



Kern County Sheriff's Office – Communications Section

Policies and Procedures

TITLE:		CITIZEN REQUEST FOR DIRECTIONS, DISPOSITIONS, WARRANT INFORMATION, OR PERSONNEL COMPLAINTS		NO: E-700	
APPROVED: Commander John Carpenter					
EFFECTIVE: May 1, 1995		REVIEWED: August 21, 2025		REVISED: August 21, 2025	
				UPDATED: August 21, 2025	

POLICY

It is the policy of the Kern County Sheriff's Office Communications Center to assist the public to the best of their abilities. At times the public will request information that the Communications Center is unable to give. If possible, Communication Center personnel will refer the caller to another source where the caller can receive the information they are looking for.

PROCEDURE A - DIRECTIONS

When a private person calls asking for directions, the call taker will:

- Notify the caller they are not allowed to give out directions.

PROCEDURE B - ALARM DISPOSITIONS

When an alarm company calls for the disposition or event times of an alarm, the call taker will:

- Provide the alarm company with requested information if workload permits or ask the alarm company to call back at a later time if necessary.

PROCEDURE C - WARRANT REQUESTS

When a civilian calls requesting warrant information on themselves, or on another person, the call taker will:

- Inform the caller that we do not give out warrant information on the telephone and direct them to the court or the nearest Sheriff's facility to inquire about the warrant.
- If the caller has a location for a subject that is possibly wanted or wants to turn themselves in, the call taker will obtain the subject's information and location and enter a warrant service event into CAD if a warrant is located.

PROCEDURE D – PERSONNEL COMPLAINT

If a member of the public is requesting to make a complaint on any KCSO employee, the call taker will put the caller on hold and notify the on-duty dispatch supervisor.