



CITIZEN'S INQUIRY & FEEDBACK PROCESS



We are dedicated to serving as the vital link between the public and public safety organizations through responsiveness and technical excellence, while in partnership with our Users and employees.

FEEDBACK PROCESS

Santa Cruz Regional 9-1-1 is a Joint Powers Authority (JPA) providing public safety and 9-1-1 dispatch services for the Santa Cruz County Sheriff's Office, the San Benito County Sheriff's Office, and the police departments for the cities of Santa Cruz, Watsonville, Capitola, and Hollister. Santa Cruz Regional 9-1-1 also provides services to 11 fire agencies, American Medical Response West (the local paramedic and ambulance transport provider), and County Animal Control Services.

Santa Cruz Regional 9-1-1 dispatchers answer approximately 575,000 phone calls each year. We have developed a process for citizens who wish to voice their questions, comments, complaints, and even commendations about our operations, policies, or employees. Your feedback will help us ensure we are serving our community effectively. The information provided by this process is used to improve our performance by enhancing our training, equipment, and/or organization. Citizens are encouraged to ask about any service they receive from our Center.

Steps:

1. A public ***Inquiry & Feedback Form*** may be obtained from the following sources:
 - Download from our website at www.scr911.org in the Public Edu→Forms section.
 - By calling (831) 471-1000 and requesting a form be mailed to you.
2. Complete the Inquiry & Feedback Form with as much information as possible.
3. Submit the form one of the following ways:
 - Email to dennis@scr911.org.
 - Fax to (831) 471-1010.
 - Mail to:

Santa Cruz Regional 9-1-1
495 Upper Park Road
Santa Cruz, CA 95065
4. All Inquiry & Feedback Forms received will be forwarded to an appropriate manager for follow up.
5. Follow-up can typically be completed within 30 days.
6. Citizens will be notified of the results, when completed.
7. For urgent inquiries, citizens should call (831) 471-1191 and ask to speak to the on-duty Supervisor. This number can be used 24 hours per day, 7 days per week.

**Your opinions
are
important to us.**

**Thank you
for your feedback.**



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