



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

Date: March 3, 2020
To: Users Committee Members
From: Beth Wann, Office Supervisor *BW*
Subject: **USERS COMMITTEE MEETING**

The next Users Committee, Law Enforcement and Fire/EMS Subcommittees are scheduled to meet as follows. The meeting packet is attached.

When: **Monday, March 9, 2020**
SCR9-1-1 Conference Room
495 Upper Park Road, Santa Cruz

Times: 1330 Hours = Law Subcommittee
1400 Hours = Users Committee
1430 Hours = Fire/EMS Subcommittee (immediately after Users Committee)

Distribution:

Chief Terrence McManus and Capt. Andrew Dally, CPD
Chief Dave Westrick, and Lt. Eric Olson, HPD
Sheriff Darren Thompson, Cpt. Eric Taylor and Don Bradley, SBSO
Deputy Chief Dan Flippo and Lt. Arnold Vasquez, SCPD (SECRETARY of Users)
Sheriff Jim Hart, Chief Deputy Mitch Medina, Lt Jim Ross and Lt Greg Lansdowne (CHAIR of Law subcommittee)
& (CHAIR of Users)
Chief David Honda, Asst. Chief Tom Sims, and Capt. Jorge Zamora, WPD
Chief Aaron Lowe and DC Scott Cullen, Aptos/La Selva Fire (VICE CHAIR of Users) and (CHAIR of Fire/EMS subcommittee)
Chief Stacie Brownlee, Ben Lomond Fire
Chief Mark Bingham, Boulder Creek Fire
Chief Steven Hall and BC Anthony Cefaloni, Central Fire
Captain Robert Gray, Felton Fire
Chief Bob Martin Del Campo; BC James Rossi; Interim Fire Captain Norman Fisher, Hollister Fire
Chief Jason Hajduk and Division Chief Rob Oatey, Santa Cruz Fire
Chief Steve Kovacs and BC Ron Whittle, Scotts Valley and Branciforte Fire
Chief Rudy Lopez and DC Rick Pettigrew, Watsonville Fire (CHAIR of Users)
Chief John Stipes, Zayante Fire
Chris Jones, AMR
Brenda Brenner, Santa Cruz County EMS
Kris Mangano, San Benito County EMS
Rosemary Anderson, Santa Cruz County Emergency Services
Kevin Bowling, Tammie Weigl, and Tibi McCann, County ISD
Unit Chief Ian Larkin and BC Valerie Watts, CAL FIRE/San Mateo-Santa Cruz Unit

SCR911: Kidd, Uchida, French, MacDonald, Schorovsky, Spath, and Bloss
SCR911 Reading Board





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, March 9, 2020

1330 Hours

SCR9-1-1 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 SEPTEMBER 9, 2019 MEETING
- 5.0 REGULAR AGENDA
 - 5.1 Operational Task Team – Update (French)
 - 5.1.1 Policy Review and Approval
- 6.0 OTHER ISSUES
 - 6.1 RMS RFP Update (Uchida)
- 7.0 ROUNDTABLE
- 8.0 ADJOURNMENT / NEXT MEETING

The next meeting is scheduled for Monday, **May 11, 2020** at 1330 hours.





**LAW SUBCOMMITTEE MEETING
MINUTES
September 9, 2019**

1.0 CALL TO ORDER

The meeting was called to order at 1335 hours by Lt Liberty.

2.0 ROLL CALL/INTRODUCTIONS

A sign-in sheet was circulated and introductions made.

Present:

SCR911: Dennis Kidd, Stephanie French, and Amethyst Uchida

USERS: Lt. Todd Liberty, SCSO; Capt. Jorge Zamora, WPD; Capt. Andrew Dally, CPD; DC Dan Flippo and Lt. Arnold Vasquez, SCPD; and Capt. Eric Taylor, HPD

OTHERS:

3.0 CONSIDERATION OF LATE ADDITIONS OR CORRECTIONS TO THE AGENDA

There were no additions or corrections to the agenda.

