



Santa Cruz Consolidated Emergency Communications Center



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9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

COMMUNICATIONS OPERATIONS LAW ENFORCEMENT POLICY

Policy No. 4120	Date Issued: June 1, 1996
Section: 4100 – CAD Procedures	Date Reviewed: January 9, 2006
Accreditation Standards: CALEA 6.7.6	
SUBJECT: DISPATCH INCIDENTS	
APPROVED:	
	Chairperson, Law Enforcement Users Subcommittee
APPROVED:	
	Michael J. McDougall, General Manager

Dispatchers will create computer aided dispatch system (CAD) incidents for all calls for service from the public and all officer initiated activities.

It is important that dispatchers use official codes and abbreviations in the fields for which they are designed. This not only makes dispatchers' jobs easier and helps document important information quickly but provides for accurate retrieval and summation of law enforcement activities.

CAD will assign every dispatch incident, when created, a unique number. This incident number is a quick way to access individual incidents and may or may not be part of a case or report number.

Dispatchers will log all information relevant to every incident in the corresponding dispatch incident. This includes, but is not limited to: warrant, records, and driver's license checks; vehicle information; location changes; welfare checks; changes in response code; requests for phone calls; case numbers; tow trucks; requests for assistance; and ETA's. CAD will time stamp each comment added to a dispatch incident. It is redundant and unnecessary to type the time of the comment.