



Santa Cruz Consolidated Emergency Communications Center

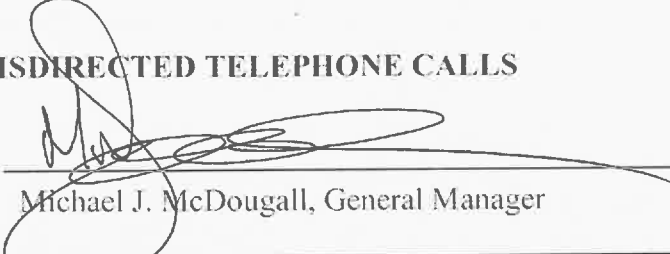
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FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

COMMUNICATIONS MISCELLANEOUS POLICY/PROCEDURE

Policy No. 7405	Date Issued:	December 2, 2003
Section: 7400 – Telephone Procedures	Date Revised:	April 18, 2006
Accreditation Standards: CALEA 6.2.5		
SUBJECT: MISDIRECTED TELEPHONE CALLS		
APPROVED:		
	Michael J. McDougall, General Manager	

1.0 Purpose

The purpose of this policy is to provide guidelines and procedures for the efficient and appropriate handling of telephone calls intended for another public agency.

2.0 Procedure for Handling Misdirected Emergency Calls

2.1 All misdirected emergency calls will be transferred or relayed to the appropriate jurisdiction and agency.

2.1.1 When transferring emergency calls, dispatchers will remain on the line and ensure the transfer is successfully completed.

2.2 If the call cannot be transferred, dispatchers will obtain and relay pertinent information to the agency with jurisdiction as quickly as possible.

3.0 Procedure for Handling Misdirected Non-Emergency Calls

3.1 If possible, a misdirected non-emergency call will be transferred to the appropriate jurisdiction and agency.

3.2 If the call cannot be transferred, dispatchers will provide the caller with the name and phone number of the agency with jurisdiction.