



Santa Cruz Consolidated
Emergency Communications Center

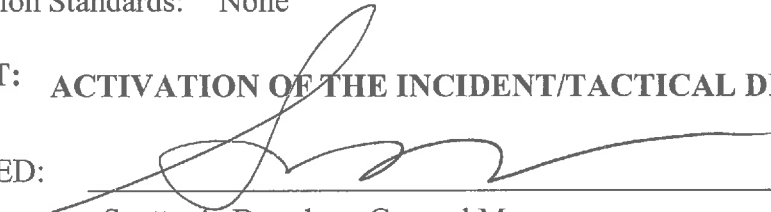
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9-1-1 FIRE
POLICE
MEDICAL



Scotty A. Douglass
General Manager

**COMMUNICATIONS MISCELLANEOUS
POLICY/PROCEDURE**

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|---------------------------------|---|----------------------|-----------------|
| Policy No. | 7610 | Date Issued: | August 19, 1999 |
| Section: | 7600 – Incident and Tactical Dispatch Procedures | Date Revised: | April 21, 2009 |
| Accreditation Standards: | None | | |
| SUBJECT: | ACTIVATION OF THE INCIDENT/TACTICAL DISPATCH TEAM | | |
| APPROVED: |  Scotty A. Douglass, General Manager | | |

1.0 Request for Activation

1.1 Only the Incident/Tactical Commander of a given significant incident (or a CAD recommendation) may initiate an activation of the Incident/Tactical Dispatch Team.

2.0 Authority to Activate

2.1 Only a NetCom manager may authorize an Incident/Tactical Dispatch Team response.

3.0 Activation and Response of Personnel

3.1 After the request of an activation by the Incident/Tactical Commander (or CAD recommendation), the on-duty Lead dispatcher shall immediately contact the on-duty (or on-call) Operations Supervisor or Incident/Tactical Dispatch Team Coordinator for authorization. Upon contact, the Operations Supervisor will be briefed as to the nature of the activation, the specific needs of the requestor (including approximate duration of the activation, if known), the current staffing levels of the Center and the location of the incident. The Incident/Tactical Dispatch Team Coordinator will be notified of all activations in a timely manner.

- 3.2 Upon authorization by the Operations Supervisor and/or Incident/Tactical Dispatch Team Coordinator appropriate team members (on or off duty) will be contacted via pager and/or telephone and apprised of the activation by the Operations Supervisor or his/her designee. Incident/Tactical dispatchers will call and advise the Operations Supervisor or his/her designee if they are able (or unable) to respond and their estimated time of arrival.
- 3.3 Incident/Tactical dispatchers are responsible for providing their own transportation to and from the incident site with the proper equipment including safety attire for the incident. Incident/Tactical dispatchers responding to field locations will be appropriately attired in authorized clothing, including issued safety boots, allowing them to operate in all types of weather and conditions. The Incident/Tactical dispatcher(s) responding will advise the Operations Supervisor or designee of their estimated time of arrival and if it is necessary to respond to NetCom to pick up stored equipment prior to responding to the location of the incident.
- 3.4 Incident/Tactical dispatchers will always respond with their agency issued identification card to allow them access to secure scenes.
- 3.5 For fiscal and payroll accountability (including personal vehicle mileage reimbursement), Incident/Tactical dispatchers are responsible for logging and maintaining a record of all pertinent times (including departure, arrival and secure times) and mileage to and from the incident. The logs shall then be submitted to the Incident/Tactical Dispatch Team Coordinator as soon as possible after the activation.
- 3.6 Incident/Tactical dispatchers using their own vehicles for transportation during an activation shall comply with all provisions of Policy No. 350 (Travel), including the possession and maintenance of a valid California class C driver's license and proof of insurance. Incident/Tactical *dispatchers* are eligible for mileage reimbursement in accordance with this same policy.