



# Santa Cruz Consolidated Emergency Communications Center

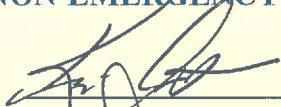
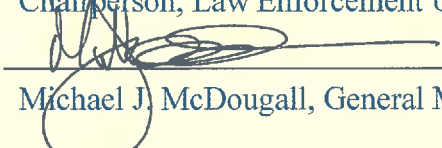
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Santa Cruz, California 95065  
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**9-1-1** FIRE  
POLICE  
MEDICAL



Michael J. McDougall  
General Manager

## COMMUNICATIONS OPERATIONS LAW ENFORCEMENT POLICY

<b>Policy No.</b> 4250	Date Issued:	June 1, 1996
Section: 4200 – Officer Safety	Date Revised:	January 8, 2001
	Date Reviewed:	January 3, 2006
Accreditation Standards: None		
<b>SUBJECT: NON-EMERGENCY REQUESTS FOR ASSISTANCE BY FIELD UNITS</b>		
APPROVED:		
	_____ Chairperson, Law Enforcement Users Subcommittee	
APPROVED:		
	_____ Michael J. McDougall, General Manager	

When field units need assistance, they should request "assistance" from dispatch, rather than calling for a specific unit. Upon receipt of a request for assistance, dispatchers will dispatch the closest available unit. Field units may call for a specific unit if they need specialized assistance, for example a bilingual or 11550 officers.

If another unit is closer than the unit dispatched to assist, that unit can advise by radio that it is responding. Dispatchers will cancel the first unit's response.

Dispatchers are responsible for assigning units to calls based upon beat assignments and pending calls. Field units may not be aware of the pending calls for service.

When field units request the assistance of a supervisor, dispatchers will promptly dispatch the appropriate supervisor.