



Santa Cruz Consolidated Emergency Communications Center

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9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

COMMUNICATIONS ADMINISTRATIVE POLICY/PROCEDURE

Policy No. 290

Date Issued: July 1, 2005

Section: 200 – Administrative

Date Revised:

Accreditation Standards: None

SUBJECT: 9-1-1 WRITTEN WARNING LETTER

APPROVED:


Michael J. McDougall, General Manager

1.0 Purpose

1.1 The intent of this policy is to provide guidelines and procedures for issuing the “9-1-1 Written Warning” letter when the emergency 9-1-1 telephone system is used for reasons other than reporting a public safety emergency.

1.2 In general, the “9-1-1 Written Warning” letter is not intended for simple 9-1-1 misdials and hang-ups. It is best suited for individuals or facilities who knowingly misuse the 9-1-1 system (or allow the system to be misused) by dialing 9-1-1 for reasons other than reporting a public safety emergency.

1.2.1 Such misuse of the 9-1-1 system may be a one-time or recurring incident.

1.3 The “9-1-1 Written Warning” letter has been cooperatively developed with the Santa Cruz County District Attorney’s Office and any modifications to the letter must be reviewed by the District Attorney’s Office.

1.4 The “9-1-1 Written Warning” letter and policy were developed and will be maintained in accordance with Policy No. 288 (Agency Forms).

2.0 Procedure

2.1 Dispatchers who are aware of 9-1-1 system misuse consistent with the intent of the “9-1-1 Written Warning” letter will create an on-line Concern/Inquiry form and assign it to their Operations Supervisor in accordance with Procedure No. 7010.80 (Automated Concern/Inquiry Form).

2.2 Operations Supervisors receiving Concern/Inquiry forms about 9-1-1 system misuse will review the pertinent facts and circumstances and, if merited, forward the Concern/Inquiry to the General Manager with a recommendation that a “9-1-1 Written Warning” letter be issued.

2.2.1 In accordance with Procedure No. 7010.80, Operations Supervisors will inform dispatchers who report 9-1-1 system misuse of the results of their review.

2.3 The General Manager will review the Concern/Inquiry and, if s/he agrees with the recommendation, issue the “9-1-1 Written Warning” letter.

2.3.1 In accordance with Procedure No. 7010.80, the General Manager will inform Operations Supervisors who forward “9-1-1 Written Warning” letter recommendations of the results of his/her review.

2.4 The Business Office will enclose 9-1-1 educational material with every “9-1-1 Written Warning” letter.