



Santa Cruz Consolidated Emergency Communications Center


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9-1-1 FIRE
POLICE
MEDICAL



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COMMUNICATIONS MISCELLANEOUS POLICY/PROCEDURE

Policy No. 7480	Date Issued: December 2, 2003
Section: 7400 – Telephone Procedures	Date Revised: December 12, 2007
Accreditation Standards: CALEA 6.2.1	
SUBJECT: PROCURING EXTERNAL SERVICES	
APPROVED:	
	Michael J. McDougall, General Manager

1.0 Purpose

The purpose of this procedure is to provide guidelines and procedures for procuring external services either at the request of User Agency personnel or because of an urgent need by SCCECC. Requests for external services routed through the dispatch center are usually urgent or emergency requests and will be accorded an appropriate priority.

2.0 User Agency Requests for External Services

- 2.1 If a specific procedure exists for contacting an external service, it will be followed, for example: Policy No. 4605.80 (On-Call Deputy District Attorney); and Policy No. 7210 (Santa Cruz County Animal Services Authority).
- 2.2 If a specific procedure does not exist, dispatch personnel will try to procure the requested service to the best of their abilities. At a minimum this will include checking the SCCECC Intranet for a contact phone number and, if necessary, asking the requestor for a contact number for the service agency.
 - 2.2.1 When a contact number cannot be located via the SCCECC Intranet, employees will inform the Training Supervisor of the missing number. The Training Supervisor will then update the Intranet with the missing number. This will ensure the completeness of the Intranet resource materials.

- 2.3 Requests for external services will be documented in the CAD incident, if incident related. Documentation will include requesting unit identification, service requested, and outcome.

3.0 Procuring External Services for SCCECC

- 3.1 In the event of a facility emergency or other urgent situation, it may be necessary to obtain external services for SCCECC.
- 3.2 Approval of a supervisor will be obtained before procuring any external service for the Communications Center.