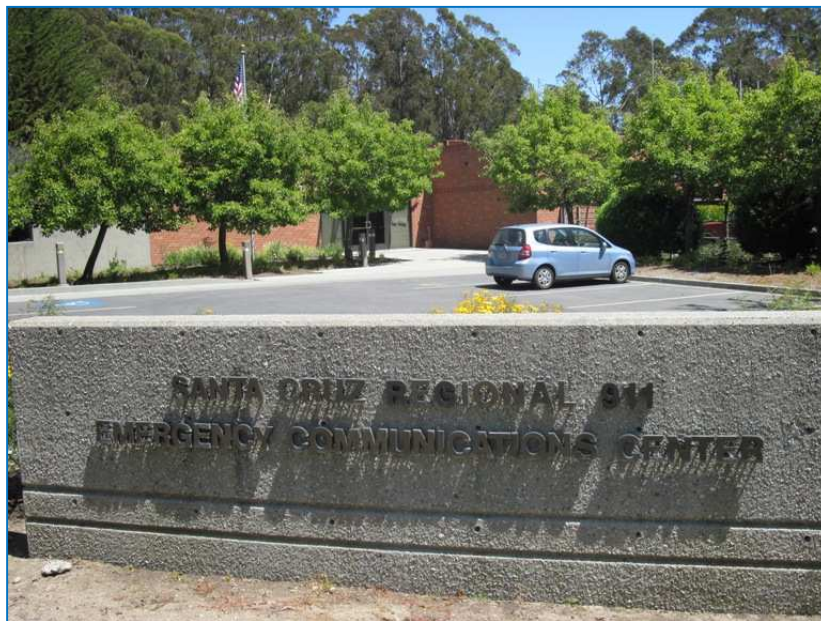




SANTA CRUZ REGIONAL 911

(SCR911)

CITIZEN'S COMPLAINT PROCESS and INQUIRY FORM



We are dedicated to serving as the vital link between the public and public safety organizations through responsiveness and technical excellence while in partnership with our Users and employees.

Your opinions are important to us.

Thank you for your feedback.

Santa Cruz Regional 911 (SCR911) is a Joint Powers Authority (JPA) providing public safety and 911 dispatch services for the County of Santa Cruz and the County of San Benito, and the cities of Santa Cruz, Watsonville, Hollister, Capitola, and San Juan Bautista. SCR911 also provides services to nine (11) fire districts, American Medical Response West (the local paramedic and ambulance transport provider), and County Animal Control Services.

SCR911 dispatchers answer approximately 517,500 phone calls each year. We fully realize dispatcher response to emotionally charged situations may not always be what you, the citizen, expect. For this reason, we have developed a process for citizens who wish to voice their questions, comments, complaints, and even commendations about our operations, policies, or employees. Your feedback will help us ensure we are serving our community effectively. The information provided by this process is used to improve our performance by enhancing our training, equipment, and/or organization. Citizens are encouraged to ask about any service they receive from our Center.

Steps:

1. An inquiry form may be obtained from the following sources:

-SCR911 at 495 Upper Park Road, Santa Cruz.

-By calling (831) 471-1000 and requesting a form be mailed to you.

-From our website at www.scr911.org. This form may be downloaded and completed off-line or completed and submitted electronically.

2. Complete the inquiry form with as much information as possible.

3. If you are not submitting the form electronically, fax the form to (831) 471-1010 or mail it to:

SCR911

495 Upper Park Road

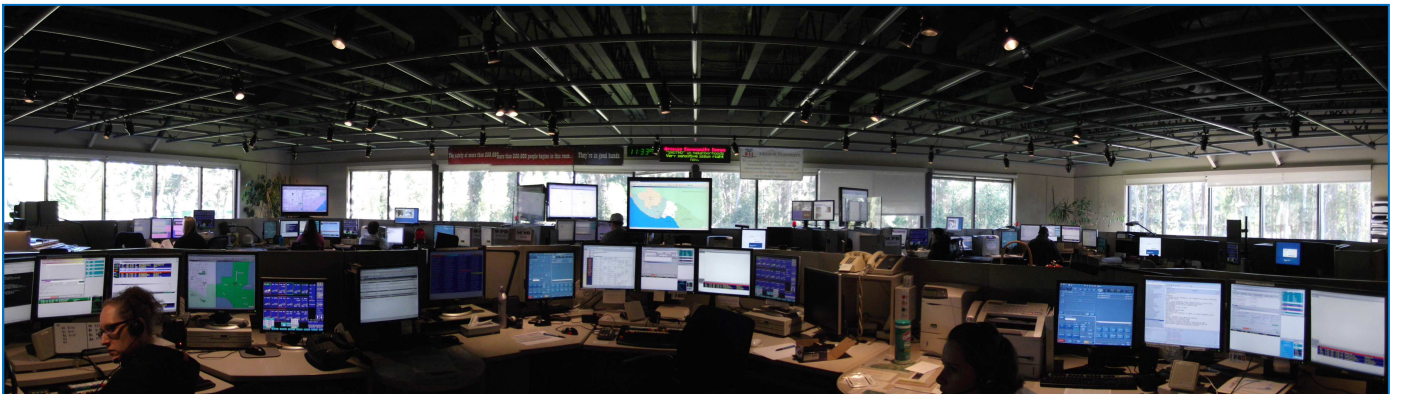
Santa Cruz, CA. 95065

4. All feedback forms received will be forwarded to an appropriate manager for follow up.

5. Follow up can typically be completed within 30 days.

6. Citizens will be notified when the form is received and of the results, when completed.

7. For urgent inquiries, citizens should call (831) 471-1190 and ask to speak to the on-duty Supervisor. This number can be used 24 hours per day, 7 days a week.



Santa Cruz Regional 911

594 Upper Park Road

Santa Cruz, CA 95065

831-471-1000