3-07/090.10 - Emergency Incoming Calls - Business System

Emergency calls directed to a station complaint desk, received on the business system, shall take precedence over all other business system calls. Any routine call in progress shall be placed on "hold" until each new incoming call is answered to determine if it is an emergency call.

When calls for emergency service or assistance are received by a unit other than the unit having jurisdiction, all necessary information shall be obtained and the information relayed to the concerned unit or agency immediately. This procedure is in accord with the Department policy of not transferring calls of an emergency nature, received on the business system and giving all possible assistance to the caller.

If there is any question of jurisdiction or when available information indicates that our emergency service can arrive sooner than that of the agency having jurisdiction, a unit of this Department and necessary allied emergency equipment shall be dispatched.

If the call involves a traffic accident within the jurisdiction of the California Highway Patrol (CHP), handle in accordance with the provisions outlined in the Traffic chapter of this manual.

The incident and action taken shall be entered in the dispatch system and a tag number assigned so that the incident will be recorded.