



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. 4355	Date Issued: June 1, 1996
Section: 4300 – Radio Procedures	Date Revised: March 6, 2006
Accreditation Standards: None	
SUBJECT: ASSIGNING TELEPHONE AND DESK REPORTS	
APPROVED:	 _____ Chairperson, Law Enforcement Users Subcommittee
APPROVED:	 _____ Michael J. McDougall, General Manager

1.0 Policy

1.1 The purpose of this policy is to provide guidelines are for dispatchers' use when have officers are available to take cold reports by telephone or at a desk. These officers may be Desk Officers, CSO's, Reserve Officers, or light duty officers. These officers may be at stations, satellite stations, substations or service centers.

2.0 Procedure

2.1 If a victim wants an officer dispatched, dispatchers will do so.

2.2 If dispatchers have any doubt about the appropriateness of a telephone or desk report, they will dispatch officers.

3.0 Criteria for Telephone or Desk Reports

- ◆ There is no responsible in the immediate area.
- ◆ The report is for insurance purposes only and no immediate follow-up is needed.
- ◆ The victim wishes to make this report a 'matter of record'

- ◆ There is no urgency in informing another agency of the incident.
- ◆ There is no suspect in the area, evidence to be collected, or need for immediate investigation.

4.0 Reports that may be Assigned as Telephone Reports

- ◆ Petty theft
- ◆ Malicious mischief/VandalismGrand theft
- ◆ Lost/stolen property reports (including license plates)
- ◆ Tampering with vehicles
- ◆ Harassing/Obscene telephone calls
- ◆ Matters of record or information
- ◆ Cold auto burglaries
- ◆ Defrauding an Innkeeper
- ◆ Runaways/Missing persons - not at risk

5.0 Reports that may be Assigned to a Desk Officer

- ◆ All of the above
- ◆ Stolen vehicle reports
- ◆ Assault/Battery
- ◆ Found property
- ◆ Late reported traffic accidents
- ◆ Bad checks/Insufficient funds