



SANTA CRUZ REGIONAL 9-1-1
495 Upper Park Road, Santa Cruz, California 95065
831.471.1000 Fax 831.471.1010
Dennis Kidd, General Manager

LAW ENFORCEMENT USERS SUBCOMMITTEE MEETING

AGENDA

MONDAY, February 12, 2018

1330 Hours

SCR911 Conference Room
495 Upper Park Road, Santa Cruz

- 1.0 CALL TO ORDER
- 2.0 ROLL CALL/INTRODUCTIONS
- 3.0 CONSIDERATION OF LATE ADDITIONS OR CORRECTIONS TO THE AGENDA
- 4.0 APPROVE MINUTES OF NOVEMBER 13, 2017 MEETING
- 5.0 REGULAR AGENDA
 - 5.1 Operational Task Team – Update (French)
 - 5.1.1 Policy Review and Approval
 - 5.1.1.1 Policy 4220 – Report on Conditions/Time Checks
 - 5.1.1.2 Policy 4310 – Alert Tone
 - 5.1.1.3 Policy 4345 – BOL Broadcasts
 - 5.1.1.4 Policy 4361 – Use of Secondary Channels
 - 5.1.1.5 Policy 4415 – e9-1-1 Hang Up Calls
 - 5.1.1.6 Policy 4416 – Processing Wireless 9-1-1 Calls
- 6.0 OTHER ISSUES
 - 6.1 RMS RFI (Uchida)
- 7.0 ROUNDTABLE
- 8.0 ADJOURNMENT / NEXT MEETING

The next meeting is scheduled for Monday, **March 12, 2018** at 1330 hours.





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**LAW SUBCOMMITTEE MEETING
MINUTES
November 13, 2017**

1.0 CALL TO ORDER

The meeting was called to order at 1335 hours by Undersheriff Jeremy Verinsky.

2.0 ROLL CALL/INTRODUCTIONS

A sign-in sheet was circulated and introductions made.

Present:

SCR911: Dennis Kidd, Stephanie French and Amethyst Uchida

USERS: Undersheriff Jeremy Verinsky, SCSO; Deputy Chief Dan Flippo, SCPD; Lt. Jim Ross, SCSO; Lt. Todd Liberty, SCSO; Chief Terry McManus, CPD; and Capt. Tony Magdayao, WPD

OTHERS:

3.0 CONSIDERATION OF LATE ADDITIONS OR CORRECTIONS TO THE AGENDA

There were no changes to the agenda.

4.0 APPROVAL OF MINUTES OF SEPTEMBER 13, 2017 MEETING

With a motion by Flippo and second by McManus, the minutes of September 13, 2017 were approved as printed.

5.0 REGULAR AGENDA

5.1 Operational Task Team Update

French reported the Law Task Team's current project is reviewing all of the Law policies and, even if they do not need revisions, putting them through for an updated date. She informed the group there will need to be a new policy for MDC usage after the beta testing with Users and the train the trainer session in December. She noted it is important that we understand what the system can do and that the field is using the MDCs most appropriately and not asking dispatchers to perform duties that the MDC is capable of doing. Verinsky confirmed that dispatchers have individual log-ons to access RMS. Flippo inquired if it is up to the individual agencies to provide internet access to their new MDCs. Uchida responded Bloss is speaking to the individual agency IT managers regarding how they want to set up internet for their vehicles. She confirmed Cradlepoint will be on a cellular network which potentially has internet access. She added rules can be set about where traffic is being routed



and what is allowed to be used. The cradlepoints have a Firmware update that came out recently and needs to be applied to fix the security breach with the wireless. Flippo confirmed it is up to each individual agency to dictate whether, or not, they want to restrict internet access. Magdayao inquired about who would have access to the GPS system. Uchida clarified the GPS is configurable in the P1 mobile environment whether an officer-level can see other units and this will be determined by each agency. Kidd clarified for the group that, if agencies want their units tracked real time, NetCom is able to do.

5.1.1 Policy Review and Approval

French.

5.1.1.1 Policy 4460 – Confidential/Sensitive Information

French noted Policy 4460 was originally written to include the release of information but because dispatch has access to the agencies' RMS systems, the team thought it important to treat the information similar to how CLETS information is handled. The information should not be accessed unless it is relevant towards an active incident or investigation and not for means of curiosity.

With a motion by MacManus and second by Flippo, the revisions to Policy 4460 were approved.

6.0 OTHER ISSUES

6.1 RMS RFI

Uchida reported she sent an email to the Chiefs and alternates advising the RMS request for information was released, on behalf of the SCMRs agencies, and distributed to a list of vendors that we had from a previous RFI. Three vendors have reached out with questions and she has asked that they submit their questions in writing so they can be posted. She confirmed with the group that the due date for vendor responses is January 12. Verinsky confirmed the SO is participating in the RFI and interested in being a part of the county-wide RMS. He noted their agency is not happy with EIS and he learned of other agencies' dissatisfaction with Tyler Records & Document Management. Verinsky reported he attended the South Bay Information Sharing Systems meeting last week, which is the connection to Coplink. He informed the group that Coplink will be updated and this will mean our agencies will need to reconnect our RMS. Coplink believes they should be able to include this reconnection in the current budget so it does not cost anything at the local level. Flippo noted the 2019 Coplink dues are increasing significantly and reported he has learned the agencies in Santa Cruz are not using Coplink as much as the agencies on the other side of the hill. He believes all of the training on Coplink takes place over the hill. Verinsky reported there was discussion about bringing some of the Coplink training over to this side of the hill.

7.0 ROUND TABLE

- Kidd noted there has been some confusion within the Law agencies regarding the various meetings and who is the most appropriate person to attend. He distributed a sign-up sheet so attendees could indicate who the primary and alternate attendees for the Law Users subcommittee should be.

8.0 ADJOURNMENT / NEXT MEETING

The meeting adjourned at 1358 hours. The next regularly scheduled meeting will be Monday, **February 12, 2018** at 1330 hours at the SCR9-1-1 Conference Room.

Minutes taken by Beth Wann, SCR9-1-1 Office Supervisor



Santa Cruz Consolidated Emergency Communications Center

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9-1-1 FIRE
POLICE
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Michael J. McDougall
General Manager

COMMUNICATIONS OPERATIONS LAW ENFORCEMENT POLICY needs new header

Policy No. 4220	Date Issued: June 1, 1996
Section: 4200 – Officer Safety	Date Revised: February 1, 2006 <u>April 27, 2017</u> <u>February 12, 2018</u>
Accreditation Standards: None	
SUBJECT: REPORT ON CONDITIONS <u>TIME CHECKS</u>	
APPROVED:	_____
	Chairperson, Law Enforcement Users Subcommittee
APPROVED:	_____
	Michael J. McDougall <u>Dennis Kidd</u> , General Manager

1.0 Policy

Dispatchers must be constantly aware of the time a law enforcement unit is off the air.

2.0 Procedure

2.1 Report on Conditions

2.1.1 Dispatchers should ask an officer to report on his/her condition or confirm code 4 status in a timely manner. As a rule, during calls with a high potential for violence or concern for officer safety, dispatchers should ask for a report on conditions after approximately five minutes. Dispatchers do not need to initiate a report on conditions if officers have advised they are code 4 (no assistance needed). Dispatchers will echo all responses other than “code 4” and re-status the units, thus resetting the CAD time out timer.

2.1.2 If an officer does not answer a report on conditions request, dispatchers should repeat the request, simulcasting on the primary and any auxiliary radio frequencies. If, after three attempts (the

initial request and two simulcasts), the officer does not respond, dispatchers will issue an alert tone (alert 1) and call the officer again. If there is no response, dispatchers will notify the patrol supervisor immediately and dispatch a cover unit to the officer's last known location.

