



Santa Cruz Consolidated Emergency Communications Center

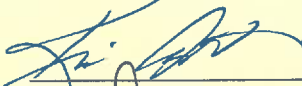
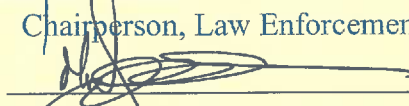
495 Upper Park Road
Santa Cruz, California 95065
(831) 471-1000 Fax (831) 471-1010

9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

COMMUNICATIONS OPERATIONS LAW ENFORCEMENT POLICY

Policy No. 4331	Date Issued: January 6, 1997
Section: 4300 – Radio Procedures	Date Revised: May 8, 2006
Accreditation Standards: None	
SUBJECT: INFORMATION NECESSARY FOR INITIAL DISPATCH OF COLD INCIDENTS	
APPROVED: 	_____
	Chairperson, Law Enforcement Users Subcommittee
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	Michael J. McDougall, General Manager

1.0 Policy

1.1 In order to process calls for cold details or reports as efficiently and safely as possible, dispatchers will obtain and broadcast only the information necessary for initial dispatch of cold incidents. For purposes of this policy, "cold" incidents are those third priority incidents assigned a CAD priority of 7, 8 or 9.

1.2 Dispatchers may obtain additional information (In addition to the information necessary for initial dispatch of cold incidents) as time allows, either at dispatchers' initiation or upon request of responding officers. Dispatchers should make every effort to comply with responding officers' requests for additional information.

2.0 Procedure

2.1 The maximum information necessary for initial dispatch of cold incidents is:

- ◆ What happened and when
- ◆ Where did it happen
- ◆ Who is the Reporting Party (RP) Where is the RP

- ◆ What is the RP's phone number
- ◆ Is there any suspect information, yes or no
- ◆ Is there any physical evidence present, yes or no

2.2 If the detail is dispatched via radio (rather than MDC), dispatchers will use the standard dispatch format, as defined by Policy No. 4330 (Standard Dispatch Format), and will broadcast all of the above information during the initial dispatch except the RP's phone number. Dispatchers will provide the RP's phone number to responding officers only upon request.