

Ventura County Sheriff's Office

Communications Center



Standard Operating Procedures



Ventura County Sheriff's Office

PATROL SERVICES DIVISION

SHERIFF'S COMMUNICATIONS CENTER

POLICY AND PROCEDURES

Subject: ***Alert Tones***

Date Issued: **03/29/15**

Prepared By: **Rayen Davidson,
SCC Training Manager**

Authorized By: ***Luis Obregon, Captain***

Approved By: ***Christopher Dunn, Commander***

POLICY

The alert tones will precede all radio broadcasts that involve officer or public safety. This includes broadcasts for stolen vehicles, "at risk" missing persons, wanted persons, etc.

PROCEDURE

The alert tone will be quickly sounded via the radio system followed by an announcement that a particular broadcast is to follow (e.g., East Valley units stand-by for a 245J broadcast). Allow a short break in between transmissions so that field units can prepare, if needed, to copy the information regarding the broadcast. The dispatcher will then continue with the broadcast information to the field unit via radio; followed by a conclusion to the broadcast



Ventura County Sheriff's Office

PATROL SERVICES DIVISION

Sheriff's Communications Center
Advanced Real-Time Information Center

POLICY AND PROCEDURES

Subject: ***ARTIC Qualifications and Selection Process***

Date Issued: **11/24/2015** Prepared By: **Renee Cortez**
Tactical Communications Analyst

Authorized By: ***Luis Obregon, Captain***
Approved By: ***Christopher Dunn, Commander***

POLICY

ARTIC operators carry a burden of responsibility well beyond that of a typical Dispatcher and therefore must excel in virtually all areas of work performance. The following guidelines and standards have been established for the qualification and selection of ARTIC operators.

A. Qualifications

1. Applicants shall be the rank of Sheriff's Tactical Communications Specialist II.
2. Possess strong character traits such as maturity, patience, initiative, flexibility, dependability, enthusiasm, and the ability to build relationships with fellow team members and other agencies.
3. Demonstrate ability to work very complex assignments at times under stressful circumstances
4. Possess good interpersonal skills and have a demonstrated history of working well in a team environment.
5. Be self-motivated, innovated, intuitive and able to multi-task.
6. Have the ability to formulate effective problem solving solutions when faced with challenges.
7. Be able to produce quality work, under pressure and with time constraints.
8. Be able to learn and successfully apply analytical software used in tactical analysis.
9. Possess above average computer, technical and communication skills.
10. Be able to create and present ideas in a formal setting using computer-based formats (i.e. powerpoint)
11. Be willing and available to work varied hours and overtime.

12. Be a non-probationary employee of the Ventura County Sheriff's Communications Center.
13. Accept a minimum eighteen month (18 month) commitment to the ARTIC unit.

B. Selection Process:

1. A Transfer Request Form should be submitted to Sheriff's Human Resources no later than a date that will be provided.
2. Concurrently, a copy of the Transfer Request Form, current resume, last three (3) annual performance appraisals must be submitted to the person named no later than a date that will be provided.
3. Successful applicants will be invited to participate in a selection interview.
4. A numerical ranking of the candidates will not be established. A satisfactory candidate may or may not be identified during the selections process. In any case, the results of this application process will be applied to the current ARTIC vacancy. Future ARTIC vacancies will be announced at the selection process will be repeated.



Ventura County Sheriff's Office
PATROL SERVICES DIVISION
SHERIFF'S COMMUNICATIONS CENTER

POLICY AND PROCEDURES

Subject: ***Calls Handled by SCC Team Members and Priorities***

Date Issued: **3/22/2015**

Prepared By: **Rayen Davidson,
SCC Training Manager**

Authorized By: ***Luis Obregon, Captain***

Approved By: ***Christopher Dunn, Commander***

BACKGROUND

There are various priorities used for calls that are handled by SCC team members. To ensure that the SCC workload is accurately captured in statistical analysis, priority 6 has been set aside for all closed calls, BCAST calls that have been cancelled, or cancelled 9-1-1 hang-up calls handled by SCC team members.

POLICY

SCC team members will enter all closed calls as a priority 6, including cancelled 9-1-1 hang-ups prior to being dispatched, and BCASTS after the dispatcher has given the information over the air.

PROCEDURE

When a SCC team member handles a call for service over the phone that results in a closed call, such as a lost cellphone or a cancelled 9-1-1 hang-up (prior to a deputy being dispatched to the call), the team member will change the priority to priority 6. BCAST calls will be entered as a Priority 1, but changed to a Priority 6 as soon as the dispatcher broadcasts the information.



Ventura County Sheriff's Office

PATROL SERVICES DIVISION
SHERIFF'S COMMUNICATIONS CENTER

POLICY AND PROCEDURES

Subject: **Casa Pacifica Runaway Reporting Procedures**

Date Issued: **01/04/18**

Prepared By: **Rayen Richmond,**
SCC Training Manager

Authorized By: **Mark Gillette, Captain**

Approved By: **Rick Barrios, Commander**

BACKGROUND

An online reporting application has been developed in effort to decrease the amount of times a deputy has to respond to Casa Pacifica to document a runaway or the return of a runaway. This application will be accessed by employees of Casa Pacifica to document a runaway or a return that is not considered "at risk". This application is for reporting only and should not be utilized as a database to look up runaways.

PROCEDURE

Reporting a Runaway

- Casa Pacifica employees will fill out the necessary information in the application then call the SCC to advise us that a new report(s) has been entered. In the event certain "at risk" questions are marked by the employee the application will then direct them to contact the SCC to request a call for service.
- The SCC call taker will access the online application, locate the report, then forward the report via the application by clicking the button "Watch Commander Email" and enter the on duty watch commander's email.
- The SCC call taker will enter a call for service (CFS) utilizing the call type **WEBRUN**.
- A CAD generated message will be sent to the Watch Commander terminal indicating a Casa Pacifica runaway report has been entered into the web application for their review.
- Once the WC approves the report the SCC call taker will immediately enter a BOLO for that runaway.
- The call taker will then enter the RB number and approving watch commanders name into the specified boxes on the report in the web application and click submit.

Patrol Services Division – Standard Operating Procedure
Casa Pacifica Runaway Reporting

- The call taker will call West County Records at [REDACTED] and notify the records technician to check the Casa Pacifica Runaway e-mail for a report.
- In the event the WC does not approve the report the call taker will change the call type **WEBRUN** to **RUNAWA** and a deputy will be sent.

Reporting a Returned Runaway

- Casa Pacifica employees will fill out the necessary information in the web application then call the SCC to advise us that a returned runaway report(s) has been entered.
- The call taker will locate the returned runaway report(s) on the web application and enter the original RB number and click submit.
- The call taker will call West County Records at [REDACTED] and notify the records technician to check the Casa Pacifica Runaway e-mail for the return report.



Ventura County Sheriff's Office

PATROL SERVICES DIVISION
SHERIFF'S COMMUNICATIONS CENTER

POLICY AND PROCEDURES

Subject: **CLETS Wants/Warrants Access, Inquiries and Returns**

Date Issued: **03/31/15**
Revised: **07/07/16**

Prepared By: **Rayen Davidson,**
SCC Training Manager

Authorized By: **Luis Obregon, Captain**
Approved By: **Christopher Dunn, Commander**

POLICY

Accessing the CLETS Wants/Warrants (CWW) System

SCC team members may only use the CLETS Wants/Warrants (CWW) system when they have the "right to know and need to know" the information they intend to access. This requirement is met when a deputy requests a CWW inquiry for work related purposes. It is also met when a dispatcher initiates a CWW inquiry for work related purposes, such as completing a CWW inquiry on a suspect's name or suspect's vehicle on a call for service.

Upon taking a call for service involving disturbing parties (DPs) or suspects, the SCC team member taking the call is responsible for obtaining as much information as possible on the DPs and suspects, including the subject's name and date of birth (DOB), and obtaining as much information on vehicles including the license plate. Whenever possible, the call-taker will use the CWW system to determine if the subject has any probation/search terms and/or warrants and clearly note the results in the call text. The call taker will also use the CWW system to determine if the vehicle has any wants/warrants associated with it or if the vehicle is stolen. In the event a call taker receives a call of a suicidal subject and has the adequate information, the call taker will run the subject for registered firearms. The radio dispatcher is responsible for running the appropriate inquiries if the call-taker did not have time to do so.

In all cases, the information shall be forwarded to the responding units as soon as it is available, so that they are aware of information that may affect their response.

PROCEDURE

I. Inquiries

A. Requests from Deputies

When a deputy requests a CWW inquiry on a subject using the subject's name and date of birth (DOB) or the driver's license number, the dispatcher will complete the CWW inquiry using the information that was provided by the deputy. If the subject has an alias (AKA) name or different DOB associated with his/her driver's license or identification number, the dispatcher will also complete a CWW inquiry using the AKA.

B. Requests from Outside Agencies

Requests for CLETS/Wants/Warrants information from outside agencies such as park rangers, deputy district attorneys, public defenders, animal control, etc., should be referred to the Records Bureau. There are no existing agreements in place that allow outside agencies to request CLETS/Wants/Warrants inquiries from SCC directly.

