



# Santa Cruz Consolidated Emergency Communications Center

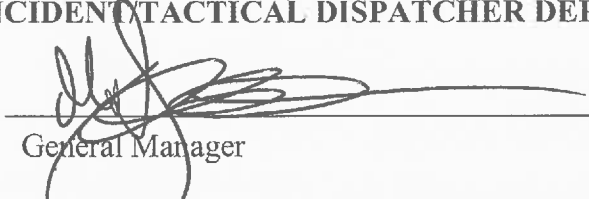
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**9-1-1** FIRE  
POLICE  
MEDICAL



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General Manager

## COMMUNICATIONS MISCELLANEOUS POLICY/PROCEDURE

<b>Policy No.</b>	<b>7615</b>	<b>Date Issued:</b>	February 20, 2003
<b>Section:</b>	7600 – Incident and Tactical Dispatch Procedures	<b>Date Revised:</b>	March 27, 2007
<b>Accreditation Standards:</b> CALEA 6.9.2			
<b>SUBJECT: INCIDENT/TACTICAL DISPATCHER DEPLOYMENT</b>			
<b>APPROVED:</b>			
	General Manager		

### 1.0 Policy

The purpose of Incident/Tactical Dispatcher deployments is to provide a Standard Emergency Management System (SEMS) trained dispatchers to localized law enforcement incidents for communications and resource status support. Incident/Tactical Dispatchers may be deployed on-scene, in the Communications Center, or at both locations, depending upon the scope of the incident. The role of Incident/Tactical Dispatchers is to support Tactical Command Staff with accurate and timely documentation of events during high risk or large, significant operations. Incident/Tactical Dispatchers have achieved a high level of training and expertise in on-scene communications within a critical incident using a SEMS command structure. To maintain and keep Incident/Tactical Dispatchers familiar with User Agency command/communication vehicles and tactical operations, every effort should be made to include the activation of the Incident/Tactical Dispatch Team in training drills and exercises.

### 2.0 Deployment

2.1 Incident/Tactical Dispatchers, once deployed, may assume the Communications Unit as either on-scene communications support or in an extended dispatch role within the Communications Center. In either location, Incident/Tactical Dispatchers will provide a high level of service and any assistance needed to the Incident/Tactical Commander.

2.1.1 Incident/Tactical Dispatchers will secure all documents pertaining to the incident (being careful not to leave anything at the command post location). All documentation will be handed over to the Incident/Tactical Commander and be considered (if necessary) as historical and/or court documents. Incident/Tactical Dispatchers will attend the incident debriefing. Incident/Tactical Dispatchers will prepare an after action report to be disseminated to the Incident/Tactical Dispatch Team Coordinator and the Incident/Tactical Commander, (if appropriate).

### 3.0 Operations

- 3.1 When responding to the incident location, Incident/Tactical Dispatchers shall report to the on-scene supervisor or Incident/Tactical Commander at the ICP/TCP and should relieve any overhead personnel at the ICP/TCP of the following responsibilities:
- ◆ Establishing a communications plan
  - ◆ Recording and verifying information via radio, telephone or verbally
  - ◆ Initiating contact via cell phone or landline contact with the Communications Center
- 3.2 Once Incident/Tactical dispatchers have established the Communications Unit, they will use the incident name as the designator (i.e. “NetCom, ID456 is establishing Highway 9 Communications”) or utilize the designator already in use by the Incident/Tactical Commander. Radio traffic between the Command Post and the Communications Center should thereafter go through the Communications Unit Incident/Tactical dispatcher. Incident/Tactical dispatchers will refer any command decisions to the Incident/Tactical Commander. When the deployment has ended, Incident/Tactical dispatchers will notify the Communications Center they are securing and are out of service (i.e. – “Netcom, Highway 9 Command Communications is being terminated. ID456 is available and returning to NetCom.”) Incident/Tactical dispatchers will contact the on-duty Operations Supervisor to advise of any further deployment not previously known (i.e. – debriefing to immediately follow the demobilization of the Command Post, etc.)
- 3.3 For law enforcement events, Incident/Tactical dispatchers will obtain a critical information briefing from the Tactical Commander including, but not limited to, the field deployment procedures of the following tactical and support resources:
- ◆ SWAT or ESU Team
  - ◆ Hostage Negotiation Team
  - ◆ Sniper Team

- ◆ Containment Team
- ◆ Media/Press Officer
- ◆ Command Post Staff
- ◆ Command Team
- ◆ Critical Incident Management Team Mobilization

3.4 For Fire/EMS events, Incident/Tactical dispatchers will obtain a critical information briefing from the Incident Commander including, but not limited to:

- ◆ Check-in
- ◆ Staging
- ◆ Operations
- ◆ Safety
- ◆ Command/Tactical frequencies
- ◆ Media/Press Officer

3.5 Incident/Tactical dispatchers may assist the Incident/Tactical Commander in establishing the ICS assignments in the early stages of any given event. The immediate need for organizational assistance in a large event may preclude establishing the Communications Unit. The primary mission of Incident/Tactical dispatchers is communications.

3.6 After receiving a situation briefing, Incident/Tactical dispatchers will begin tactical dispatch operations. This includes handling radio traffic to the Command Post, and posting and updating the Incident/Tactical Commander of the following information as necessary due to the nature and scope of the incident.

3.6.1 Law enforcement events:

- ◆ Criminal activities (what we are there for)
- ◆ Suspect information
- ◆ Threat conditions (weapons, hostages, threats & demands by suspects)
- ◆ Incident site information (maps, diagrams and sniper plot)
- ◆ Structure/objective site designation
- ◆ Tactical/operational deployment charts (to include communications nets, cell phone numbers and any other pertinent information)
- ◆ Incident log
- ◆ Positions of officers/teams on scene

3.6.2 Fire/EMS events:

- ◆ Command assignments
- ◆ Fire/EMS unit status

- ◆ Incident log
- ◆ Incident maps
- ◆ Response upgrades
- ◆ Radio frequencies
- ◆ Paramedics
- ◆ Utilities
- ◆ Red Cross/Salvation Army
- ◆ Haz Mat teams
- ◆ Medical facility status

3.7 Incident/Tactical Dispatchers are also responsible for notification (preferably through the Communications Center) of any miscellaneous resources as deemed necessary by the Incident/Tactical Commander.