



Santa Cruz Consolidated Emergency Communications Center

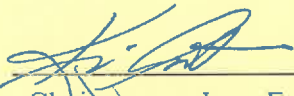
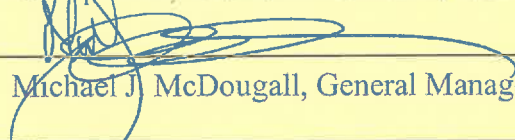
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9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

COMMUNICATIONS OPERATIONS LAW ENFORCEMENT POLICY

Policy No. 4480	Date Issued: June 1, 1996
Section: 4400 -- Telephone Procedures	Date Revised: March 12, 2001
	Date Reviewed: May 8, 2006
Accreditation Standards: None	
SUBJECT: SUPPLEMENTAL REPORTS (FOLLOW UP)	
APPROVED:	
	Chairperson, Law Enforcement Users Subcommittee
APPROVED:	
	Michael J. McDougall, General Manager

1.0 Policy

On occasion, victims or witnesses will call to report additional details concerning crimes or incidents.

2.0 Procedure

- 2.1 If the officer who originally took the report is still on duty, notify him/her to contact the party for supplemental information.
- 2.2 If the officer who originally took the report is no longer on duty create a new dispatch incident and dispatch an officer. The dispatched officer will evaluate the additional information and take an appropriate action.
- 2.3 If the information being offered by the caller pertains to a case that is being followed up by a detective, refer the call to the Investigation Division.