



**COMMUNICATIONS MISCELLANEOUS  
POLICY/PROCEDURE**

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| <b>Policy No.</b> 7505  | <b>Date Issued:</b> April 19, 1999    |
| <b>Section:</b> 7500 - Alternate Site<br>Procedures                                     | <b>Date Revised:</b> January 24, 2024 |
| <b>SUBJECT: EMERGENCY RESPONSE TEAM</b>   |                                       |
| <b>APPROVED:</b> <u>&lt;signed copy on file&gt;</u><br>Amethyst Uchida, General Manager |                                       |

**1.0 Purpose**

- 1.1 The Emergency Response Team is a selected group of trained dispatchers able to respond to the Communications Center or activate the alternate emergency communications center(s), also known as the Alternate Site(s), in the event an emergency such as but not exclusive to:
  - 1.1.1 An access issue, equipment failure and/or hazardous condition exists at the Santa Cruz Communications Center that would prohibit normal operations.
  - 1.1.2 A high priority emergency call for service that generates an extremely high workload for the on-duty dispatchers and the incident is expected to continue for an extended period of time.
  - 1.1.3 Multiple sick calls are received and the overtime all page, mandatory overtime and/or supervisor deployment on the floor does not adequately cover staffing shortages.
  - 1.1.4 In the event of a natural disaster, significant weather event or a large-scale incident as described in Policy No. 2170 (Off Duty Dispatcher Response in a Disaster or Large-Scale Incident).

**2.0 Authority to Activate the Emergency Response Team**

- 2.1 The Activation of the Emergency Response Team will be at the discretion

of the on-duty/on-call Operations Supervisor. The Emergency Response Team activation does not preclude other off-duty personnel from responding pursuant to Policy No. 2170.

- 2.2 An after-action report will be forwarded to the General Manager by the Emergency Response Team coordinator or designee in the event the Emergency Response Team is activated.

### **3.0 Emergency Response Team Coordinator**

- 3.1 The Emergency Response Team Coordinator is an Operations Supervisor designated by the Operations Manager.
- 3.2 The Emergency Response Team Coordinator is responsible for the selection of the Emergency Response Team members.
- 3.3 The Emergency Response Team Coordinator is responsible for regular testing maintenance of all equipment at the Alternate Sites.
- 3.4 The Emergency Response Team Coordinator is responsible for scheduling planned activations of the Alternate Site(s) and any other necessary training for Emergency Response Team members and all other dispatchers.
- 3.5 The Emergency Response Team Coordinator or designee is responsible for the coordination and job assignments of team members during an activation of the Alternate Site. Coordination and job assignments of Emergency Response Team members responding to the Communications Center are the responsibility of the on-duty or on-call Operations Supervisor or designee.

### **4.0 Emergency Response Team members**

- 4.1 The Emergency Response Team will consist of a minimum of 12 team members. Ideally there will be adequate coverage across all work groups
- 4.2 The Emergency Response Team members will be selected by the Team Coordinator based on their interest in the position, location of residency, job expertise and work schedule.
- 4.3 Participation on the Emergency Team Response Team is voluntary; however, each dispatcher must commit to participate for a minimum of eighteen (18) months. Team members may terminate participation on the

team by submitting a written 30-day notice to the Emergency Response Team Coordinator.

- 4.4 Team members will be included in a call-out group and required to provide a response to all call-outs requesting assistance from the Emergency Response Team, even if unavailable to physically respond. Call-outs may go out in the form of a phone call, text message using CAD, or emergency notification tool. The minimum requirements for responding to a page are: calling the assigned phone number designated in the page; providing an estimated response time; and/or following any other instructions contained in the page. Any Emergency Response Team member who fails to respond to two (2) pages within a twelve (12) month period will be released from the team. Team members are not required to respond to pages during vacation leaves.
- 4.5 Emergency Response Team members will not be considered on-call as part of the team, however they will be compensated for activation pursuant to Policy No. 1230 (Overtime) and the current Memorandum of Understanding (MOU) under Call Back Pay.