



# Santa Cruz Consolidated Emergency Communications Center

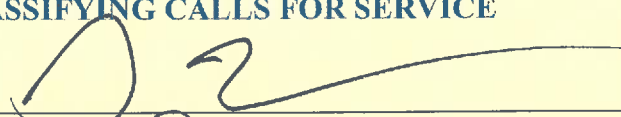

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Michael J. McDougall  
General Manager

**9-1-1** FIRE  
POLICE  
MEDICAL

## COMMUNICATIONS OPERATIONS LAW ENFORCEMENT POLICY

<b>Policy No.</b> 4440	<b>Date Issued:</b> June 1, 1996
<b>Section:</b> 4400 – Telephone Procedures	<b>Date Revised:</b> May 17, 2006
<b>Accreditation Standards:</b> None	
<b>SUBJECT: CLASSIFYING CALLS FOR SERVICE</b>	
<b>APPROVED:</b>	
	Chairperson, Law Enforcement Users Subcommittee
<b>APPROVED:</b>	
	Michael J. McDougall, General Manager

### 1.0 Policy

Dispatchers must classify every call for service in order to properly prioritize all calls. Calls for service are also classified to provide statistical information. An incident type will be assigned to every dispatch incident.

### 2.0 Procedure

2.1 If dispatchers learn from on-scene personnel that an incident type or address was different than originally dispatched, dispatchers will update the computer aided dispatch system (CAD) incident and change the appropriate fields as necessary.