



Santa Cruz Consolidated Emergency Communications Center

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COMMUNICATIONS TECHNICAL POLICY/PROCEDURE

Policy No.: 3040
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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.