4.0 APPROVAL OF MINUTES OF JULY 22, 2019 MEETING

With a motion by Dally and second by Flippo, the minutes of July 22, 2019 were approved as is.

5.0 REGULAR AGENDA

5.1 Operational Task Team Update

French reported Schorovsky is still recruiting members from agencies for the Mobile Experts User Group. This is a specialty committee that will focus on the mobile interface that the patrol officer and sergeant experience in the field, and the group is in need of a field user from the agencies. Taylor inquired if there is a way to tell which officers are using the mobiles proactively. **Kidd will get Taylor mobile use information.** French reported the ACB survey was reviewed and it was determined runaway juveniles can come off of the ACB. She noted there were a lot of suggestions in the comments field regarding additional information that would be helpful. French reported Schorovsky brought data to the last Law Task Team meeting related to priority 1 calls for service and leveraging the location information to dispatch the closest unit. This would amount to approximately 2% of total calls for service and the Law Task Team is bringing it back for discussion in October.



5.1.1 Policy Review and Approval

5.1.1.1 Policy 4871 – Officer Initiated Requests for EMS Response

French reviewed changes to Policy 4871 and noted these changes were in response to Fire/EMS asking for additional collaboration from Law regarding staging.

With a motion by Taylor and a second by Flippo, revisions to Policy 4871 were unanimously approved. French noted information on this Policy will be put on the ACB and it was implemented as an interim policy.

6.0 OTHER ISSUES

6.1 RMS RFP

Uchida reported that the new SCMRS agreements are going to the City Councils and Board of Supervisors. The plan for the SCR9-1-1 Board meeting, this month, is to ratify the SCMRS agreements, the Central Square RMS contract, and the Government Plan for financing. She noted the final contract language with Central Square was sent to the Records Supervisors prior to it being finalizing. Uchida reported the proposed go live date is February 18, 2021 with acceptance in March 2021 but she does not want to go live until the system is ready. Kidd reviewed the fact that, when the agency representatives originally met to discuss this RMS project, it was decided to not go with a cloud base system at this time. This option will need to be reviewed again in five years. Uchida noted she is still hesitant regarding the cloud base system as it needs to be signed off by the DOJ and she is not sure how easily this could be accomplished. Dennis informed the group he is going to recommend to the Board of Directors that a fund balance be accrued to help with the cost in five years. He informed the group there will be a full disaster recovery and all of the RMS data on the main system will be backed up and available on a backup system located in a different location.

7.0 ROUND TABLE

None.

8.0 ADJOURNMENT / NEXT MEETING

The meeting adjourned at 1350 hours. The next regularly scheduled meeting will be Monday, **November 4, 2019** at 1330 hours at the SCR9-1-1 Conference Room.

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



USERS COMMITTEE MEETING AGENDA

MONDAY, March 9, 2020

1400 hours

SCR9-1-1 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 SEPTEMBER 9, 2019 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/Mobile
 - 6.3.1 Mobiles
 - 6.3.2 Dashboards & Reports
 - 6.4 2020 Meeting Schedule
- 7.0 OTHER ISSUES
 - 7.1 Presentation of 2019 Annual Report - (Staff)
 - 7.2 FY 20/21 Preliminary Budget – (Kidd)
 - 7.3 Policy 285 – Records Retention and Destruction – (French)
 - 7.4 COVID Contingency Planning – (French)
- 8.0 CORRESPONDENCE
- 9.0 ROUND TABLE
- 10.0 ADJOURNMENT AND NEXT MEETING
The next meeting is scheduled for Monday, **May 11, 2020** at 1400 hrs, immediately following the Law Users Subcommittee meeting.





