



# Santa Cruz Consolidated Emergency Communications Center


495 Upper Park Road  
Santa Cruz, California 95065  
(831) 471-1000 Fax (831) 471-1010

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



Michael J. McDougall  
General Manager

## COMMUNICATIONS OPERATIONS TRAINING POLICY/PROCEDURE

<b>Policy No.</b> 8805	Date Issued:	November 7, 2006
Section: 8800 – Quality Improvement	Date Revised:	March 1, 2009
Accreditation Standards: None		
<b>SUBJECT: CUSTOMER SERVICE REVIEWS</b>		
APPROVED: 		
Scotty Douglass, Interim General Manager		

### 1.0 Policy

Providing excellent customer service is a core value of the Santa Cruz Consolidated Emergency Communications Center (SCCECC). In order to emphasize that value, a customer service review process has been defined. Using a standardized form, Operations Supervisors will review phone calls and evaluate the quality of the customer service provided by Dispatchers and Senior Dispatchers.

### 2.0 Procedure

- 2.1 Each Dispatcher and Senior Dispatcher will have at least two calls reviewed from the previous calendar month.
- 2.2 All reviews will be completed fairly and objectively by the Operations Supervisor using the criteria listed below the category being scored on the Customer Service Review form.
- 2.3 After capturing the customer service review data, the Support Services Division will place the completed reviews in the dispatchers' mailboxes.
- 2.4 Dispatchers will be afforded an opportunity to complete a self-review of their calls with the Operations Supervisor who did the initial review.
- 2.5 The customer service review process will focus on good customer service skills and such behavior will be acknowledged appropriately.

- 2.6 Inappropriate customer service behavior will be handled by one-on-one coaching with an Operations Supervisor.