



Santa Cruz Consolidated Emergency Communications Center

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9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

COMMUNICATIONS STANDARDIZED RADIO/REPORTING POLICY

Policy No. 9020	Date Issued:	June 1, 1996
Section: 9000 Radio/Reporting Policy	Date Revised:	December 7, 1998
Accreditation Standards:		
SUBJECT: E9-1-1 SERVICE		
APPROVED:	_____	
	Chairperson, Users Committee	
APPROVED:	_____	
	Michael J. McDougall, General Manager	

- 1.0 The Santa Cruz Consolidated Emergency Communications Center (NetCom) is a Public Safety Answering Point (PSAP) for the Enhanced 9-1-1 (E9-1-1) system within Santa Cruz County.
- 2.0 Citizens are encouraged to call 9-1-1 whenever they believe they have a "dispatchable" call.
 - 2.1 A dispatchable call is an emergency or urgent circumstance which requires the dispatch of public safety responders.
 - 2.1.1 A dispatcher will accept all 9-1-1 calls and consider them dispatchable until determined otherwise.
- 3.0 By calling 9-1-1, the citizen reaches a NetCom dispatcher who will appropriately classify and respond to the citizen's request.
 - 3.1 An appropriate response may include, but is not limited to: dispatching appropriate resources (law enforcement, fire, paramedic, public works, animal control, ordinance enforcement, etc.); providing an appropriate referral for calls that are not dispatchable; transferring to the appropriate agency; or providing information.

- 4.0 While some public agencies encourage the public to dial 9-1-1 only during "emergencies", it is our belief that it is the professional NetCom dispatcher who is best able to grasp the significance of situational details and accurately classify a request for service.

- 5.0 In accordance with the State of California's mandatory 9-1-1 standards, NetCom dispatchers will:
 - 5.1 Not advertise any seven-digit telephone number for any type of emergency service.

 - 5.2 Answer a 9-1-1 call so as not to identify NetCom as a police department, fire department, etc.

 - 5.3 Answer 9-1-1 calls at all times.

 - 5.4 Not use the numerals "9-1-1" in any way as to cause confusion or be misleading to the public.

 - 5.5 When transferring a 9-1-1 call, advise the calling citizen that his/her call is being transferred and to remain on the line.
 - 5.5.1 When transferring a 9-1-1 call, announce the 9-1-1 transfer to the receiving PSAP and remain on the line until the transfer is successfully completed.

 - 5.6 Transfer each 9-1-1 call only once.
 - 5.6.1 Should a 9-1-1 call be inadvertently transferred to the wrong subsequent agency, that agency will perform the interview and relay the information to the proper agency.

 - 5.7 During the busiest hour of any shift, ten seconds should be the maximum amount of time within which incoming 9-1-1 calls are answered.