# USERS
## COMMITTEE MEETING
## AGENDA

MONDAY, September 9, 2024                    SCR9-1-1 Conference Room
**1400** 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 JULY 8, 2024 MEETING

5.0  PUBLIC COMMENTS – Any person may address the Users 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 (Bloss)
        6.1.1  Motorola CAD Upgrade
    6.2  Coordination on Major Events Involving Fire and Law – Discuss (All)
    6.3  CAD/Mobile (Bloss)
        6.3.1  Mobiles
        6.3.2  Dashboards & Reports

7.0  OTHER ISSUES
    7.1  Policy 7770 – Active Attacker (Baldwin)

8.0  CORRESPONDENCE

9.0  ROUND TABLE

10.0  ADJOURNMENT AND NEXT MEETING
The next meeting is scheduled for Monday, **November 18, 2024** at 1400 hrs, immediately following the Law Users Subcommittee meeting.

# USERS COMMITTEE MEETING
## MINUTES
### July 8, 2024

**1.0  CALL TO ORDER**
Chief Nee called the meeting to order at 1403 hours.

**2.0  ROLL CALL/INTRODUCTIONS**
A sign-in sheet was circulated and introductions were made.
Present:
USERS:

| Agency | Present | Absent |
|---|---|---|
| **Law:** | | |
| Capitola PD | Capt. Sarah Ryan | |
| Hollister PD | Capt. Eric Olson | |
| San Benito SO | | Sgt. Bryan Penney |
| Santa Cruz PD | Lt. Gregg Crofts | |
| Santa Cruz SO | Undersheriff Chris Clark | |
| Watsonville PD | | Capt. Mish Radich |
| **Fire:** | | |
| Boulder Creek | | Chief Mark Bingham |
| Central FPD | Chief Jason Nee | |
| | Asst. Chief Anthony Cefaloni | |
| Felton | | Acting Chief Dan Arndt |
| Hollister | | Captain Norman Fisher |
| | | BC James Rossi |
| Santa Cruz | | Chief Rob Oatey |
| Scotts Valley/B40 | Chief Mark Correira | |
| Watsonville | | Chief Tom Avila |
| Zayante | | Chief Dan Walters |
| SC/SB AMR | | Jeremy Boston |
| SC/SB HSA/EMS | Greg Benson | Kris Mangano |
| CAL Fire | | BC Cameron McFadden |

SCR911:     Amethyst Uchida, Stephanie French, Wolff Bloss, and Ashley Baldwin
OTHERS:

**3.0  CONSIDERATION OF LATE ADDITIONS OR CORRECTIONS TO THE AGENDA**
    7.2    Public Records Requests (Uchida)

**4.0  APPROVE MINUTES OF MAY 13, 2024 MEETING**
With a motion by Crofts and second by Ryan, the minutes of July 8, 2024 were approved.

5.0     PUBLIC COMMENTS
         None.

6.0     REGULAR AGENDA
         6.1     Systems Division Update – Status Reports
                  6.1.1   Motorola CAD Upgrade
                            Bloss reported there was a planned CAD outage on May 30 which gave the opportunity to move the current production server to the other side of the server room and install the new CAD hardware. The vendor has begun configuring it and he is hoping for a go-live date of September 10 which will depend on vendor actions and configuration tasks.

         6.2     Coordination on Major Events Involving Fire and Law – Discuss
                  The group reviewed 4th of July incidents.

         6.3     CAD/Mobile
                  6.3.1   Mobiles
                            No report.

                  6.3.2   Dashboards & Reports
                            No report.

7.0     OTHER ISSUES
         7.1     Users Website
                  French discussed the Users website which contains Santa Cruz County-wide policies. She inquired of the group what they would like to see on the site and how often they might use it. Uchida suggested sharing the link with the Users so they can review and provide feedback.

         7.2     Public Records Requests
                  Uchida reported a need has been identified by County Counsel for there to be a formal policy on Public Records Requests and the handling of said requests. A policy will be drafted for the August Board of Directors meeting and sent to the Users for review and feedback by July 24.

8.0     CORRESPONDENCE
         None.

9.0     ROUND TABLE
         None.

10.0    ADJOURNMENT / NEXT MEETING
         The meeting adjourned at 1427 hours. The next regularly scheduled meeting will be Monday, **September 9, 2024** at 1400 hours.

