



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. 4470 **Date Issued:** June 1, 1996
Section: 4400 – Telephone Procedures **Date Revised:** May 17, 2006
Accreditation Standards: CALEA 6.2.2

SUBJECT: MESSAGES FOR PERSONNEL

APPROVED:


Chairperson, Law Enforcement Users Subcommittee

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Michael J. McDougall, General Manager

1.0 Policy

Because of the 24/7 nature of the Communications Center, dispatchers will occasionally receive messages for User Agency personnel.

2.0 Procedure

- 2.1 When receiving messages for on-duty field personnel, dispatchers will create computer aided dispatch system (CAD) incidents using the "message" incident type and obtain the following minimum information:
 - ◆ Name of calling party
 - ◆ Calling party's telephone number.
 - ◆ Nature of message.
 - ◆ Some indication of the urgency of the call.
- 2.2 When receiving messages for officers in the field, notify officers by radio or mobile data computer (MDC). Use discretion.
- 2.3 Refer messages for off-duty personnel to the appropriate phone number (or voice mail).

- 2.4 If patrol personnel call to report they are unable to report for duty, dispatchers will create “message” details, including call-back numbers of the deputies or officers for immediate dispatch to on-duty field supervisors.