**Human Trafficking SOP**

**Supervisor/Dispatcher**

If you recieve a call from an operator, with the code phrase “County Connection 2477” you shall immediately:

1. Instruct the operator

* Instruct the operator “**That you are working on it now and thank you for the information**” DO NOT give any other information over the radio.
* If the operator informs you the potential victim is off the bus instruct the operator to call via phone, you may speak freely.

1. Locate the bus via Clever Cad
2. Contact the local jurisdiction (e.g. Concord PD, Pleasant Hill PD, Walnut Creek PD…) Provide the following information:

* Name of agency (County Connection)
* Give the location of bus, including direction of travel and nearest cross street(s)
* Nature of the emergency (Suspected Human Trafficking)
* Your name, the name of the operator and phone number

1. Dispatch a Road Supervisor to the location. Advise supervisor to observe from a distance and DO NOT make any direct contact. Once the situation is contained by police advise the field supervisor to identify themselves and provide support for the operator if necessary.
2. Notify Managers of the situation. Via phone and email. If you are unable to reach one of the Managers contact the Director of Transportation
3. Log all information concerning the occurrence
4. Post resolution of situation: interview the operator for all relevant information and details and provide detailed report as necessary to the appropriate jurisdiction