C. Training/Use of Test Records

Only CWW test records may be used for training purposes. Team members may not access CWW to run a legitimate (not a test record) subject, item, etc. for the sole purpose of training. If dispatchers encounter an unusual CWW return, they may print the return to assist trainees in terms of reading and comprehending various CWW returns.

II. Returns

A. Providing CWW Information to Responding Units

When providing CWW return information that does *not* require a 10-35 advance notification, the dispatcher will repeat the information provided by the deputy along with the return.

When providing CWW return information that *does* require a 10-35 advance notification, the dispatcher will use the deputy's call sign and "10-35" to do a preliminary call-up. When the deputy tells the dispatcher to "go ahead" or "advise", the dispatcher will repeat the information that was provided by the deputy for the inquiry along with the return. This provides the deputy with an opportunity to correct any inaccuracies in the information the deputy provided, the dispatcher entered or CWW returned and, as a result, significantly reduces dispatcher liability.

B. Documenting Returns

All returns that match the subject, vehicle, or property that was entered will be attached to the call slip.

C. TSC Handling Codes

The Terrorist Screening Center (TSC) assigns handling codes, ranging from one to three to individuals, who for instance, are associated with terrorism (Handling Code 1) or may have possible ties with terrorism (Handling Code 3). After telling the deputy "10-35", and when the deputy is ready, the team member will state all information back to the deputy along with the return in the NCIC hit of the Handling Code. Patrol Deputies should be familiar with the various codes and the action they are required to take when they encounter an individual who has a TSC Handling Code, however a copy of the TSC Handling Codes will be available at the SCC supervisor's workstation and the SCC *Information* file for reference.

D. VLT stops

Vehicle License and Title (VLT) stops are entries in the DMV vehicle registration database that have been submitted by law enforcement agencies for possible VIN-switched vehicle, possible hit and run vehicle, wanted person, suspected stolen vehicle, vehicle to be seized and vehicle seized pending forfeiture. VLT stops are always entered in DMV's database and team members will see "VLT Stop" as part of the vehicle registration return. However, the reason for the VLT stop will not be included in the registration information. If the submitting agency entered the "VLT stop" information into CLETS, the team members will see the reason for the VLT stop in the CLETS return. It is important to note that entering the information into CLETS is optional. If the information is not submitted by the initiating agency, then you can only obtain the reason for the VLT stop from DMV during regular business hours. The only time you should provide VLT stop information to the field units is when it states "VLT Stop – Law Enforcement Only."

When a team member runs an inquiry on a vehicle license plate or VIN and receives a "VLT Stop – Law Enforcement Only" return the team member will promptly notify the unit that the 28 shows a "VLT Stop – Law Enforcement Only" and standby for further. If the reason for the VLT Stop is entered the team member will provide the information to the field unit. If the reason for the VLT Stop is not entered, and it is during regular business hours, the team member must call DMV ITS at [REDACTED] which is stored in VIPER, to obtain the reason for the VLT stop and provide the field unit with the information. If the reason for the VLT Stop is not entered in CLETS, and it is not during regular business hours, the team member will relay to the field unit that the reason for the VLT stop is not available.

CONCLUSION

Consistency in accessing, inquiring and relaying returns from the CWW system is essential to ensure efficient transfer of information between call-takers and dispatchers, and dispatchers and field units. Adhering to the above policy will also ensure that SCC team members are following the California Criminal Justice Information Systems' (CJIS') requirements regarding "right to know and need to know" and the retrieval and dissemination of CWW information.



Ventura County Sheriff's Department

PATROL SERVICES DIVISION
SHERIFF'S COMMUNICATIONS CENTER

POLICY AND PROCEDURES

Subject: ***Electronic Satellite Pursuit (ESP) Tracker***

Date: **09/26/18** Prepared By: **Rayen Richmond**
SCC Training Manager

Authorized By: **Mark Gillette, Captain**
Approved By: **Rick Barrios, Commander**

BACKGROUND

Some financial institutions, businesses, and Sheriff's Detectives are using the Electronic Satellite Pursuit (ESP) tracking device as a recovery and apprehension tool. When it is activated, it provides the GPS location information of the cash or property taken and, thus, the location of the suspect.

When the ESP device is activated, an audible alert will sound in the SCC at each stand-alone workstation that is logged on to the ESP Tracker. The ESP also sends an alert to 3si Security's monitoring center, which should prompt the 3si Security representative to contact the SCC and verify the information. (3si Security is the parent company that markets and services the ESP Tracker device.)

PURPOSE

To establish guidelines for SCC personnel when handling and responding to a notification when an ESP tracking device has been activated.

POLICY

I. General Responsibilities:

- A. At the beginning of shift, each SCC team member will log on to the ESP Tracker
- B. After logging on, the SCC team member will keep the ESP Tracker logged on but may reduce the window size by clicking on the *middle* icon at the top of the ESP Tracker Alerts window. This will ensure the alert is audible when activated.
- C. At the end of his/her shift, each SCC team member will log off the ESP Tracker.

II. Call-taker Responsibilities:

When an ESP Tracker is activated, the call-taker will:

- A. Enlarge the ESP Tracker Alert window (if necessary)

- B. Locate the red circle with the white exclamation point reflecting the activation within Ventura County Sheriff's Office jurisdiction and the address, phone number and business name of the location with the activation
- C. Create a call for service using the appropriate call type and include the information from the ESP Tracker Alert, including possible suspect location based on the information contained in the map
- D. Continue to update possible suspect location based on movement in the map
- E. Call the location where the activation occurred to determine if a robbery occurred and update the call slip accordingly
- F. If it is a 211P, follow all procedures as outlined in the VCSO Robbery Alarm Call Response policy

III. Dispatcher Responsibilities:

Upon receipt of a call involving the ESP Tracker, the dispatcher will:

- A. Dispatch units to the location of the activation, if it is a 211P follow the VCSO Robbery Alarm Response Policy
- B. Use the word "suspect" when providing updates or referring to the changing locations of the tracker device, i.e. "Suspect is now westbound on Main Street"
- C. **Do not use** "tracker" or "tracking device"

IV. SCC Supervisor Responsibilities:

When an ESP Tracker is activated, the SCC supervisor will:

- A. Ensure that a call-taker promptly takes the lead on creating the call for service and handling all updates
- B. Provide supervision as outlined in the VCSO Robbery Alarm Response policy



Ventura County Sheriff's Office

PATROL SERVICES DIVISION
SHERIFF'S COMMUNICATIONS CENTER

POLICY AND PROCEDURES

Subject: **Employee Notifications via Everbridge / VC Alert**

Date Issued: **03/29/15**

Prepared By: **Rayen Davidson,**
SCC Training Manager

Authorized By: **Luis Obregon, Captain**

Approved By: **Christopher Dunn, Commander**

BACKGROUND

The Everbridge notification system allows the SCC supervisor additional methods to contact off-duty dispatchers. Supervisors may record or type a message and have it sent to all dispatchers on the notification list. Everbridge has the capability to use modern communication methods such as e-mail and SMS text messaging as well as traditional phone calls to make contact with personnel on the notification list.

Each team member will have the ability to enter multiple points of contact in the Everbridge notification system and may prioritize them in the order in which he/she desires to be contacted. For example, the team member may enter a home phone number as well as a cell phone number. He or she may prioritize the home phone number to be called first and, upon no response to the Everbridge system, the system will call the cell phone number with the same message.

PROCEDURE

I. Dispatcher Responsibilities:

After receiving an invitation email from the Everbridge notification system, each SCC team member will:

- A. Log in to the Everbridge system,
- B. Enter the requested contact information, one of which must be the team member's telephone number for voice contact,
- C. Prioritize the preferred methods of contact if multiple points of contact are entered,

Patrol Services Division – Policy and Procedures
Employee Notification via Everbridge / VC Alert

- D. Upon receipt of a notification, call the SCC supervisor if the team member is able to work any or all of the shift hours that need to be covered.

II. Supervisor Responsibilities:

Upon determining that there will be a vacancy and there is a need to contact off-duty dispatchers, the supervisor will:

- A. Log in to the Everbridge system,
- B. Create a message that includes the shift hours that need to be filled and the direction to contact the SCC supervisor if the team member is available to work,
- C. Select an existing group of dispatchers (A-shift or B-shift) or create a new group,
- D. Send the message.



Ventura County Sheriff's Office

PATROL SERVICES DIVISION
SHERIFF'S COMMUNICATIONS CENTER

POLICY AND PROCEDURES

Subject: **Fireworks and Shots Fired Calls on New Year's Eve and Fourth of July**

Date Issued: **03/22/2015**
Revised: **12/17/2018**

Prepared By: **Rayen Davidson,**
SCC Training Manager

Authorized By: **Mark Gillette, Captain**
Approved By: **Rick Barrios, Commander**

POLICY

When a call-taker receives a report of shots fired or fireworks and the reporting party cannot see the person discharging the weapon or the fireworks, there have been no injuries, and the reporting party does not want contact, the call-taker will:

- I. Create a call for service using the call type "BCAST" and include all of the required information
- II. Change the priority of the call from a 1 to 3
- III. Inform the reporting party that a deputy will **not** be dispatched, but the information will be broadcasted to deputies who may be in the area.

