



Santa Cruz Consolidated Emergency Communications Center

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9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

COMMUNICATIONS OPERATIONS EMERGENCY MEDICAL SERVICE POLICY

Policy No.	6540	Date Issued:	June 1, 1996
Section:	6500 – System Status Management	Date Revised:	June 19, 2007
Accreditation Standards: None			
SUBJECT: DETERMINING THE CLOSEST UNIT			
APPROVED:			
	Santa Cruz County EMS		
APPROVED:			
	American Medical Response		
APPROVED:			
	Michael J. McDougall, General Manager		

1.0 Purpose

- 1.1 The closest available AMR unit shall be dispatched to all non-scheduled calls for service.

2.0 Procedure

2.1 Dispatchers shall query AVL (automatic vehicle locator) recommendation to determine closest available unit. Once a unit is assigned to an incident and a monitoring unit determines it is closer to that assignment, the closer unit will advise dispatch of its location and that it is quicker to the assignment and “buy” the detail.

- Dispatchers will re-dispatch the incident to the closer unit using the original incident number and transmitting a text page.

Under no circumstances shall an assigned unit “sell” its incident to another unit via Red Fire.

If units are unable to determine which is closest to the incident, Medic 100 shall make the ultimate decision.

2.2 If AVL is unavailable or non-functional, dispatchers will query available units current post locations and revert to a manual posting system. The manual posting system will utilize existing post locations in CAD and will require the Fire/EMS dispatcher to utilize the 'VC' (vehicle cover) command to move available units to their current post. Recognized post locations are:

- BCF – Boulder Creek
- FEL – Felton
- AIN – Main
- C/S – Cap/Soquel
- MID – Mid County
- DOM – Dominican Hospital
- APT – Aptos
- WAT - Watsonville

Once units have been assigned their proper post, dispatchers will assign units via the CAD recommendation.