2.1.3 Dispatchers should require acknowledgment of all report on condition requests. Verbal responses stating the officer's ID and status are ideal. Microphone clicks are not acceptable responses to report on condition requests.

2.1.4 Dispatchers will use the following guidelines when evaluating the need for a report on conditions in specific situations. Whenever dispatchers are in doubt, they will err on the side of safety and ask for a report on conditions.

2.2 **Traffic Stop**

Dispatchers will request a report on conditions after a maximum of five minutes.. Dispatchers will consider the type of traffic stop, location, time of day, and the urgency or hesitation in the officer's voice to determine if the time limit should be shorter.

2.3 **Warrants, Civil, Subpoenas, Special Details (Vice, Narcotics, etc.)**

Only the units involved and their supervisor know approximately how long they will be off the air. Therefore, if they have reason to believe that a problem may occur they should advise radio beforehand. However, common sense is the basic factor both field and communications personnel should apply to all situations.

2.4 **Crimes in Progress**

Unless the officer sets his own time, five minutes is a reasonable amount of time to expect the responding officer to complete a partial analysis of a situation. Either the responding officer or the back-up officer can advise code 4.

~~Special Hourly~~ 2.5 **Time Checks**

~~From 0300-0700 hours, during periods of prolonged radio silence, dispatchers will initiate one special hourly time check at the patrol supervisor's request. A special hourly time check broadcast includes the time and frequency identification and requires a roll call response, with unit identification, from all on-duty patrol personnel. Additional h~~

2.5.1 Time checks are performed during periods of extended radio silence on a channel, not having heard from field units for more than an hour. A time check may also be performed when there is an officer safety concern, like unidentified radio traffic. A successful time check provides dispatchers and field supervisors with a level of safety and unit accountability.

2.5.2 Hourly time checks will be conducted at the patrol supervisor's direction or when the dispatcher feels it is appropriate. -

2.5.3 When conducting a time check, dispatchers should transmit the time on the primary radio channel and advise units to acknowledge. Example: “0300 hours NetCom, units go ahead.” Field units should acknowledge with their identifier in order of their beat (north to south) or in numerical order of their identifier. At the conclusion of the check, dispatchers should acknowledge all units and sign off with the FCC radio frequency identifier, i.e., “All units, KBV97.”

2.5.4 If a unit fails to acknowledge a time check, dispatchers should call the unit individually on the air, i.e., “4-3, on the time.” If a unit still fails to acknowledge, dispatchers should notify field supervisor. In addition, repeated attempts to contact the unit should be made (with alert tones if necessary).

Check in Progress

On ~~occasion, field units will advise they will be~~ ~~ee an officer gives radio an estimated~~ "off the air" ~~for a certain period of time.~~, ~~s/he should check in at the end of this time.~~ If the ~~unit~~~~officer~~ does not check back in ~~after the estimated time has passed~~, dispatchers will make three attempts to contact the officer within a reasonable amount of time. If the officer does not answer, dispatchers will immediately dispatch a ~~back-up~~ unit to the last known location of the officer and inform the patrol supervisor of the situation.



**COMMUNICATIONS OPERATIONS
LAW ENFORCEMENT POLICY**

Policy No. 4310	Date Issued: June 1, 1996
Section: 4300 – Radio Procedures	Date Revised: September 9, 2013 <u>March 10, 2017</u>
Accreditation Standards: None	
SUBJECT: ALERT TONE	
APPROVED:	_____
	Chairperson, Law Enforcement Users Subcommittee
APPROVED:	_____
	Dennis Kidd, General Manager

1.0 Policy

The purpose of the alert tone is to notify field units of important radio traffic or clear the radio channel for emergency traffic. To maintain its effectiveness, the alert tone should be used with discretion.

After the alert tone button has been released, the microphone on the radio console will be in an open position for several seconds. Anything said during this time will be broadcast over the radio.

The radio console is equipped with three types of alert tones:

- Single - a single continuous alert tone;
- Warble - a continuous high/low tone.
- Triple - an intermittent short tone; used for multiple alert tones.

2.0 Procedure

The alert tone is used automatically for the following, however this list is not “all inclusive” and dispatchers should use discretion.

- Triple - Officer Down
- Triple - Crimes with weapons, serious injuries or in-progress violence
- Triple - Project R.O.P.E. Activation
- Triple - Silent robbery (211) alarm
- Triple - Burglaries – in progress, interrupted or occupied

- Warble - BOL Broadcast (excluding reckless or drunk drivers)
- Warble – LECHO (call that doesn't meet law enforcement criteria)

- Single - Initiate Radio Silence
- Single - Terminate Radio Silence
- Single - Occupied Stolen Vehicle/lost or stolen plate
- Single - Foot or Vehicle Pursuits
- Single - Unable to locate an Officer
- Single - Any code three cover request



**COMMUNICATIONS OPERATIONS
LAW ENFORCEMENT POLICY**

Policy No. 4345	Date Issued: June 1, 1996 November 9, 2015 <u>March</u>
Section: 4300 – Radio Procedures	Date Revised: <u>10, 2017</u>
SUBJECT: BE ON THE LOOK OUT (BOL) BROADCASTS	
APPROVED:	_____
	Chairperson, Law Enforcement Users Subcommittee
APPROVED:	_____
	Dennis Kidd, General Manager

1.0 Purpose

1.1 To provide guidelines to dispatchers on when and how to broadcast “Be On the Look out (BOL)s. For this procedure, “local” is referring to the county of origin in which the crime occurred.

2.0 Missing Person/Wanted Person/Suspect in Crime

2.1 Dispatchers will use the following format for broadcasting missing and/or wanted persons and/or suspect in crime BOL’s.

~~Alert 2~~ **Warble** Tone: "(Agency Name) to all units and stations, standby to copy (incident type) BOL, (Agency Name) authority."

Pause approximately 10-15 seconds to give units time to prepare to copy the BOL.

~~Alert 2~~ **Warble** Tone: "(Agency Name) to all units and stations, (incident type) BOL, (Agency Name) the authority".

- a. Wanted for (code/description) by (Agency Name)
- c. Vehicle description, plate and registered owner (if available)
- d. Name (last name, first name)
- e. Race

- f. Sex
- h. Age or DOB
- i. Height
- j. Weight
- k. Hair color
- l. Eye color
- m. Complexion
- n. Obvious physical imperfections (glasses, scars, tattoos, etc.)
- o. Clothing (head to toe)
- p. Other pertinent identification information (i.e. - direction of travel, weapons, etc.)

Conclude the broadcast, "(Agency Name) clear, (time)."

3.0 Stolen Vehicles

- 3.1 Because stolen vehicles (10851's) are considered "officer safety" related, dispatchers will broadcast BOL's for stolen vehicles meeting *any* of the following criteria as guidelines:
 - a) Taken within the previous 12 hours in the tri-county area (Santa Cruz, north Monterey, (including Salinas) and San Benito counties) and areas of San Mateo and Santa Clara counties that are in close proximity to Santa Cruz county lines.
 - b) Any indication of any specific officer safety issue, including any known gang affiliation or involvement, vehicle taken during any violence, or any know weapons involvement.
 - c) Any known suspect description(s).
- 3.2 Dispatchers will also transmit stolen vehicle BOL's to all on-duty units via MDC's.
- 3.3 The following dispatch guidelines and format should be used when transmitting 10851 BOL's:

Out-of-county and non-User agency 10851 BOL's should be broadcast on [County Wide Mutual Aid Channel \(ie. SO Red\)](#) and both CLEMARS.

User agency BOL's should be broadcast on the originating agency's primary Blue channel,,CLEMARS and SO Red if in Santa Cruz County as follows:

~~Alert 2~~Warble Tone: "(Agency Name) to all units and stations, standby to copy a BOL, 10851, (Agency Name) the authority."

Pause approximately 10-15 seconds to give units an opportunity to prepare to copy the BOL.

