSC dispatch will notify NetCom via the ring down line that they will not be responding.
- 4.2 If the recommended UCSC unit is unavailable, the NetCom dispatcher will notify the Incident Commander.
- 4.3 If the recommended UCSC unit is available, they will advise "en route" on Red Fire within 120 seconds of notification.
- 4.4 The UCSC unit will remain on the NetCom assigned radio frequency and communicate with NetCom dispatch until released from the incident.
- 4.5 While the UCSC unit is off campus and assigned to a NetCom incident, **all** UCSC Fire/EMS calls will be transferred to and dispatched by NetCom unless a second UCSC becomes available.