



Santa Cruz Consolidated
Emergency Communications Center

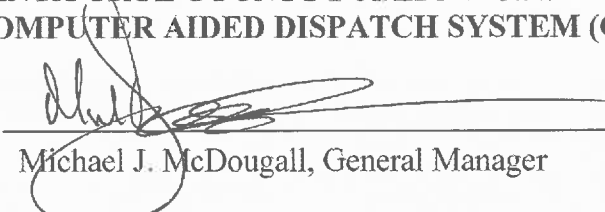
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Michael J. McDougall
General Manager

9-1-1 FIRE
POLICE
MEDICAL

**COMMUNICATIONS MISCELLANEOUS
POLICY/PROCEDURE**

Policy No. 7115	Date Issued: December 27, 2005
Section: 7100 – Public Works	Date Revised:
Accreditation Standards: None	
SUBJECT: SANTA CRUZ COUNTY PUBLIC WORKS REMOTE USE OF THE COMPUTER AIDED DISPATCH SYSTEM (CAD)	
APPROVED: 	
Michael J. McDougall, General Manager	

1.0 Purpose

1.1 To provide guidelines for Santa Cruz County Public Works use of CAD.

2.0 Signing on to Santa Cruz County Public Works

2.1 During normal business hours, Santa Cruz County Public Works will sign on to CAD and maintain responsibility for dispatching service calls to appropriate personnel. NetCom dispatchers may create calls for service in CAD during business hours when appropriate.

2.1.1 Radio relief will occur by telephone when Santa Cruz County Public Works personnel come on/off duty.

2.2 When Santa Cruz County Public Works personnel transfer responsibility to NetCom, agency PW must be logged on to each occupied CAD workstation in the Fire/EMS pod until such time as Santa Cruz County Public Works takes responsibility back.

3.0 Creating CAD Incidents

3.1 A CAD incident will be created for all calls for service from the public and for all field initiated activity identified by radio communication in accordance

3.2 with Policy No. 3005, Creating and Dispatching a Computer Aided Dispatch (CAD) System Incident.

3.2.1 Calls created in CAD should be categorized using the following incident types: DEAD, SLIDE, SIGN, TREE, and COPW.

3.2.2 Scheduled events for the next business day will be created for non-emergency incidents. Examples include reports of dead animal calls not on the road surface and damaged or missing road signs other than Stop, One Way and Yield. (Stop, One Way and Yield signs require immediate dispatch.)

4.0 Dispatching Santa Cruz County Public Works Personnel by NetCom dispatchers

4.1 When Santa Cruz County Public Works personnel go on duty, they will be placed in service (IS).

4.2 When personnel go off duty, they will be placed in an off duty (OD) status.

4.2.1 Personnel should never be logged off.

4.3 Public Works Road On-Call Staff will retain pseudo names of North/South (PWN/PWS).

4.4 Santa Cruz County Public Works calls for service will be assigned to the appropriate on-call unit.

4.4.1 When a dispatched call times out, a welfare check on the unit will be completed.

4.4.2 Calls will be cleared with a disposition provided by the unit. If the unit does not provide a disposition, the call will be cleared with "NDG."

5.0 Requests to Open Control 3

5.1 The on-duty Operations Supervisor or Lead Dispatcher may request Control 3 be activated when Public Works details occur at a consistently increasing rate. An example might be three calls pending during storm conditions and more calls coming in.

5.1.1 The Control 3 Activation On-Call List from the Intranet will be used to request Public Works implement a dispatcher.