

24/7 STVR HOTLINE - (760) 777-7157

ALL CALLS MADE TO THE 24/7 STVR HOTLINE ARE ROUTED ACCORDINGLY DEPENDING ON THE DAY/TIME OF THE CALL AS SHOWN BELOW

HOTLINE CALLS BUSINESS-HOURS: MONDAY - FRIDAY: 8:00 AM - 4:30 PM OR SATURDAY: 8:30 AM - 4:30 PM

CALL TO HOTLINE IS RECEIVED



CITY CODE COMPLIANCE ANSWERS THE CALL AND GATHERS COMPLAINT AND PROPERTY INFORMATION FROM CALLER*



CITY CODE OFFICER IS DISPATCHED TO PROPERTY. DEPENDING ON SITUATION, LOCAL CONTACT MAY BE CALLED**



HOTLINE CALLS EXTENDED-BUSINESS HOURS: FRIDAY - SUNDAY: 6:00 PM - 2:00 AM (MONDAY)

CALL TO HOTLINE IS RECEIVED



HOTLINE VENDOR ANSWERS CALL AND GATHERS COMPLAINT AND PROPERTY INFORMATION FROM CALLER



CITY CONTRACTED SECURITY PATROL OFFICER IS DISPATCHED TO PROPERTY. DEPENDING ON SITUATION, LOCAL CONTACT MAY BE CALLED**



HOTLINE CALLS AFTER-HOURS: MONDAY - FRIDAY: 4:30 PM - 8:00 AM OR SUNDAY - MONDAY: 2:00 AM - 8:00 AM (MONDAY)

CALL TO HOTLINE IS RECEIVED



HOTLINE VENDOR ANSWERS CALL AND GATHERS COMPLAINT AND PROPERTY INFORMATION FROM CALLER



HOTLINE VENDOR CONTACTS LOCAL CONTACT ON FILE FOR STVR PROPERTY TO ADDRESS COMPLAINT OR SHERIFF'S DEPARTMENT IF NEEDED



*IF THE CODE OFFICER IS UNAVAILABLE OR UNABLE TO RETURN CALLS IMMEDIATELY, HOTLINE CALLS ARE FORWARDED TO THE HOTLINE VENDOR UNTIL THE CODE OFFICER BECOMES AVAILABLE

**SHERIFF MAY BE DISPATCHED AT ANY TIME DEPENDING ON THE CIRCUMSTANCES OF THE CALL