



Santa Cruz Consolidated Emergency Communications Center

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FIRE
POLICE
MEDICAL



Scotty A. Douglass
General Manager

COMMUNICATIONS ADMINISTRATIVE POLICY/PROCEDURE

Policy No.	140	Date Issued:	March 18, 1993
Section:	100 – Policy Manual Information	Date Revised:	October 29, 2009
Accreditation Standards: CALEA 2.1.2, 2.1.5, 2.1.6			
SUBJECT: ISSUING OF POLICY AND PROCEDURE			
APPROVED:			
	Board Chairperson		

- 1.0 Policies and procedures are issued in a systematic manner through the use of the Policy and Procedure Manual.
- 2.0 The Policy and Procedure Manual contains the current policies and procedures of the organization.
 - 2.1 Policies and procedures are binding upon all employees until amended or modified in writing.
 - 2.2 Procedural exceptions are permitted only in unusual situations and only with the approval of the immediate on-duty supervisor.
 - 2.3 Frequent exceptions to procedures indicate the need for review and should be brought to the attention of one or more of the following:
 - 2.3.1 General Manager
 - 2.3.2 Appropriate Division or Unit Manager
 - 2.3.3 Any member of Staff
 - 2.4 When managers or staff members are informed of the need for procedural review, they will take prompt action to rectify any inconsistencies in accordance with their formal authority and Policy No. 282 (Written Directive System) and forward the effected procedures to the appropriate process for formal review and revision.

- 3.0 The Manual consists of serially numbered Sections based upon common functional grouping and subject matter.
 - 3.1 The Manual contains the policies and procedures for administering and operating the consolidated Communications Joint Powers Authority.
 - 3.2 Applicable portions of the FCC Rules and Regulations, State codes, and other related codes may be incorporated by cross reference.
- 4.0 Uniform presentation and organization of the material is essential for maximum utility of the manual. Each section includes sufficient subject matter detail considered essential for general application.
- 5.0 Upon approval, copies of newly created, modified, or amended policies and/or procedures will be issued, in their entirety, for inclusion or replacement in the following Policy and Procedure Manual locations.
 - 5.1 Intranet, Website, and any internal electronic distribution process
 - 5.2 Front Office
 - 5.3 Communications Center Resource Table
 - 5.4 Each Governing Member Agency (Sections 100-3000)
 - 5.5 Clerk of the Board
- 6.0 The original, master copy of the Policy and Procedure Manual will be kept by the Clerk of the Board.
 - 6.1 The General Manager will designate a member of Staff to be responsible for policy and procedure distribution and manual maintenance.
 - 6.2 User Agency representatives have access to current Authority policies and/or procedures via the Authority's website and may receive specific policies, procedures, or sections upon request.
 - 6.3 The Attorney for the Authority will receive current and updated copies of Sections 100-400 and Sections 1000-2000
 - 6.4 The Controller of the Authority will receive current and updated copies of Sections 100-400.