



Santa Cruz Consolidated Emergency Communications Center

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General Manager

9-1-1 FIRE
POLICE
MEDICAL

COMMUNICATIONS OPERATIONS EMERGENCY MEDICAL SERVICE POLICY

Policy No.: 6830
Date Issued: June 1, 1996
Date Revised:

APPROVED: 
Santa Cruz County EMS

APPROVED: 
AMR West Paramedics

APPROVED: 
General Manager, SCCECC

SUBJECT: EXTENDED ESTIMATED TIME OF ARRIVAL (ETA)

All Units Committed

If all EMS resources in the county are committed and another medical emergency call is received, poll units for an estimated time until they are clear. Advise the responding fire agency of the estimated delay. The Incident Commander (IC) has the option of waiting for the next available ambulance or ordering a fire unit with transport capability.

En Route for Monterey County Dispatch Center

If a unit posted in the North Zone (north of Freedom Boulevard) is dispatched to a detail in north Monterey County, so advise the Salinas Dispatch Center. The Salinas Center may choose to cancel the request the responding Santa Cruz County unit and refer the call to a closer resource.