



Santa Cruz Consolidated Emergency Communications Center

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9-1-1 FIRE
POLICE
MEDICAL

COMMUNICATIONS OPERATIONS LAW ENFORCEMENT POLICY/PROCEDURE

Policy No.: 4122

Date Issued: September 30, 1999

Date Revised:

APPROVED: 
General Manager, SCECC

SUBJECT: CASE NUMBERS ASSIGNED BY RECORDS PERSONNEL

1.0 Purpose

- 1.1 To provide authorization and guidelines that will allow Records personnel from User Agencies to assign case numbers on specific types of calls via the computer aided dispatch system (CAD).

2.0 Authorization

- 2.1 Records personnel who have received appropriate training may create CAD incidents and assign case numbers when needed.

3.0 Guidelines

- 3.1 When a case number is needed, the Records employee will first create a CAD incident.
 - 3.1.1 The appropriate incident type will be used. Example: **TROR** will be used for a temporary restraining order. **602LTR** will be used for a trespass letter.
 - 3.1.2 The first name and employee identification number of the person creating the CAD incident will be entered in the <CNa> field.

- 3.1.3 Appropriate comments will be entered in the comment area. Example: "Vict – Santos, Maria. Susp – Santos, Richard," etc. Or, "Trespass letter dated 8/1/98 on file".
- 3.1.4 The incident will be initiated by going through the address verification process.
- 3.1.5 A case number will be assigned by entering **RN;Y** on the comment line.
- 3.1.6 The incident will be closed with a valid disposition code.