Alert 2 Warble Tone: “(Agency Name) to all units and stations, BOL, 10851, (Agency Name) the authority. Vehicle taken from (location) at (time and date). The vehicle is described as:

- a. Year, make, model, color (top color over bottom color)
- b. License state and number (Repeat license number phonetically.)
- c. Any suspect information (Follow same description format as listed for wanted persons.)”

Conclude the broadcast, "(Agency Name) clear, (time)."

- 3.4 Dispatchers will broadcast reckless driver, DUI, or informational-type BOL's on the local agency's primary ~~and secondary~~ frequencies. Informational BOL's do not require a hard copy follow-up.
- 3.5 Dispatchers will follow up BOL radio broadcasts with hard copy BOL's. Hard copy BOL's should follow the same format as BOL broadcasts; using standardized abbreviations where appropriate. The local jurisdiction's Records Division may be responsible for sending hard copy BOL's, depending on the time of day and the agency. If required, dispatchers will fill out ~~a BOL form~~ an Admin Message in CLETS and forward it to the appropriate Records Division. Time permitting, dispatchers may send the hard copy BOL themselves.
- 3.6 Dispatchers will broadcast any hard copy BOL's received from outside agencies relating to any officer safety issues, that pertain Santa Cruz, north Monterey, (including Salinas) and San Benito counties) and areas of San Mateo and Santa Clara counties that are in close proximity to Santa Cruz-county lines, on the local agencies' primary, secondary, ~~SO RED~~, and CLEMARS frequencies. If the hard copy BOL requests the information not be broadcast via the radio, dispatchers will notify the local patrol supervisor by telephone, MDC, or in person.

4.0 County-Wide

- 4.1 When possible and appropriate, -dispatchers may simulcast a BOL on all local agency primary frequencies. Such circumstances would typically include a felony, violent misdemeanor, or officer safety information, and a sufficient vehicle description to make identification probable. A county-wide BOL broadcast must be approved by the responsible patrol supervisor. When broadcasting a county-wide BOL, dispatchers will:
 - a. Confirm local primary frequencies are clear for broadcast.
 - b. Simul-select primary and secondary frequencies, and CLEMARS.

Alert 2 Tone: "NetCom to all units and stations, standby to copy (incident type), BOL, (Agency Name) authority."

Pause approximately 10-15 seconds to give units an opportunity to prepare to copy the BOL.

Alert 2 Tone: Follow the same BOL formats as for local agency broadcasts. Conclude the broadcast, "NetCom clear, (time)."

- 4.2 Dispatchers will transmit via county-wide BOL all available information immediately following a hot felony crime.

5.0 Mobile Data Computers (MDC's)

- 5.1 All BOL's will be distributed via MDC as soon as possible after the voice broadcast. MDC BOL's will be sent to all on-duty field units.



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9-1-1 FIRE
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Michael J. McDougall
General Manager

COMMUNICATIONS OPERATIONS LAW ENFORCEMENT POLICY

Policy No. 4361	Date Issued: March 12, 2001
Section: 4300 – Radio Procedures	Date Revised: May 17, 2006
Accreditation Standards: CALEA 6.3.1	

SUBJECT: USE OF SECONDARY CHANNELS

APPROVED: _____
Chairperson, Law Enforcement Users Subcommittee

APPROVED: _____
Michael J. McDougall, General Manager

1.0 Policy

The intent of this policy is to organize the use of available law enforcement radio channels in such a way that NetCom and field officers have clear and unobstructed radio access to manage hazardous and/or extraordinary incidents. The model for this policy is the Incident Command System (ICS) communications protocol.

2.0 Procedure

2.1 Definitions

- 2.1.1 Dispatch Channel: the primary channel for initial dispatch of incidents and communications between the field and NetCom.
- 2.1.2 Command Channel: when assigned, used by the Incident Commander, general staff, command staff, branch/unit leaders, division/group supervisors and NetCom.
- 2.1.3 Tactical Channel: used by field and other staff for unit to unit communications.

2.2 General Use

- 2.2.1 The dispatch channel for each law enforcement agency is commonly referred to as the “Blue” channel.
- 2.2.1.1 Under normal conditions, all dispatch to unit traffic will occur on the dispatch channel including the initial dispatch of incidents. All unit traffic to dispatch will occur on the dispatch channel, including incident related and unit initiated activity.
- 2.2.2 Most law enforcement agencies have a secondary channel, commonly referred to as the “Yellow” or “Red”, depending on the agency. Some agencies have more than one secondary channel.
- 2.2.2.1 Under normal conditions, unit to unit traffic will occur on a simplex or secondary channel and units will use the dispatch channel for communications with the dispatch center. When used in this manner, the secondary channel is a tactical channel. When a secondary channel is identified as an alternate method of communications with NetCom, it becomes a command channel.
- 2.2.3 During a large incident, the available channels may be utilized in any combination of ways to best facilitate the management of the large incident.
- 2.2.3.1 Although a secondary channel can be requested by any field unit or supervisor, only NetCom may assign (or approve) the use of a secondary channel based on staffing and traffic loads within the Center.

2.3 Tactical Frequency Use

- 2.3.1 A tactical frequency may be used at any time for unit to unit communication. As such, a tactical channel is not “guarded”, however NetCom dispatchers will monitor tactical channels as workload allows and their responsibility for traffic on the dispatch (primary) channel will always take priority over tactical channel communications. The use of a tactical frequency for unit to unit communications is highly encouraged to help keep the dispatch channel available for priority traffic.
- 2.3.2 A tactical frequency may be assigned for a specific incident:
- ◆ Upon request of a law enforcement agency.
 - ◆ When more than one law enforcement agency is responding to an incident.
 - ◆ When available for drills or radio equipment tests.
 - ◆ As deemed necessary by NetCom to clear the dispatch channel for emergency traffic.
- 2.3.3 Units using a tactical channel will communicate with NetCom via a command or dispatch channel.

2.3.3.1 If a unit has urgent traffic and command or dispatch channel selection is inconvenient, it is permissible to try NetCom on the tactical channel. If possible, NetCom will respond to the broadcast on the same tactical channel.

2.3.4 A tactical channel may be used by auxiliary units or allied agencies. Allied agencies should refer to their use agreement with the licensing law enforcement agency. Auxiliary units should switch to the dispatch channel if they have an emergency and do not get a response from NetCom on the tactical (secondary) channel.

2.4 Command Channel Use

2.4.1 A command channel may be assigned:

- ◆ Upon request of a law enforcement agency.
- ◆ As deemed necessary by NetCom to clear the dispatch channel for emergency traffic.

2.4.2 Types of incidents that may require a command channel include: pursuits, Project ROPE, an escalating single incident (armed robbery, barricaded subject, etc.), or a large scale disaster.

2.4.3 NetCom will normally use the available secondary channels when assigning a command channel. However, it may be appropriate -- based upon incident specifics -- to assign the dispatch channel as the command channel and identify a secondary channel as a temporary dispatch channel.



**COMMUNICATIONS OPERATIONS
LAW ENFORCEMENT POLICY**

Policy No. 4415 Date Issued: June 1, 1996
Section: 4400 – Telephone Procedures Date Revised: ~~November 14, 2011~~ April 29, 2017
Accreditation Standards: CALEA 6.2.6

SUBJECT: HANG-UP CALLS (EMERGENCY AND NON-EMERGENCY)

APPROVED: _____
Chairperson, Law Enforcement Users Subcommittee

APPROVED: _____
~~Scotty A. Douglass~~ Dennis Kidd, General Manager

1.0 Purpose

1.1 To establish guidelines for the handling of hang-up calls, including the calling back of numbers and closing open details.

