



# Santa Cruz Consolidated Emergency Communications Center

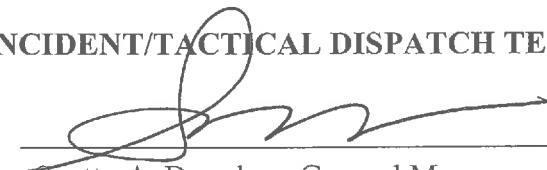
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**9-1-1** FIRE  
POLICE  
MEDICAL



Scotty A. Douglass  
General Manager

## COMMUNICATIONS MISCELLANEOUS POLICY/PROCEDURE

<b>Policy No.</b>	<b>7600</b>	<b>Date Issued:</b>	August 19, 1999
<b>Section:</b>	7600 – Incident and Tactical Dispatch Procedures	<b>Date Revised:</b>	November 18, 2009
<b>Accreditation Standards:</b> CALEA 7.2.2			
<b>SUBJECT: INCIDENT/TACTICAL DISPATCH TEAM</b>			
<b>APPROVED:</b>			
	Scotty A. Douglass, General Manager		

### 1.0 Purpose

- 1.1 The Incident/Tactical Dispatch Team is a selected group of trained dispatchers able to respond to a significant incident at the request of the Incident and/or Tactical Commander with the ability, equipment and expertise to facilitate and support communications operations as directed by the Incident and/or Tactical Commander. The Incident/Tactical Dispatch Team may be deployed at the scene of the actual incident or in the Communications Center.

### 2.0 Incident/Tactical Dispatch Team Coordinator

- 2.1 The Incident/Tactical Dispatch Team Coordinator is an Operations Supervisor designated by the General Manager.
- 2.2 The Incident/Tactical Dispatch Team Coordinator will oversee all functions of the Incident/Tactical dispatch team including the selection of team members, assignments, training, scheduling meetings and debriefings, maintaining a current team roster and insuring the required documentation of events for all Incident/Tactical dispatcher deployments are completed accurately and in a timely manner.
- 2.3 The Incident/Tactical Dispatch Team Coordinator may remove any member from the Incident/Tactical Dispatch Team.

### 3.0 Incident/Tactical Dispatcher

#### 3.1 Eligibility Criteria

- ◆ Cross trained at all Law channels
- ◆ Cross trained in fire/EMS operations
- ◆ Current Emergency Medical Dispatch (EMD) certification
- ◆ Current First Aid/CPR certification
- ◆ Letter of recommendation from an Operations Supervisor
- ◆ Rating of standard (3) or above in all areas on most current performance evaluation
- ◆ Valid California drivers license and proof of insurance

#### 3.2 Selection Process

- ◆ Incident/Tactical Dispatchers will be selected in accordance with Policy No. 2041 (Specialized Assignments).
- ◆ Final selection of new team members is made with the approval of the General Manager

#### 3.3 Training

Incident/Tactical dispatchers will receive initial training as well as annual updates to remain proficient in the basic skills and knowledge necessary to:

- ◆ Understanding Incident/Tactical communications traffic and terminology
- ◆ Accurately verify and record information collected via radio, telephone or any other type of verbal communication
- ◆ Obtain and disseminate critical information to specific Commanders based upon their duties and assignments
- ◆ Understand department protocol for Incident/Tactical operations
- ◆ Prepare accurate and thorough written reports as necessary

3.3.1 Incident/Tactical dispatchers will complete training in the following law enforcement areas:

- ◆ Standardized Emergency Management System (SEMS)
- ◆ Tactical Dispatcher communications
- ◆ Information tracking and processing
- ◆ Use of Incident/Tactical dispatcher equipment
- ◆ Stress management

3.3.2 Incident/Tactical dispatchers will obtain an understanding of field deployment procedures for the following law enforcement tactical and support operations:

- ◆ SWAT, ESU and Hostage Negotiation Team (HNT)
- ◆ Active Shooter protocol
- ◆ Press Information Officer
- ◆ Command Post operations
- ◆ Command Team
- ◆ Incident/Tactical Command responsibilities

3.3.3 Incident/Tactical dispatchers will complete training in the following Fire/EMS areas:

- ◆ Incident Command System (ICS 200)
- ◆ Check in
- ◆ Staging
- ◆ Re-Status
- ◆ Operations
- ◆ Demobilization

3.3.4 Incident/Tactical dispatchers will have an understanding of field operations for the following Fire/EMS tactical and support operations:

- ◆ Basic fire ground operations
- ◆ Wildland fire suppression
- ◆ Strike Teams
- ◆ Task Force Teams
- ◆ Structure protection
- ◆ Multiple Casualty Incident (MCI) Plans

#### **4.0 Incident/Tactical Dispatcher Performance Guidelines**

4.1 Incident/Tactical dispatchers will, at all times, adhere to these performance guidelines:

- ◆ Keep Incident/Tactical Commanders informed of current tactical and operations issues
- ◆ Utilize all equipment, status boards, logs, and data sheets
- ◆ Conduct initial or update briefs at the discretion of the Incident/Tactical Commander
- ◆ Will not interject opinions or unwanted comments regarding the decisions and/or actions of Command Staff or Tactical Operations team members
- ◆ Will not violate the confidentiality of Command Post operations
- ◆ Will be prepared to provide a concise, thorough, and accurate evaluation of your involvement or expertise

- ◆ Will be prepared to participate in any Critical Incident Stress debriefings as directed by Command Staff and/or the Incident/Tactical Dispatch Team Coordinator
- ◆ Will prepare and submit an After Action Report in a timely manner