



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

LAW ENFORCEMENT USERS SUBCOMMITTEE MEETING AGENDA

MONDAY, September 9, 2019

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 JULY 22, 2019 MEETING
- 5.0 REGULAR AGENDA
 - 5.1 Operational Task Team – Update (French)
 - 5.1.1 Policy Review and Approval
 - 5.1.1.1 Policy 4871 – Officer Initiated Requests for EMS Response
- 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, **November 4, 2019** at 1330 hours.





**LAW SUBCOMMITTEE MEETING
MINUTES
July 22, 2019**

1.0 CALL TO ORDER

The meeting was called to order at 1335 hours by Capt. Andrew Dally.

2.0 ROLL CALL/INTRODUCTIONS

A sign-in sheet was circulated and introductions made.

Present:

SCR911: Dennis Kidd, Stephanie French, and Amethyst Uchida

USERS: Capt. Jorge Zamora, WPD; Capt. Andrew Dally, CPD; Capt. Eric Taylor, and Lt. Dan Winn, HPD

OTHERS:

3.0 CONSIDERATION OF LATE ADDITIONS OR CORRECTIONS TO THE AGENDA

The following item was added to the agenda:

6.2 Blue Alert

4.0 APPROVAL OF MINUTES OF MAY 13, 2019 MEETING

With a motion by Zamora and second by Taylor, the minutes of May 13, 2019 were approved as is.

5.0 REGULAR AGENDA

5.1 Operational Task Team Update

5.1.1 Policy Review and Approval

5.1.1.1 Policy 4520 – Warrant Checks

French reviewed changes to Policy 4520. She noted this policy was revised to generalize the query system versus calling it by the vendor's name. She informed the group verification will be obtained by the dispatcher to confirm name and date of birth are correct when given a driver's license number. Taylor noted he hears SBSO running by driver's license number most of the time and inquired if this is an issue. French noted it is common practice for the dispatcher to check name and date of birth against the driver's license number so it does increase their workload. Taylor noted he will attempt to



make a change within his department and have deputies ask for a return correctly.

5.1.1.2 Policy 4550 – Driver’s License Checks

French reviewed changes to Policy 4550. She noted dispatch will no longer be giving the prior convictions for 14601 and 23152 unless asked for. The Law Task Team felt this information was not needed all of the time, and only if it applies to the stop. The officer will ask for it, if needed. French reported this policy has been an interim policy for the past 6-7 weeks.

5.1.1.3 Policy 4615 – AMBER/SILVER/Blue Alert Messages

French reviewed changes to Policy 4615. She noted this policy is a compilation of two other separate policies, Amber and Silver. Blue Alert has been added in. French reported, for ease of dispatcher reference, the policies have been consolidated and there are not a lot of changes.

5.1.1.4 Policy 4690 – Patrol Supervisor

French reviewed changes to Policy 4690. She noted the incident type list was redundant and the incident types in Policy 4240 would automatically get the Patrol Supervisor notification.

With a motion by Taylor to approve all changes to the above policies, and a second by Winn, the policies were unanimously approved.

6.0 OTHER ISSUES

6.1 RMS RFP

Uchida reported the Santa Cruz law agencies chose Central Square for negotiations on a new RMS system. She noted there were concerns regarding the vendor and she did some research. A meeting was held with Central Square regarding concerns and some caveats will be included in the contract for additional reassurance. Uchida reported she has begun having meetings with Central Square’s contract manager and hopes to have the contract approved at the September Board of Directors meeting. Uchida informed the group the vendor’s standard boiler plate documents have been forwarded to the Authority’s attorney for review and changes. She has also scheduled informational gathering sessions to help make decisions on some of the optional products. Uchida reported she has some directions from the Chiefs to give them some itemized lists of things that are additions or deductions and what this does to everyone’s costs.

6.2 Blue Alert

French distributed a reference page for Blue Alert and reviewed the criteria and activation process. In order to activate, the local authority must call CHP’s ENTAC office. She informed the group NetCom does not have the authority to send this alert and cannot be the middle-person for the agencies. Dally confirmed there is no minimum rank required when contacting for a Blue Alert. French advised the group, should the agencies do any of their own research on Blue Alert, the CHP bulletin is out of date. EAS and CMA’s are being used, contrary to what the CHP’s on-line bulletin states.

7.0 ROUND TABLE

None.