2.0 9-1-1 Call

2.1 A dispatch incident will be created for each E9-1-1 hang-up call received. The telephone number provided by the E9-1-1 system will be documented with the dispatch incident. An E9-1-1 hang-up can be:

- E9-1-1 call received with no voice; call is disconnected or is an open line
- E9-1-1 call received with sounds of struggle in the background; call is disconnected.
- E9-1-1 call received from a child; call is disconnected or is an open line.

3.0 9-1-1 Call From a Residence or Business

3.1 Attempt to call back the telephone number to make contact with the caller. If the caller is contacted, the dispatcher will ascertain the following:

3.1.1 Verify the address and telephone number.

3.1.2 Obtain the name of the person you are speaking with. Log the name of the person on the dispatch incident.

3.1.3 Ascertain if anyone at the location dialed “9-1-1” for assistance.

3.1.4 If so, what type of assistance is required – law, fire, or medical.

3.2 If the line is busy, request an emergency interrupt by the phone company operator.

3.3 ~~If the call is within the jurisdictions of Santa Cruz Sheriff’s Office, Capitola Police, Santa Cruz Police, or Watsonville Police and it is determined the call was made in error (caller misdialed, child playing with phone, etc.), you do not need to dispatch an officer to the location.~~

3.3.1 ~~If the caller hangs up, you are unable to contact anyone at the location, or determine if a problem exists, dispatch an officer to the location for further investigation. If there is any doubt as to the situation, an officer should be dispatched.~~

~~3.4 If the call is within the jurisdiction of San Benito Sherriff’s Office or Hollister Police, as call for service will be created and dispatched to the appropriate unit, regardless of whether the call was made in error.~~

4.0 9-1-1 Calls Received from Pay Phones

4.1 When an E9-1-1 hang-up call is received from a pay phone, an incident will be created using the incident type ‘911PP’, which includes the location and telephone number of the phone.

4.1.1 An officer will be dispatched to the location to investigate.

4.1.2 For E9-1-1 calls in the City of Watsonville, the incident type ‘911PP’ will create a closed call that does not require follow up or an officer response.

4.2 For E9-1-1 hang-up calls from a pay phone at a public school under the jurisdictions of Santa Cruz Sheriff’s Office, Capitola Police, Santa Cruz Police, or Watsonville Police during normal school hours:

4.2.1 Contact an adult school official to check the telephone.

- 4.2.2 Advise the school official to call and advise of his/her findings. Record this information, including the schools official's name, on the dispatch incident.
- 4.2.3 Dispatch an officer if security or a school official is unable to investigate.

5.0 Calls with a Domestic Violence Flag or Previous Incidents

- 5.1 When an E9-1-1 hang-up call is received from any address or phone number which has been flagged with domestic violence information or from any address that has a previous incident of domestic violence, create a dispatch incident to include the location and the telephone number of the call.
- 5.2 Dispatch an officer to the location to investigate and inform the responding officer of the domestic violence flag or previous incident(s).
- 5.3 Attempt to call back the telephone number to make contact with the caller. If the caller is contacted, the dispatcher will ascertain the following:
 - 5.3.1 Verify the address and telephone number.
 - 5.3.2 Obtain the name of the person you are speaking with. Log the name of the person on the dispatch incident.
 - 5.3.3 Ascertain if anyone at the location dialed "9-1-1" for assistance.
 - 5.3.4 If so, what type of assistance is required – law, fire, or medical.
 - 5.3.5 Relay any information obtained to the responding officer(s).
- 5.4 If the line is busy, request an emergency interrupt by the phone company operator.
- 5.5 Even if it is determined the call was made in error (caller misdialed, child playing with the phone, etc.), dispatch an officer to the location.
- 5.6 If the caller hangs up, you are unable to contact anyone at the location, or determine if a problem exists, advise the responding officer(s).

6.0 Other Than 9-1-1 Call

- 6.1 Calls into the center on other than 9-1-1 phone lines may be accompanied by call back information (caller ID). Use of this callback information shall only be used if the dispatcher has some indication that an emergency exists (sounds of a disturbance).
 - 6.1.1 If the dispatcher believes there is an emergency, they shall call back the phone number and attempt to obtain location information

and make an incident with the most appropriate incident type. Dispatchers will utilize any available resource to determine a possible location for a potential emergency, including a 9-1-1 manual query.

- 6.1.2 Hang-up calls with caller ID information that do not present as a possible emergency need no further action.



COMMUNICATIONS OPERATIONS
LAW ENFORCEMENT POLICY

Policy No. 4416 Date Issued: October 31, 2005
Section: 4400 – Telephone Procedures Date Revised: November 14, 2011 April 29, 2017
Accreditation Standards: CALEA 6.2.5, 6.2.6
SUBJECT: PROCESSING WIRELESS 9-1-1 CALLS
APPROVED: Chairperson, Law Enforcement Users Subcommittee
APPROVED: Scotty A. Douglass Dennis Kidd, General Manager

1.0 Purpose

- 1.1 To provide uniform guidelines for the consistent and appropriate processing of wireless 9-1-1 calls.
1.2 To ensure a CAD incident type is defined and used for all wireless 9-1-1 calls.

2.0 Receiving Wireless 9-1-1 Calls

- 2.1 When wireless 9-1-1 calls are received, dispatchers will make every reasonable effort to determine if an emergency exists by questioning callers and listening carefully to background noise, tone and word choice of callers for sounds that may indicate duress. Sounds of duress may include, but are not limited to, sounds of a struggle, screaming, arguing, or callers who speak softly because they do not want others to know they are calling 9-1-1.
2.1.1 When callers are unable to directly answer dispatchers' questions, dispatchers will be creative in their method of questioning, for example, asking 'yes' and 'no' questions or instructing callers to tap once for 'yes' and twice for 'no'.

3.0 Wireless 9-1-1 Calls – Determining Location

- 3.1 Dispatchers will verbally query all wireless 9-1-1 callers to determine their location.
 - 3.1.1 If callers know their location, a CAD incident will be created in accordance with Policy No. 3005 (Creating and Dispatching a CAD System Incident).
 - 3.1.2 If callers do not know their location and need public safety assistance, dispatchers will “re-bid” the 9-1-1 system for the geographical coordinates.
 - 3.1.3 Dispatchers will gather as much information as possible to validate the geographical coordinates of callers, such as landmarks, business names, passer-by who can help identify the callers’ location, a description of how they got to their current location, etc.
 - 3.1.4 If the above methods fail, dispatchers may direct callers to a nearby pay phone or landline phone. Dispatchers will instruct callers to dial 9-1-1 from that phone, but **not to disconnect** the wireless 9-1-1 call until contact has been made on the other phone. (The call may route to another PSAP.)

4.0 Wireless 9-1-1 – Silent Calls

- 4.1 In compliance with the Americans with Disabilities Act, dispatchers will interrogate all silent wireless 9-1-1 calls in accordance with Policy No. 7410 (TDD Calls).

5.0 Wireless 9-1-1 – Misdials or Unintentional Calls

- 5.1 When callers ~~within the jurisdictions of Santa Cruz S.O., Capitola Police, Santa Cruz Police or Watsonville Police~~ admit to misdialing or accidentally calling 9-1-1 and there is no indication of duress or any other public safety need, dispatchers will create and close an incident using the incident type 911WM.