Minutes by:  Beth Wann, SCR911 Administrative Services Supervisor

**COMMUNICATIONS OPERATIONS**
**LAW ENFORCEMENT POLICY**

| | | | |
|---|---|---|---|
| **Policy No.** | **7770** | Date Issued: | November 14, 2016 |
| Section: | 7770 – Operations Policies – Specific Procedures | Date Revised: | ~~March 13, 2017~~September 9, 2024 |

**SUBJECT:** **ACTIVE ~~ASSAILANT~~ATTACKER**

APPROVED: _____

Chairperson, Law Enforcement Users Subcommittee

APPROVED: _____

Chairperson, Fire/EMS Users Subcommittee

APPROVED: _____

~~Dennis Kidd~~Amethyst Uchida, General Manager

**1.0 Purpose**
  1.1   To establish call-taking guidelines regarding an active ~~assailant~~attacker.
  1.2   To establish dispatch procedures regarding an active ~~assailant~~attacker.
  1.3   Define terminology associated with active ~~assailant~~attacker.

**2.0 Policy**
It is the goal of Santa Cruz Regional 9-1-1 to provide the most accurate information to prepare and protect law enforcement, EMS responders, other responders and bystanders to active ~~assailant~~attacker incidents.  Dispatchers will also provide pre-arrival instructions for callers in active ~~assailant~~attacker incidents.

**3.0 Definitions**
Active ~~assailant~~attacker situations may also be referred to "Active Shooter" or "Active Violence" incident.
  3.1   Active ~~Assailant~~Attacker – One or more subjects who participate in a random or systematic shooting spree, or terrorist act, while demonstrating their intent to continuously harm others. Their overriding objective appears to be that of mass murder, rather than criminal conduct, such as robbery, hostage taking, etc. The term Active Shooter will also include anyone who uses any other deadly weapon (knife, club, bow and arrow, explosives, etc.) to continuously

inflict death or great bodily harm on people. ~~An individual actively engaged in killing or attempting to kill people in a confined or populated area; in most cases, active assailants use firearms and there is no pattern or method to their selection of victims.~~

3.2 Evacuation – The act of a person removing themselves from immediate danger without the assistance of responders.

3.3 Extraction- The act of physically removing a person from immediate danger who cannot remove themselves.

3.4 Incident Command – The first supervisor on scene who is not part of a contact or rescue team. This could be a member of any agency until the agency of jurisdiction arrives.

3.5 Lockdown – An "order" given to occupants of a building to prevent people from leaving or entering the building.

3.6 Shelter in Place – A "recommendation" given to occupants of the structure or area and/or bystanders to remain where they are until told otherwise.

3.7 Zones

    3.7.1 Hot Zone – ~~The area directly adjacent to the threat.~~ A hot zone is a geographic area where there is a direct and immediate threat to personal safety or health.

    3.7.2 Warm Zone – ~~An area of potential hostile threat that is indirect. This area is considered stable but not secure~~ A warm zone is an area where there is a still a potential for danger, but the threat is not immediate. This area is considered stable but not secure.

    3.7.3 Cold Zone – ~~A secure area where personnel do not reasonably anticipate a significant danger or threat. The cold zone is where personnel and equipment/apparatus will stage and a likely location of the command post~~ A cold zone is an area where there is little to no threat, and first responders can operate with minimal risk to their safety.

**4.0 Call-Taking Procedures**

It is the role of the call-taker to gather as much information about the incident, including the description of the ~~assailant~~ attacker(s), number of victims, number of hostages, geography of the incident, etc.

4.1 **Incident Type**

    4.1.1 Call-takers will use the incident type "ACTIVE".

    4.1.2 Call-takers will create ~~an~~ the associated fire and medical call for all active ~~assailant~~ attacker incidents.
        ~~4.1.2.1 "FACTIV" for Fire~~
        ~~4.1.2.2 "MACTIV" for EMS~~

4.2 **Call-taking Protocol**

    4.2.1 Once the call-taker has determined that they are processing an active ~~assailant~~ attacker incident, they will, as efficiently as possible, ask questions and give specific instructions.

    4.2.2 At some point, phone contact with the caller may be lost. Pre-arrival instructions need to be given early to prepare the caller as much as possible to escape or defend themselves.

