



Santa Cruz Consolidated  
Emergency Communications Center

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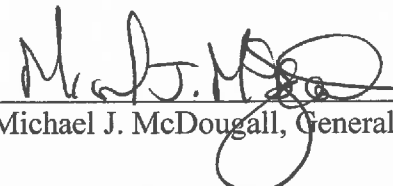
9-1-1  
FIRE  
POLICE  
MEDICAL

Michael J. McDougall  
General Manager

COMMUNICATIONS OPERATIONS  
MISCELLANEOUS POLICY/PROCEDURE

**Policy No.: 7050**  
Date Issued: July 24, 1996  
Date Revised: May 25, 2000

APPROVED:

  
Michael J. McDougall, General Manager

**SUBJECT: DEPLOYMENT PLAN**

- 1.0 The purpose of the following Deployment Plan is to maximize operational efficiencies. It is a guideline for personnel deployment. Operations Supervisors have the responsibility and authority to distribute the work load amongst the on-duty dispatchers in whatever means is most efficient.
- 2.0 The following guidelines should be followed when deploying on-duty dispatchers.
  - 2.1 Beginning with Level 7, at least one Dispatcher III should not be assigned to a primary radio position.
  - 2.2 Beginning at Level 9, both Dispatcher IIIs should not be assigned to primary radio positions.
  - 2.3 At all levels, one Dispatcher III should be deployed in each disciplines (Law and Fire/EMS).
  - 2.4 At all levels, Dispatch Assistants should be deployed at positions 2, 5, 6 or 13.

Policy No. 7050 - Deployment Plan

LEVEL	POSITION #2 CALL TAKER	POSITION #3 MEDIC PRIMARY	POSITION #4 FIRE PRIMARY	POSITION #5 CALL TAKER	POSITION #6 WPD/CPD PHONES	POSITION #7 WPD PRIMARY	POSITION #8 CPD PRIMARY	POSITION #9 SO PRIMARY	POSITION #10 SO PHONES	POSITION #11 SCPD PHONES	POSITION #12 SCPD PRIMARY	POSITION #13 CALL TAKER
5 and 6  At level 5, Supervisors use discretion for reassigning responsibilities of one position		<p><b>Radios</b> 1st: MedNet3, AMR Private; simulcast 2nd: Fire Red</p> <p><b>Phones</b> 1st: field lines, intercom 2nd: EMD transfer 3rd: 911 &amp; Op. Asst.</p> <p><b>CAD</b> FD, AM, AN, PW, NC</p>	<p><b>Radios</b> 1st: Fire Red Other: Co. PWorks, SPCA, NAWAS/OES</p> <p><b>Phones</b> 1st: 911 &amp; Op. Asst., EMD transfer, Roads, Press, SPCA, Fish &amp; Game, intercom, field line 3rd: 7 digit lines</p> <p><b>CAD</b> FD, AM, AN, PW, NC</p>			<p><b>Radios</b> 1st: WPD Blue 2nd: CPD Blue Monitor: WPD Yellow, CLEMARS</p> <p><b>Phones</b> 1st: WPD field line, intercom 2nd: WPD 7 digit lines</p> <p><b>CAD</b> WP, CA, NC, WW</p>		<p><b>Radios</b> 1st: SO Blue Monitor: SO Red, CLEMARS</p> <p><b>Phones</b> 1st: SO field line, intercom 2nd: SO &amp; CPD 7 digit lines</p> <p><b>CAD</b> SO, CB, NC</p>	<p><b>Radios</b> 1st: CPD Blue, Cabrillo</p> <p><b>Phones</b> 1st: CPD field line, SO 7 digit lines, Coroner, intercom, CPD and WPD 7 digit lines; 1st Alarm 2nd: 911</p> <p><b>CAD</b> CA, SO, CB, NC, CW</p>		<p><b>Radios</b> 1st: SCPD Blue Monitor: SCPD Yellow and CLEMARS</p> <p><b>Phones</b> 1st: SCPD field line, intercom 2nd: SCPD 7 digit lines</p> <p><b>CAD</b> SP, NC, SW</p>	

