



Santa Cruz Consolidated Emergency Communications Center


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9-1-1 FIRE
POLICE
MEDICAL

COMMUNICATIONS OPERATIONS LAW ENFORCEMENT POLICY

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APPROVED: 
General Manager, SCCECC

**SUBJECT: COMMUNITY SERVICE OFFICERS AT THE SHERIFF'S OFFICE
SERVICE CENTERS**

1.0 Purpose

1.1 To provide guidelines for the interaction between the Santa Cruz County Sheriff's Office Service Center Community Service Officers (CSO's) and the Santa Cruz Consolidated Emergency Communications Center (SCCECC) Dispatchers and Dispatcher Assistants.

2.0 Procedure

2.1 When the CSO's are on-duty and available to receive incoming, 7-digit phone calls at the Service Center, they will notify SCCECC by broadcasting their availability on the Sheriff's Blue radio channel or by phoning the Lead Dispatcher at 471-1190.

2.2 When notified that the CSO's are on-duty and available for incoming, 7-digit phone calls, the Lead (or acting Lead) will forward the Sheriff's Office 7-digit phones (471-1121 and 471-1122) to 465-7427 (the Service Center's phone number).

2.3 Should a CSO receive a first priority, in-progress call on a 7-digit phone call, s/he will transfer the caller to 911. S/he will remain on the line with the caller until a Dispatcher answers the call at which time the CSO will announce the caller to the Dispatcher and then release the call.

- 2.3.1 By transferring the caller to **911** (and not a 7-digit phone number), the integrity of the audio signal should be preserved and degradation kept to a minimum. Dispatchers should be aware that the ANI/ALI information will be that of the Service Center and they should, as with all calls, verify the caller's location and phone number.
- 2.4 Should a CSO receive a second or third priority, dispatchable call on a 7-digit phone call, and not have a CAD terminal available, s/he will transfer the caller to **462-8301** (8301 from the Service Center's Centrex System). S/he will remain on the line with the caller until a Dispatcher Assistant/Dispatcher answers the call at which time the CSO will announce the caller and release the call.
 - 2.4.1 Should a CSO receive a second or third priority, dispatchable call on a 7-digit phone call, and have a CAD terminal available, s/he will create the incident in CAD and it will be electronically routed to the Dispatcher. The caller will not be transferred to SCCECC.
- 2.5 When the CSO's are going off-duty and are no longer available to receive 7-digit, incoming phone calls, they will notify SCCECC by broadcasting on the Sheriff's Blue radio channel or by calling the Lead Dispatcher at 471-1190.
- 2.6 When notified that the CSO's are off-duty and unavailable to receive incoming, 7-digit phone calls at the Service Center, the Lead (or acting Lead) will reverse the forwarding of the Sheriff's Office 7-digit phone lines (471-1121, 1122).