**USERS COMMITTEE MEETING
MINUTES
September 9, 2019**

1.0 CALL TO ORDER

Chief Aaron Lowe called the meeting to order at 1409 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	Capt Andrew Dally	
Hollister PD		Lt. Dan Winn
San Benito SO	Cpt. Eric Taylor	
Santa Cruz PD	DC Dan Flippo Lt Arnold Vasquez	
Santa Cruz SO	Lt Todd Liberty	
Watsonville PD	Capt Jorge Zamora	
Fire:		
Aptos/La Selva	Chief Aaron Lowe	
Boulder Creek	Chief Kevin McClish	
Central	Chief Steven Hall	
Felton	BC Robert Gray Scott Sipes	
Hollister		Captain Rico Fisher
Santa Cruz	Chief Jason Hajduk	
Scotts Valley/B40	Chief Steve Kovacs	
Watsonville	Interim DC Rick Pettigrew	
Zayante	Chief John Stipes	
SC/SB AMR	Chris Jones	
SC/SB HAS/EMS	Brenda Brenner	Kris Mangano Rosemary Anderson
CAL Fire		BC Valerie Watts UC Ian Larkin

SCR911: Dennis Kidd, Stephanie French, and Amethyst Uchida

OTHERS:

3.0 CONSIDERATION OF LATE ADDITIONS OR CORRECTIONS TO THE AGENDA

None.

4.0 APPROVE MINUTES OF JULY 22, 2019 MEETING

With a motion by McClish and second by Stipes, the minutes of July 22, 2019 were approved as is.

5.0 PUBLIC COMMENTS

None.

6.0 REGULAR AGENDA

6.1 Systems Division Update – Status Reports

Uchida reported the radio system at the Alternate Site is not working well and the Authority needs to engage with the vendor that installed the system. She noted there is not a high level of confidence in the reliability of the system. Uchida informed the group the vendor for the radio dispatch console at NetCom is no longer in business and this will be a future project. Uchida distributed a timeline regarding the upcoming CAD upgrade. She noted testing will be done at NetCom and the Cities and Counties IT staff have all been invited to take part in testing which she has had no response to. There will be User level meetings convened to evaluate the current mobile application design and this would be the opportunity to make changes or incorporate any new features. Uchida reported the upgrade is scheduled for November 5 and there should be no down time. There will be a summary bulletin of major changes distributed in October.

6.2 Coordination on Major Events Involving Fire and Law – Discuss

Hajduk inquired if there is a communication plan established should a major incident occur where all information is going through the UCSC, CHP or SVPD PSAPs. French confirmed such an incident could be treated as a mutual aid and everyone asked to switch to Red. Kidd noted there is no formal agreement. Flippo concurred with Kidd that UCSC would probably not enter into a formal agreement but agreed it would be good to discuss with Scotts Valley. **Kidd will reach out to the Communications Center manager of SVPD to inquire what their expectations would be during an active shooter situation.**

Liberty informed the group there is a new radio frequency on the North Coast called Silver. When switched over to Silver, when on the North Coast, it hits the repeaters and comes back to NetCom as being on Red. He noted there is also another channel, repeated Countywide, called Local Government.

6.3 CAD/Mobile – Update

6.3.1 Mobiles

No report.

6.3.2 Dashboards & Reports

No report.

7.0 OTHER ISSUES

None.

8.0 CORRESPONDENCE

None.

9.0 ROUND TABLE

- Kidd reported two of Monterey County's 9-1-1 trunks were transferred to NetCom during Labor Day weekend. He noted NetCom is still attempting to determine why this happened as we are not equipped to be their back-up center. There is the possibility this decision was made by an AT&T technician as the Monterey Comm Center manager has reassured Kidd it is not their plan to drop their phone lines to us.

10.0 ADJOURNMENT / NEXT MEETING

The meeting adjourned at 1432 hours. The next regularly scheduled meeting will be Monday, **November 4, 2019** at 1400 hours in the SCR9-1-1 Conference Room.

