



# Santa Cruz Consolidated Emergency Communications Center

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Santa Cruz, California 95065  
(831) 471-1000 Fax (831) 471-1010

Michael J. McDougall  
General Manager

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

## COMMUNICATIONS OPERATIONS FIRE SERVICE POLICY

**Policy No. 5480** Date Issued: June 1, 1996  
Section: 5400 – Telephone Procedures Date Revised: October 15, 2002  
Accreditation Standards: CALEA 6.2.2

### SUBJECT: NON-EMERGENCY CALLS

APPROVED:   
Chairperson, Fire Service Users Subcommittee

APPROVED:   
Michael J. McDougall, General Manager

Provide fire department business numbers to callers inquiring about non-emergency matters, for example burn permits. Politely confirm that the caller does not have an urgent problem or emergency requiring an immediate response before providing the referral.