



Santa Cruz Consolidated Emergency Communications Center

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9-1-1 FIRE
POLICE
MEDICAL

COMMUNICATIONS TECHNICAL POLICY/PROCEDURE

Policy No.: 3040
Date Issued: January 30, 1997
Date Revised:

APPROVED: 
General Manager, SCCECC

SUBJECT: DISPOSITION CODES

1.0 Purpose:

- 1.1 To accurately document the disposition of every call for service received by NetCom.

2.0 Procedure:

- 2.1 Dispatchers will close every CAD incident with a valid disposition code.
 - 2.1.1 Disposition codes for each User Agency are defined by that User Agency.
 - 2.1.2 Additional disposition codes have been created under the "NC" agency.
 - 2.1.3 Requests for additional "NC" disposition codes should be submitted on Concern/Inquiry Forms.
- 2.2 For incidents closed by dispatcher action, the dispatcher will provide the appropriate agency "NC" disposition code (for example, CALLB for a successful 911 call back).
- 2.3 For incidents closed by a field unit (or other User Agency personnel), the field unit will provide the disposition code.
 - 2.3.1 If a field unit fails to provide a disposition code when closing an incident, the dispatcher will ask for a disposition code.

- 2.3.2 If a law enforcement field unit provides an uncoded disposition, the dispatcher will code the disposition if s/he knows the disposition code. If the dispatcher does not know the code, s/he will ask the field unit for a disposition code.
 - 2.3.2.1 Because of the extensive use of disposition codes by our law enforcement Users, dispatchers are not expected to look up uncoded law enforcement dispositions for the appropriate code.
- 2.3.3 If a medic unit provides an uncoded disposition, the dispatcher will code the disposition.
- 2.4 Any use of the agency "NC" NDG (no disposition given) code must be documented by entering an explanation into the incident comments.
 - 2.4.1 Undocumented use of the agency "NC" NDG code will be subject to quality review.