

Subject:	Release of Agency Information	
Effective:	10/20/2014	Procedure
Update:	11/20/2014, 7/31/2017	
Reference:		

PURPOSE

To define the procedure for release of user agency information.

PROCEDURE

1. Dispatch call information is public record however dissemination to anyone other than user agencies is not a dispatch responsibility. Refer any information request to the user-agency public information personnel.
2. For requests for calls to service of a law enforcement nature, the request may be referred to the Sheriff's Department Criminal Records division.
3. If anyone from a user-agency (that is provided service or support for by the dispatch center) requests information from another user-agency, refer that person to the agency's public information personnel.
 - a. If a Sheriff's Deputy requests information regarding a medical call that resulted in a coroner's report, Dispatch should provide the contact information for the Fire or Ambulance personnel who confirmed the person to be deceased so that the deputy can contact them for the correct time of death. Do not provide the deputy with the time that was logged on the CAD incident as it may not be accurate.
4. If the request is for Santa Barbara County Fire information, they may be referred to the Duty Captain.
 - a. An exception is when County Fire runs a mutual (or automatic) aid call with another department; the other department may be provided with County Fire's incident number.
 - b. County Fire has authorized their incident information to be provided to the Wildland Residents Association/San Marcos Pass Volunteer Fire Department.