8.0 ADJOURNMENT / NEXT MEETING

The meeting adjourned at 1350 hours. The next regularly scheduled meeting will be Monday, **September 9, 2019** 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
 495 Upper Park Road
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**COMMUNICATIONS OPERATIONS
 LAW ENFORCEMENT POLICY**

Policy No. 4871	Date Issued: October 8, 1999
Section: 4800 – Specific Procedures	Date Reviewed: September 8, 2008 <u>September 9, 2019</u>
Accreditation Standards:	
SUBJECT: OFFICER INITIATED REQUESTS FOR EMS RESPONSE	
APPROVED:	_____
	Chairperson, Law Enforcement Users Subcommittee
APPROVED:	_____
	Scotty A. Douglass, Interim General Manager <u>Dennis Kidd, General Manager</u>

In accordance with Policy No. 6410 (Requests for Emergency Medical Assistance), requests for medical assistance from on-scene personnel, including peace officers, will not be directed to the Emergency Medical Dispatch (EMD) program.

Such requests will receive either a transport (code 2) or emergency (code 3) response as specified by the requesting officer. The default response, if not specified by the requesting officer is an emergency (code 3) response.

When possible, field units should provide the following minimum patient information:

1. Chief complaint
2. Age and gender
3. Breathing status
4. Conscious status

If the field unit is unable to provide the conscious/breathing status, or the patient is not breathing or unconscious, dispatch will create a Code 3 response and notify the field unit.

Likewise, a field unit must be on scene and verify that a patient is breathing and conscious before dispatch will reduce or cancel responding units to any medical incident.

When possible, if the request is a precautionary for responding EMS resources to stage in the area field units should provide——

1. Scene Location
2. Staging Location
3. Travel Route



USERS COMMITTEE MEETING AGENDA

MONDAY, September 9, 2019

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 JULY 22, 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
- 7.0 OTHER ISSUES
- 8.0 CORRESPONDENCE
- 9.0 ROUND TABLE
- 10.0 ADJOURNMENT AND NEXT MEETING
The next meeting is scheduled for Monday, **November 4, 2019** at 1400 hrs, immediately following the Law Users Subcommittee meeting.





**USERS COMMITTEE MEETING
 MINUTES
 July 22, 2019**

1.0 CALL TO ORDER

Chief Aaron Lowe called the meeting to order at 1404 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
Santa Cruz SO		Lt Todd Liberty
Watsonville PD	Capt Jorge Zamora	
Fire:		
Aptos/La Selva	Chief Aaron Lowe	
Boulder Creek		Chief Kevin McClish
Central	DC Scott Cullen	
Felton		BC Robert Gray
Hollister		Captain Rico Fisher
Santa Cruz	Chief Jason Hajduk	
Scotts Valley/B40		Chief Steve Kovacs
Watsonville		DC Corey Schaefer
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 MAY 13, 2019 MEETING

With a motion by Stipes and second by Hajduk, the minutes of May 13, 2019 were approved as is.

5.0 PUBLIC COMMENTS

None.

6.0 REGULAR AGENDA

6.1 Systems Division Update – Status Reports

Uchida reported there will be an update to the 9-1-1 phone system on September 3. This will mean going to the Alternate Site in Watsonville for 24 hours and the Alternate Site in Hollister for 12 hours. Alternate Sites will begin activation at 0600 hours on that date. French noted there should not be anything different for the agencies and reminded the group that there will not be phone recordings for that day. Law Users should speak to the dispatcher right away should there be anything they need in relation to an investigation.

Uchida reported there is an upgrade to the CAD and mobile software scheduled. She noted this is a major upgrade as we are currently on Version 4.2 and will be moving to Version 4.4. Uchida informed the group there is a 600 page document that she and French are reviewing. There will be an intensive testing period scheduled. The training system will be updated on August 26 and testing and approving the system will occur through October 18. The actual upgrade is scheduled for November 5. Uchida informed the group there should be no outages and she does not have to update the agencies' client in order for them to be on the new version. She noted she will still be updating the client the week after the November 5 upgrade. Uchida reported she has reached out to all of the IT departments and there are some testing plans going. She asked if any of the agencies want to test, she can set them up to point to the training system after August 26. Uchida reported, as she and French go through the upgrade document, they will highlight things of interest and put out a User's Bulletin beforehand. Stipes confirmed the update to the mobile terminals will be a push out, similar to the map updates.

6.2 Coordination on Major Events Involving Fire and Law – Discuss

French discussed the importance that Law, when requesting Fire/EMS to a scene, inform them where to stage and what the nature of the incident is. She noted NetCom is working with the dispatchers on prompting Law Users to provide the staging location and route to said location. She noted this should be a two-part request from Law – where to stage and the path.

The group concurred that the 4th of July holiday went smoothly.

