



**COMMUNICATIONS MISCELLANEOUS
POLICY/PROCEDURE**

Policy No. 7020	Date Issued:	February 26, 1996
7000- Operations Policies		
Section: Miscellaneous	Date Revised:	March 22, 2023
SUBJECT: VISITORS AND OBSERVERS		
APPROVED: <u><signed copy on file></u>		
Amethyst Uchida, General Manager		

1.0 Policy

It is the Authority's policy to encourage visitors and observers to the Santa Cruz Regional 9-1-1 Center.

- 1.1 All visitors and observers must be approved by a member of the management staff. Supervisors have the discretion to deny any request for legitimate reason.
- 1.2 In accordance with Department of Justice (DOJ) security regulations, visitors who would like to closely observe dispatchers at work via a "sit-along" must have their criminal history reviewed by a supervisor prior to being allowed access to the Center.
 - 1.2.1 Any felony conviction is grounds for automatic refusal of a visitor request.
- 1.3 All visitors and observers must wear an Authority "visitor" badge and be escorted at all times.

2.0 Procedure

To the degree possible, all visitors should be scheduled in advance to avoid unnecessary interference within operations.

- 2.1 Whenever possible, requests to schedule a sit-along should be directed to the Administrative Supervisor, so that the observer can be logged into the Master Schedule.
- 2.2 All sit-along applicants must sign and return a Visitor Confidentiality and Consent Form before their sit-along begins. By signing and submitting the form, the sit-along applicant acknowledges certain CLETS confidentiality statues and agrees to have their criminal history investigated.
- 2.3 Visitors must show proof of identification that matches the personal identifying information on their consent form.
- 2.4 After receiving a signed and dated Visitor Confidentiality and Consent Form, the Administrative Supervisor must obtain a criminal history report and review it before determining if the sit-along will be approved or denied. At no time will a paper copy of the criminal history be retained.
 - 2.4.1 When running the criminal history report, the SCR9-1-1 ORI must be used. Additionally, the “disposition” field must indicate: 1) the last name and badge number of the employee running the report and 2) the reason for the report, ie; “Observer”. An acceptable example is “SCR911 observer French #140.”
 - 2.4.2 “Applicant” is not an acceptable term for this field.
- 2.5 The completed Visitor Confidentiality and Consent Form shall then be forwarded to the Administrative Supervisor and retained for a period of one DOJ audit cycle.
- 2.6 In the absence of the Administrative Supervisor, any supervisor may approve and facilitate a sit-along by following the above procedures and forwarding the information to the Administrative Supervisor “after the fact.”