



Kern County Sheriff's Office – Communications Section
Policies and Procedures

TITLE: 9-1-1 ALTERNATE PSAP PROCEDURE		NO: C-100	
APPROVED: Commander Tim Posey			
EFFECTIVE: May 1, 1995	REVIEWED: November 5, 2019	REVISED:	UPDATED: November 5, 2019

POLICY

It is the policy of the Kern County Sheriff's Office Communications Section to ensure the public safety of the citizens of Kern County and to fulfill our commitment to the 9-1-1 system's philosophy. If a break down in the 911 system occurs we will be called upon to serve as an alternate PSAP (Public Safety Answering Point) for other agencies. The Kern County Sheriff's Office is the current alternate PSAP for Arvin Police Department, Bakersfield Police Department, Bear Valley Police Department, California City Police Department, Delano Police Department, McFarland Police Department, Ridgecrest Police Department, Shafter Police Department, and the Taft Police Department. In the event the KCSO PSAP becomes inoperative, the Bakersfield Police Department will act as our alternate PSAP.

PROCEDURE A. ACTING AS ALTERNATE PSAP

When another agency notifies the Communication Center that their PSAP is malfunctioning, the Dispatch Supervisor will:

- Turn on the appropriately labeled switch mounted on the column to the south of the Dispatch Supervisor's position that routes the affected areas 911 calls to the Communications Center.
- Obtain a seven-digit phone number from the agency so calls can be forwarded back to that department.
- Advise on-duty dispatch staff they will be receiving 911 calls from the affected agency's area and instruct them with the seven-digit number to forward the calls to.

When receiving a 911 call that has been forwarded by an allied agency PSAP, the dispatcher will:

- Transfer the call to the seven digit number provided by the affected agency.
- Call the affected agency with all available information if the line is disconnected prior to transfer.

PROCEDURE B. REQUESTING AN ALTERNATE PSAP

If the KCSO PSAP at the Communications Center becomes inoperative, the Dispatch Supervisor will:

- Advise the Bakersfield Police Department – Communications Supervisor of the situation and request the activation of the alternate PSAP routing system.
- Advise the Bakersfield Police Department – Communications Supervisor of an alternate phone number.
- Notify the section Manager.

When the PSAP at the Communications Center becomes operative again, the Dispatch Supervisor will:

Advise the Bakersfield Police Department – Communications Supervisor of the situation and request they deactivate the alternate PSAP routing system.



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TITLE: READY KERN		NO: C-200	
APPROVED: Commander Tim Posey			
EFFECTIVE: February 29, 2012	REVIEWED: November 15, 2019	REVISED: November 15, 2019	UPDATED: November 15, 2019

POLICY:

It is the policy of the Kern County Sheriff's Office Communication Section to inform the public whenever possible of immediate and serious threats to public safety. This includes, but is not limited to, fires, floods, earthquakes, criminal activity, or where known persons may be at risk of serious harm. The Ready Kern notification system is recognized as an available means by which public notification can occur quickly and efficiently. Activations between the hours of 2200 and 0700 require Watch Lieutenant or Section Commander approval.

PROCEDURE A – PROCESSING READY KERN REQUESTS

Requests for Ready Kern activation may be made only by Command Staff, an Incident Commander, or an allied agency watch commander.

Ready Kern activation requests will be initially reviewed by the shift supervisor. The supervisor will confirm the request is in accordance with the intent of this policy and gather all necessary information as it relates to the specific incident before causing a Ready Kern activation.

All activations will be completed in both text and voice formats.

The shift supervisor will ensure local agencies in the area are notified of the activation.

The supervisor will include the 2-1-1 Kern County Broadcast Copy from the contacts group list in each activation.

DIRECTIVE A - ASSISTING OTHER DEPARTMENTS:

Only the Office of Emergency Services, the Emergency Communication Center and the Kern County Sheriff's Office can activate Ready Kern. If an allied agency requests a Ready Kern activation, the dispatch supervisor will confirm the request meets the criteria pursuant to this policy and request approval from the Watch Lieutenant or Section Commander prior to completing the allied agency's request.

