



**Santa Cruz Consolidated  
Emergency Communications Center**

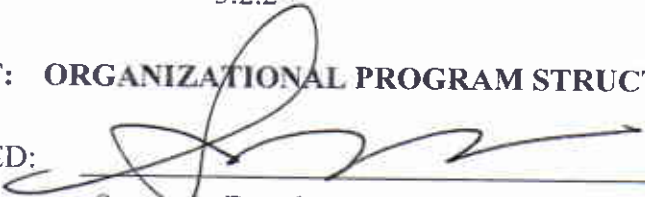
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**9-1-1** FIRE  
POLICE  
MEDICAL



Scotty A. Douglass  
General Manager

**COMMUNICATIONS ADMINISTRATIVE  
POLICY/PROCEDURE**

**Policy No. 280** Date Issued: October 9, 2003  
Section: 200 – Administrative Policies Date Revised: September 1, 2009  
Accreditation Standards: CALEA 1.1.1, 1.1.3, 1.1.4, 1.1.5, 1.1.6, 1.2.8, 1.2.8, 1.3.5, 2.4.2,  
3.2.2  
**SUBJECT: ORGANIZATIONAL PROGRAM STRUCTURE**  
APPROVED:   
Scotty A. Douglass, General Manager

- 1.0 The purpose of this policy is to provide a description of the Authority's organizational program structure and to identify functional responsibilities for various divisions, units and managers.
  - 1.1 While personnel may have several assignments, they are accountable to only one supervisor at any given time.
  - 1.2 Employees are vested with the authority necessary to perform their assigned functions.
  - 1.3 Each employee is accountable for the use of delegated authority.
  - 1.4 Supervisors are accountable for the activities of employees under their immediate control.
- 2.0 The organization is divided into four divisions: Operations, Support Services, Systems, and Business.
- 3.0 The Operations Division is responsible for providing continuous emergency communications services to the community and our User Agencies including, but not limited to, radio, telephone, 9-1-1 and CAD dispatching.
  - 3.1 The Operations Division is managed by the General Manager.
  - 3.2 The Operations Division is divided into two units, Red Team and Blue Team.

- 3.2.1(a) Each Operations unit is supervised by one Operations Supervisor. Personnel assigned to Operations include the Operations Supervisors, Senior Dispatchers, Dispatchers, and Dispatcher Assistants.
  - 3.2.1(b) Supervisory assignments within the Dispatch Unit are at the General Manager's discretion.
- 4.0 The Systems Division oversees the technical operation of electronic and data systems including, but not limited to, 911/telephone, radio/console, computer aided dispatch (CAD), Geofile, performance reporting, records management, mobile data, and the intranet.
  - 4.1 The Systems Division is managed by the Systems Division Manager. Personnel assigned to the Systems Division include the Systems Division Manager and Systems Technicians.
  - 4.2 In order to organize the division's workload, its responsibilities are divided into two units: CAD/911 and MDC/RMS. The function of each unit is self-explanatory.
- 5.0 The Support Services Division is responsible for programs and projects that support the Authority's ability to deliver outstanding service to the community and our User Agencies including, but not limited to, recruitment and selection, training, quality improvement, policy and procedure development, accreditation, community involvement, and public education and outreach.
  - 5.1 The Support Services Division is managed by the Support Services Manager. Personnel assigned to the Support Services Division include the Support Services Manager, one Supervisor, and one part-time Administrative Assistant.
  - 5.2 In order to organize the division's workload, its responsibilities are divided into three units: Training, Quality, and Projects. The function of each unit is self explanatory.
- 6.0 The Business Division is responsible for managing and supporting the Authority's administration including, but not limited to, purchasing, grounds and building maintenance, personnel and benefit administration, payroll, accounting, budget preparation, fiscal management, risk management, safety program administration, records management, and planning and research.
  - 6.1 The Business Division is managed by the General Manager. Personnel assigned to the Business Unit include the General Manager, Senior Administrative Assistant and Administrative Assistant.

- 6.2 In order to organize the division's workload, its responsibilities are divided into two units: Business and Fiscal. The function of each unit is self explanatory.
- 6.3 While the planning and research function is assigned to the Business Division, specific planning and research projects may be delegated to the division or unit that has subject matter expertise.
  - 6.3.1 Planning and research activities include, but are not limited to, developing strategies for the efficient use of personnel, equipment and resources in ways that will enhance the level of service provided to the community and User Agencies.
  - 6.3.2 The placement of the planning and research function in the Business Division ensures access to the necessary information resources and immediate accessibility to the General Manager.
- 7.0 To encourage organizational depth and provide professional development opportunities for employees, temporary or rotating assignments may be available within divisions or units.
  - 7.1 Temporary or rotational assignments may include, but are not limited to, Administrative Senior Dispatcher, EMD QA Reviewer, or Administrative Dispatcher.
  - 7.2 The availability and duration of temporary or rotational assignments is at the discretion of the General Manager.
  - 7.3 Non-probationary Dispatchers and Dispatcher Assistants are eligible for temporary or rotational assignments.
  - 7.4 Selection for temporary or rotational assignments is at the discretion of General Manager.
    - 7.4.1 When making selections for temporary or rotational assignments, the General Manager will take into consideration subject matter expertise, supervisors' recommendations, and employees' goals and objectives as stated on their most recent performance appraisal.
- 8.0 The agency Organizational Chart depicting the Reporting Structure and the Program Structure are attached and incorporated into this policy by reference.