The radio dispatcher will promptly broadcast the information via the radio so that the patrol deputies are aware of the situation. Upon completion of the broadcast, the radio dispatcher will close the call using the cancel command.

If the reporting party wants the deputy to contact them and/or the reporting party can see the person(s) discharging the weapons or fireworks, the call-taker will handle the call accordingly and create a call for service using the appropriate call type, i.e. SHOTS, SHOOT or FIREW. The radio dispatcher will promptly dispatch the appropriate unit(s) to the call and handle accordingly.



Ventura County Sheriff's Office
PATROL SERVICES DIVISION
SHERIFF'S COMMUNICATIONS CENTER

POLICY AND PROCEDURES

Subject: ***Hazard and Premise History Files***

Date Issued: **03/31/15**

Prepared By: **Rayen Davidson,
SCC Training Manager**

Authorized By: ***Luis Obregon, Captain***

Approved By: ***Christopher Dunn, Commander***

BACKGROUND

In an effort to enhance officer safety, the CAD system allows dispatchers to determine if there have been prior calls at a given location, regardless of the call type and priority. This has many applications for use, above and beyond the obvious officer safety benefits.

The Hazard file offers vital officer safety information to the responding deputies. This information can be accessed in multiple ways and automatically shows up in the call slip of any location that the file has been attached to.

POLICY

Dispatchers will provide responding units with information located in the Hazard File. Dispatchers will also access the prior call history information *on all calls* and will advise the unit(s) of prior calls at the specified location that are officer safety related or relevant to the current call.



Ventura County Sheriff's Office

PATROL SERVICES DIVISION

SHERIFF'S COMMUNICATIONS CENTER

POLICY AND PROCEDURES

Subject: ***Holiday and Weekend Dress Attire***

Date Issued: **3/22/2015**
Revised: **10/15/2018**

Prepared By: **Rayen Davidson,**
SCC Training Manager

Authorized By: **Mark Gillette, Captain**
Approved By: **Rick Barrios, Commander**

POLICY

SCC team members may come to work wearing casual attire, instead of wearing the uniform, when working weekends, special events, or County holidays as specified in the most recent SEIU Memorandum of Understanding:

- New Year's Day, January 1
- Martin Luther King Day, the third Monday in January
- President's Day, the third Monday in February
- Easter Day
- Dispatcher Appreciation Week, Dates to be determined in April
- Cinco de Mayo, May 5
- Memorial Day, the last Monday in May
- Independence Day, July 4
- Labor Day, the first Monday in September
- Denim Day, specified dates in October – (donation required)
- Halloween, October 31
- Thanksgiving, the fourth Thursday in November
- Christmas Eve, December 24
- Christmas Day, December 25
- New Year's Eve, December 31

1. Casual dress is defined as follows:

- A. Appropriate and suitable for the environment.
- B. Can not detract from the professional image of the Sheriff's Office SCC or other team members in SCC.
- C. Denim may be worn, as long as it complies with the above guidelines.

2. Examples of 'inappropriate' clothing include:

- Athletic leggings and attire, such as sweatpants.
- Shorts, mini-skirts, tank tops, tube tops, low-cut blouses.
- Clothing with offensive wording or logos.
- Anything ripped, torn, or soiled.
- Open toed shoes or Sandals.



Ventura County Sheriff's Office
PATROL SERVICES DIVISION
SHERIFF'S COMMUNICATIONS CENTER

POLICY AND PROCEDURES

Subject: ***Jury Duty Summons***

Date Issued: **03/29/15**

Prepared By: **Rayen Davidson,
SCC Training Manager**

Authorized By: ***Luis Obregon, Captain***

Approved By: ***Christopher Dunn, Commander***

DISCUSSION

This policy is intended to allow SCC team members to complete their civic duty of jury service in the least disruptive manner for the team member and the SCC. The policy is also intended to ensure that the SCC scheduling supervisor is notified as soon as a team member receives a Jury Duty Summons. The team member and the SCC scheduling supervisor will work together to select a specific jury duty date that works for both the team member and the SCC schedule.

The Sheriff's Office encourages team members to perform jury duty on a regular day off, if the team member works shift work. However, it is understood that personal commitments and/or work schedules may make it difficult or less desirable to complete jury duty on a regular day off. Therefore, this policy allows the possibility for completing jury duty during a scheduled work day, so long as the team member adheres to the policy.

Inevitably, the very nature of scheduling within the SCC makes it difficult to address every situation. The many variables that are associated with shift work will require a case-by-case approach by the SCC scheduling supervisor when it comes to coordinating a team member's schedule with the jury duty schedule. Again, every effort will be made to find a solution that works for the team member and the SCC schedule.

POLICY

Each SCC team member must promptly notify the SCC scheduling supervisor as soon as the team member receives a Jury Duty Summons along with a copy of the summons. Due to the complications of adequately staffing the SCC, team members are required to select a *specific* date to report for jury duty. Team members may *not* utilize the nightly call in option that is offered on the Jury Duty Summons.

Any employee may request a extension for up to 90 days for jury duty. (This extension enables the employee, if working dawn shift, to continue the jury duty until their schedule falls during the hours of 7:00 a.m. and 7:30 p.m.) The SCC team member is responsible for directly requesting any changes or extensions with Jury Services.

If the team member elects to perform jury duty on a regular day off, the team member must select

a specific date and provide the SCC scheduling supervisor with the chosen date. This allows the SCC scheduling supervisor to work on staffing options in case the team member is selected for a jury trial.

If the team member elects to perform jury duty on a scheduled work day, the team member must promptly contact the SCC scheduling supervisor. The SCC scheduling supervisor will work with the team member to select a *specific date* for the team member to report for jury duty.

On the specified date, the team member will complete the juror orientation and will provide the Jury Services Coordinator with the phone number to the SCC. The team member will work in the SCC until they have been notified that they are required to return to the Jury Assembly Room. Team members may wear the uniform or civilian business attire on the specified date that they report for jury duty.

If a team member is selected to serve on a jury, the SCC scheduling supervisor will place the team member on a schedule that meets the needs of the Court and the SCC for the duration of the trial. While serving on a jury, the team member will wear civilian business attire.

Upon completion of jury duty, the team member will notify the SCC supervisor that they have been dismissed and return to work in the SCC at the earliest opportunity. Any questions about scheduling should be directed to the SCC scheduling supervisor.

If the SCC scheduling supervisor is not available, the team member must contact the on-duty SCC supervisor. The on-duty supervisor will contact the communications manager.



Ventura County Sheriff's Office

PATROL SERVICES DIVISION
SHERIFF'S COMMUNICATIONS CENTER

POLICY AND PROCEDURES

Subject: **Meal Breaks and Overtime Compensation**

Date Issued: **04/01/15**

Prepared By: **Rayen Davidson,**
SCC Training Manager

Authorized By: **Luis Obregon, Captain**

Approved By: **Christopher Dunn, Commander**

POLICY

- I. SCC team members are compensated for all hours worked, including their meal time of a 12 ½ hr shift.
 - A. Meal breaks are **not** guaranteed and if granted, may be interrupted.
 - B. SCC team members will remain on the Government Center property during their 30-minute lunch break.
 1. If the team member leaves the SCC for their 30-minute lunch break, they must have a means of being contacted by the SCC supervisor, should the need arise. The means of contact can be either a cell phone or a portable radio (kept within SCC for team member's use).
 2. One SCC team member may make a 'food run' or 'drink run' for the entire shift, which does not count as their 30-minute lunch break. Any separate, different or additional food or drink run made by another team member will be treated the same as C.
 - C. If a team member chooses to leave the Government Center property for a 30-minute lunch break, other than the food/drink run, they will be required to use 30 minutes of vacation or compensatory leave.
 1. The SCC supervisor for that shift will be responsible for making sure the time used by the team member is reflected correctly on the daily schedule.
 2. Team members may only take their 30-minute break if all other team members working that shift are present in SCC *and* the shift is not short staffed, **UNLESS** approved by the supervisor working at the time.

Patrol Services Division – Standard Operating Procedure
Meal Breaks and Overtime Compensation

- D. SCC Supervisors are entitled to the same policy as other SCC team members with the added responsibility of appointing a particular team member to be the 'go-to' in their absence for other SCC team members and the Watch Commander.



Ventura County Sheriff's Office

PATROL SERVICES DIVISION
SHERIFF'S COMMUNICATIONS CENTER

POLICY AND PROCEDURES

Subject: **Moorpark Community College Campus – 9-1-1 Calls and 10-digit Calls**

Date Issued: **03/29/15**

Prepared By: **Rayen Davidson,**
SCC Training Manager

Authorized By: **Luis Obregon, Captain**

Approved By: **Christopher Dunn, Commander**

BACKGROUND

The Ventura County Community College District (VCCCD) has its own law enforcement agency. However, due to budgetary constraints, they do not have their own communications center and there are many times when one officer is responsible for patrolling all three campuses – Ventura, Oxnard and Moorpark.

The VCCCD contracts with the California State University at Channel Islands (CSUCI) for dispatch services for the three campuses. However, this does not include receiving incoming telephone calls from any of the campuses.

The Sheriff's Communications Center (SCC) answers incoming 9-1-1 and 10-digit telephone calls for incidents at Moorpark College.