PROCEDURE B - MISSING PERSONS:

The Kern County Sheriff's Office recognizes that a timely and proper response to the search of missing persons who are deemed at risk is imperative. The use of the Ready Kern system in a missing persons investigation will adhere to the following criteria:

- The missing person must be at risk pursuant to DPPM H-800.
- The missing person must be in substantial danger and grave circumstances exist.
- The missing person was last seen in a populated area.
- It is determined the need for the public's help is necessary and beneficial in locating the missing person.
- Sufficient information has been obtained (time frame or witness information) to believe the missing person could be located in a defined geographical area.
- Ready Kern is being used as an investigative tool in conjunction with Search and Rescue or other operational activities.

PROCEDURE D - CANCELING READY KERN:

When canceling activation, the supervisor must take into consideration the magnitude of the event and the time of day. Any event that would likely impact the public mind-set (impending flood, fires, evacuations, etc.), the supervisor will keep the public updated with significant new information or cancellations at any time of the day. If the issue has lessor impact (e.g.: msg. person) on the general public, then updates and cancellations can wait and the supervisor will hold the cancelation during the hours of 2200 to 0700.

PROCEDURE C - EVACUATION REQUESTS

Evacuation requests through the Emergency Communications Center (ECC) or the Emergency Operations Center (EOC) for a mass evacuation require the supervisor to confirm the borders of the evacuation area, designated evacuation routes, and the type of evacuation is being requested.

- A precautionary evacuation means the hazard may become a threat in the near future and all residents are advised to leave the area or be prepared to leave at a moment's notice.
- A recommended evacuation means the hazard is an imminent threat and all persons in the evacuation area are strongly advised to leave and seek shelter away from the area. Recommended evacuations will likely be the last warning given.

- **There are no mandatory evacuations in Kern County and the public will never be advised a mandatory evacuation is in effect.**



Kern County Sheriff's Office – Communications Section

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TITLE: EVIDENCE COORDINATOR		NO: C-300	
APPROVED: Commander Tim Posey			
EFFECTIVE: August 18, 1992	REVIEWED: November 5, 2019	REVISED:	UPDATED: November 5, 2019

POLICY

Radio and telephone communications shall be recorded on a 24-hour basis for the purpose of providing evidence in criminal and civil cases, complaint resolution, training, quality control monitoring, or other uses as determined by the Section Manager.

Recordings will be maintained for a period of at least 13 months, after which time they may be destroyed. Some incidents may require that the recordings be retained for a longer period.

Recordings of specific communications are frequently requested or subpoenaed for use in court. Whenever a request for a dispatch audio recording arrives at the Communications Center, the Dispatch Supervisor processing such requests shall follow the procedure described below.

PROCEDURE A. ASSIGNMENT OF EVIDENCE COORDINATOR

The Section Manager will:

- Assign a Dispatch Supervisor to act as evidence coordinator.

The Dispatch Supervisor acting as evidence coordinator will:

- Maintain the integrity of the audio recordings kept in the normal course of business.
- Ensure the policies, procedures, and practices followed are consistent with current law.
- Prepare copies requested by subpoena.

PROCEDURE B. RECEIVING AN AUDIO RECORDING REQUEST

Upon receipt of any request of any radio or telephone recording authorized personnel will:

- Print a copy of the event chronology related to the audio recording request.
- Attach the event chronology of the case or incident to the audio recording request.
- Place the request in the tray marked "pending".

PROCEDURE C. EVIDENCE COORDINATOR RESPONSIBILITIES

During their shift, the Dispatch Supervisor or designee assigned the task of tracking and completing the audio recording requests will:

- Check the tray for new requests.
- Check each request for due date.
- Log the request in the Audio Recording Log on SheriffNet.
- Assign audio recording duplication requests to other Dispatch Supervisors or designees, if necessary.
- Make a copy of the audio recording.
- Complete an audio recording log and make a copy of the form.
- Attach the copy to the subpoena or email requesting the audio recording and place in the Audio Requests Binder.
- Place the completed CD and the log form in the appropriate box.
 - o District Attorney
 - o KCSO
 - o Other
- Update the Audio Recording Log on SheriffNet.

When the requestor takes delivery of the CD, the person delivering the CD will:

- Have the person receiving the CD sign and date the Communications Center's copy of the log form in the Audio Requests Binder.

PROCEDURE D. BLANK, ERASED, OR DAMAGED MASTER TAPES

Any employee who discovers an error with the Audiolog Recording System will:

- Notify the on-duty Dispatch Supervisor of the error and determine if any audio failed to record. Any lost audio will be logged in the Audio Recording Log on SheriffNet by the on-duty supervisor.