~~5.2 —When callers within the jurisdictions of San Benito S.O. or Hollister Police admit to misdialing or accidentally calling 9-1-1, a call will be created and dispatched to the Watch Commander, who will determine response.~~

6.0 Wireless 9-1-1 Calls – Open Line or Abandoned Lines

- 6.1 If a wireless 9-1-1 call is received and there is no indication of duress or need for a public safety response, dispatchers will attempt to call back the wireless telephone number to determine if assistance is needed.
- 6.1.1 When dispatchers drop the open line to call back, the wireless service provider will disconnect the call and close the circuit, allowing the call back to be completed.
- 6.1.2 If contact is made, dispatchers will handle the call as appropriate for the situation.
- 6.1.3 If voice mail is reached, dispatchers will leave a message about the abandoned 9-1-1 call, including the date and time it was received, instructing callers to dial 9-1-1 if an emergency exists, and providing an alternative phone number for callers who have questions.
- Sample message: "This is the Santa Cruz 9-1-1 Emergency Center calling. On (date) at (time), we received an abandoned 9-1-1 call from your wireless phone. We are attempting to determine whether or not an emergency exists. Please call 9-1-1 again if you have an emergency or call 831-471-1170 if you have any questions."*
- 6.1.4 For calls within the jurisdictions of Santa Cruz S.O., Capitola Police, Santa Cruz Police or Watsonville Police, dispatchers will create closed CAD incidents using the incident type 911WO and documenting all actions taken when handling abandoned wireless 9-1-1 calls.
- 6.1.5 For calls within the jurisdictions of San Benito S.O. or Hollister Police, a call will be created and dispatched to the watch commander, who will determine response.
- 6.2 If the 9-1-1 abandoned call is from an "uninitiated" cell phone, dispatchers will create a CAD incident using the address on the ALI screen (cell tower) and the incident type "911WU" which will create a closed incident.

7.0 Wireless 9-1-1 Calls – Indicated Emergency

- 7.1 In the event a wireless 9-1-1 call is received and an emergency is indicated but there is no voice contact with the caller, dispatchers will create a CAD incident using the incident type 911WE using the approximate location.
- 7.1.1 If necessary, dispatchers will "re-bid" the 9-1-1 system for location coordinates and dispatch an officer(s) to visually check the area.

- 7.2 Dispatchers may take additional steps in an attempt to locate calling parties, such as:
- ◆ Contacting the wireless service provider to obtain the home phone number and address of the service subscriber.
 - ◆ Calling the residence of the cell phone subscriber. If contact is made, explain the situation to callers and try to determine the whereabouts of the user of the cell phone.
 - ◆ If an alternative phone number is provided, dispatchers will attempt to contact callers using that phone number.
 - ◆ If contact is made, dispatchers will clarify the situation and dispatch or cancel the call as appropriate.
 - ◆ Dispatchers will document all steps taken to locate callers as comments in the CAD incident.

7.3 Contacting a wireless service provider is recommended only when exigent circumstances exist. Exigent circumstance is defined as a “specially pressing or urgent law enforcement need” and a “compelling need for official action and no time to secure a warrant.” Examples of exigent circumstances are:

- Imminent threat to life
- Imminent and serious threat to property
- Imminent escape of a suspect
- Imminent destruction of evidence



8.0 Wireless 9-1-1 Calls – Transfers

- 8.1 Dispatchers will transfer misdirected wireless 9-1-1 calls to the appropriate agency promptly and as soon as they determine the calls are better served by routing it to another agency.
- 8.2 Dispatchers will transfer wireless 9-1-1 calls in accordance with Policy No. 9020.80 (Procedure for Announcing 9-1-1 Transfers).
- 8.3 Dispatchers will create a closed CAD incident for all transferred wireless 9-1-1 calls.

8.3.1 Dispatchers will close transferred wireless call incidents with appropriate jurisdictions agency disposition code (ie. CHP, MOCO, etc) to the California Highway Patrol with the disposition code "CHP."

9.0 Wireless 9-1-1 Calls – Uninitialized

- 9.1 Uninitialized wireless cell phone calls, as described in Policy No. 7490 (Wireless 9-1-1 Calls), are recognizable by the use of "911" in the area code or prefix portion of the Automatic Number Index (ANI).
- 9.2 If voice contact is made, the call will be handled as appropriate to the situation.
- 9.3 If voice contact cannot be made, a closed incident will be created using the incident type 911WU and the cell tower location from the 9-1-1 screen as the incident location.
 - 9.3.1 Uninitialized wireless cell phone calls do not have a phone number assigned to them and cannot be called back. Without a wireless service provider, the location cannot be "re-bid" and location coordinates provided.



USERS COMMITTEE MEETING AGENDA

MONDAY, February 12, 2018

SCR911 Conference Room

1345 hours

495 Upper Park Road, Santa Cruz

- 1.0 CALL TO ORDER
- 2.0 ROLL CALL/INTRODUCTIONS
- 3.0 CONSIDERATION OF LATE ADDITIONS OR CORRECTIONS TO THE AGENDA
- 4.0 APPROVE MINUTES OF NOVEMBER 13, 2017 MEETING
- 5.0 PUBLIC COMMENTS – Any person may address the User’s Committee during its Public Comments period. Presentations must not exceed three (3) minutes in length, and individuals may speak only once during Public Comments. All Public Comments must be directed to an item not listed on today’s Regular Agenda. Users Committee members will not take action or respond immediately to any Public Comments presented, but may choose to follow up at a later time, either individually, or on a subsequent Users Committee Agenda.
- 6.0 REGULAR AGENDA
 - 6.1 Systems Division Update - Status Reports (Uchida)
 - 6.2 Coordination on Major Events Involving Fire and Law – Discuss (All)
 - 6.3 CAD/RMS/MDC Long Term – Update (Kidd)
 - 6.3.1 Mobile/Handheld Licensing (Kidd/Uchida)
- 7.0 OTHER ISSUES
 - 7.1 Presentation of 2017 Annual Report - (Staff)
- 8.0 CORRESPONDENCE
- 9.0 ROUND TABLE
- 10.0 ADJOURNMENT AND NEXT MEETING

The next meeting is scheduled for Monday, **March 12, 2018** at 1345 hrs, immediately following the Law Users Subcommittee meeting.





**USERS COMMITTEE MEETING
MINUTES
November 13, 2017**

1.0 CALL TO ORDER

Chief McClish called the meeting to order at 1400 hours.

2.0 ROLL CALL/INTRODUCTIONS

A sign-in sheet was circulated and introductions were made.

Present:

USERS:

<u>Agency</u>	<u>Present</u>	<u>Absent</u>
Law:		
Capitola PD	Chief Terrence McManus	
Hollister PD		Lt Eric Olson
San Benito SO		Admin. Capt. Tony Lamonica
Santa Cruz PD	DC Dan Flippo	
Santa Cruz SO	Undersheriff Jeremy Verinsky Lt Jim Ross, Lt Todd Liberty	
Watsonville PD	Capt Tony Magdayao	
Fire:		
Aptos/La Selva		Acting Chief Ron Prince
Boulder Creek	Chief Kevin McClish	
Central		BC Anthony Cefaloni
Felton	Chief Ron Rickabaugh	
Hollister		Captain Rico Fisher
Santa Cruz		Chief Jim Frawley
Scotts Valley/B40		Chief Steve Kovacs
Watsonville	DC Rob Ryan	
Zayante		Chief John Stipes
SC/SB AMR	Chris Jones	
SC/SB HAS/EMS	Brenda Brenner Kris Mangano	
CAL Fire		BC Dan Westbrook

SCR911: Dennis Kidd, Stephanie French and Amethyst Uchida

OTHERS: Tammie Weigl and Mike DeFava, County ISD

3.0 CONSIDERATION OF LATE ADDITIONS OR CORRECTIONS TO THE AGENDA

None.

4.0 APPROVE MINUTES OF SEPTEMBER 11, 2017 MEETING

With a motion by Verinsky and second by Rickabaugh, the minutes of September 11, 2017 were approved as is.

5.0 PUBLIC COMMENTS

None.

6.0 REGULAR AGENDA

6.1 Systems Division Update – Status Reports

No report.