POLICY

Calls for service at the Moorpark Community College campus will be handled in the following manner:

- I. Upon receipt of a request for law enforcement for an in progress incident:
 - A. The SCC call-taker will obtain all relevant information and create a call for service.
 - B. The call-taker will contact the CSUCI Communications Center and notify them of the call for service and all relevant details, so they can notify VCCCD Campus Police.
 - C. The SCC dispatcher will send Ventura County Sheriff's Office unit(s) to the call.

Patrol Services Division – Policy and Procedure
**Moorpark Community College Campus – 9-1-1 Calls and 10-digit
Calls**

- II. Upon receipt of a request for law enforcement for a non-emergency call or call that is not in progress:
 - A. The SCC call-taker will transfer the caller to CSUCI Communications Center.
 - B. If CSUCI notifies the SCC that they need a VCSO unit to respond, the call-taker will obtain all relevant information and create a call for service.

- III. Upon receipt of a request for an ambulance (no crime):
 - A. The SCC call-taker will transfer the caller to Ventura County Fire Communications Center.
 - B. County Fire should notify CSUCI of the call.

- IV. Upon receipt of a request for the fire department (no crime):
 - A. The SCC call-taker will transfer the caller to Ventura County Fire Communications Center.
 - B. County Fire should notify CSUCI of the call.



Ventura County Sheriff's Office
PATROL SERVICES DIVISION
SHERIFF'S COMMUNICATIONS CENTER

POLICY AND PROCEDURES

Subject: ***Overtime Hours***

Date Issued: **04/01/15**

Prepared By: **Rayen Davidson,
SCC Training Manager**

Authorized By: ***Luis Obregon, Captain***

Approved By: ***Christopher Dunn, Commander***

DISCUSSION

Well rested and alert dispatchers are vital to the safety of the citizens of Ventura County. This is reflected in the Sheriff's call for all department personnel to maintain their physical and mental health to the best of their ability. Therefore, all team members should strive to help take their share of overtime to avoid prolonged shifts for others. There are rarely times that it is necessary for a team member to work more than 16 hours.

POLICY

Ideally, SCC team members should not work more than 16hrs consecutively, (with 18hrs being the maximum) without a rest period of at least 6hrs **before** commencing another work shift. In emergency situations this may be overridden by a SCC Supervisor and/or the Communications Manager.



Ventura County Sheriff's Office
PATROL SERVICES DIVISION
SHERIFF'S COMMUNICATIONS CENTER

POLICY AND PROCEDURES

Subject: ***Overtime Posting and Sign-Up Policy***

Date Issued: **03/25/2015**

Prepared By: **Rayen Davidson,
SCC Training Manager**

Date Revised: **09/06/2017**

Authorized By: ***Luis Obregon, Captain***

Approved By: ***Christopher Dunn, Commander***

POLICY

A. Scheduled Mandatory Overtime List:

1. An overtime list will be posted no later than 3 weeks prior to when the next 3-month shift rotation begins.
 - a. Scheduled Mandatory overtime is overtime that will be mandated if it is not filled voluntarily, e.g., annual vacation, approved training or SCC vacancies. The scheduled mandatory overtime will be listed on the overtime list in one color and any other overtime will be listed in another color to identify which shifts will be mandated if not filled by a certain date.
2. The SCC Scheduler will determine the date & time the overtime list will be posted, for a 1st and 2nd round. SCC team members will be notified via e-mail of the date & time.
3. When the overtime list is posted for sign-ups, SCC team members may sign up for a specific amount of hours. This amount will be determined by the SCC Scheduler.
 - a. The amount of hours that can be signed up for the first round is determined by the average mean. (Total number of mandatory overtime hours divided by the amount of SCC employees, not including supervisors or trainees). This number can be slightly modified by the SCC Scheduler to better suit the sign up process depending on the average mean.
 - b. For the 2nd round of overtime sign-ups, the amount of hours to be taken by a SCC team member is unlimited.

4. The SCC Supervisor working at the pre-determined date & time, will create an overtime sign-up list, by randomly drawing the names of any SCC team member present on that date & time. The same procedure will be used for both sign-up rounds.
5. SCC team members or Supervisors shall not sign-up any other team member on an overtime list.
6. ARTIC (Advanced Real Time Information Center) dispatchers may sign up for SCC overtime during the second round of overtime sign ups.
7. The overtime list will be returned to the SCC Scheduler on a determined date to mandate any overtime that has not been voluntarily taken by the SCC team members. Scheduled Mandates will be sent out at the earliest opportunity and no later than 14 days prior to the shift.
 - a. When practical, overtime will be mandated to those who have worked the fewest total overtime hours during the current calendar year; based on the time keepers calculations, tracked on the Overtime Hours Worked document.
 - i. On January 1st of each calendar year, overtime hours totals for each SCC team member will be reset to zero for mandating purposes.
 - ii. New SCC team members (members being signed off training) will *not* be mandated overtime until they have completed their first full 3-month shift rotation. For example: If a trainee completes their training during their 2nd month of a 3-month schedule, they will not receive a mandate for another 4 months. New SCC team members may sign-up for available overtime of their choosing, following the same guidelines as all SCC team members. This gives them the opportunity to gain hours that will apply to their overtime running totals, like all SCC team members.
8. Supervisors will be permitted to work dispatch overtime when a dispatcher is unable to work an overtime shift they signed up for or if dispatch overtime posted on the signup sheet remains unfilled.
 - a. In the event a dispatcher is unable to work an overtime shift, the dispatcher will send an email to the Outlook group "**SCC Team**" inquiring if anyone can work the shift. If another dispatcher is able to take the shift they will "**Reply All**" to the original email notifying the team they can work the shift. If no other dispatcher is able to work the shift and it is within 24 **hours** of the shift, a Supervisor may work the overtime and will "**Reply All**" notifying everyone they will cover the shift.

- i. If a dispatcher is able to get their overtime shift covered that they signed up for, by either a dispatcher or supervisor, they will fill out the proper paper work and send it to the SCC Scheduling Supervisor. If they are unable to submit the paperwork they may contact the supervisor on duty to fill out the necessary forms.
 - b. Dispatcher overtime posted on the signup sheet may be filled by a Supervisor if the overtime remains unfilled 24 hours prior to the start of shift. This is to ensure every dispatcher has had the opportunity to review the posted overtime and for transparency and tracking of the schedule.
 - i. If a Supervisor is willing to cover a dispatcher's time off, they may call in to the on duty Supervisor 24 hours prior, to add their name to the overtime signup sheet and daily.
- 9. Any additional time off requests or unanticipated vacancies that occur *after* the original posting date and time, will be added to the overtime list. Those overtime opportunities will be available to dispatchers on a first come, first served availability.
 - a. All SCC team members will be notified, via e-mail, of any new overtime opportunities listed on the overtime list. If the overtime needs to be mandated, all efforts will be made to mandate 14 days prior to the open vacancy. Last minute overtime will be mandated to those who have worked the fewest total overtime hours during the previous month, based on the time keeper's calculations. (See SCC Time Off policy section III)
- 10. Only the SCC Scheduler or designee may make any modifications to the overtime list. This includes adding dates, removing dates or removing any name from the list.
- 11. **Unscheduled Mandates**, i.e., sick call-outs, incident driven emergencies, etc.
 - a. Once the VC Alert has been sent to all dispatchers, and no one volunteers for the unscheduled mandate, supervisors may then work the unscheduled mandate. For transparency and tracking purposes, the supervisor working the unscheduled mandate will notify the SCC manager via email.
- 12. SCC team members **will not** 'bump' another team member who has signed up for a partial overtime shift to take the entire shift.
- 13. Any exception to this policy will be at the approval of SCC management.



Ventura County Sheriff's Office

PATROL SERVICES DIVISION
SHERIFF'S COMMUNICATIONS CENTER

POLICY AND PROCEDURES

Subject: **Phone Outages**

Date Issued: **03/22/2015**
Revised: **08/22/2017**

Prepared By: **Rayen Davidson,**
SCC Training Manager

Authorized By: **Luis Obregon, Captain**
Approved By: **Christopher Dunn, Commander**

PURPOSE

To establish procedures for SCC team members and supervisors to follow in the event of a telephone/communications service outage that affects the Ventura County Sheriff's Communications Center's service area(s).

