



Santa Cruz Consolidated Emergency Communications Center


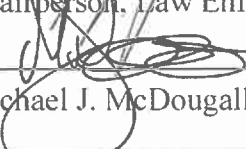
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9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

COMMUNICATIONS OPERATIONS LAW ENFORCEMENT POLICY

Policy No.	4860	Date Issued:	June 1, 1996
Section:	4800 – Specific Procedures, Continued	Date Revised:	August 1, 2005
Accreditation Standards:	None		
SUBJECT: CITIZEN ASSISTS			
APPROVED:	 _____ Chairperson, Law Enforcement Users Subcommittee		
APPROVED:	 _____ Michael J. McDougall, General Manager		

There will be occasions when an officer will assist a citizen such as children or elderly persons locked out of a home or vehicle, transporting stranded females, etc. Citizens may make their requests for assistance by calling 9-1-1 or by flagging down an officer. When made through 9-1-1, give these calls the same level of professional concern and care as all other calls.

Stranded Persons

When appropriate, dispatch an officer to assist stranded persons. The officer may not be able to transport the person home. However, the officer will be able to transport the person to a safe location.

When an officer transports a female and provides starting and ending mileage, the dispatcher will log that information in the IR. Dispatchers will acknowledge each mileage broadcast with the time.

Disabled Motorists

When appropriate, officers will inspect all vehicles that appear to be unlawfully parked or disabled and offer assistance to disabled motorists. These activities can be officer or dispatch initiated. In both circumstances, initiate a dispatch incident and run the license plate for a hot check.

If you can promptly and conveniently locate the owners, you should provide him/her with reasonable assistance in arranging to remove their unlawfully parked vehicles.