PROCEDURE E. DUCES TECUM SUBPOENAS

If a subpoena is marked "Duces Tecum", and the requesting party requires a personal appearance, the Evidence Coordinator will:

- Ensure that the audio recording is produced.
- Advise the Section Manager.
- Assign someone to appear in court.



Kern County Sheriff's Office – Communications Section

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TITLE: DESTRUCTION OF PUBLIC RECORDS		NO: C-400	
APPROVED: Commander Tim Posey			
EFFECTIVE: August 18, 1992	REVIEWED: November 5, 2019	REVISED:	UPDATED: November 5, 2019

POLICY

Public records generated in the Communications Center will be destroyed after receiving proper authorization from the Board of Supervisors.

All public records, **including radio and telephone recordings**, will be retained for a period of at least 13 months. Records will only be destroyed when they are no longer necessary or required for county purposes and are not expressly required by law to be preserved.

It will be the responsibility of the Section Manager to designate one person as the records keeper for the Communications Center. That person shall have the responsibility for the proper retention and destruction of public records.

DEFINITION

PUBLIC RECORD: Government Code Section 6252 defines "public records" as any handwriting, typewriting, printing, photostating, photographing, and every other means of recording any form of communication containing information relating to the conduct of the public's business. Such items as Sheriff's records kept by a Division Commander for regulating and controlling a vice squad's operation have been held to be a public record. (Under this broad definition almost all of the documents generated or kept by the Sheriff's Office during the course of business are going to be considered public records.)

NOTE: The government code also prohibits the destruction of public records by making the removal or destruction by anyone, a crime. (Government code sections 6201 and 6202.)

PROCEDURE A. MAINTENANCE OF RECORDS.

The person designated as the record keeper for the Communications Center will:

- Be responsible for the maintenance of all records which are generated at the Communications Center.

- Review the records periodically and identify those which may be destroyed.

PROCEDURE B. IDENTIFICATION OF RECORDS ELIGIBLE FOR DESTRUCTION.

When records which are eligible for destruction are identified, the records keeper will:

- Pull the records from the files, place them in boxes and place them in a designated secure location.
- Complete an "authorization to destroy records" form.
 - Submit the form to the Section Manager.

The Section Manager will:

- Review the form and when approved, forward it to the Office of County Counsel.
- After approval by County Counsel, submit the form to the Board of Supervisors for approval.

Once approved, the Section Manager will:

- Give the authorization form to the records keeper.
- Direct the records keeper to destroy the records.

The records keeper will:

- Destroy the records.
- Retain the authorization form in a file designated for authorization to destroy records.



Kern County Sheriff's Office – Communications Section

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TITLE: USE OF SHERIFF'S RADIO FREQUENCIES		NO: C-500	
APPROVED: Commander Tim Posey			
EFFECTIVE: November 30, 1993	REVIEWED: November 12, 2019	REVISED:	UPDATED: January 27, 2015

POLICY

Refer all requests for the use of the Kern County Sheriff's Office radio frequencies to County Communications.



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TITLE: ASSIGNMENT OF RADIO CALL SIGNS		NO: C-600	
APPROVED: Commander Tim Posey			
EFFECTIVE: January 1, 1994	REVIEWED: November 12, 2019	REVISED:	UPDATED: January 27, 2015

POLICY

All radio call signs will be assigned by the Communications Section. Personnel changing assignments who need radio call signs will contact the Communications Section for the proper call sign.

PROCEDURE

Any work unit creating a new position or job function that will require a radio call sign to be used on Sheriff's dispatch frequencies must contact the Communication's Section Shift Supervisor. This provides consistency and prevents duplication.



Kern County Sheriff's Office – Communications Section

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TITLE: EVENT PRIORITY CODES		NO: C-700	
APPROVED: Commander Tim Posey			
EFFECTIVE: January 1, 1994	REVIEWED: November 12, 2019	REVISED:	UPDATED: January 27, 2015

POLICY

It is the policy of the Kern County Sheriff's Office Communications Section to assign priority codes to calls. This enables the dispatcher to dispatch according to the urgency of the call. The priorities that have been established are as follows:

- Priority 1 – High Priority In-Progress**
- Priority 2 – Moderate Priority In-Progress and High Priority Report**
- Priority 3 – Low Priority In-Progress**
- Priority 4 – Low Priority Report**
- Priority 5 – NCA or CO Violations**
- Priority 9 – Administrative**