POLICY

- I. Any report of a telephone outage or problem will be promptly directed to the SCC Supervisor and handled as a high priority matter. The SCC Supervisor's primary responsibility is to ensure that service is provided to those who are able to contact the SCC, while also making notifications and, if possible, identifying the nature, affected areas and duration of the outage.
- II. SCC Supervisor Procedures
 - A. Upon notification of an outage, the SCC Supervisor will start a timeline log and note the date/time of the outage, the affected area and how many customers are without access to 911.
 1. Notify the Assistant SCC Communications Manager / 911 Coordinator or designee. Further direction will be given on how to proceed with notifications.
 2. Notify AT&T (CMAC) and the 9-1-1 Service Executive ([REDACTED]) of the outage.
 - a. Provide both entities with the information that is available
 - b. Ask CMAC to have the on-scene telephone company repair technician call the SCC supervisor

Patrol Services Division – Standard Operating Procedure
Phone Outages

- c. Ask CMAC to provide an estimated outline of the affected area, i.e. ¼ mile north and ¼ mile east of Victoria/Telephone.
 - d. Obtain an ETA for the resumption of telephone service
3. Notify the Ventura County Fire Department Communications Center (FCC)
 4. Contact the Emergency Operations Center (EOC) to issue a VC Alert to affected area.
 5. Request the Watch Commander to issue a Nixle statement to be sent out.
 6. Contact neighboring agencies, using the ring down lines and seven-digit lines, and attempt to determine if they are affected by the phone outage.
 7. Notify the CHP
 8. Notify all of the agencies and people mentioned above when service is restored



Ventura County Sheriff's Office

PATROL SERVICES DIVISION
SHERIFF'S COMMUNICATIONS CENTER

POLICY AND PROCEDURES

Subject: **Quality Assurance Program**

Date Issued: **12/01/2016**

Prepared By: **Rayen Richmond,**
SCC Training Manager

Authorized By: **Luis Obregon, Captain**

Approved By: **Rick Barrios, Commander**

POLICY

The SCC Quality Assurance Program (QAP) will evaluate the Sheriff's Technical Communications Specialist's (STCS I/II) strengths as well as identify areas of improvement. The result will be a standardized operation that provides an environment of consistent and ongoing improvement in the delivery of call taking and dispatching services.

PROCEDURE

The Quality Assurance Evaluators (QAE) will be each shift supervisor. The QAE is responsible for evaluating calls for service (phone calls and radio dispatches) processed by each STCS I/II each month in a manner that is objective, fair and accurate.

The QAE will gather the available records (i.e. CAD information, and audio recordings) needed to evaluate all pertinent information and data related to the random sampling of calls for service (CFS) being reviewed.

The QAE shall objectively evaluate the information and data, measuring it against the policies and procedures defined by our Sheriff, SCC management, and the SCC training manual.

The QAE shall provide timely, accurate, and objective feedback to the team member.

The QAE shall complete documentation for each assessment and is responsible for generating and disseminating the documentation to the team member and the SCC Assistant Communications Manager or his or her designee.

To ensure the integrity of the Quality Assurance Program each QAE will be assessed by management to ensure they are being fair and equitable in their evaluation techniques. This will be accomplished by management selecting a CFS to be evaluated by the QAE and a SCC

Patrol Services Division – Standard Operating Procedure
Quality Assurance Program

Manager. If there are discrepancies between the two assessments, they will be reviewed and discussed.

To effectively execute a quality assurance program, each team member will be evaluated monthly on two randomly selected CFS. As the program becomes more established, the amount of calls reviewed may increase.

The evaluation process will adequately measure the quality and performance of service provided. This process includes but is not limited to the following criteria:

- Analysis of performance trends
- Compliance to protocols and standard operating procedures
- Customer service
- Optimizing the use of agency resources
- Overall performance of each team member
- Review of the entire incident as a whole

Each evaluation will be documented on the SCC Quality Assurance Evaluation form accompanied by the audio reproduction.

Each CFS must earn a minimum rating of 80% to meet standards at the beginning of the QA program. As the SCC becomes accustomed to the QA program and the level of review, the rating scale will be adjusted, ultimately resulting in a minimum score of 90% to meet standards.

The QAE that performed the assessment will review the results with the SCC team member within the same month in which the QA was completed. All documentation and audio associated with a QA assessment will be given to the employee and filed in the employee's divisional file.



Ventura County Sheriff's Office

PATROL SERVICES DIVISION
SHERIFF'S COMMUNICATIONS CENTER

POLICY AND PROCEDURES

Subject: **Rapid SOS / RapidLite**

Date Issued: **12/26/18**

Prepared By: **Michael Flory**
SCC Supervisor

Authorized By: **Mark Gillette, SCC Captain**

Approved By: **Rick Barrios, Commander**

BACKGROUND

As technology has advanced, the ability of wireless devices to obtain and share accurate location data has dramatically improved. Devices now use a hybrid of technologies and services such as GPS, Bluetooth Beacon, WiFi Access Points, barometric pressure and gyro sensors to obtain extremely reliable location information. That information, however, cannot be transmitted to a PSAP during a traditional wireless 9-1-1 call.

RapidSOS, a New York based company with representatives throughout the United States, has constructed the "NG911 Clearinghouse," a nationwide Location Information Server (LIS), to deliver faster and more reliable locations from wireless devices. In addition, the NG911 Clearinghouse also houses additional data from connected devices and smartphone applications such as Uber and Waze.

When an iPhone (iOS 12 and later) or Android user makes a voice call to 9-1-1, the traditional ANI/ALI information is transmitted to the PSAP. Simultaneously, enhanced location data is transmitted to the RapidSOS NG911 Clearinghouse. This information is available by logging on to the "RapidLite" secure website and manually entering the caller's phone number. The most recent and historical location information is displayed in written form and on a map, allowing a call taker to track a device if it is moving.

Note: Information on a wireless device may be obtained from the NG911 Clearinghouse only if that device has dialed 9-1-1. Once the 9-1-1 call is disconnected, the location data remains available to the PSAP for 10 minutes.

Uber Technologies has integrated the ability for its riders to call 9-1-1 through the Uber application. In this instance, the call taker answering the 9-1-1 call will receive the traditional ANI/ALI data, and can view enhanced location data via the NG911 Clearinghouse. In addition, specific information about the Uber trip is displayed.

The RapidSOS NG911 Clearinghouse and RapidLite web-based application are not a replacement for traditional ANI/ALI data, but instead serve as a source for supplemental information.

PROCEDURE

SCC Personnel should review the RapidLite User Guide to familiarize themselves with the specific terminology and operation of the web-based application.

Wireless 9-1-1 Calls with Difficulty Obtaining Location Information:

In the event a location cannot be obtained from a wireless caller (i.e. the caller does not know his/her location, the line is open with no response, or the location provided verbally from the caller does not match the ALI), the call taker should use the RapidLite application to attempt to obtain additional location information:

1. Open RapidLite at [REDACTED]
2. Click "Log In" on the upper right portion of the screen.
3. Enter [REDACTED] in the Email Address field.
4. Enter "[REDACTED]" in the Password field (no quotation marks and password is case-sensitive).
5. Click "I'm not a robot."
6. Click "Log In."
7. In the search box enter the 10-digit wireless phone number (no dashes) and click the search button.
8. Use the provided location and map data to assist with determining the correct location of the caller.
9. When finished with the caller and no further location data is needed from the RapidLite application, click "Clear All Data" on the upper portion of the screen. The application will then be ready to accept a new phone number to search.

Note: The website address, user name and password for RapidLite are not to be shared outside of the SCC. There is only one log-on for SCC personnel; however multiple instances of RapidLite may be logged on simultaneously using the SCC user name/password combination.

Wireless 9-1-1 Calls from Uber Riders:

The Uber smartphone app allows its users to initiate a call to 9-1-1 through the app. When this occurs, the call taker answering the call receives traditional ANI/ALI information. A caller indicating something similar to, "I'm in an Uber," should serve as a verbal queue for the call taker to access the RapidLite application for location and additional information.

Note: The call taker will not know whether the Uber rider used the Uber app to dial 9-1-1, or manually dialed 9-1-1. If they manually dialed, only location information will be available on RapidLite. If they used the Uber app to call 9-1-1 the trip details will be available.

Click the "Additional Data" link to display information about the Uber ride including:

- a. The Uber driver's name and phone number.
- b. The Uber rider's name and phone number.
- c. The description and license plate of the Uber vehicle.
- d. Current and historic locations of the Uber vehicle.
- e. The pickup and destination locations for the Uber trip.

When no further information is needed, the call taker may click "Clear All Data" on the lower portion of the screen. The application will then be ready to accept a new phone number to search.

Important Reminders:

- Location data on the RapidLite application is updated only when the 9-1-1 call is active.
- When a caller disconnects, only the most recent location will be displayed.
- Access to call information is available for 10 minutes after a call has been disconnected.



Ventura County Sheriff's Office

PATROL SERVICES DIVISION
SHERIFF'S COMMUNICATIONS CENTER

POLICY AND PROCEDURES

Subject: **Repair Requests and Work Order Submissions**

Date Issued: **03/29/15**

Prepared By: **Rayen Davidson,**
SCC Training Manager

Authorized By: **Luis Obregon, Captain**

Approved By: **Christopher Dunn, Commander**

BACKGROUND

The SCC team utilizes, and is dependent on, many state-of-the-art systems and equipment to meet the needs of the people served by the Ventura County Sheriff's Office. The equipment and systems must be properly maintained and promptly repaired to ensure they are available and functioning when needed.

This policy is intended to ensure the timely and effective reporting of repair requests and submission of work orders to both internal (e.g., SSB) and external vendors. It is also to ensure adequate follow-up is conducted in a timely manner with the service providers.

Policy

As soon as a SCC team member notices or suspects a problem with a piece of equipment they will notify the SCC supervisor as soon as possible.

The SCC supervisor is responsible for making the initial repair requests to service providers and for following up with the service providers, if needed, to ensure the repair is completed.

The Systems Administrator is responsible for working with the service representatives after the problem has been reported and following up until the problem is resolved. The Systems Administrator will check the repair request database on a regular basis and will contact the appropriate service provider to make sure the work has been completed or is in the process.

