



Santa Cruz Consolidated Emergency Communications Center

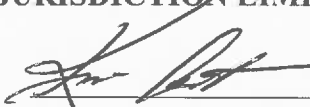
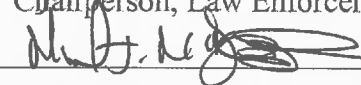
495 Upper Park Road
Santa Cruz, California 95065
(831) 471-1000 Fax (831) 471-1010

9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

COMMUNICATIONS OPERATIONS LAW ENFORCEMENT POLICY

Policy No. 4785	Date Issued: June 1, 1996
Section: 4700 – Specific Procedures	Date Revised: May 14, 2007
Accreditation Standards: None	
SUBJECT: CALLS FOR SERVICE OUTSIDE OF OR UNKNOWN JURISDICTION LIMITS	
APPROVED: 	_____
	Chairperson, Law Enforcement Users Subcommittee
APPROVED: 	_____
	Michael J. McDougall, General Manager

1.0 Policy

Occasionally, dispatchers may receive calls from persons reporting crimes or requesting law enforcement assistance that is known to be outside of NetCom’s Users jurisdiction, or for a location that is unknown within Santa Cruz County jurisdiction.

2.0 Procedure

2.1 Upon receipt of a call for law enforcement assistance from a location that is known to be outside of Netcom’s Users jurisdiction, observe the following procedure.

- ◆ If the incident is not of a serious or urgent nature, advise the caller that the location is not within Netcom’s Users’ jurisdiction. Give the caller the name and telephone number of the appropriate agency.
- ◆ If the incident is of a serious or urgent nature, directly transfer the call to the appropriate agency.
- ◆ If there is any question concerning the location of the incident with respect to jurisdiction limits, dispatch a patrol unit from the closest

local jurisdiction to evaluate the situation. If the incident is of a serious nature, also notify the dispatcher of the other jurisdiction. Be sure to advise the other dispatcher that a local officer is responding.

- ◆ Under no circumstances will a local officer be knowingly dispatched outside his/her local jurisdiction limits without prior approval of the patrol supervisor.

2.2 The Sheriff's Office has jurisdiction in Santa Cruz County, including cities within the county. Upon receipt of a call for law enforcement assistance from a location that is known to be within Santa Cruz County, but the exact location within the county is unknown, observe the following procedure:

- ◆ Create a detail for the Sheriff's Office patrol supervisor using the Sheriff's Office address and indicate in the detail that the exact location is unknown within the county. The patrol supervisor will then make a determination as to what action, if any, will be taken.