Minutes by: Beth Wann, SCR911 Office Supervisor



Date: November 4, 2019
To: Users Committee Members
From: Beth Wann, Office Supervisor *BW*
Subject: 2020 USERS COMMITTEE MEETING SCHEDULE

RECOMMENDATION:

Approve the Users Committee Meeting Schedule for calendar year 2020 as follows:

Monday, February 10, 2020	1400 hours	NetCom
Monday, March 9, 2020	1400 hours	NetCom
Monday, May 11, 2020	1400 hours	NetCom
Monday, July 13, 2020	1400 hours	NetCom
Monday, September 14, 2020	1400 hours	NetCom
Monday, November 9, 2020	1400 hours	NetCom

DISCUSSION:

The proposed meeting schedule for calendar year 2020 would continue holding meetings about every other month on the **second Monday of each month preceding a JPA Board meeting.**

There would be no January meeting; instead meeting in February to allow presentation of the 2019 Annual Report to User agencies prior to the February 27, 2020 Board meeting.

The Law Enforcement subcommittee will continue to meet at 1330 hours, followed by the Users' meeting at about **1400** hours, and the Fire/EMS subcommittee will continue to meet immediately after the Users meeting at about **1430** hours.





**COMMUNICATIONS ADMINISTRATIVE
POLICY/PROCEDURE**

Policy No.	285	Date Issued:	May 28, 2003 April 7, 2015 <u>March 9, 2020</u>
Section:	200 Administrative Policies	Date Revised:	<u>2020</u>
SUBJECT: RECORDS RETENTION AND DESTRUCTION			
APPROVED: _____ Dennis Kidd, General Manager			

- 1.0 The purpose of this procedure is to provide guidelines regarding the retention periods and systematic destruction of Authority records or materials.
 - 1.1 For the purpose of this procedure, records to be retained by the Authority are defined as accounting, payroll, personnel, recruitment, background, training, CLETS entry documents, recordingstapes, Brown Act meeting material, or materials related to pending litigation.
- 2.0 Accounting and payroll records will be kept on site for a period of three (3) years. At the end of that period the records will be transferred to the County of Santa Cruz Warehouse facility and destroyed according to established County practice.
- 3.0 Recruitment and background materials related to candidates deemed ineligible for employment will be kept on site, in a secure location, for a period of two (2) years. At the end of that period the person designated by the General Manager may transfer the records to the locked shredder bin in the Communications Center for destruction.
- 4.0 Recruitment and background materials related to selected candidates will be kept permanently on site in a secure location.
- 5.0 During an active recruitment, all selection materials, including promotional materials, will be stored in a secure location and disposed of in accordance with Section 3.0 or Section 4.0 of this policy.

- 6.0 The following records will be kept permanently on site.
- 6.1 Board of Directors meeting materials
 - 6.2 User Committee meeting materials
 - 6.3 Records or materials deemed by the General Manager to be of historical value
 - 6.4 Training related materials
- 7.0 All electronic dispatch recordings are maintained in a secure location for a period of not less than two hundred (200) days (as mandated by law). Any recordings the Authority has created and saved will be purged after 180 days, and then recycled at the end of that retention period.
- 8.0 Personnel files are retained and destroyed in accordance with the provisions of Policy No. 1330.
- 9.0 The following CLETS entry documents are retained for the periods listed below. The storage and destruction of all CLETS entry documents is administered by the designated Administrative Supervisor/Authority Custodian of Records.
- 9.1 The following documents are stored and then destroyed after a minimum two (2) years:
 - 9.1.1 Stolen/recovered vehicle entries
 - 9.1.2 Missing persons entries
 - 9.1.3 Restraining Order entries
 - 9.1.4 Stolen property entries
 - 9.2 The following documents are stored and then destroyed after a minimum of forty- five (45) days:
 - 9.2.1 Towed/stored vehicle entries
 - 9.2.2 Lost/stolen/confiscated license plate entries
 - 9.3 The SRF contact message documents are stored and then destroyed after minimum of thirty (30) days.
- 10.0 CAD incident recall records are maintained on line for a minimum of twelve (12) months. They are archived in an electronic data base format retained for a period of not less than seven (7) years.
- 11.0 Automatic Resource Locator (ARL) records are retained based on individual agency requests. Maximum retention is one year.
- 12.0 The General Manager is responsible for records retention and destruction.