6.2 Coordination on Major Events Involving Fire and Law – Discuss

Ross reported the initial response with patrol seemed to work really well on the Bear Fire. There were some issues with CHP handling road closures and this was noted in the after action report. Verinsky noted he heard of some issue with the reverse 9-1-1 call ordering evacuation in the wrong area. French reported she researched the reported issue and confirmed this area was not included in the geo fence area. Verinsky speculated it might be a network issue due to AT&T. French noted she has only third-hand information at this point and would like first-hand information from Chief Brownlee in order to research further. Until then, she is unable to determine what went wrong.

6.3 CAD/RMS/MDC Long Term – Update

Uchida distributed a PremierOne Suite – Go Live Timeline document. She informed the group that the implementation of P1 will be a phased approach and the core set of functionality will go live while other functions will be phased in. Uchida informed the group that the beta test with Law Users will be this week and she is open to doing the same with Fire. Uchida is hoping the beta testing will give clues to any places where mistakes were made in the provisional testing. Mobile train the trainer will be on the actual product we will be going live on. She reviewed when the various PremierOne suites will become available as noted on the document distributed. Uchida requested the agencies inform her as soon as possible of any necessary monthly reports they are not currently receiving.

6.3.1 MDC Hardware

No report.

6.3.2 Mobile Training

Uchida reported mobile training is happening this Thursday for Law. Six agencies will be on site throughout the day and calls for service will be created. Patrol vehicles that have been set up will be on site for a walk through of the

mobile functions and field users will have an opportunity to give feedback. Uchida noted this is an opportunity for her staff to give field users a heads up about anything that can and cannot be changed. Any feedback will go out, via email, to Users and Task Team members for final decisions.

6.4 Approve 2018 Users Committee Meeting Schedule

With a motion by McManus and second by Flippo, the 2018 Users Committee meeting schedule was approved.

7.0 OTHER ISSUES

7.1 Policy 5940 – Area Evacuations

French reported the task teams felt both Law and Fire agencies should discuss Policy 5940 before changes are made. Verinsky noted that, while fire departments are capable of ordering evacuations, it is the law enforcement agencies that have the legal jurisdiction to order and enforce evacuations. It was agreed that French will bring Policy 5940 back to the task teams to work on the language further.

8.0 CORRESPONDENCE

No correspondence.

9.0 ROUND TABLE

- Flippo announced that this Wednesday night is local heroes' night at the Santa Cruz Warriors stadium.
- French reported there may be an Alternate Site activation December 5 due to required radio work at NetCom and she will confirm via email if it is going to happen. This would mean a 24-hour activation for Santa Cruz County and 12-hour for San Benito/Hollister. She reminded the group dispatch does sound different when working out of the alternate site and there is some additional background noise but all services are the same. DelFava noted the Radio Shop will do their best to support this December 5 date.
- Kidd advised the group that NetCom may have found a new Watsonville Alternate Site which would be located at the WFD Training Station #2. The ETA for this move would be in the next fiscal year.

10.0 ADJOURNMENT / NEXT MEETING

The meeting adjourned at 1430 hours. The next regularly scheduled meeting will be Monday, **February 12, 2018** at 1345 hours in the SCR9-1-1 Conference Room.

Minutes by: Beth Wann, SCR911 Office Supervisor



FIRE SERVICE/EMS USERS SUBCOMMITTEE MEETING AGENDA

MONDAY, February 12, 2018
(Immediately following Users Committee)

SCR911 Conference Room
495 Upper Park Road, Santa Cruz

- 1.0 CALL TO ORDER
- 2.0 ROLL CALL/INTRODUCTIONS
- 3.0 CONSIDERATION OF LATE ADDITIONS OR CORRECTIONS TO THE AGENDA
- 4.0 APPROVE MINUTES OF THE SEPTEMBER 11, 2017 (NO QUORUM AT LAST MEETING) AND NOVEMBER 13, 2017 MEETINGS
- 5.0 REGULAR AGENDA
 - 5.1 Fire/EMS Services Operational Task Team – Update (French)
 - 5.1.1 Policy Review and Approval
 - 5.1.1.1 Policy 5405-80 – Info Necessary to Create a Fire Incident
 - 5.1.1.2 Policy 5750 – Trash or Dumpster Fire
 - 5.1.1.3 Policy 5850 – Suspicious Fires
 - 5.1.1.4 Policy 5875 – Extinguished Fires
 - 5.1.1.5 Policy 5916 – Incendiary Devices
 - 5.1.1.6 Policy 5950 – Pick Up and Put Backs
 - 5.2 Fire/EMS Technology – Update (Uchida)
 - 5.2.1 PremierOne CAD and Mobile Project Update
 - 5.2.2 Mobile Data Tech Group
 - 5.2.3 Tasks Update
- 6.0 OTHER ISSUES
- 7.0 ROUNDTABLE
- 8.0 ADJOURNMENT / NEXT MEETING

The next meeting is scheduled for Monday, **March 12, 2018** immediately following the Users Committee meeting.



**FIRE SERVICE/EMS USERS SUBCOMMITTEE MEETING
MINUTES
September 11, 2017**

1.0 CALL TO ORDER

Chief McClish called the meeting to order at 1420 hours.

2.0 ROLL CALL/INTRODUCTIONS

A sign-in sheet was circulated and introductions made.

Present:

SCR911: Dennis Kidd, Stephanie French and Amethyst Uchida

USERS: Kevin McClish (Boulder Creek Fire); Steve Kovacs (Scotts Valley and Branciforte Fire); Ron Rickabaugh (Felton Fire); Anthony Cefaloni (Central Fire); Rico Fisher (Hollister Fire); Rob Ryan (Watsonville Fire); John Stipes (Zayante Fire); Chris Jones (AMR); and Dan Westbrook (CalFire).

OTHERS:

3.0 CONSIDERATION OF LATE ADDITIONS AND CORRECTIONS TO THE AGENDA

There were no changes to the agenda.

4.0 APPROVAL OF MINUTES OF THE MAY 8, 2017 MEETING

With a motion by Cefaloni and second by McClish, the minutes of May 8, 2017 were approved as is.

5.0 REGULAR AGENDA

5.1 Fire/EMS Services Operational Task Team Update

French reported there are several policies in the packet for review. Since there are no major changes, she noted that she would review them all at once. French informed the group that Hajduk did provide the Authority with the MCI plans for Santa Cruz County and they are posted out on the board. French reported the Santa Clara side of Bear Creek Road is a hard closure where no emergency traffic can get through. Santa Cruz and Santa Clara EMS conferred and Santa Clara has agreed to respond as auto aid until construction is complete. McClish reported he has been informed that on Highway 9, between Brookdale and Ben Lomond, he has been informed there will be nighttime hard closures. He has reached out to CalTrans and is waiting on a meeting. He noted the same thing could possibly be happening on Bear Creek Road and he will make contingency plans once he knows. French reported the next Fire/EMS Task Team meeting is next Thursday.

5.1.1 Policy Review and Approval

5.1.1.1 Policy 5305 – Agency and Apparatus Numbering System



French reported UCSC and Lockheed were removed and Hollister added. The corresponding identifying letters were reordered and modified.

5.1.1.2 Policy 5310 – Codes and Clear Text

French reported Code 7 for DOA was added as it is used a lot but has never been defined.

5.1.1.3 Policy 5320 – Non-Emergency Transmissions

French reported this policy notes how there are multiple ways dispatchers can send non-emergency messages to the field and they will use their discretion depending on the message. Cephaloni inquired if this changes for P1 and French responded that they will still be able to do this the same way.

5.1.1.4 Policy 5329 – Incident Pre-Alert

French reported “Fire Red channel” was removed from this policy.

5.1.1.5 Policy 5330 – Standard Dispatch Format

French reported, while there were no significant changes made to this policy, Fire/EMS Task Team did discuss the fact that the initial dispatch tends to be too wordy. She noted the Team agreed that in February, when a majority of the agencies are on mobiles, nothing may need to be broadcast unless it’s a multi-agency response or if there are lifesaving alerts.

