



# Santa Cruz Consolidated Emergency Communications Center

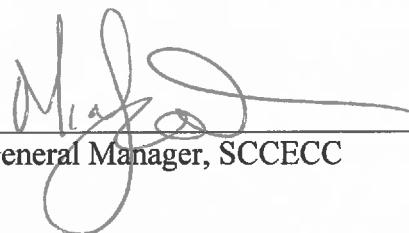
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**9-1-1**  
FIRE  
POLICE  
MEDICAL

## COMMUNICATIONS STANDARDIZED RADIO/REPORTING POLICY/PROCEDURE

**Policy No.: 9020.81**  
**Date Issued: January 10, 2000**  
**Date Revised:**

APPROVED:   
General Manager, SCCECC

### **SUBJECT: OBTAINING ANI/ALI INFORMATION**

#### 1.0 Purpose

- 1.1 To provide specific guidelines for the obtaining of ANI/ALI information.
- 1.2 To comply with Pacific Bell's requirements for the obtaining of ANI/ALI information.

#### 2.0 Procedure

- 2.1 The information contained within the ANI/ALI database is confidential and proprietary.
  - 2.1.1 The information contained within the ANI/ALI database is the property of Pacific Bell and/or connecting telephone carriers.
- 2.2 The ANI/ALI information is provided by Pacific Bell for the express purpose of responding to an emergency call at the time such call is placed.
- 2.3 Authority employees may obtain ANI/ALI information for callers that have called the Center on a seven digit number if:
  - The caller is requesting emergency aid as specified in Government Code 53100.

- The caller has orally provided his/her telephone number.
- The employee determines an emergency condition does exist.
- The caller is unable or has failed to give sufficient information to facilitate a proper emergency response.

2.3.1 California Government Code Section 53100 specifies emergency aid as police, fire, medical, rescue, and other emergency services.

2.4 Employees are prohibited from obtaining ANI/ALI information for calls that do not meet these criteria and are prohibited from using ANI/ALI information for any other purpose.

2.5 Abuse of this information is a serious violation of the law and disciplinary action will result from any abuses.