




# Santa Cruz Consolidated Emergency Communications Center

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## COMMUNICATIONS ADMINISTRATIVE POLICY/PROCEDURE

Policy No: 260  
Date Issued: November 1, 1993  
Date Revised:

APPROVED:

  
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Board Chairperson

SUBJECT: CALLS FOR SERVICE - ESTABLISHMENT

1. Section Six, Sub-section B, paragraph 3 of the Joint Powers Agreement states that after the first five (5) year period, the cost formula will be adjusted (in part) to reflect actual call volume.
2. The unit for calculating the amount of actual call volume for the purpose of a cost formula (as referred to within these Policies and defined by Policy No. 332) will be a Call for Service.
3. A Call for Service is defined as follows:
  - 3.1 An activity by a dispatcher which is initiated either by a member of the general public or by a field observation from any user of the system.
4. A Call for Service exists when:
  - 4.1 A call is received from a citizen requesting service which initiates a dispatch activity to a User Agency (Telephone Generated Activity).
  - 4.2 A User Agency field unit reports the taking of action on an incident (on view) which initiates a dispatch activity in support of such action (Field Generated Activity), which may include (but are not limited to):
    - 4.2.1 A Traffic Stop or Motorist Assist.
    - 4.2.2 A Field Interrogation.

4.2.3 An incident which, if reported by a citizen, would have initiated a dispatch activity as outlined in Paragraph 4.1 of this Policy.

5. If a Call for Service originates with a field unit of one User, but results in a dispatch activity of a second User (and no service action is taken by the originating unit), then the second User becomes the owner of the incident and the Call for Service.

5.1 If both User Agency field units take action, then each action will result in a Call for Service.

6. Requests for after hours service provided for a department of one of the Parties to the Agreement, which is neither law enforcement, fire or medical, shall result in a Call for Service owned by the Party when the dispatch or telephone notification of that department takes place.

7. Should the Center provide limited, after-hours telephone answering, dispatching and/or monitoring for a non-participating entity under an historic custom or agreement between such entity and a Member or Associate User Agency, then such circumstances shall be considered a Call for Service owned by the Member or Associate User Agency when a activity described under paragraph 4 of this Policy takes place.

8. The following activities shall not be considered a Call for Service:

8.1 Any service request transferred or relayed to a non-participating entity (except as defined under paragraph 7 of this Policy) where no activity is involved other than to receive, transfer and report the incident.

8.1.1 Examples of non-participating entities include (but are not limited to):

- 8.1.1.1 California Highway Patrol
- 8.1.1.2 Department of Fish and Wild Life
- 8.1.1.3 U.S. Coast Guard
- 8.1.1.4 Department of Forestry
- 8.1.1.5 Poison Control

8.2 Requests for computer checks and warrant confirmation.

8.3 All Points Bulletin or Broadcast.

8.4 Authorized computer entries on behalf of a User Agency in support of a Call for Service.

8.5 Training Activities.

8.6 The sending/notification of incidental and/or support units of the same User agency in regards to an existing Call for Service of that User agency; examples of which may be (but are not limited to):

8.6.1 Routine/internal agency Law Enforcement cover/back-up.

8.6.2 Internal, secondary Fire apparatus and/or Command units.

8.6.3 Internal Field supervisor notifications/dispatches.