Santa Cruz Consolidated
Emergency Communications Center

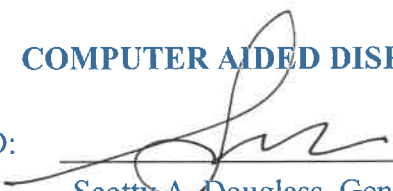495 Upper Park Road
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9-1-1 FIRE
POLICE
MEDICAL

Scotty A. Douglass
General Manager

COMMUNICATIONS TECHNICAL
POLICY/PROCEDURE

Policy No.	**3020**	Date Issued:	December 19, 1996
Section:	3000 – Technical Policies	Date Revised:	June 5, 2009
Accreditation Standards:	None		

SUBJECT: COMPUTER AIDED DISPATCH (CAD) CONFIGURATION TEAM

APPROVED: _____

Scotty A. Douglass, General Manager

1.0 Purpose

1.1 To review and evaluate policy, procedure and current CAD configuration for CAD configuration improvements.

1.2 To implement CAD configuration changes to support policy and procedure.

1.3 To provide training, develop expertise and define responsibilities for CAD configuration.

2.0 Team Members

2.1 Members of the Technical Operations Advisory Committee (TOAC), as designated in Policy No. 3025 – *Technical Operations Advisory Committee (TOAC)*, serve as participants on the CAD Configuration Team. The Team consists of the following members:

2.1.1 Dispatcher Representatives (2 to 5)

2.1.2 Systems Division Representatives (1 to 2)

2.1.3 Operations Supervisor or Coordinator

2.2 In addition to TOAC members, the following types of representatives may be requested to attend, depending on the nature of the configuration request(s).

2.2.1   Fire Configuration Representative

2.2.2   System Status Management (SSM) Configuration Representative

2.2.3   Law Enforcement Configuration Representative

2.3   On occasion, specialized configuration requests may require review by the Law or Fire/EMS Task Teams. In these cases, designee(s) from TOAC will attend the appropriate Task Team meeting.

3.0   Meetings

3.1   CAD Configuration Team meetings will be held as necessary to process pending CAD configuration requests.

3.2   The meeting date and time will be decided by the Systems Division Manager who will be responsible for notifying the team.

4.0   Facilitator

4.1   The Systems Manager or other Systems representative shall facilitate CAD Configuration Team meetings.

4.2   The facilitator is responsible for ensuring a suitable meeting place.

4.3   The role of the facilitator:

4.3.1   To monitor the group, focusing on process rather than content.

4.3.2   Keep track of time allotted for each subject on the agenda.

4.3.3   Keep the meeting focused on the agenda subjects.

4.3.4   Encourages discussion from all group members.

4.3.5   Store topics for future attention.

4.4   When the facilitator has strong feelings about a topic s/he will turn the facilitation of the meeting over to another team member.

5.0   Minutes

5.1   The responsibility for taking minutes at each team meeting shall be rotated between members of the team in alphabetical order.

5.1.1   Completed minutes are due to the facilitator within seven (7) calendar days after the meeting.

5.2   The minutes of the CAD Configuration Team will be published and displayed on the Reading Board.

6.0   Consensus

6.1   The goal of the group is to reach consensus on all issues through developmental dialogue.

6.2   If consensus cannot be reached:

     6.2.1   The topic may be tabled for the next CAD Configuration Team meeting and/or;

     6.2.2   The representative for the affected discipline (Law, Fire or SSM) may serve as the tie-breaker or;

     6.2.3   The Facilitator serves as the tie-breaker.