

SANTA CRUZ CONSOLIDATED EMERGENCY COMMUNICATIONS CENTER
COMMUNICATIONS MISCELLANEOUS
POLICY/PROCEDURE

Policy No. 7600 Date Issued: August 19, 1999
Section: 7600 – Incident and Tactical Date Revised: May 28, 2003
Dispatch Procedures

Accreditation Standards: CALEA 5.3.7, CALEA 6.2.1

SUBJECT: INCIDENT/TACTICAL DISPATCH TEAM

APPROVED: _____
General Manager

1.0 Purpose

- 1.1 The Incident/Tactical Dispatch Team ([ITDT](#)) is a selected group of trained dispatchers able to respond to a significant incident at the request of the Incident and/or Tactical Commander with the ability, equipment and expertise to facilitate and support communications operations as directed by the Incident and/or Tactical Commander. The Incident/Tactical Dispatch Team may be deployed at the scene of the actual incident or in the Communications Center.

2.0 Incident/Tactical Dispatch Team Coordinator

- 2.1 The Incident/Tactical Dispatch Team Coordinator is an Operations Supervisor designated by the General Manager.
- 2.2 The Incident/Tactical Dispatch Team Coordinator is responsible for the selection and training of the team members.
- 2.3 The Incident/Tactical Dispatch Team Coordinator is responsible for insuring that scheduled training drills and meetings are attended by the team members.
- 2.4 The Incident/Tactical Dispatch Team Coordinator may remove any member from the Incident Dispatch Team.

SANTA CRUZ CONSOLIDATED EMERGENCY COMMUNICATIONS CENTER
COMMUNICATIONS OPERATIONS
MISCELLANEOUS POLICY/PROCEDURE

Policy No. 7610

Date Issued: August 19, 1999

Date Revised: *March 22, 2004*

SUBJECT: ACTIVATION OF THE INCIDENT/TACTICAL DISPATCH TEAM (ITDT)

1.0 Request for Activation

1.1 Only the Incident/Tactical Commander of a given significant incident (or a CAD recommendation) may initiate an activation of the ITDT.

2.0 Authority to Activate

2.1 Only a NetCom manager may authorize an ITDT response.

3.0 Activation and Response of Personnel

3.1 After the request of activation by the Incident/Tactical Commander (or a CAD recommendation), the on-duty Lead dispatcher shall immediately contact the on-duty (or on-call) Operations Supervisor or ITDT Coordinator for authorization. Upon contact, the Operations Supervisor will be briefed as to the nature of the activation, the specific needs of the requester (including approximate duration of the activation if known), the current staffing levels of the Center and the location of the incident. The ITDT Coordinator will be notified of all activations in a timely manner.

3.2 The Operations Supervisor will authorize ITDT dispatchers to be contacted via pager utilizing TN.ITDT and/or telephone if unable to fill the request with on duty ITDT members, and apprised of the activation by the Operations Supervisor or his/her designee. ITDT dispatchers will call the ITDT Coordinator or the Operations Supervisor and advise if they are able (or unable) to respond with their respective estimated time of arrival.

3.3 ITDT dispatchers are responsible for providing their own transportation to and from the incident site with the proper equipment for the incident. The Operations Supervisor will advise the ITDT dispatcher of the type of event and equipment necessary. The ITDT dispatchers responding will advise the Operations Supervisor of their estimated time of arrival at Netcom to pick up stored equipment and confidential data collected by communications staff.

3.4 For fiscal and payroll accountability (including personal vehicle mileage reimbursement), ITDT dispatchers are responsible for logging and maintaining a record of all pertinent times (including departure, arrival and secure times) and mileage to and from the incident. The logs shall then be submitted to the ITDT Coordinator as soon as possible after the activation. ITDT dispatchers will be required to submit a written Incident Report to the ITDT Coordinator after an activation for evaluation and documentation purposes.

3.5 ITDT dispatchers using their own vehicles for transportation during an activation shall comply with all provisions of [Policy No. 350 \(Travel\)](#), including the possession and maintenance of a valid California class C driver's license and are eligible for mileage reimbursement in accordance with this same policy.

1.2 Only a NetCom manager may authorize the activation of a Tactical Dispatcher.

1.3 When a Tactical Dispatcher is requested, the on-duty Lead Dispatcher will immediately contact the Operations Supervisor for authorization. The Lead Dispatcher will brief the Operations Supervisor on the nature of the activation, the location of the incident, the approximate duration of the activation (if known), and the current staffing level of the Communications Center.

