



**COMMUNICATIONS OPERATIONS
MISCELLANEOUS POLICY**

Policy No. 7406 Date Issued: December 10, 2003
Section: 7400 – Telephone Procedures Date Revised: January 9, 2013
Accreditation Standards:

**SUBJECT: NON-EMERGENCY, ON-LINE REPORTING, AND
ADMINISTRATIVE CALLS**

APPROVED: _____
Dennis Kidd, General Manager

1.0 Purpose

A majority of the phone calls received in the communications center are non-emergency and/or administrative. Correctly recognizing which calls fall into each category – emergency, priority, non-emergency and administrative – is what dispatch staff are trained to do. When a call has been correctly identified as non-emergency and/or administrative, dispatch personnel will implement the following procedure.

2.0 Procedure

- 2.1 Non-emergency calls are those dispatchable calls of the lowest response priority. The CAD system identifies these calls as “green” calls. These calls will be handled like all calls for service; a CAD incident will be created and dispatched in accordance with applicable policies and procedures.

- 2.2 Callers reporting incidents that meet the on-line reporting criteria established by our Users will be referred to the on-line reporting option on the User agencies’ individual web-sites. Dispatchers taking calls will query the RP and create a call for service as above. Before the detail is created and forwarded to the radio dispatcher, the call taker will ask the RP if they have internet access and are interested in making a report on-line rather than have a law enforcement officer contact them. If the RP chooses the on-line reporting option, the call taker will direct the caller to the proper resource and the call created will be closed using the disposition code “ONREF” (on line report).



- 2.3 Administrative calls are calls that are not dispatchable and the caller is best served by a referral to a more appropriate function or agency. No CAD detail will be created for these types of calls.
- 2.4 Examples of administrative calls include, but are not limited to: requests for report copies, questions about employment opportunities, requests to obtain permits, etc. These calls will be handled by providing the caller with the name and phone number of the appropriate function or agency (i.e., Records, City of Santa Cruz Personnel Office, etc.)

