



Santa Cruz Consolidated Emergency Communications Center

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

Michael J. McDougall
General Manager


9-1-1 FIRE
POLICE
MEDICAL

COMMUNICATIONS TECHNICAL POLICY/PROCEDURE

Policy No. 3045 **Date Issued:** December 10, 2003
Section: 3000 - Technical **Date Revised:**
Accreditation Standards: CALEA 6.3.1

SUBJECT: CAD TIME OUTS

APPROVED:


Michael J. McDougall, General Manager

1.0 Purpose

Dispatchers are responsible for recording and monitoring field unit status. The computer aided dispatch system (CAD) is dispatchers' primary tool for fulfilling this responsibility by indicating when a unit has exceeded a preset time limit in a given status. Certain status codes have been assigned a time out value. When a status code exceeds its time out value, it will change color prompting the dispatcher to verify and update the unit's status. This tool helps both field and dispatch personnel to maintain accurate unit status. The time out values are established by the User Agencies. The following procedure will be used to monitor field unit status.

2.0 Procedure

2.1 Dispatchers will promptly and accurately update field unit status every time it is provided. CAD will automatically time stamp every status change.

2.2 Dispatchers will closely monitor the CAD screens for changes to unit status.

2.3 When a status code times out, dispatchers will promptly and accurately verify and update the unit's status.