



Santa Cruz Consolidated
Emergency Communications Center

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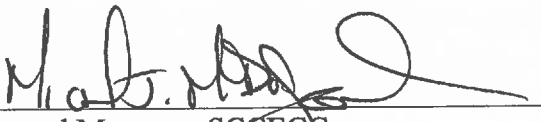
Michael J. McDougall
General Manager

9-1-1 FIRE
POLICE
MEDICAL

COMMUNICATIONS STANDARDIZED
RADIO/REPORTING POLICY

Policy No.: 9020.80
Date Issued: February 22, 1999
Date Revised:

APPROVED:


General Manager, SCCECC

SUBJECT: PROCEDURE FOR ANNOUNCING 9-1-1 TRANSFERS

- 1.0 The purpose of this procedure is to clarify SCCECC employees' actions when transferring 9-1-1 callers to another 9-1-1 PSAP.
- 2.0 When transferring a 9-1-1 call, SCCECC employees will announce to the calling citizen that his/her call is being transferred and to remain on the line.
- 3.0 When transferring a 9-1-1 call, SCCECC employees will announce to the receiving PSAP that the call is a 9-1-1 transfer.
 - 3.1 If SCCECC resources are also being dispatched to the incident, SCCECC employees will include this information when announcing the transfer to the receiving PSAP.