



# 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 EMERGENCY MEDICAL SERVICE POLICY

**Policy No. 6105** Date Issued: June 19, 2007  
Section: 6100 – CAD Procedures Date Revised:  
Accreditation Standards: None

**SUBJECT: USE OF THE MOBILE DATA COMPUTER (MDC)**

APPROVED:   
Santa Cruz County EMS  
APPROVED:   
Brenda V. Brenne  
American Medical Response  
APPROVED:   
Michael J. McDougall, General Manager

### 1.0 Purpose

- 1.1 To reduce radio traffic by using the mobile data computer (MDC) system to electronically transmit calls for service and status changes to and from the CAD system.

### 2.0 Policy

- 2.1 A dispatch consistent with Policy No. 6370 (Standard Dispatch Format) will automatically transmit the incident to any MDC equipped unit assigned to the detail.
- 2.2 MDC equipped units should change statuses by utilizing their MDC. Those status changes do *not* need to be verbalized on the radio. In the event that the MDC does not confirm the status change, it will need to be done verbally.

2.2.1 Units returning to an occupied post shall verbalize when they are available in that post. This will allow NetCom to update the SSM posting.

- 2.3 The CAD and MDC systems are equipped with an interfaced messaging system that allows messages to be transmitted to one or more field units or CAD consoles. All activity, including messages, transmitted to and from a MDC is recorded at the server in various log files. These files are retrievable and can be reviewed.
- 2.4 Dispatchers will only transmit messages to field units when the content of the message is work related. Messages will not contain derogatory or discriminatory comments, slurs, jokes or stories. Personal messages authored by any dispatcher to any field unit will not be transmitted via the electronic messaging system.
- 2.5 To ensure ease of maintenance and functionality, all MDC's will have their function keys programmed alike.