6.3 CAD/Mobile – Update

6.3.1 Mobiles

Uchida reported she wants to get a team together, in the future, to work on mobile configuration.

6.3.2 Dashboards & Reports

Uchida reported she created a couple of dashboard mock ups for Fire and she has not received any feedback.

7.0 OTHER ISSUES

None.

8.0 CORRESPONDENCE

None.

9.0 ROUND TABLE

None

10.0 ADJOURNMENT / NEXT MEETING

The meeting adjourned at 1417 hours. The next regularly scheduled meeting will be Monday, **September 9, 2019** at 1400 hours in the SCR9-1-1 Conference Room.

Minutes by: Beth Wann, SCR911 Office Supervisor



FIRE SERVICE/EMS USERS SUBCOMMITTEE MEETING AGENDA

MONDAY, September 9, 2019
(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 MAY 13, 2019 (NO QUORUM AT LAST MEETING)
AND JULY 22, 2019 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 5356 – No Response to Paging
 - 5.1.1.2 Policy 5770 – Vehicle and Bicycle Accidents
 - 5.2 Fire/EMS Technology – Update (Uchida)
 - 5.2.1 PremierOne CAD and Mobile Project Update
 - 5.2.1.1 AVL/Streets (French)
 - 5.2.1.2 Progress Report P1 Fire/EMS Workgroup (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, **November 4, 2019** immediately following the Users Committee meeting.



**FIRE SERVICE/EMS USERS SUBCOMMITTEE MEETING
MINUTES
May 13, 2019**

1.0 CALL TO ORDER

Chief Lowe called the meeting to order at 1430 hours.

2.0 ROLL CALL/INTRODUCTIONS

A sign-in sheet was circulated and introductions made.

Present:

SCR911: Dennis Kidd, Tammy Spath, Stephanie French, and Amethyst Uchida

USERS: Corey Schaefer (Watsonville Fire); Steve Kovacs (Scotts Valley/Branciforte Fire); Jason Hajduk (Santa Cruz Fire); Aaron Lowe (Aptos/La Selva Fire); Ian Larkin and Valerie Watts (CalFire); Bob Gray (Felton Fire); Chris Jones (AMR); and Brenda Brenner (County EMS).

OTHERS:

3.0 CONSIDERATION OF LATE ADDITIONS AND CORRECTIONS TO THE AGENDA

The following items were added to the agenda:

5.1.1.3 Policy 5540 – Strike Teams/Task Forces

6.1 Fire/AMR FY 19/20 Cost Sharing

4.0 APPROVAL OF MINUTES OF THE MARCH 11, 2019 MEETING

With a motion by Schaefer and second by Kovacs, the minutes of March 11, 2019 were approved.

5.0 REGULAR AGENDA

5.1 Fire/EMS Services Operational Task Team Update

French noted the Fire/EMS Task Team has been very active which she is grateful for. She noted the 2019 version of the NFPA standard was reviewed at the last meeting and it was decided which incident types met the criteria for priority dispatch that has to be completed in 90 seconds. French reported Netcom's Standards of Excellence document has been updated and dispatchers are receiving feedback on their performance. French informed the group there is one call review per meeting. She reported Spath has been working with Dr. Ghiradduci on moving ahead with changing fire response to skilled nursing facilities. Central Fire has been the beta response agency for the Hearts and Hands facility, which was the first facility to go on the 33 card - Transfer Palliative Care. Based on the months of data, Dr. Ghiraducci has approved moving this card to eight other centers in Santa Cruz County and it will become effective May 31. Spath confirmed with Chief Lowe there are no facilities, at this time, participating from his district.

5.1.1 Policy Review and Approval

5.1.1.1 Policy 5430 – Dispatch Methods

French reviewed revisions to this policy.

5.1.1.2 Policy 6415 – Use of Medical Incident Type Codes

Spath reported this policy is used to identify what types of incident types are used to classify medical calls. She noted some Quick Launch incident types have been added, and any call not processed through EMD would be using the “no EMD” incident type. Tammy confirmed for Hajduk that the “no EMD” incident types for the City of Santa Cruz are very small and noted a report could be run for him. Brenner added that Dr. Ghiraducci has run some recent stats as well.

5.1.1.3 Policy 5540 – Strike Team/Task Forces

French reported the previous preconfigured convention is no longer valid so it was struck from this policy. She noted the zone base language was removed as well.

With a motion by Kovacs and second by Hajduk the revisions to the above policies were approved.

5.2 Fire/EMS Technology – Update (Uchida)

Uchida reported on the delivery of wall maps. She reported Torchio is serving on the NG911 Task Force and reporting back to her. Kidd reported on Rapid Deploy and noted our agency will be the first to get it sometime in June.