With a motion by Rickabaugh and second by Jones, the revisions to the above policies were unanimously approved.

5.2 Fire/EMS Technology – Update (Uchida)

5.2.1 PremierOne CAD and Mobile Project Update

Uchida informed the group that Pagoda will need to re-write their data feed and she has asked them for a quote. Stipes reported the times are not posting on Image Trend and Uchida made a note.

5.2.2 Mobile Data Tech Group

Uchida reported Frawley has convened a meeting for Monday. She will not be in attendance but Bloss will handle the technology portion and French will be in attendance as well. She noted there is a full agenda and Bloss will be there to discuss hardware specifications that are being recommended by Systems.

5.2.3 Tasks Update

Uchida reported Nelson is training the agency’s new GIS Technician, Chris Druck. French reported she took on the project confirming with Life Flight and Cal Star that our LD book has the correct coordinates. McClish confirmed Connor has reviewed the book. Uchida reported that Kevin Bowling has informed her that there is new site being developed at Pigeon Point and it should be on line before the end of the year. He also informed her that Verizon has given up on negotiations with Cemex so there will not be a tower there.

Kidd noted Red should be improved by the Pigeon Point site.

- 5.2.4 Long Range Radio Infrastructure Management Planning Group – Fire Only
Kidd reported he does not know if this group exists anymore. Cephaloni noted how important he thinks it is that this item stay on the radar.

6.0 OTHER ISSUES

Westbrook inquired about VFire 21 and Uchida responded that, while there is space on the radio system, she wants to wait until she has completed some other P1 CAD provisioning tasks with the Radio Shop before working on VFire 21. Westbrook reported CalFire is testing their CAD to CAD with Santa Clara.

7.0 ROUNDTABLE

- Ryan inquired about the status of Yellow and noted he switches to Red in an effort to not miss anything. Cephaloni reported he tries to make the switch to Red as quickly as possible when he knows they are in a trouble area for Yellow. Uchida reported, on August 31st, the old radios were replaced with new radios and Ryan noted he could not hear anything on Yellow on September 5th but was fine once he moved to Red. He noted his appreciation for the ongoing work and realizes it is not the fault of dispatch.
- Westbrook reported five engines are still up in Siskiyou. He noted there is a Communication Operator currently in background.
- Rickabaugh discussed cover engines for the valley during a recent fire event and noted an overlap with the zone coordinator from Scotts Valley. French agreed the response upgrade did not go the way it should have which caused a domino effect.
- Jones noted she has the issue of not enough MDC licenses for AMR and wants to discuss further. **Amethyst will email Motorola and ask for a quote for two additional MDC licenses for AMR.**
- Cephaloni expressed appreciation for the upcoming technology meeting on September 18.
- Cephaloni inquired if there may be a need to review north zone/south zone coordinator positions. French noted the zone coordinators are new so there is currently a learning curve. She confirmed NetCom does not choose to call North or South but that it is up to the zone coordinators. French noted this item will be discussed further in Fire/EMS Task. Kidd noted there seems to be some uncertainty in what the Zone Coordinator's role is and suggested a training session between Zone Coordinators and NetCom. French agreed and noted this training is being coordinated by Whittle and she has asked that NetCom be included in the process.
- Kidd reported text to 9-1-1 is now live for Monterey County and he attended their press release. Uchida confirmed for McClish that bounceback messages should be delivered to cell phones following a text to 9-1-1 that is undeliverable. Kidd reminded the group that UCSC and Scotts Valley are not set up to receive text to 9-1-1.

8.0 ADJOURNMENT / NEXT MEETING

The meeting adjourned at 1500 hours. The next regularly scheduled meeting will be Monday, **November 13, 2017** immediately following the Users Committee meeting in the SCR9-1-1 Conference Room.



**FIRE SERVICE/EMS USERS SUBCOMMITTEE MEETING
MINUTES
November 13, 2017**

1.0 CALL TO ORDER

Chief McClish called the meeting to order at 1440 hours.

2.0 ROLL CALL/INTRODUCTIONS

A sign-in sheet was circulated and introductions made.

Present:

SCR911: Dennis Kidd, Stephanie French and Amethyst Uchida

USERS: Kevin McClish (Boulder Creek Fire); Ron Rickabaugh (Felton Fire); Rob Ryan (Watsonville Fire); Chris Jones (AMR); Kris Mangano (San Benito EMS); and Brenda Brenner (Santa Cruz EMS).

OTHERS: Tammie Weigl and Mike DeFava (Santa Cruz County ISD)

3.0 CONSIDERATION OF LATE ADDITIONS AND CORRECTIONS TO THE AGENDA

6.1 Yellow Fire

4.0 APPROVAL OF MINUTES OF THE SEPTEMBER 11, 2017 MEETING

Due to a lack of quorum, the minutes of September 11, 2017 were not approved.

5.0 REGULAR AGENDA

5.1 Fire/EMS Services Operational Task Team Update

5.1.1 Policy Review and Approval

French informed the group there will be multiple policies to review and approve at the February meeting.

5.2 Fire/EMS Technology – Update (Uchida)

5.2.1 PremierOne CAD and Mobile Project Update

Uchida reported she has received feedback from the fire agencies that seems contrary to what she thought was the direction she received initially when looking at the PremierOne product. She inquired about AVL recommendations and returning to quarters status mode but noted attendance today is not adequate enough to have a good conversation about these subjects. McClish will get Uchida on the Chief's agenda for December 7 at 0930 hours in order to discuss and seek feedback on these items before train the trainer occurs.

5.2.2 Mobile Data Tech Group

Uchida reported she met with Cephaloni and they did some station alerting tasks. She has not had any notifications of any upcoming technology meetings.

5.2.3 Tasks Update

Uchida reported Torchio continues to train Druck on run books.

6.0 OTHER ISSUES

6.1 Yellow Fire

Weigl presented a proposal from the County Radio Shop to fix Yellow Fire and informed the group that in order to make Yellow equal to Red, there will need to be three RF combiners purchased at a cost of slightly more than \$24,000. This would bring Red and Yellow aligned together with the same transmit and receive coverage. There would be no monthly recurring costs. Weigl informed the group that the Radio Shop would like to know how the fire districts would like to proceed. She noted, if Yellow is left the way it is, there needs to be the understanding that the Radio Shop cannot fix it any further. **Due to a lack of attendance at today's meeting, McClish will email the Fire Chiefs with information and cost of the Yellow Fire fix.** Kidd noted the cost to each Fire agency would be minimal and he will need to know how the fire districts would like to pay should they authorize the fix of Yellow Fire.

7.0 ROUNDTABLE

None.

8.0 ADJOURNMENT / NEXT MEETING

The meeting adjourned at 1450 hours. The next regularly scheduled meeting will be Monday, **February 12, 2018** immediately following the Users Committee meeting in the SCR9-1-1 Conference Room.

Minutes by Beth Wann, SCR911 Office Supervisor



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 FIRE SERVICE PROCEDURE

Policy No. 5405.80	Date Issued: September 15, 1999 December 17, 2004 <u>March</u>
Section: 5400 Telephone Procedures	Date Revised: <u>25, 2017</u>
Accreditation Standards: None	

SUBJECT: INFORMATION NECESSARY TO CREATE A FIRE INCIDENT

APPROVED: _____

Michael J. McDougall, Dennis Kidd General Manager

1.0 Purpose

- 1.1 The purpose of this procedure is to define when, in the call taking process, a call taker has gained sufficient information to create an incident for dispatch.
- 1.2 By defining the amount of information needed to create an incident for dispatch, call takers will be able to more quickly create incidents.
- 1.3 By defining what information is needed to create an incident, other information, by default, will be added to the incident after it's been created. This will generate a comment flag and thus prompt the radio dispatcher to retrieve and relay the additional information.

