



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.	8801	Date Issued:	April 18, 2006
Section:	8800 – Quality Improvement	Date Revised:	November 4, 2009
Accreditation Standards:	CALEA 2.5.1, 2.5.2, 2.5.3, 2.5.4		
SUBJECT: CONTINUOUS QUALITY IMPROVEMENT			
APPROVED:	 Scotty A. Douglass, General Manager		

1.0 Policy

A continuous quality improvement program provides the Santa Cruz Consolidated Emergency Communications Center (SCCECC) with many opportunities to examine and improve work flow and processes. By improving specific work flow and processes SCCECC will improve its overall performance. By defining roles for internal and external customers within the program, SCCECC ensures the performance criteria and objectives are meaningful and attainable.

2.0 Procedure

- 2.1 The Support Services Manager is responsible for the continuous quality improvement program.
- 2.2 The program will identify key personnel who are responsible for performance measurement definitions, data collection, data processing and cleaning, and program reporting.
- 2.3 The program will provide training to individuals responsible for performance measurement and other staff.
 - 2.3.1 The training will include, at a minimum, general performance measurement concepts and the implementation of specific performance measurement techniques.

- 2.4 The program will identify the specific work activities and outcomes to be measured.
- 2.5 The program will use performance measurement methods that include specific techniques for data collection, processing, data cleaning, and reporting.
- 2.6 The program will provide opportunities for feedback about performance data and service delivery from internal staff and external users, individuals and organizations.
- 2.7 The program will have established performance measurements for processing times for all incoming emergency lines.
 - 2.7.1 Performance measurements will be documented in the SCCECC Standards of Excellence Program.
- 2.8 A documented quarterly review of the performance measurements will be completed and address policy, training, and remedial actions, if necessary.
 - 2.8.1 The documented quarterly review will be compiled during scheduled Standards Team Meetings and distributed in writing to the General Manager and any other pertinent personnel.