



**Santa Cruz Consolidated
Emergency Communications Center**

495 Upper Park Road
Santa Cruz, California 95065
(831) 471-1000 Fax (831) 471-1010

Michael J. McDougall
General Manager

9-1-1 FIRE
POLICE
MEDICAL

**COMMUNICATIONS TECHNICAL
POLICY/PROCEDURE**

Policy No.: 3052.80
Date Issued: June 28, 2000
Date Revised:

APPROVED:


General Manager, SCCECC

SUBJECT: USE OF APARTMENT NUMBER FIELD

1.0 Purpose

1.1 To define consistent use of the apartment number field.

1.1.1 Consistent use of the apartment number field will enable historical searches based upon address to be apartment number specific, e.g., previous history and incident recall.

2.0 Procedure

2.1 In accordance with Policy No. 3052 (Use of Incident Fields), the apartment number field will be automatically populated when an incident is initiated using E9-1-1 data.

2.2 When an incident is initiated not using E9-1-1 data, the call taker initiating the incident will enter the apartment number (if applicable) in the "Apt." field of the incident initiate form.

2.2.1 Entering the apartment number in the "Apt." field will enable historical searches that are apartment number specific.

2.3 In all cases, E9-1-1 data or other source, the apartment number will also be entered in the location field.

2.3.1 Entering the apartment number in the location field will ensure the radio dispatcher and/or field officer using a mobile data terminal (MDT) is aware that an apartment number exists for the incident.

2.4 If a call taker has not entered the apartment number in the "Apt." field, the radio dispatcher should update the incident by entering the information. This update must be done before the incident is closed.

2.4.1. The call taker is primarily responsible for the correct entry of apartment number information in the "Apt." and location fields.