



Santa Cruz Consolidated
Emergency Communications Center

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9-1-1 FIRE
POLICE
MEDICAL

COMMUNICATIONS TECHNICAL
POLICY/PROCEDURE

Policy No.: 3055
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APPROVED:


General Manager, SCCECC

SUBJECT: REOPENING COMPUTER AIDED DISPATCH (CAD) SYSTEM INCIDENTS

- 1.0 Purpose
 - 1.1 To provide guidelines for the reopening of CAD system incidents.
- 2.0 It should not be necessary to reopen fire or medical CAD system incidents.
 - 2.1 A medical incident should never be reopened.
 - 2.2 If a fire incident is reopened, a comment explaining why must be entered.
- 3.0 Law enforcement incidents are routinely reopened only under the following circumstances.
 - 3.1 Agency WP incidents with a subject in custody are closed when the arresting unit arrives at the station to begin pre-booking. It may be necessary to reopen this closed incident to issue a case number.
 - 3.2 Medical emergencies requiring law enforcement response may need to be reopened if they were reviewed, broadcast and closed before the need for law enforcement response was determined.

- 3.3 If a law incident is reopened under any circumstance other than the two described above, a comment explaining why must be entered.
- 3.4 Law enforcement incidents (for example cold reports) where the responding officer was unable to contact the reporting party and closes the incident with a valid disposition code then later contacts the RP should generate a second incident. The original incident should not be reopened.