Protocol for Requesting Crime Scene Response using Automated System

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The Kern Regional Crime Laboratory Crime Scene Response Team responds to crime scenes within Kern County where the law enforcement agency determines that the services of a criminalist are needed to assist in the assessment of the scene and/or the collection of forensic evidence. The Crime Scene Response Team may also assist law enforcement entities outside of Kern County at the direction of the District Attorney, communicated to the response team via the Laboratory Director. The Kern Regional Crime Laboratory Crime Scene Response Team does not respond to clandestine laboratories. The three Lab Cell phones may be called directly if the law enforcement agency chooses; otherwise, the following protocol can be used.

Business hours (M-F 8a-5p)

Lab General Number (person will answer)	661-868-5367
Lab Cell 2	661-978-1609

After hours

Lab General Number (voicemail will answer)	661-868-5367, “0” when prompted OR
Lab Cell 1	661-281-7706
Lab Cell 3	661-978-1732

If there are any issues getting in contact with a CSRT member for response to a crime scene, please call CSRT Supervisor Alison Kennedy at 661-979-9501.

Detailed Instructions

During business hours:

Dial the general lab telephone number: **661-868-5367.** A person will answer and transfer you to the appropriate crime scene team member or the Lab Cell 2 **661-978-1609**.

After hours:

1. Dial the general lab telephone number **661-868-5367**. You will get the following message: *“You have reached the Kern Regional Crime*

Laboratory. If this is a life-threatening emergency, please hang up and dial 911. If you represent a law enforcement agency in need of crime scene assistance, press 0 now". ***Press "0" when prompted.***

2. The automated system will then dial Lab Cell 1 for crime scene response by dialing **661-281-7706**. This phone will ring at least five (5) times and if no one answers the call, it will then roll over to Lab Cell 3 **661-978-1732**. This number will also ring at least five (5) times and if no one answers this call, the automated system will then give you the following instructions: *"You have reached the KRCL Crime Scene Response Team. We are unable to take your call at this time, but we will return your call as quickly as possible. Please continue to secure the scene, and at the tone leave your name, call back number, the name of your agency and the complete address to which you would like us to respond. Also please note that it is your responsibility to secure any necessary warrants or other permissions to search before we begin to process your scene*". Leave a message and hang up.

3. This message is left on Lab Cell 1. After a message is received, **the automated system will then continue dialing/ringing Lab Cell 1 until a team member answers and retrieves the message**. This person will then return the call using the telephone number indicated in the message.

4. Alternatively, the designated lab phones can be dialed directly, **661-281-7706 or 661-978-1732**. If the phones are not answered, leave a voicemail message. **However, none of the phones will be called repeatedly by the automated system until the message is retrieved and/or cleared**.

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