



Santa Cruz Consolidated Emergency Communications Center

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9-1-1 FIRE
POLICE
MEDICAL

COMMUNICATIONS OPERATIONS LAW ENFORCEMENT POLICY/PROCEDURE

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APPROVED: *Stewart R. Beckett*
Chairperson, Law Enforcement Users Subcommittee

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SUBJECT: ASSIGNING CASE NUMBERS

Dispatchers will assign a case number to a dispatch incident upon request of User Agency personnel. The case numbers are assigned and tracked by the Computer Aided Dispatch System (CAD) as "report numbers". For purposes of this policy the terms "case number" and "report number" are synonymous and interchangeable.

Case numbers will be assigned in the same order as requested. If a case number is assigned in error or canceled, the dispatcher will simply add a comment to the incident documenting the error or cancellation. If the case number was canceled the comment will include the identity of the person canceling. All such comments will begin with the syntax "CANCEL CASE" followed by the appropriate comment. By using standardized syntax, it will be possible to report on and track canceled case numbers.

Canceled case numbers cannot be reissued.