5.2.1 PremierOne CAD and Mobile Project Update

No report.

5.2.1.1 AVL/Streets (French)

French reported this project is status quo for now and there has been no feedback.

5.2.1.2 Progress Report P1 Fire/EMS Workgroup (French)

French reported the fire pod dispatcher skills are getting refined as they are working in there every day. She would like to still do expanded training in the future. Kidd reported on the Fire Dispatch Specialist position that begins in January, 2020. He noted the majority of these bidded shifts will be spent in the fire pod.

5.2.2 Tasks Update

No report.

6.0 OTHER ISSUES

6.1 Fire/AMR FY 19/20 Cost Sharing

Kidd distributed the FY 19/20 Cost Sharing for the Fire agencies and AMR.

7.0 ROUNDTABLE

None.

8.0 ADJOURNMENT / NEXT MEETING

The meeting adjourned at 1453 hours. The next regularly scheduled meeting will be Monday, **July 15, 2019** immediately following the Users Committee meeting in the SCR9-1-1 Conference Room.

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



**FIRE SERVICE/EMS USERS SUBCOMMITTEE MEETING
MINUTES
July 22, 2019**

1.0 CALL TO ORDER

Chief Lowe called the meeting to order at 1419 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/Scott Cullen (Aptos/La Selva Fire); John Stipes (Zayante Fire); Rosemary Anderson (SC County OES); and Brenda Brenner (County EMS).

OTHERS:

3.0 CONSIDERATION OF LATE ADDITIONS AND CORRECTIONS TO THE AGENDA

The following item was added to the agenda:

6.3 Station Alerting

4.0 APPROVAL OF MINUTES OF THE MAY 13, 2019 MEETING

Due to a lack of quorum, the minutes of May 13, 2019 were not approved.

5.0 REGULAR AGENDA

5.1 Fire/EMS Services Operational Task Team Update

French reported the Fire/EMS Task Team has been very active and noted her appreciation. She noted Task Team is reviewing an incident every meeting and completing a lot of policy work. She reminded the group incident types will be changed on August 1. Cullen confirmed with Uchida that these incident types have been sent to the various vendors. **Uchida to check with Fire Dispatch.com regarding the new incident types in regards to any medical codes where information will need to be redacted.** Brenner reported she notified First Watch and has not heard back from Image Trend. Hajduk reported FireDispatch.com seems to be hung up as there is old information. Uchida responded she is aware and working on this issue. French reported NetCom worked with CalFire on a strike team drill and Scotts Valley Fire on a SCHMIT drill, and she reminded the group that NetCom would like to be a part of any of the agencies' high risk, low frequency drills.



5.1.1 Policy Review and Approval

5.1.1.1 Policy 5770 – Vehicle and Bicycle Accidents

Due to a lack of quorum, revisions to Policy 5770 could not be approved. **Policy 5770 will be put on the September 9 Fire/EMS Users Subcommittee agenda.**

5.2 Fire/EMS Technology – Update (Uchida)

5.2.1 PremierOne CAD and Mobile Project Update

Uchida reported her team has been looking for a solution to remedy outages, and Oros determined out how to build a second network into the cradlepoints as a backup network that can automatically be switched over to. Oros will be pushing this out to agencies and this should mean less likelihood of an outage.

5.2.1.1 AVL/Streets (French)

French reported the street costing was completed and there has been no feedback. Kidd inquired if there will be a phase two to this project and French responded this would be up to the agencies.

5.2.1.2 Progress Report P1 Fire/EMS Workgroup (French)

French reported NetCom has been working on more training programs to get fire dispatchers to a higher level. This is a combination of live training and reviewing of calls.

5.2.2 Tasks Update

Uchida reported Langer is designing a process for implementing target hazards into the map and has been working with Pat Gallagher. She noted Langer has created a map layer that the target hazards can live in. Uchida reported Torchio is on the statewide committee for NexGen911, and she has sent NetCom's map data to the State. A consultant, at the State level, will be looking agencies' GIS data and recommending changes. Kidd provided a report on Rapid Deploy.

6.0 OTHER ISSUES

6.1 AMR Use of Red

Hajduk reported there has been interruption of high priority traffic on the radio by AMR units. Stipes noted McClish has discussed the issue with Jones.

6.2 Yellow Fire

Lowe reported he spoke with Fred regarding Yellow Fire and Fred would like to go out for a re-bid because the initial bids were too expensive.