1.4 When authorized by the Operations Supervisor, Incident/Tactical Dispatch Team members will be contacted via pager and/or telephone and informed of the activation. Team members will advise if they are able or unable to respond.

2.0 Response

2.1 Tactical Dispatchers are responsible for providing their own transportation to and from the incident site with the proper equipment and safety attire. Tactical Dispatchers responding to field locations will be appropriately attired in clothing that will allow them to operate in all types of conditions and weather. Tactical Dispatchers will respond in and wear their SCCECC issued orange Incident Dispatcher vest to be easily identified by Command Staff. They shall also wear their issued safety boots

2.1.1 Tactical Dispatchers shall comply with all provisions of Policy No. 350 (Travel) and are eligible for mileage reimbursement in accordance with this same policy.

2.2 Tactical Dispatchers are responsible for logging and maintaining a record of all pertinent times (i.e., departure, arrival and secure times) and mileage to and from the incident. This information will be included in their after action report (section 3.2).

3.0 Deployment

3.1 The Tactical Dispatcher, once deployed, should assume the Communications Unit as either on-scene communications support or in an extended dispatch role within the Communications Center. In either location, the Tactical Dispatcher will provide a high level of service and any assistance needed to the Tactical Commander.

3.2 The Tactical Dispatcher shall secure all documents pertaining to the incident (being careful not to leave anything at the command post location). All documentation will be handed over to the Tactical Commander and be considered (if necessary) as historical and/or court

documents. The Tactical Dispatcher will then attend the incident debriefing. The Tactical Dispatcher will prepare an after action report to be disseminated to the SCCECC Operations Supervisor and the Tactical Commander.

- 3.3 Tactical Dispatchers will conduct themselves professionally and in an appropriate manner while on-scene. At no time shall the Tactical Dispatchers interject their opinions or unwanted comments regarding the decisions/actions of the Command Staff. Furthermore, at no time shall Tactical Dispatchers violate the confidentiality of the Command Post operations.
- 3.4 Once the Tactical Dispatcher has established the communications unit, s/he will use the incident name as a designator (i.e., "NetCom, ID123 is assuming Highway 9 command."). Radio traffic between the Command Post and the Communications Center should thereafter go through the Communications Unit/Tactical Dispatcher. The Tactical Dispatcher will defer any command decisions to the Tactical Commander. When the Tactical Dispatcher deployment has ended, the Tactical Dispatcher will notify the Communications Center that they are securing and are out of service (i.e., "NetCom, Highway 9 Command is being terminated. ID123 is available and returning to NetCom.")

4.0 Operations

- 4.1 When responding to the incident location, the Tactical Dispatcher shall report to the on-scene supervisor or Tactical Commander at the ICP/TCP and should relieve any overhead personnel at the ICP/TCP of the following responsibilities:
 - Communications/Resource Status
 - Monitor Command and TAC frequencies for the Tactical Commander
 - Set up cell phone or landline contact with the Communications Center
 - Brief specific Commanders on the incident with critical information
 - Understand the field deployment procedures of the following tactical and support resources, if involved in the incident:
 1. SWAT Team
 2. Negotiation Team
 3. Sniper Team
 4. Containment Team
 5. Media/Press Officer
 6. Command Post Staff

7. Command Team

- 4.2 After receiving a situation briefing, the Tactical Dispatcher will begin tactical dispatch operations. This will include handling radio traffic to the Command Post, posting and updating of the following information as necessary due to the nature and scope of the incident:
- Criminal Activities (what we are there for)
 - Suspect Information
 - Threat Conditions (weapons, hostages, threats & demands by suspects)
 - Incident site information (maps, diagrams and sniper plot)
 - Structure/objective site designation
 - Tactical/operational deployment charts (to include communications nets, cell phone numbers and any other pertinent information)
 - Incident log
 - Positions of officers/teams on scene
- 4.3 The Tactical Dispatcher shall keep the Tactical Commander informed of operational information to include:
- Current status of the incident
 - Changes to the current status if required and/or requested by the Commander
 - Status changes of the respective SWAT Team members
 - Initial and update briefs
- 4.4 The Tactical Dispatcher shall also be responsible for notification of the following resources (preferably through the Communications Center) as deemed necessary.
- Fire Units
 - Paramedics
 - Helicopter standby
 - Utilities
 - Hospitals
 - Air ambulance services
 - FAA
 - Detention facility
 - Red Cross/Salvation Army
 - Haz Mat teams
 - Miscellaneous services as requested by the Tactical Commanders