



**Santa Cruz Consolidated
Emergency Communications Center**

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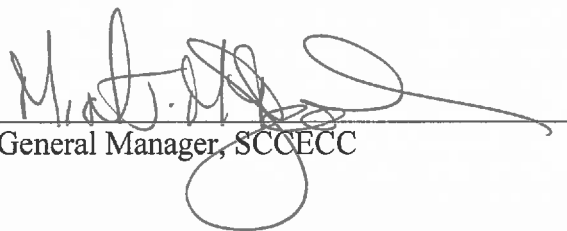
Michael J. McDougall
General Manager

9-1-1 FIRE
POLICE
MEDICAL

**COMMUNICATIONS OPERATIONS
MISCELLANEOUS POLICY/PROCEDURE**

Policy No.: 7051
Date Issued: August 19, 1999
Date Revised:

APPROVED:


General Manager, SCCECC

**SUBJECT: ANSWERING BILINGUAL TRANSLATIONS AND EMERGENCY
MEDICAL DISPATCH (EMD) CALLS AT LAW PRIMARY POSITIONS**

- 1.0 The purpose of this procedure is to provide guidelines for what responsibility, if any, a dispatcher assigned to a law enforcement primary dispatch position has for answering bilingual translation and/or EMD calls.
- 2.0 In accordance with Policy No. 7050 (Deployment Plan) dispatchers assigned to the Watsonville, Sheriff's and Santa Cruz primary law enforcement positions generally do not have any responsibility for answering 911 or 7-digit, non-emergency phone lines other than their field line and position intercom. These positions are "protected" from answering phones.
 - 2.1 These positions are protected so the dispatchers assigned to them can provide the highest level of service possible to the officers and deputies on-duty for those agencies.
- 3.0 In accordance with Policy No. 7050 (Deployment Plan) the dispatcher assigned to the Capitola primary law enforcement position is generally last up for incoming 911 calls and is generally second up for 7-digit, non-emergency phone lines designated for Capitola and Watsonville.
 - 3.1 Because the Capitola primary law enforcement radio channel is significantly less busy than the Watsonville, Sheriff's and Santa Cruz primary law enforcement radio channels, this dispatch position is not completely protected from answering phones.

- 3.2 The dispatcher assigned to the Capitola primary law enforcement position is expected to provide the highest level of service possible to the on-duty officers and should give the Capitola primary law enforcement radio channel priority when there's a conflict between radio and phone.

- 4.0 The Watsonville, Sheriff's and Santa Cruz primary law enforcement positions are generally protected from answering phones, including bilingual translations and EMD calls.

- 5.0 Because the level of concentration required to answer bilingual translations and EMD calls, the Capitola primary law enforcement position is generally protected from answering both types of calls.