FIRE SERVICE/EMS USERS SUBCOMMITTEE MEETING AGENDA

MONDAY, March 9, 2020
(Immediately following Users Committee)

SCR9-1-1 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 9, 2019 MEETING
- 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 5570 – Inter-Dispatch Center Coordination
 - 5.1.1.2 Policy 5570.80 – Communication Methods with Adjacent Agencies for Auto Aid Requests
 - 5.1.1.3 Policy 6410 – Requests for Emergency Medical Assistance
 - 5.2 Fire/EMS Technology – Update (Uchida)
 - 5.2.1 PremierOne CAD and Mobile Project Update
 - 5.2.1.1 AVL/Streets (French)
 - 5.2.2 Tasks Update
- 6.0 OTHER ISSUES
- 7.0 ROUNDTABLE
- 8.0 ADJOURNMENT / NEXT MEETING

The next meeting is scheduled for Monday, **May 11, 2020** immediately following the Users Committee meeting.



**FIRE SERVICE/EMS USERS SUBCOMMITTEE MEETING
MINUTES
September 9, 2019**

1.0 CALL TO ORDER

Chief Lowe called the meeting to order at 1436 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: Jason Hajduk (Santa Cruz Fire); Aaron Lowe (Aptos/La Selva Fire); John Stipes (Zayante Fire); Chris Jones (AMR); Steve Kovacs (Scotts Valley/Branciforte Fire); Kevin McClish (Boulder Creek Fire); Steven Hall (Central Fire); Robert Gray and Scott Sipes (Felton Fire), Rick Pettigrew (Watsonville Fire); and Brenda Brenner (County EMS).

OTHERS:

3.0 CONSIDERATION OF LATE ADDITIONS AND CORRECTIONS TO THE AGENDA

None.

4.0 APPROVAL OF MINUTES OF THE MAY 13 AND JULY 22, 2019 MEETINGS

With a motion by Gray and second by McClish, the minutes of May 13, 2019 were approved.
With a motion by McClish and second by Stipes the minutes of July 22, 2019 were approved.

5.0 REGULAR AGENDA

5.1 Fire/EMS Services Operational Task Team Update

French reported the SCHMIT policy was reviewed and cleaned up at the last Fire/EMS Task Team meeting. There will be some work done in CAD regarding further station alert search for CZU notification. French reported there was good discussion at the meeting regarding the structure fire on the edge of Santa Cruz and Scotts Valley jurisdictions where, once determined it was Scotts Valley jurisdiction, all of Santa Cruz City apparatus were already on scene. It was determined the best way to make notification on an incident that is evolving in another agency's jurisdiction that is already in progress. French reviewed the project to address intersections where two jurisdictions come together.

5.1.1 Policy Review and Approval

5.1.1.1 Policy 5356 – No Response to Paging

French reviewed the revisions to Policy 5356.



5.1.1.2 Policy 5770 – Vehicle and Bicycle Accidents
French reviewed revisions to Policy 5770.

With a motion by Stipes and second by Hall, revisions to Policies 5356 and 5770 were approved.

5.2 Fire/EMS Technology – Update (Uchida)

5.2.1 PremierOne CAD and Mobile Project Update
No report.

5.2.1.1 AVL/Streets (French)

French reported there has been no change and no request to make a change. She noted it would be best if all agencies were, eventually, on a mobile.

5.2.1.2 Progress Report P1 Fire/EMS Workgroup (French)
Remove from agenda.

5.2.2 Tasks Update

Uchida reported the State is making progress on the NextGen 9-1-1 project. She provided an update on the hydrant data collection project Langer is working on. Uchida reported on the target hazard plan Langer has been working on with Santa Cruz Fire.

6.0 OTHER ISSUES

None.