The Systems Administrator is also responsible for reporting and following up on, repairs for the Watch Commander and the Advanced Real Time Information Center (ARTIC). The SCC office assistant Steve Jedrzejewski is responsible for reporting and following up on any repairs necessary to the fax machine, copier and shredder.

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Repair Requests and Work Order Submissions

Whenever possible, service representatives should be interacting with the Systems Administrator to maintain continuity and the flow of information. Any questions from service representatives regarding outstanding work orders should be referred to the Systems Administrator while he/she is on duty.

If the Systems Administrator is not available, the on-duty supervisor will work with the service representative. The on-duty supervisor will document any information received, including updates and completion of repairs, from the service representative on the Repair Request Form and file accordingly.



Ventura County Sheriff's Office

PATROL SERVICES DIVISION
SHERIFF'S COMMUNICATIONS CENTER

POLICY AND PROCEDURES

Subject: **Reverse Contract**

Date Issued: **04/01/15**

Prepared By: **Rayen Davidson,
SCC Training Manager**

Authorized By: **Luis Obregon, Captain**

Approved By: **Christopher Dunn, Commander**

DISCUSSION

On July 1, 2011, the Ventura County Sheriff's Office entered a reverse contract agreement with the City of Thousand Oaks that eliminated the 24hr 4E01 beat patrol car while providing City patrol resources to police the 4E01 unincorporated areas.

POLICY

The City Of Thousand Oaks 9C01 & 9O01 patrol units will be first responders to calls for service in the Casa Conejo and South Ventu Park unincorporated areas, reporting districts 4002 and 4006 respectively.

The 9D01 & 9J01 patrol units will be first responders to calls for service in the Lake Sherwood and Hidden Valley unincorporated areas, reporting district 4008.

The 9H01 & 9O01 patrol units will be first responders to calls for service in Lynn Ranch, reporting district 4004.

The 9G01 & 9J01 patrol units will be first responders to calls for service in the South Rancho Rd. unincorporated area, reporting district 4010.

Depending on availability of resources and call priority, any patrol unit will be subject to a call for service within the Sheriff's jurisdiction as per current policy.

For reporting purposes, the beat designation and reporting district numbers will be unchanged and continue to reflect 4E01 as the beat where the incident/crime occurred.



Ventura County Sheriff's Office

PATROL SERVICES DIVISION
SHERIFF'S COMMUNICATIONS CENTER

POLICY AND PROCEDURES

Subject: **Sheriff's Communications Center (SCC) Emergency Evacuation and Immediate Threat Plan**

Date Issued: **03/22/15**
Revised: **02/20/16**

Prepared By: **Rayen Davidson,**
SCC Training Manager

Authorized By: **Luis Obregon, Captain**
Approved By: **Christopher Dunn, Commander**

BACKGROUND

The Sheriff's Communications Center (SCC) emergency evacuation and immediate threat plan has been developed to protect the lives and safety of SCC personnel when a threat exists, and to ensure an organized relocation of SCC operations to an alternate location with minimal disruption to communications services.

POLICY

- I. If at any time, a team member becomes aware of a situation and believes that it is unsafe to remain in the SCC, the team member will promptly notify the SCC Supervisor.
- II. The SCC Supervisor will evaluate the situation and consult with the Watch Commander or designee to determine if it is necessary to evacuate. The Communications Manager shall be informed of the evacuation as soon as practical.
 - A. Nothing shall prevent the SCC Supervisor or Watch Commander from making the decision to evacuate the SCC if there is immediate danger to SCC team members.
 - B. In the event that the SCC Supervisor is absent or incapacitated and unable to make the evacuation decision, the highest ranking member in the room will assume responsibility for following this policy, up to and including making the decision to evacuate if they are unable to contact other members within the SCC chain of command.
- III. If it is unsafe for SCC personnel to remain in the SCC, the SCC Supervisor will utilize the Emergency Evacuation and Immediate Threat Plan to direct team members to an Alternate Public Safety Answering Point (Alternate PSAP) or Refuge.
 - A. The East Valley Communications Center (EVCC) 2101 E. Olsen Rd. Thousand Oaks

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Sheriff's Communications Center (SCC) Emergency Evacuation and
Immediate Threat Plan

- B. A designated command post.
- C. SCC Refuge

IV. In the event the SCC needs to evacuate to the EVCC the following script will be utilized.

Evacuation to East Valley Communications Center

The SCC Supervisor will announce verbally and via CAD message "All - SCC we are evacuating to the East Valley Communications Center"

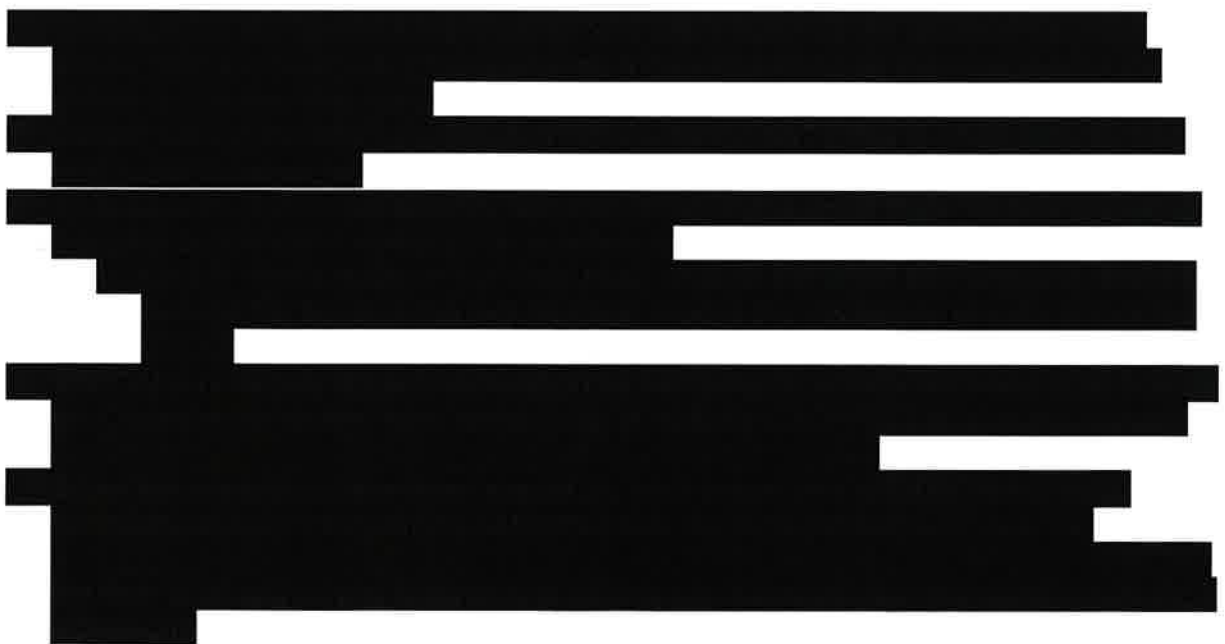
The dispatchers working a radio channel (Channel 1, 2, and 3) will use the solid alert tone on the radio and make the announcement **"The SCC is evacuating to the East Valley Communications Center due to (state the nature of the emergency) Emergency Traffic Only". Repeat Twice.**

The SCC Supervisor or designee will carry any needed SCC supplies.

The dispatchers working the primary radio channels (Channel 1 and 3) when the evacuation announcement is made will each carry a hand-held radio programmed to the appropriate channels and radio logs. They will then leave with the Watch Commander or designated unit and respond code 3 to the Alternate PSAP.

The remaining dispatchers will leave the SCC and drive safely to the Alternate PSAP in their personal vehicles obeying all traffic laws and posted road and speed signs.

Upon arrival at the Alternate PSAP



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Sheriff's Communications Center (SCC) Emergency Evacuation and
Immediate Threat Plan

- When additional staff has arrived they will sign on to Power 911 and begin answering 911 and business phone calls.

V. If the emergency event is wide spread and may have affected the EVCC, or the routes to the EVCC have been compromised, the SCC team will use a designated command post as the Alternate PSAP.

Evacuation to a Command Post

The SCC Supervisor will announce verbally and via CAD message "All - SCC we are evacuating to a command post" and give the location.

The Dispatchers working a radio channel (Channels 1, 2, and 3) will use the solid alert tone on the radio and make the announcement **"The SCC is evacuating to a command post (state the nature of the emergency) Emergency Traffic Only". Repeat Twice.**

The Dispatchers working the primary radio channels when the evacuation announcement is made will each carry a hand-held radio programmed to the appropriate channels and radio logs. They will then leave with the Watch Commander and walk or drive to the command post.

When instructed to do so, the remaining Dispatchers will leave the SCC and walk or drive to the command post and wait for instruction from the SCC supervisor.

VI. Pursuant to Lexipol 206.2.1 - In the event of a large scale disaster affecting Ventura County, all employees of the Ventura County Sheriff's Office are subject to immediate recall. Employees may also be subject to recall during extraordinary circumstances as deemed necessary by the Sheriff or the authorized designee. Failure to promptly respond to an order to report for duty may result in discipline.

