



Santa Cruz Consolidated Emergency Communications Center

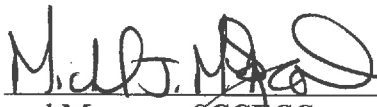
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9-1-1 FIRE
POLICE
MEDICAL

COMMUNICATIONS OPERATIONS LAW ENFORCEMENT PROCEDURE

Policy No.: 4350/SO.80
Date Issued: May 17, 1996
Date Revised:

APPROVED: 
General Manager, SCCECC

SUBJECT: SANTA CRUZ COUNTY SHERIFF'S OFFICE SERVICE CENTERS

In mid-May beginning with the San Lorenzo Valley Service Center, the Santa Cruz County Sheriff's Office will begin staffing service centers with senior volunteers. Volunteers will handle walk-in and telephone reports in addition to other assigned tasks. Residents must live in the area of their service center. The following service centers cover the corresponding county beats:

- San Lorenzo - Beats 1 and 2 and North Coast
- Live Oak - Beats 3 and 4 (4 divided at Main Street)
- Aptos - Beat 4 and 5 (4 continuing from Main Street)
- Freedom Center - Beat 6

Attached is a list of the types of reports the volunteers may handle and the criteria that must be met for them to be given the call. Volunteers will follow the procedure below for contacting NetCom:

1. The volunteer will call NetCom, identify themselves and indicate they are available for calls.
 - 1.1 Volunteers will use the last four digits of their social security number as their identification number.
2. Any call that falls within the designated criteria will be given to the volunteer.
3. The volunteers will check in with NetCom, provide a disposition and be given any additional calls when they complete their calls, whether assigned or walk-in reports.
4. When the volunteer is no longer available for calls, they will call NetCom and advise they are out of service.

5. Should a person indicate to the volunteer they want to speak to a deputy, the volunteer will contact NETCOM and request a deputy be sent.

6. Volunteers have had minimal training in the handling of emergencies. Should any situation arise where a volunteer needs emergency help, the volunteer will call 9-1-1 to request a deputy, fire, ambulance, or paramedic assistance. If the victim is present, the dispatcher may ask to speak to them.

All service centers will have voice mail and the phone numbers will be published in the telephone book. Volunteers will have access to NetCom's phone numbers. A list of volunteers will be provided. Volunteers will not have access to CLETS or SCAN and should not be requesting CLETS or SCAN information.

With the advent of volunteers staffing the service centers and handling report calls, it is important to obtain the most complete and accurate information possible from the caller to determine whether or not the call fits the criteria for assigning a service center volunteer. We do not wish to place anyone in a situation that may be potentially dangerous to them.

REPORTS

The Centers will take the following reports in their respective districts either by phone or walk-in:	
Crime/Incident	Criteria
<p>459 PC - Burglary (Auto)</p> <p>487 PC - Grand Theft</p> <p>488 PC - Petty Theft</p> <p>594 PC - Vandalism (Under \$5000.00 damage)</p> <p>653(m) PC - Annoying Phone Call(s)</p> <p>537 PC - Defrauding Innkeeper</p> <p>602 PC - Trespass</p> <p>484e PC - Theft of Access Card/Credit Card</p>	<ul style="list-style-type: none"> *Cold crime *No exigent circumstances *Suspect not on scene *And/or for insurance purposes *Suspect info. unknown or minimal *Time is not of essence
<p>240 PC - Assault</p> <p>242 PC - Battery</p>	<ul style="list-style-type: none"> * Not in progress or just occurred * Suspect not on scene * No medical attention needed * Not domestic violence situation (not family member, roommate, cohabitant) * No exigency for immediate arrest of known suspect

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Report Category	Criteria
Found Property	*Not controlled substances, large items, firearms, ammunition, dangerous objects
Supplemental Crime Reports	*For above-listed crimes and same criteria
Incident Reports	
Missing Persons/Runaways	*Not at Risk *No exigent circumstances *Not a child under 12 years *Person is not a danger to self or others *No suspicious or extenuating circumstances
Abandoned Vehicles/Requests for Vehicle Abatement	
Bad checks	*N.S.F. checks *Suspect not present and/or exigency
Illegal Camper problems	*Not in progress *Recurrent problem
Illegal woodcutters	*Not in progress *Recurrent problem
Landlord-tenant problems	
Off-road vehicle information	
Parking Problems	
Court Order/Restraining Order Information	
Neighborhood problems	
Requests for Sheriff at local Community Events	

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Crime Prevention/
Neighborhood Watch information

Code Enforcement problems

Youth Curfew Information/ Diversion Inquiries

General information/ referrals

NOTE:

This is not an exclusive list and other type of calls may be handled based on availability of call-takers. Since volunteers will be trained in the near future and scheduled for service at their respective centers, call referrals to the storefront offices will be made in the next few weeks. The Center Sergeants will notify NetCom of availability for call referrals, which will be sporadic until the Centers are fully operational.

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