

## Getting the Police Support You Need

Contact Information	
Phone Number	When to Call
9-1-1	Any kind of emergency situation with serious threat to life or property
(831) 459-2345 or (831) 459-4868	If unable to dial 9-1-1 from phone then call for any emergency situation with serious threat to life or property
(831) 459-2231	Non-emergency police related calls, 24 hours
(831) 459-2100	Campus Safety Officer Dispatch Line, 7pm-3am nightly
(831) 459-4980	Telecommunications Device for the Deaf, 24 hours

### When to Call 911 Vs. Dispatch

- If a situation “appears or feels” like an emergency or is perceived as threatening to life, safety or property then call 911.
  - 911 calls from campus land lines are directed to UCSC campus police
  - 911 calls from cell phones are routed to the closest dispatch center
    - Calls will be directed to campus or city police
- If a situation isn’t an immediate threat but could be perceived as being suspicious or leading to a potential threat to life, safety or property then call 911.
- If a situation requires officer assistance within a specific timeframe then call 911.
- If a situation is a non-emergency matter and needs to be reported to the campus police (vandalism, noise violations, non-violent trespassing, violation of dog policy, etc) for monitoring, citation purposes or for recording incidents then call dispatch at 459-2231.
- If unsure about a situation (emergency or non-emergency) then call 911. Better to be safe than sorry.

### Who Should Report the Incident

- An individual that witnesses a situation and can identify the person(s) involved should be the person reporting the incident to the police. This person is called the 1<sup>st</sup> reporting party.
- If an individual that did not witness the incident is notified and/or asked to report an incident then this person should encourage and advise the witness to file the report directly with the police so specific details (time, behavior, dress, description, etc) aren’t lost in translation.
- If the 1<sup>st</sup> reporting party isn’t able to call the police then the reporting individual should get as much detail as possible from the witness before filing the report on behalf of the witness.
  - The 2<sup>nd</sup> or 3<sup>rd</sup> reporting party may wish to get a 1<sup>st</sup> hand account of the situation, however, this should only be done if such efforts won’t place the person(s) in harm’s way and/or further exacerbate a hostile situation.

### Campus Response to Incidents

- All calls coming in through 911 or dispatch (459-2311) are treated the same, and will be assigned to an officer on duty. The assigned officer will determine what level of support and priority the incident will require, which shall be based on the details of the filed report, and the priorities of other assigned cases.
- Although 911 calls received are picked up by the campus police first this doesn’t mean they will be addressed first as there may be calls either through 911 or dispatch that are of a greater priority.

## Request Specific Services from the Police

- If you want/need immediate police assistance then be sure to request this during the call to 911 or dispatch.
  - The dispatcher should be able to give you an indication of response time or let you know if the matter needs to be attended to at a later time.
- If you want to know how the situation was resolved by the police then you need to notify dispatch that you want a follow up call by the police officer that investigated and responded to the incident. *If this service is not requested then no follow up will occur.*
- Be sure to note the time of your call, the name of the dispatcher and ask for the incident number.

## Finding Out Outcome of Incident

- If a follow up call was requested but no call was received then the person who reported the incident needs to call dispatch for an update. The campus and city police do not like to report or disclose confidential information to parties who are not directly affiliated with the incident and/or report.

## When Information is Passed over from the City to Campus Police

- Other law enforcement agencies, at their discretion, will notify the campus police of incidents they've responded to that involve campus property (either at or within close proximity too) and incidents that involve or may involve the campus community. The level of communication between agencies is not a guarantee but rather a good faith effort between agencies, and such efforts are also dependent upon the level of threat posed.

## Always Report Incidents

The campus police will be monitoring suspicious behaviors, incidents and crimes occurring on and near the Coastal Science Campus (CSC) and the Western Research Park (WRP). In order for the campus police to acquire sufficient information to evaluate the current and future safety needs, users on the CSC and WRP are encouraged to contact the police for any and all situations that appear out of the norm.

Your efforts to report any and all incidents will not only ensure the future safety of the campus but will also help the purpose and cause of the Coastal Science Campus Safety Committee, which in part is to review campus security policies and practices with UCSC administrators to ensure users of the CSC and WRP are provided a safe and healthy workplace and public access environment.

Please contact your building/unit representative if there are non-urgent campus safety matters to explore or notices that you feel should be distributed to the CSC and WRP community at large. If urgent matters arise then call 9-1-1.

- Long Marine Lab – Jody Bruner (jbruner@ucsc.edu) or Randolph Skrovan (rskrovan@ucsc.edu)
- Seymour Center – Jonathan Hicken (jahicken@ucsc.edu) or Teri Sigler (tsigler@ucsc.edu)
- Coastal Science & Policy – Sarah Eminhizer (seminhiz@ucsc.edu)
- Ecology & Evolutionary Biology – Stephanie Zakarian (szak@ucsc.edu)
- Fisheries Collaborative Program - Sarah Thorne (thorne@ucsc.edu)
- Coastal Biology Building/PBSCI - Nikki Hack (nhack@ucsc.edu)
- Natural Reserve System – Beth Howard (eahoward@ucsc.edu)
- PBSCI Greenhouses – Silvie Childress (sylviechildress@ucsc.edu)
- NOAA/NMFS – Kate Achilles (kate.achilles@noaa.gov)
- CDFW – Laird Henkel (Laird.Henkel@wildlife.ca.gov) or Sean Kam (sean.kam@wildlife.ca.gov)
- Western Research Park (WRP) - Laura Ciravolo (lciravol@ucsc.edu) or Kelly Sauder (ksauder@soe.ucsc.edu.)