SCC employees should not automatically respond to the communications center. Employees will attempt to contact the SCC either by phone, text, or in person to see if their response is necessary at that time. If employees cannot contact the SCC, employees will return to work on their regular scheduled shift. This will ensure we will be able to staff accordingly during the first 24 hour operational period.

Refuge - Immediate Threat to the SCC

In the event there is an immediate threat to the SCC and its personnel a refuge has been designated to provide a location within the facility where personnel can seek safety and remain during an attack.


SCC Refuge:



The SCC refuge will contain the following items:

- 2 security bars to further secure the doors from the interior
- SCC evacuation plan
- Water
- Personnel roster
- Handheld radios
- A first aid kit and flashlight

In the event SCC personnel must take refuge:

- SCC personnel will bring their cell phones into the refuge
- 
- SCC Supervisor or designee will verify all employees are accounted for
 - A call for service will be entered using the CAD in the locker room for the SCC with known information about the suspect, incident and location of SCC personnel
 - The call will be immediately dispatched via CAD
 - Attempt to make contact with responding units on a handheld radio
 - A BCAST will be made on both radio channels from the handheld radios about the incident and a 10-33 issued
 - Contact Oxnard PD or Simi Valley PD requesting to handle our phone lines until we can staff the EVCC to minimize disruption to 911 services
 - Attempt to contact off duty SCC personnel to activate the EVCC
 - SCC personnel will not leave the refuge until the threat has subsided and directed to do so by Sheriff Personnel



Ventura County Sheriff's Office

PATROL SERVICES DIVISION
SHERIFF'S COMMUNICATIONS CENTER

POLICY AND PROCEDURES

Subject: **SCC Time Off**

Date Issued: **03/24/15**

Prepared By: **Rayen Davidson,**
SCC Training Manager

Date Revised: **06/13/17**

Authorized By: **Luis Obregon, Captain**

Approved By: **Rick Barrios, Commander**

POLICY

I. No more than **3** team members will be allowed time off, regardless of the amount of hours being requested.

1st Team Member off – Annual Vacation (Coverage will be mandated)

2nd Team Member off – Optional Time off (Coverage is voluntary only)

3rd Team Member off – Trade only (All trades will be tracked by the team members involved in the trade. Each team member involved in the trade becomes responsible for the shift he/she traded.)

- A. If there is a mandate on a specific day to cover the team member on annual vacation, the 2nd and/or 3rd team member off will not be approved.
- B. Once a team member has received a mandate they may attempt to get that mandate covered by another team member. However, team members will not offer to accept their mandate "voluntarily" so another team member may have their day off approved.
- C. There will be no exceptions to allow for a fourth person off or taking time off instead of a trade as the third person requesting time off.
- D. Planned leave such as, paternity or maternity leave will be counted as a team member off.
- E. This *does not* mean a time-off request will be automatically approved even if there is only 1 team member off; there may be other factors that prevent the request from being approved.

Patrol Services Division – Standard Operating Procedure
SCC Time Off

- F. Requests for time-off or shift trades will be submitted to the SCC Scheduler or designee on the SCC Time off Request form.
 - G. Requests for Annual Vacation that occur in the upcoming 3-month rotation will be submitted to the SCC Scheduler, prior to the designated date, set by the SCC Scheduler.
 - H. Time off requests that occur *within 2-weeks (14 days)* of the date being requested will be required to be a trade of hours; regardless of the amount of hours being requested.
 - I. 3rd team member off trade requests, will not be posted on the overtime lists. All shift trade requests will be submitted to the SCC Scheduler with the name of the team member agreeing to the trade on the SCC Time off Request form.
- II. Understanding there will be times a SCC team member is unable to work their scheduled shift for an unanticipated reason such as sick leave, injury leave or bereavement leave; the team member must notify the on-duty SCC supervisor by telephone as soon as they are aware they will not be able to work their shift.
- A. If the vacancy is not voluntarily covered, the shift supervisor for *that shift will* mandate coverage for the shift to maintain minimum staffing
 - i. When practical last minute mandates will be given to the person with the fewest total overtime hours for the previous month, based on the time keepers calculations.
 - ii. That mandated persons schedule will also be looked at to ensure they will not be mandated to work an excess of 16 hours without a rest period of 6 hours before commencing another work shift. (SCC Overtime Hours Policy)



Ventura County Sheriff's Office

PATROL SERVICES DIVISION
SHERIFF'S COMMUNICATIONS CENTER

POLICY AND PROCEDURES

Subject: **Sheriff's Chaplain Call Out Procedures**

Date Issued: **09/17/15**
Revised: **11/08/16**

Prepared By: **Rayen Davidson,**
SCC Training Manager

Authorized By: **Luis Obregon, Captain**
Approved By: **Christopher Dunn, Commander**

PROCEDURE

The Department Chaplains and their primary response areas are listed below. When a chaplain has been requested by field personnel the Watch Commander or designee will attempt to contact the primary Chaplain responsible for that specific area. If the area Chaplain is not available or does not answer their phone a VC Alert will be issued to the Chaplain Group. The information in the VC Alert will be basic incident details (e.g. OIS, OD death, natural death, etc.), area the incident is located, and to call the Watch Commander [REDACTED] (non-recorded line) or the SCC Supervisor [REDACTED].

For safety and tracking purposes Chaplain call signs have been added to CAD. As soon as a Chaplain advises they can respond, they will be put on scene of the incident in CAD. The Chaplains do not have radios so they will call the Watch Commander or SCC Supervisor when they clear the scene or if they change locations.

Primary Area	Sheriff's Chaplain	Cell Number
Headquarters/Ventura	Ron Matthews – CHAP3	[REDACTED]
West County	John Parra (Spanish) – CHAP11	[REDACTED]
Camarillo	Larry Modugno – CHAP5	[REDACTED]
Moorpark	Pat Coulter – CHAP6	[REDACTED]
Thousand Oaks	Randy Tucker – CHAP9	[REDACTED]
Thousand Oaks	Rick Stabile – CHAP10	[REDACTED]



Ventura County Sheriff's Office

PATROL SERVICES DIVISION
SHERIFF'S COMMUNICATIONS CENTER

POLICY AND PROCEDURES

Subject: **Staging Resources**

Date Issued: **03/29/15**

Prepared By: **Rayen Davidson,**
SCC Training Manager

Authorized By: **Luis Obregon, Captain**

Approved By: **Christopher Dunn, Commander**

BACKGROUND

There have been situations when it seemed prudent to have Ventura County Fire Department (VCFD), emergency medical services (EMS), or other resources respond to an incident and stage.

Staging causes a delay in delivering the requested and/or required services where and when they are needed. While this delay may seem warranted when considering first responder safety, it is a decision that must be made by patrol units, the watch commander or the other responding resource(s), i.e. VCFD, EMS, etc.

POLICY

SCC team members will only advise VCFD, EMD and/or other resources to stage when they have been directed to do so by a patrol unit or watch commander. When requesting resources from another agency, the call-taker will provide all relevant information so the responding resource(s) can determine how they will proceed.



Ventura County Sheriff's Office

PATROL SERVICES DIVISION
SHERIFF'S COMMUNICATIONS CENTER

POLICY AND PROCEDURES

Subject: **Subpoenas and Requests for Audio and Other Records**

Date Issued: **03/22/15**
Date Revised: **05/09/17**

Prepared By: **Rayen Richmond,**
SCC Training Manager

Authorized By: **Luis Obregon, Captain**
Approved By: **Rick Barrios, Commander**

POLICY

- I. The Sheriff's Communications Center (SCC) only accepts subpoenas from the Ventura County Sheriff's Office's Records Bureau unless the subpoena is from the District Attorney's (D.A.'s) Office.
 - A. Subpoenas from the D.A.'s Office are entered directly into the Ventura County Integrated Justice Information System (VCIJIS) and retrieved by the SCC office assistant III (SCC OA III). After retrieving the subpoenas from VCIJIS, the SCC OA III distributes them via e-mail to the subpoenaed SCC team member(s).
- II. Public defenders, private attorneys or their agents requesting audio recordings and/or CAD records should be asked whether their request is for a criminal or civil matter.
 - A. For criminal cases, the Public Defender's (PD's) Office and criminal defense attorneys must submit their requests to the DA's Office, pursuant to Penal Code Section 1054 (Discovery). The DA's Office will then forward the request to the SCC on the appropriate form.
 - B. For civil cases, the Sheriff's Office requires a subpoena and charges the submitting attorney a subpoena service fee (currently \$15.00) when accepting a subpoena.
 1. The Records Bureau will ensure that the subpoena service conditions have been met and collect the Subpoena Processing Fee (currently \$15.00)
 2. Subpoenas that include requests for audio recordings and/or CAD records will be forwarded by the Records Bureau to the SCC
 - C. Questions about the Discovery requirement should be referred to the Records Bureau at [REDACTED] or [REDACTED]

Patrol Services Division – Standard Operating Procedure
Subpoenas and Requests for Audio and Other Records

- III. Requests from members of the Ventura County DA's Office for audio recordings and/or CAD records will be accepted, logged, and processed by the SCC office assistant III (SCC OA III) through VICJIS.
- IV. Members of the media requesting audio recordings and/or CAD records will be forwarded to the Sheriff's Office's Press Information Officer (PIO).
- V. Requests from members of the Ventura County Sheriff's Office for audio recordings and/or CAD records must be submitted on the "Request for Recording Reproduction" form. All requests will be reviewed and approved by SCC management prior to release.
- VI. All other requests, including those from the general public, for audio recordings and/or CAD records must be submitted on the "Request for Recording Reproduction" form and will be evaluated and approved by SCC management prior to release.
- VII. The SCC OA III will:
 - A. Locate, retrieve and create a CD of the requested audio recordings
 - B. Ensure that all requests pertaining to the SCC have been fulfilled or otherwise explained on the VICJIS request, request for recording reproduction form, or subpoena.
 - C. Notify the communications manager of requests resulting in several pages of CAD records or audio recordings that take 15 minutes or longer to transfer to CD(s)
 - D. Follow the instructions for submitting the requested items to the attorney or, if specified in the subpoena, to the appropriate court
 - E. Enter his/her name and the date the request was completed on the appropriate spreadsheet
- VIII. In the absence of the OA III the SCC Supervisor on duty will handle all subpoena and audio reproduction requests for that day.



