**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

Scotty A. Douglass
General Manager

COMMUNICATIONS TECHNICAL
POLICY/PROCEDURE

Policy No.	**3025**	Date Issued:	June 3, 2009
Section:	3000 – Technical Policies	Date Revised:	
Accreditation Standards:	None		

SUBJECT: TECHNICAL OPERATIONS ADVISORY COMMITTEE (TOAC)

APPROVED: _____

Scotty A. Douglass, General Manager

1.0   Purpose

1.1   To research, develop and recommend improvements/changes to systems used by dispatchers.

1.2   To provide input on CAD Configuration changes as requested by users or in support of policy and procedure.

1.3   To provide operational input on technology projects that affect dispatch staff.

2.0   Task Team Members

2.1   TOAC Team Leader

2.1.1   The Team Leader is designated by the General Manager.

2.1.2   The Team Leader will serve as the team facilitator.

2.2   Systems Division Representatives

2.2.1   At least one member of the Systems Division will participate as designated by the Systems Division Manager.

2.2.2   The Systems representatives will provide technical support in implementing changes recommended by the Team.

2.3   Dispatcher Representatives

       2.3.1 At least two (2) dispatch representatives will be selected from letters of interest submitted to the Committee.

3.0 Meetings

3.1 TOAC meetings will be held as necessary.

       3.1.1 To process pending CAD configuration requests.

       3.1.2 In support of significant technology projects such as upgrade or replacement of any major dispatch system (i.e., CAD, telephones, etc.)

3.2 The meeting date and time will be decided by the TOAC Team Leader who will be responsible for notifying the team.

4.0 Facilitator

4.1 The TOAC Team Leader shall facilitate TOAC meetings.

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

4.3 The role of the facilitator:

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

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

- Keep the meeting focused on the agenda subjects.

- Encourages discussion from all group members.

- 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 TOAC will be published and displayed on the Intranet.

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 TOAC meeting and/or;

6.2.2   The Facilitator serves as the tie-breaker.