



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

Policy No.	7710	Date Issued:	May 19, 2009
Section:	7700 – Miscellaneous Operations Policies	Date Revised:	
SUBJECT: TELEPHONE PROCEDURE – PUBLIC OFFICIALS			
APPROVED:			
	Scotty A. Douglass, General Manager		

1.0 Purpose

The purpose of this policy is to ensure that the General Manager is aware of all telephone calls made to the Center from Public Officials who have identified themselves as such.

2.0 Responsibility

- 2.1 The Operations Supervisors are responsible for facilitating notification to the General Manager when a Public Official makes a telephone call to the Center and identifies him/herself as a Public Official.
- 2.2 The General Manager is responsible for evaluating the telephone call and associated dispatch records (if generated) and notifying the Board of Directors as appropriate.

3.0 Procedure

- 3.1 Any telephone call made to the Center by a Public Official who identifies him/herself as such, will ultimately be reported to the General Manager for review.
 - 3.1.1 When a telephone call is received by a dispatcher from a Public Official who identifies him/herself as such, the dispatcher will inform

the on-duty Lead Dispatcher who will in-turn notify the Operations Supervisor and forward them any/all associated records.

- 3.1.2 The Operations Supervisor will notify the General Manager in writing that such a telephone call was made to the Center and provide him/her with a copy of the dispatch recordings and associated CAD records.
- 3.1.3 The General Manager will review the corresponding telephone call and associated records and then notify the Board of Directors as appropriate.