Ventura County Sheriff's Office

PATROL SERVICES DIVISION
SHERIFF'S COMMUNICATIONS CENTER

POLICY AND PROCEDURES

Subject: ***Supplementing Calls with Fire or Other Agency Response Information***

Date Issued: **03/31/15**

Prepared By: **Rayen Davidson,
SCC Training Manager**

Authorized By: ***Luis Obregon, Captain***

Approved By: ***Christopher Dunn, Commander***

POLICY

Whenever the Ventura County Fire Department or any other agency, such as CHP or Animal Control, is notified to respond with us on a call for service, the person making the notification to the other agency will promptly supplement the call for service with the appropriate information.

The following are examples of how this information could be typed:

- Utilizing the CAD Command: FIRE
- Fire advised.
- Fire/ambulance notified.
- County Fire enroute. (Use only if the County Fire dispatchers advise that they are, in fact, already on their way.)
- Animal control advised.
- CHP advised.



Ventura County Sheriff's Office

PATROL SERVICES DIVISION
SHERIFF'S COMMUNICATIONS CENTER

POLICY AND PROCEDURES

Subject: ***Tactical Dispatch Team***

Date Issued: **04/01/15** Prepared By: **Rayen Davidson,
SCC Training Manager**

Authorized By: ***Luis Obregon, Captain***
Approved By: ***Christopher Dunn, Commander***

DISCUSSION

In March 2006, Ventura County Sheriff's Office began a Tactical Dispatch Team (TDT), which is a team of SCC team members with specialized training, that work together with TRT, SWAT and other specialized units within the Sheriff's Office jurisdiction. The TDT members are used at critical incidents to gather, document and disseminate information, which in turn allows the Incident Commander to focus more clearly on the task at hand and the ultimate safe resolution of the incident.

POLICY

- I. TDT members call out availability
 - A. TDT team members will provide their contact information to the SWAT Captain or his designee for call-outs via the Everbridge system.
 - B. If a TDT member is called out for an in-progress incident and *is* available to respond to the incident, they will respond to the page via the Everbridge system or as directed by the call-out itself.
 - C. If a TDT member is able to respond to an incident and responded to the call-out, he or she will then notify the SCC supervisor that they are responding to the incident.
 - D. If the TDT member is working in SCC at the time of the call-out and there are no other options for a TDT member to respond to the incident, it will be the SCC supervisor's discretion as to whether or not the team member may be released to respond to the call-out.
 - E. TDT members will wear their assigned TDT uniform to all call-outs or overtime opportunities while working a TDT position.



Ventura County Sheriff's Department

PATROL SERVICES DIVISION
SHERIFF'S COMMUNICATIONS CENTER

POLICY AND PROCEDURES

Subject: **Terrorist Screening Center (TSC) Handling Codes**

Date Issued: **12/07/17**

Prepared By: **Rayen Richmond,**
SCC Training Manager

Authorized By: **Mark Gillette, Captain**

Approved By: **Rick Barrios, Commander**

BACKGROUND

The Terrorist Screening Center (TSC) assigns handling codes, ranging from one to five, to individuals who are associated with terrorism (Handling Code 1) or may have possible ties with terrorism or transnational organized crime (Handling Code 5). The TSC Handling Codes correspond with certain actions that law enforcement should take if they encounter an individual who has a TSC Handling Code associated with their name and date of birth (DOB) in NCIC.

When an individual has been assigned a TSC Handling Code, the TSC enters the individual's name and DOB in NCIC, along with the associated TSC Handling Code. An individual may be entered in NCIC solely because he/she has been assigned a TSC Handling Code.

Patrol deputies should be familiar with the various codes and the action they are required to take when they encounter an individual who has a TSC Handling Code. However, because of the infrequency of these types of returns patrol deputies may contact the SCC with questions.

POLICY

- I. When you receive a matching return, indicating the subject may be associated with a terrorist group or is a known terrorist you will do the following.
 - A. Tell the requesting deputy **"10-35"**
 - B. Advise the appropriate radio dispatcher to send an additional unit
 - C. Wait for the deputy to respond, he/she is ready for the information
 - D. State, "NCIC shows TSC Handling Code (1, 2, 3, 4, or 5) on, and repeat the subject's name and DOB as it appears in the return"
- II. The word "Terrorist" will not be used over the radio
- III. The matching return will be attached to the incident number in CAD

Patrol Services Division – Standard Operating Procedure
Terrorist Screening Center (TSC) Handling Codes

IV. If further information is requested by the deputy about the TSC handling codes or the specifics in the return, they will be advised to 10*21 the SCC Supervisor or check their MDT for further information.

TSC Handling Codes:

Handling Code 1: Approach with caution - Call TSC (855) 872-9001 - A federal warrant may exist for the individual. Possible ties to terrorism.

[Redacted]

Handling Code 3: Approach with caution - Call TSC (855) 872-9001 - If this would extend the stop/duration of the encounter, contact the TSC immediately thereafter. Do not attempt to arrest the individual unless there is evidence of a violation of federal state or local laws. Possible ties to terrorism.

Handling Code 4: Approach with caution - Call the FBI (960) 872-9001 during the encounter - If this would extend the stop/duration of the encounter, contact the FBI immediately thereafter. If you are a Border Patrol Officer, immediately call the NTC. Possible Formal Military Detainee.

Handling Code 5: Approach with caution - Call the FBI (960) 872-9001 during this encounter - If this would extend the stop/duration of the encounter, contact the FBI immediately thereafter. If you are a Border Patrol Officer, immediately call the NTC. Possible ties to Transnational Organized Crime.



Ventura County Sheriff's Office

PATROL SERVICES DIVISION
SHERIFF'S COMMUNICATIONS CENTER

POLICY AND PROCEDURES

Subject: **Training Overtime**

Date Issued: **04/01/15**

Prepared By: **Rayen Davidson,**
SCC Training Manager

Authorized By: **Luis Obregon, Captain**

Approved By: **Christopher Dunn, Commander**

DISCUSSION

Training is ongoing in the Sheriff's Office. Not only will SCC team members be kept in compliance with the POST training requirements, but will also be supported in any training that will benefit or further enhance the careers of SCC team members.

POLICY

- A. SCC team members assigned to an 8-hour training day on their normally scheduled workday need to account for their entire 12.5hour shift.
1. A team member *may* be given the opportunity to take the entire 12.5hr shift off from work on the day of their training. If this is an available option, the team member will select vacation or compensatory time to cover the other 4.5hrs of their shift.
 - a. Once a team member has decided which kind of time to use on that training day, they will advise the scheduling supervisor so it can be properly noted on the schedule and overtime list.
 - b. It is not guaranteed that a team member will have the entire 12.5hr shift off of work to attend training. There may be times a team member will be expected to return to the SCC from a local training to complete their shift.
 - c. Not all training opportunities will be overtime that will be mandated to another SCC team member. Training that is deemed mandatory by the County, Sheriff, SCC Manager, or POST will be mandated. All other training will be covered by optional overtime and may be canceled if the shift is not filled voluntarily.

Patrol Services Division – Standard Operating Procedure
Training Overtime

- B. Out of town training that requires a team member to travel and stay overnight for training will be granted a portion of or their entire shift, the day prior to the start of training depending on where the training is taking place and the travel means. If the team member is scheduled to work a shift following their training (e.g., the training ends on a Friday and they are to work Friday night dawn shift) that time will also be posted as overtime.

- C. If a team member is scheduled to attend training and is working dawn shift or the mid shift (1500 – 0330) the day prior to the training, they will be allowed 8hrs in between their shift and the start of the training class. That time will be mandated, if need be.



Ventura County Sheriff's Office

PATROL SERVICES DIVISION

SHERIFF'S COMMUNICATIONS CENTER

POLICY AND PROCEDURES

Subject: **Translating for Field Personnel**

Date Issued: **3/22/15**

Prepared By: **Rayen Davidson,
SCC Training Manager**

Authorized By: **Luis Obregon, Captain**

Approved By: **Christopher Dunn, Commander**

POLICY

Dispatchers will not translate for field personnel over the phone.

PROCEDURE

If field personnel call and request a bilingual call-taker, the call-taker will immediately give the person making the request the Language Line Services phone number and field personnel client ID located in the rolodex.