Policy No. 7050 - Deployment Plan

LEVEL	POSITION #2 DISPATCH ASST.	POSITION #3 MEDIC PRIMARY	POSITION #4 FIRE PRIMARY	POSITION #5 DISPATCH ASST.	POSITION #6 WPD/CPD PHONES	POSITION #7 WPD PRIMARY	POSITION #8 CPD PRIMARY	POSITION #9 SO PRIMARY	POSITION #10 SO PHONES	POSITION #11 SCPD PHONES	POSITION #12 SCPD PRIMARY	POSITION #13 DISPATCH ASST.
7 and 8	<p><b>Phones</b></p> <p>1st: 7-digit, non-emergency</p>	<p><b>Radios</b></p> <p>1st: MedNet3, AMR Private; simulcast 2nd: Fire Red</p> <p><b>Phones</b></p> <p>1st: field lines, intercom 2nd: EMD transfers 3rd: 911 &amp; Op. Asst.</p> <p><b>CAD</b></p> <p>FD, AM, AN, PW, NC</p>	<p><b>Radios</b></p> <p>1st: Fire Red <b>Other:</b> Co. PWorks, SPCA, NAWAS/OES</p> <p><b>Phones</b></p> <p>1st: 911 &amp; Op. Asst.; EMD transfers, Roads, Press, SPCA, Fish &amp; Game, intercom, field lines 4th: 7-digit, non-emergency</p> <p><b>CAD</b></p> <p>FD, AM, AN, PW, NC</p>	<p><b>Phones</b></p> <p>1st: 7-digit, non-emergency</p>		<p><b>Radios</b></p> <p>1st: WPD Blue 2nd: CPD Blue <b>Monitor:</b> WPD Yellow, CLEMARS</p> <p><b>Phones</b></p> <p>1st: WPD field line, intercom</p> <p><b>CAD</b></p> <p>WP, CA, NC, WW</p>	<p><b>Radios</b></p> <p>1st: CPD Blue 2nd: WPD Blue <b>Monitor:</b> CPD Yellow, CLEMARS</p> <p><b>Phones</b></p> <p>1st: CPD field line, intercom; 2nd: CPD and WPD lines; 1st Alarm 4th: 911</p> <p><b>CAD</b></p> <p>WP, CA, NC, CW</p>	<p><b>Radios</b></p> <p>1st: SO Blue <b>Monitor:</b> SO Red, CLEMARS</p> <p><b>Phones</b></p> <p>1st: SO field line, intercom</p> <p><b>CAD</b></p> <p>SO, CB, NC</p>	<p><b>Radios</b></p> <p>1st: Cabrillo, SO Red 2nd: SO Blue</p> <p><b>Phones</b></p> <p>1st: DA transfers 2nd: 911, SO lines, Coroner, intercom</p> <p><b>CAD</b></p> <p>SO, CB, NC</p>	<p><b>Radios</b></p> <p>2nd: SCPD Blue and Yellow</p> <p><b>Phones</b></p> <p>1st: DA transfers 2nd: 911, SCPD lines, intercom</p> <p><b>CAD</b></p> <p>SP, NC, SW</p>	<p><b>Radios</b></p> <p>1st: SCPD Blue <b>Monitor:</b> SCPD Yellow and CLEMARS</p> <p><b>Phones</b></p> <p>1st: SCPD field line, intercom</p> <p><b>CAD</b></p> <p>SP, NC, SW</p>	<p><b>Phones</b></p> <p>1st: 7-digit, non-emergency</p>
<p>Positions 10 and 11 have equal responsibility and share the same priority for answering DA transfer lines after the 1st ring, 911 &amp; Op.Asst. lines after the 2nd ring and non-911 phones after the 3rd ring.</p>												

LEVEL	POSITION #2 DISPATCH ASST.	POSITION #3 MEDIC PRIMARY	POSITION #4 FIRE PRIMARY	POSITION #5 DISPATCH ASST.	POSITION #6 WPD/CPD PHONES	POSITION #7 WPD PRIMARY	POSITION #8 CPD PRIMARY	POSITION #9 SO PRIMARY	POSITION #10 SO PHONES	POSITION #11 SCPD PHONES	POSITION #12 SCPD PRIMARY	POSITION #13 DISPATCH ASST.
9, 10 11 and 12	<u>Phones</u> <b>1st:</b> 7-digit, non-emergency	<u>Radios</u> <b>1st:</b> MedNet3, AMR Private, simulcast <b>2nd:</b> Fire Red <b>Other:</b> NAWAS/OES  <u>Phones</u> <b>1st:</b> field lines, intercom <b>2nd:</b> EMD transfers <b>3rd:</b> 911 & Op. Asst.  <u>CAD</u> FD, AM, AN, PW, NC	<u>Radios</u> <b>1st:</b> Fire Red <b>Other:</b> Co. PWorks, SPCA, NAWAS/OES  <u>Phones</u> <b>1st:</b> 911 & Op. Asst., Roads, Press, SPCA, Fish & Game, field lines, intercom, EMD transfers <b>4th:</b> non-911 phones  <u>CAD</u> FD, AM, AN, PW, NC	<u>Phones</u> <b>1st:</b> 7-digit, non-emergency	<u>Phones</u> <b>1st:</b> DA transfers, intercom <b>2nd:</b> CPD and WPD lines; 1st Alarm, intercom <b>2nd:</b> 911  <u>CAD</u> WP, CA, NC, WW	<u>Radios</u> <b>1st:</b> WPD Blue <b>2nd:</b> CPD Blue <b>Monitor:</b> WPD Yellow, CLEMARS  <u>Phones</u> <b>1st:</b> WPD field line, intercom  <u>CAD</u> WP, CA, NC, WW	<u>Radios</u> <b>1st:</b> CPD Blue <b>2nd:</b> WPD Blue <b>Monitor:</b> CPD Yellow, CLEMARS  <u>Phones</u> <b>1st:</b> CPD field line, intercom <b>3rd:</b> CPD and WPD lines; 1st Alarm <b>4th:</b> 911  <u>CAD</u> WP, CA, NC, CW	<u>Radios</u> <b>1st:</b> SO Blue <b>Monitor:</b> SO Red, CLEMARS  <u>Phones</u> <b>1st:</b> SO field line, intercom  <u>CAD</u> SO, CB, NC	<u>Radios</u> <b>1st:</b> Cabrillo, SO Red <b>2nd:</b> SO Blue  <u>Phones</u> <b>1st:</b> DA transfers <b>2nd:</b> 911, SO lines, Coroner, intercom  <u>CAD</u> SO, CB, NC	<u>Radios</u> <b>2nd:</b> SCPD Blue and Yellow  <u>Phones</u> <b>1st:</b> DA transfers <b>2nd:</b> 911, SCPD lines, intercom  <u>CAD</u> SP, NC, SW	<u>Radios</u> <b>1st:</b> SCPD Blue <b>Monitor:</b> SCPD Yellow and CLEMARS  <u>Phones</u> <b>1st:</b> SCPD field line, intercom  <u>CAD</u> SP, NC, SW	<u>Phones</u> <b>1st:</b> 7-digit, non-emergency
Positions 6, 10 and 11 have equal responsibility and share the same priority for answering DA transfers after the first ring, 911 & Op.Asst. lines after the 2nd ring and non-911 phones after the 3rd ring.												