



Santa Cruz Consolidated Emergency Communications Center

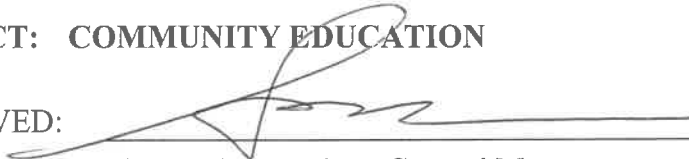
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9-1-1 FIRE
POLICE
MEDICAL



Scotty A. Douglass
General Manager

COMMUNICATIONS OPERATIONS TRAINING POLICY/PROCEDURE

Policy No.	8701	Date Issued:	May 21, 2002
Section:	8700 – Community Education and Outreach	Date Revised:	March 11, 2009
Accreditation Standards: CALEA 2.6.1			
SUBJECT: COMMUNITY EDUCATION			
APPROVED: 			
Scotty A. Douglass, General Manager			

The Authority encourages and supports community education at all levels within the organization. The Authority seeks community feedback about the scope and quality of services provided to the community.

The Support Services Division is responsible for developing the Authority’s community education policies and facilitating its efforts. All Authority employees are responsible for various aspects of community education as it relates to their daily duties. For example, operations personnel will host tours and sit-alongs; training personnel will conduct Citizen’s Academies; systems personnel will develop and help maintain the Authority’s web site. Areas of responsibility are fluid and dependent upon the situation. For example, the Support Services Manager may conduct large group tours and Senior Dispatchers may conduct smaller tours. Always, the first priority is encouraging community education; the secondary concern is who is responsible.

A variety of methods will be used to encourage community education with the Authority. Methods may include, but are not limited to:

- Participating in User Agency sponsored Neighborhood Watch Meetings and Citizen’s Academies;
- Issuing press releases;
- Holding Open Houses;
- Attending community based functions;

- Responding to requests for speaking engagements;
- Conducting a Citizen's Academy for 9-1-1;
- Participating in community events such as Safety Fairs, Job Fairs, etc.;
- Developing and maintaining a public access web site;
- Conducting presentations for nursing care facilities, organizations, businesses, etc.; and
- Providing tours for schools, organizations, businesses, etc.

The Support Services Division will periodically solicit for public participation in the Authority's community involvement efforts.

All personnel will promptly report any community efforts that may impact the Center, for example, an organized campaign against drug or prostitution activity in a specific area that may increase calls. All personnel will also report all training needs and/or service deficiencies identified by a member or representative of the community. Personnel may use the Concern/Inquiry process, e-mail, voice mail, or face-to-face contact to report these issues to the Support Services Manager.

The Support Services Manager or their designee will, on a monthly basis, query User Agency community officers to determine current community or problem-oriented projects. Feedback from User Agency community officers will be posted to the Power DMS when received. This will provide employees easy access to the information.