7.0 ROUNDTABLE

- Gray reported on a school lockdown that his agency was unaware of and also noted, on the Deer Fire, there was no notification to Law. French responded she was unaware of a school lockdown and would like Gray to provide her with the date so she can research. Gray agreed, on a wildland fire, Fire could be the one to come up on air and ask Law be notified.
- McClish reported on the delivery of Boulder Creek Fire's Type 3 engine and informed the group his Board chose his replacement, Mark Bingham. He noted Bingham will be coming on board September 16 and they will have a six week overlap.
- Stipes reported on an MCI in Santa Cruz where his agency ended up not appearing on the printout of the call but having their own incident number instead. He noted this call will be reviewed at the next Fire/EMS Task Team meeting.
- Lowe reported he has had no follow up from Fred, of the Radio Shop, regarding the yellow repeater.

8.0 ADJOURNMENT / NEXT MEETING

The meeting adjourned at 1503 hours. The next regularly scheduled meeting will be Monday, **November 4, 2019** immediately following the Users Committee meeting in the SCR9-1-1 Conference Room.

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



**COMMUNICATIONS OPERATIONS
EMERGENCY MEDICAL SERVICE POLICY**

Policy No. 6410	Date Issued: June 1, 1996
	February 25, 2016
Section: 6400 - Telephone Procedures	Date Revised: <u>November 4, 2019</u>
SUBJECT: REQUESTS FOR EMERGENCY MEDICAL ASSISTANCE	
APPROVED:	_____
	Santa Cruz County EMS/ <u>San Benito County EMS</u>
APPROVED:	_____
	American Medical Response
APPROVED:	_____
	Dennis Kidd, General Manager

1.0 Purpose

1.1 To clarify best practices for handling requests for emergency medical assistance for field units, medical personnel and fourth party callers using the NAEMD protocols for processing their call.

2.0 Dispatchers will direct all callers requesting emergency medical assistance to the Emergency Medical Dispatch (EMD) program.

3.0 Requests from Physicians/NP/PA/RN/LVN

3.1 Requests for medical assistance that come from a location that is identified by the caller as a medical doctor's office or "urgent care" type business or requests made by a Hospice Nurse will be processed by utilizing the "Transfer/Interfacility/Palliative Care" EMD card (#33).

3.2 All other requests will be processed in the EMD system based on the patient's chief complaint.

4.0 Requests from fourth party callers using NAEMD Protocols.

- 4.1 Fourth party callers are public service personnel with information about a patient.
- 4.2 If a fourth party caller, such as OnStar or an AMR dispatch center, has used the National Academy Protocols to administer EMD to the patient, the EMD will input the final determinant code, age, gender, conscious and breathing status of the patient before launching the call. The dispatcher will not do EMD again, since another agency has already received the information and provided pre-arrival instructions.
- 4.3 All other fourth party requests will be processed in the EMD system, based on the patient's chief complaint.

5.0 Requests from Text to 9-1-1

- 5.1 Upon request ~~of a text from a texter~~ for medical assistance, the dispatcher will immediately create a "NOEMD" modifying circumstance "TEXT" call.
- 5.2 After the NOEMD call is created, the request will be processed in the EMD system.

6.0 Field Requests

- 6.1 Requests for medical assistance from on-scene personnel will not be directed to the EMD program given they are employed within Santa Cruz or San Benito County and are currently on-duty.
- 6.2 Such requests will always receive both Fire and EMS response. On scene personnel can determine code of response (code 2 or code 3), but not specific equipment.
 - 6.2.1 Patients with the following symptoms will always receive a code 3 response: chest pain, difficulty breathing, severe hemorrhaging, or those having an altered level of consciousness or loss of consciousness.
- 6.3 On-scene personnel may include peace officers, firefighters, or paramedics.
- 6.4 Dispatchers will document the name, agency, and title of on-scene personnel requesting emergency medical assistance in the CAD incident record.

Off-duty peace officers, firefighters, paramedics, or other public safety personnel will be directed to the EMD program to determine the appropriate level of response, based on the patient's chief complaint