2.0 Procedure

- 2.1 In accordance with Policy No. 5330 (Standard Dispatch Format), the information necessary to create an incident is that information, obtained by the call taker, which is necessary for an initial dispatch, specifically:
 - ◆ Incident Type
 - ◆ Location
 - ◆ Brief comments that verify and support the incident type, i.e.;; "flames seen coming from the roof"; "this is a pick up and put back"

- ◆ Scene Safety Information (if any)

~~2.1.1 The other information broadcast during an initial dispatch is provided by the computer aided dispatch system (CAD) and/or the radio dispatcher, specifically:~~

- ~~◆ Assignment~~
- ~~◆ Cross Street~~
- ~~◆ Map Page and Grid (Santa Cruz Co)~~
- ~~◆ Command/TAC Channel Assignment~~
- ◆ Time

2.2 By default, any additional information must be added to the incident after it has been created. Examples of additional information include; "address is the second, unmarked driveway on the left"; etc.

2.2.1 By adding the additional information after an incident has been created, a comment flag is automatically created and the radio dispatcher will be alerted that additional information exists for a particular incident.

2.2.2 It is the responsibility of the radio dispatcher to read, relay and clear all comment flags for an incident.

2.3 Additional information will be relayed to responding unit(s) after they are en route to the incident.

~~2.3.1 Additional information for fire units responding to a medical incident will be broadcast by the Fire Dispatcher, after responding units are en route to the incident. It is allowable, given the current workload and by mutual agreement between the Fire and Ambulance Dispatchers, for the Ambulance Dispatcher to simulcast updates to the responding medical and fire units. The Fire Dispatcher is always responsible for the delivery of all updated information to the responding fire unit(s).~~

3.0 Emergency Medical Calls

3.1 Requests for emergency medical assistance will be processed according to Policy No. 6410 (Requests for Emergency Medical Assistance).

3.2 Emergency medical calls are created and dispatched as medical calls (with an associated fire service response).

3.3 Refer to Procedure No. 6405.80 (Information Necessary to Create a Medical Incident) for the corresponding medical dispatch procedure.

4.0 Unnecessary Information

4.1 Examples of information not necessary to create an incident include, but are not limited to, the following: RP's name, directions to the address, location clarification (the cottage in the back), etc.

4.1.1 Call takers should always verify the incident address and caller's phone number at the beginning of the call taking process.

4.1.2 Call takers must control the call taking process. If a caller begins to volunteer information not necessary to create an incident, before an incident is created, the call taker will, using appropriate techniques, focus the caller on the information necessary to create the incident. For example, "Ma'am, I'll get to that. Right now I need to know exactly where it's happening at."



**COMMUNICATIONS OPERATIONS
FIRE SERVICE POLICY**

Policy No. 5750	Date Issued: June 1, 1996
	February 13, 2012
Section: 5700 – Specific Procedures	Date Revised: <u>February 12, 2018</u>
Accreditation Standards: None	
SUBJECT: TRASH OR DUMPSTER FIRE	
APPROVED:	_____
	Chairperson, Fire Service Users Subcommittee
APPROVED:	_____
	Scotty A. Douglass <u>Dennis Kidd</u> , General Manager

A trash or dumpster fire is any fire, smoke, or heat generated in: rubbish material, cuttings in cans, containers or piles, or within a dumpster, not immediately threatening a structure.

- Attempt to obtain a description of the material involved, amount or size and proximity to the structures. If obtained broadcast this information to the responding units.
- Dispatch a trash or dumpster with flames present and inside a structure as a structure fire.
- Page the response according to CAD recommendations.
- If the fire is of a suspicious nature and the reporting party has any information about a possible suspect, notify all responding units, including law enforcement.



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 FIRE SERVICE POLICY

Policy No.	5850	Date Issued:	June 1, 1996
Section:	5800 – Specific Procedures, Continued	Date Revised:	October 30, 2002 <u>May 18, 2017</u>
Accreditation Standards:	None		

SUBJECT: SUSPICIOUS FIRES

APPROVED: _____
Chairperson, Fire Service Users Subcommittee

APPROVED: _____
~~Michael J. McDougall~~ Dennis Kidd, General Manager

~~A suspicious fire is any fire that is possibly maliciously started to cause damage to persons or property. Dispatch an in-progress, fire of suspicious nature as the appropriate incident type (for example: structure fire, vegetation fire, dumpster fire, etc.) “of suspicious origin”. Notify the law enforcement agency of jurisdiction.~~

Recind



Santa Cruz Consolidated Emergency Communications Center

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Santa Cruz, California 95065
(831) 471-1000 Fax (831) 471-1010

9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

COMMUNICATIONS OPERATIONS FIRE SERVICE POLICY

Policy No. 5875 Date Issued: March 10, 2008
Section: 5800 – Specific Procedures, Date Revised: May 18, 2017
Continued

~~Accreditation Standards: None~~

SUBJECT: EXTINGUISHED FIRES

APPROVED: _____
Chairperson, Fire Service Users Subcommittee

APPROVED: _____
~~Michael J. McDougall~~ Dennis Kidd, General Manager

All fires that are reported, including extinguished fires, must be investigated by a Fire Service Agency.

Procedure

Dispatchers who become aware of an incident involving an extinguished fire shall create a fire incident utilizing the “FIROUT” incident type. This procedure is used for all situations including notifications via radio from field units (Ex, law enforcement who comes across a situation while on routine patrol).



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 FIRE SERVICE POLICY

Policy No.	5916	Date Issued:	March 10, 2008
Section:	5900 – Specific Procedures, Continued	Date Revised:	<u>February 12, 2018</u>
Accreditation Standards: None			
SUBJECT: INCENDIARY DEVICES			
APPROVED:	_____		
	Chairperson, Fire Service Users Subcommittee		
APPROVED:	_____		
	<u>Michael J. McDougall</u> <u>Dennis Kidd</u> , General Manager		

1.0 Definition

An incendiary or explosive device is an object or container designed to be ignited in order to cause damage to property.

2.0 Procedure

- 2.1. Upon receipt of a report of a suspicious device that seems to be of an incendiary nature (without detonation), dispatchers should create a call consistent with *Policy 4950 – Bombs*.
- 2.2. CAD will automatically create an associated fire call that will make notification to the ~~Fire Agency~~ Duty Chief.
- 2.3. The ~~Fire Agency~~ Duty Chief will determine what (if any) action is appropriate.
 - 2.3.1 If the ~~Fire Agency~~ Duty Chief requests a unit respond, the law enforcement agency will be notified.

2.3.2 If there was never a fire, no fire personnel will be automatically dispatched to the scene unless specifically requested by the law enforcement agency of jurisdiction.

2.4 If there was a fire that is now out, dispatchers should create a call consistent with *Policy 5875 – Extinguished Fires*.



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COMMUNICATIONS OPERATIONS FIRE SERVICE POLICY

Policy No.	5950	Date Issued:	June 1, 1996
Section:	5900 – Specific Procedures, Continued	Date Revised:	October 30, 2002 <u>March 23, 2017</u>
Accreditation Standards:	None		

SUBJECT: PICK UP AND PUT BACKS

APPROVED: _____
Chairperson, Fire Service Users Subcommittee

APPROVED: _____
~~Michael J. McDougall~~ Dennis Kidd, General Manager

1.0 Policy

A pick up and put back or “public assist” is a caller in a situation where someone has fallen (ground-level) but is not injured or acutely ill (no priority symptoms).

2.0 Procedure

All specific reports of pick up and put backs – including falls from beds, and wheelchairs – will be handled as a medical call and processed by an EMD, via the fall card. If you did not receive the call from an EMD, route the call to an EMD. Processing through EMD This is necessary to ensure the caller receives the proper medical attention. The caller may not be aware that priority symptoms are present, making this an emergency, rather than routine a-situation.