6.3 Station Alerting

Uchida reported on the demo by Bryx on station alerting. She noted it seems like a typical station alerting solution at a lesser cost. Uchida informed the group the calls are received via email and she noted inconsistencies because of this. If the agencies wanted to deploy this system more globally, they would want to use a different communication method. Cullen informed the group that Cefaloni will be arranging demos with other vendors.

7.0 ROUNDTABLE

- French noted, for aid requests, a search order by department might be best.
- Stipes confirmed “in service” is the preferable language.

8.0 ADJOURNMENT / NEXT MEETING

The meeting adjourned at 1458 hours. The next regularly scheduled meeting will be Monday, **September 9, 2019** immediately following the Users Committee meeting in the SCR9-1-1 Conference Room.

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



Santa Cruz Consolidated Emergency Communications Center

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9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

COMMUNICATIONS OPERATIONS FIRE SERVICE POLICY

Policy No. 5356	Date Issued: August 5, 2002
Section: 5300 – Radio Procedures	Date Revised: <u>September 9, 2019</u>
Accreditation Standards: None	

SUBJECT: NO RESPONSE TO PAGING

APPROVED: _____
Chairperson, Fire Service Users Subcommittee

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

When fire units are paged to a call, assigned units will time out in CAD if their status does not change within two minutes. Units may acknowledge the page by phone ~~or~~, radio or change in unit status via MDC.

When there is no acknowledgement, the dispatcher will attempt to get a verbal acknowledgement from the unit. If the unit does not answer on ~~Fire Red Dispatch Net~~, the dispatcher will utilize the following procedures.

- Paid Departments

The dispatcher will place the recommended fire unit(s) out of service, query CAD for a first alarm assignment and dispatch the new recommendations. After the new unit is dispatched, the dispatcher will attempt to locate the missing unit via phone, ~~pager and~~ or any other means appropriate.

- Volunteer Departments

If volunteer personnel does not acknowledge or respond ~~staff~~ the dispatched equipment, the dispatcher will free the unit and attempt a second dispatch. If the unit times out again, the dispatcher will fill the first alarm assignment using the greater alarm configuration and dispatch the recommended units.

Anytime a unit that fails to respond to a page, the dispatcher will notify the Duty Chief as soon as possible.



COMMUNICATIONS OPERATIONS
FIRE SERVICE POLICY

Policy No. 5770 Date Issued: June 1, 1996
Section: 5700 – Specific Procedures Date Revised: May 10, 2010 July 15, 2019 September 9, 2019
Accreditation Standards: None
SUBJECT: VEHICLE AND BICYCLE ACCIDENTS
APPROVED: Chairperson, Fire Service Users Subcommittee
APPROVED: Scotty A. Douglass Dennis Kidd, General Manager

A vehicle accident is any accident involving a motorized vehicle. A bicycle accident is an accident involving a bicycle.

Fire units may respond to reported vehicle accidents involving injuries or probable injuries (rollover, high speed, head on, bike vs. auto, etc.), fire, fuel spills or possible hazardous materials.

Dispatchers will create an "INJACCMVA" detail for any report of a vehicle accident when the reporting party states injuries have occurred or when injuries are unknown but the type of accident is likely to cause injuries, including but not limited to vehicle rollover, high speed or head on collision, entrapment, and airbag deployment. If other dangerous conditions are present – such as hazardous materials, vehicle fires, or fuel spills – dispatchers should create the incident in accordance with existing policies.

For accidents involving solo bicyclists, motorcyclists, or vehicles vs. pedestrians and the callers confirm there are no extrication problems, dispatchers will use the appropriate incident type; "MVA" and select the appropriate modifying circumstance in accordance with existing policies. as follows: "INJACB" for bicyclists; "INJACM" for motoreyclists; and "INJACP" for vehicles vs. pedestrians. If the caller indicates anyone is trapped, an "INJACC" detail should be created.

If the reporting party has direct access to the victim(s) of a vehicle or bicycle accident, the dispatcher will first initiate a dispatchable incident and then route the call to the Emergency Medical Dispatch (EMD) Program. If a non-EMD is the original call taker

s/he will first initiate a dispatchable incident and then forward the call to an EMD, in accordance with Policy No. 7440 (Using the EMD Transfer Line). This will ensure that

the patient will receive the proper Dispatch Life Support (DLS) after the appropriate emergency equipment has been dispatched.

EMD's shall process the incident via card 29 of the EMD protocols for vehicle accidents. EMD's shall process the incident via card 30 of the EMD protocol for solo bicycle and solo non motorized vehicle crashes.- The previously created incident shall be updated with the final EMD determinant.