



Santa Cruz Consolidated Emergency Communications Center


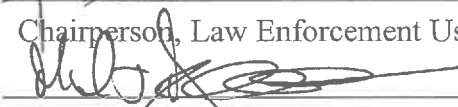
495 Upper Park Road
Santa Cruz, California 95065
(831) 471-1000 Fax (831) 471-1010

9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

COMMUNICATIONS OPERATIONS LAW ENFORCEMENT POLICY

Policy No. 4810	Date Issued: June 1, 1996
Section: 4800 – Specific Procedures	Date Revised: July 9, 2007
Accreditation Standards:	
SUBJECT: AIRCRAFT ACCIDENTS	
APPROVED: 	_____
	Chairperson, Law Enforcement Users Subcommittee
APPROVED: 	_____
	Michael J. McDougall, General Manager

1.0 Policy

Aircraft accidents can pose a significant public safety threat to both persons aboard and persons and property on the ground. This threat can be compounded by such factors as multiple victims, explosion, fire, and dangerous cargo including fuel, hazardous materials, and weapons. The primary course of action for dispatchers is to ascertain as much information as possible from callers and dispatch an appropriate response to the event.

2.0 Procedure

Upon initial receipt of a possible aircraft accident or a report of an aircraft in distress (pending accident) create a dispatch incident, dispatch the beat unit and advise the patrol supervisor.

Upon confirmation of an aircraft down, notify the required emergency services:

- Fire and ambulance
- FAA

The above procedures are the minimum actions you need to take at the first report of an aircraft accident. Each occurrence will present a separate set of circumstances and

intricate problems for which the only preparation is presence of mind. You will be responsible for placing the machinery in motion to implement the solution. Obtain the reporting party's name, address, phone number, location and description of the occurrence. Keep the caller on the line if s/he can provide additional information. Attempt to ascertain the number of injured and the type/size of aircraft. As with any accident, log any additional caller's information as possible witnesses.