





Santa Cruz Consolidated Emergency Communications Center

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Michael J. McDougall
General Manager

9-1-1 FIRE
POLICE
MEDICAL

COMMUNICATIONS OPERATIONS FIRE SERVICE POLICY

Policy No. 5480	Date Issued: June 1, 1996
Section: 5400 – Telephone Procedures	Date Revised: October 15, 2002
Accreditation Standards: CALEA 6.2.2	
SUBJECT: NON-EMERGENCY CALLS	
APPROVED:	 _____ Chairperson, Fire Service Users Subcommittee
APPROVED:	 _____ Michael J. McDougall, General Manager

Provide fire department business numbers to callers inquiring about non-emergency matters, for example burn permits. Politely confirm that the caller does not have an urgent problem or emergency requiring an immediate response before providing the referral.