



Santa Cruz Consolidated Emergency Communications Center

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Michael J. McDougall
General Manager

9-1-1 FIRE
POLICE
MEDICAL

COMMUNICATIONS OPERATIONS FIRE SERVICE POLICY

Policy No.	5830	Date Issued:	June 1, 1996
Section:	5800 – Specific Procedures, Continued	Date Revised:	October 1, 2002
Accreditation Standards: CALEA 6.2.2(c)			

SUBJECT: PUBLIC SERVICE

APPROVED:



 Chairperson, Fire Service Users Subcommittee

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Any non-emergency request for fire service assistance is a “public service” incident.
Dispatchers will:

- Refer unusual requests to the Duty Officer for follow up.
- Give the details to the duty officer by phone, if the incident requires a detailed explanation, before dispatch.
- Advise the caller and offer alternatives if CAD indicates that the fire agency with jurisdiction does not normally respond to the situation. If the caller requests an explanation for why the fire department does not respond, the dispatcher will give the caller the Duty Officer’s business phone number.
- If s/he is unsure whether an agency will respond to a particular situation, ask the Duty Officer.