



Santa Cruz Consolidated Emergency Communications Center

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9-1-1 FIRE
POLICE
MEDICAL

COMMUNICATIONS OPERATIONS MISCELLANEOUS POLICY/PROCEDURE

Policy No.: 7052
Date Issued: May 23, 1999
Date Revised:

APPROVED:


General Manager, SCOEECC

**SUBJECT: TELEPHONE RESPONSIBILITIES WHEN DISPATCHER ASSISTANTS
ARE ON-DUTY**

- 1.0 The purpose of this procedure is to clarify telephone answering responsibilities for the primary fire and medical dispatchers when one or more Dispatcher Assistants (DA's) are on-duty.
- 2.0 In accordance with Policy No. 7050 (Deployment Plan), the following procedures will apply when one or more DA is on-duty and deployed in the Communications Center.
 - 2.1 The Medic Primary dispatcher (position #3) will be relieved of first up phone answering responsibilities in the same fashion as the law enforcement primary dispatchers (positions #7, 8, 9 and 12).
 - 2.1.1 The Medic Primary dispatcher will only be first up for the Medic field lines (ring downs from quarters) and their intercom line.
 - 2.1.2 The Medic Primary dispatcher will remain second up for EMD transfers.
 - 2.1.3 The Medic Primary dispatcher will remain third up for 911 and Operator Assist lines.
 - 2.2 The Fire Primary dispatcher (position #4) will assume first up phone answering responsibilities for the Roads, Press, SPCA and Fish and Game line.
 - 2.2.1 The Fire Primary dispatcher will remain first up for 911 and Operator Assist lines.