4.2.3   Questions and instructions will be asked/provided in the priority order below:

1. What type of weapon(s) is involved?
    a. (gun) When was the last time you heard shots fired
    b. (gun) How many shots have been fired?
2. How many suspects do you believe there are?
3. How many people are injured?
4. Where is the suspect now?
    a. (suspect left/leaving/circulating) How did ~~s/he~~they leave?
        i. (vehicle) – Describe the vehicle.
        ii. What direction did it go?
    b. Suspect Description
5. Can you safely evacuate/leave the building/area?
    a. **YES –** Give evacuation instructions
        i. Take the phone with you if you can.
        ii. Get out of the building/area even if others won't follow.
        iii. Help others escape, if possible.
        iv. Take an evacuation path that is away from the suspect.
        v. Warn others of the situation as you escape.
        vi. Do not attempt to move wounded people. (Give this instruction only if caller comes upon a victim).
        vii. Do not rush towards officers, keep your hands visible at all times, and follow all of their commands.
        viii. Update police with the suspect's description and location.
    b. **NO or Unknown –** Give Lockdown instructions.  The call-taker will instruct the caller to follow their school/business lockdown procedures.  If they do not know ~~the~~ them, the following instructions will be provided:
        i. Gather those around you and lock or barricade your door.
        ii. Do not leave your current location if you feel the suspect will see or find you.
        iii. Try to prevent from being seen.
        iv. If you can, turn off the lights and close the curtains to cover the windows.
        v. Sit or lie on the floor next to the wall with the door and be as quiet as possible.
        vi. Silence the ringer and vibration mode on all cell phones.
        vii. Text 9-1-1 if it is appropriate.
        viii. Do not answer or open the door for anyone.
        ix. If you are found and unable to get away, be aggressive and prepared to fight for your life by using any items you can as weapons. Throw objects, yell, and continue to defend yourself.
6. Where exactly are you?
    a. What is the best way to get to you?

       b. How many people are with you?
7. How many people are in the building/area?
8. Does the suspect appear to be wearing a bulletproof vest or body armor?
9. Did you see the suspect carrying anything?
       a. (yes) Describe it to me
10. Did you hear the suspect say anything?
       a. (yes) What did ~~s/he~~they say?
11. (Suspect is on scene) Did ~~s/he~~they arrive in a vehicle?
       a. (yes) What is the vehicle description?
       b. (yes) Where is the vehicle now?
12. Has the suspect taken any hostages?
       a. How many?
       b. Exactly where are they?
13. Is there anything else you can tell me?

## 5.0 Dispatch Procedures

### 5.1 Law Dispatching

5.1.1 All in-progress felony calls will be dispatched using alert tones as described in Policy No. 4310 – *Alert Tone*.

5.1.2 The format for dispatching an in-progress felony call is as follows:

Broadcast, without waiting for an acknowledgement:
1. Triple beep.
2. Assign a primary and cover unit by unit identifier.
3. State the Incident Type.
4. State the incident location.
5. Broadcast the nearest cross street(s) and/or business name.

5.1.3 Once the first two units acknowledge, the dispatcher will move the incident to a mutual aid channel (if available).

    5.1.3.1 The decision to respond code 3, using red lights and siren, will be made by the responding officers and/or the patrol supervisor.

5.1.4 Immediately advise the patrol supervisor of the code 3 response.

5.1.5 Dispatchers will not call the scene of an in-progress felony call if calling could pose a risk to responding officers of the public.

~~5.1.5~~5.1.6 For Santa Cruz County agencies, once the situation is confirmed, a dispatcher shall simulcast on all allied agency primary frequencies that the County Wide Active Shooter Response Guideline is in effect.

### 5.2 Fire/EMS Dispatching

5.2.1 The initial dispatch of the incident will be in line with Policy No. 5330 and 6370– Standard Dispatch Format.

5.2.2 Any other dispatches will be filled by request from incident commander or Zone Coordinator. Dispatchers may expect the IC to request alarm assignments based on the ~~SC County~~ MCI plan.

**6.0    Communications Center Responsibilities**

6.1    Immediate notification to ~~on duty~~ command staff (Law/Fire/EMS) and NetCom management via TN.SC COMMAND/TN.SB COMMAND.

6.2    Notification to OR3/OES, School District, CHP for state facilities, FBI for federal buildings.

6.3    One dispatcher shall coordinate dispatcher deployment.

6.4    One dispatcher shall coordinate all radio communications with law enforcement and help law/fire establish ~~or~~ unified command for the active scene.

    6.4.1    Move the incident to countywide channel early on.

    6.4.2    Fire/EMS dispatcher will send TN.MCI notification to command staff and hospitals.

6.5    Consider an ERT page for dispatch personnel

6.6    Support dispatcher or Help Desk will make notifications and handle incoming requests related to the incident. Prompts will be made by the dispatcher of the Incident Commander to determine the following:

- Staging area for Law and Fire/EMS personnel
- Safe area for evacuated personnel
- Family Assistance Center/Reunification area for family and media
- Identify perimeter beyond predetermined school perimeters for community notifications, including IPAWS
- ~~IDT~~
- Mutual Aid Requests