

Los Angeles County, California



Fact Sheet

1-877-VINE 4 LA

(1-877-846-3452)

GENERAL INFORMATION

VINE is a free and anonymous telephone service that provides victims of crime two important features: information and notification. The Los Angeles County VINE service is provided by the Los Angeles County Sheriff's Department.

VINE monitors the custody status of offenders in the Los Angeles County Jail. VINE receives updated information **every 15 minutes** via an interface with the Los Angeles County Jail booking system. The information is stored at the VINE Communications Center in Louisville, KY. Information is available 24 hours a day, 365 days a year.

The VINE service is available in **English and Spanish**. With a 24/7 live operators (VSR) available.

INFORMATION

Anyone may call the Los Angeles County VINE line to determine the custody status of an offender. Callers will need a touch-tone telephone to use the service. This information is also available on line at www.vinelink.com. To search for offender information through VINE, callers will need to provide one or more of the following items:

- Offender Name or Alias
Secondary search options if there is more than one offender with the same name:
Middle Initial
- Offender Identification Number

Information provided when calling VINE:

- Current Offender Custody Status
- Offender Number (if searched by name)
- Location of Offender
- List of Victim Service Agencies for additional services

REGISTRATION

Crime victims and the general public register directly with VINE by calling the toll-free number using a touch-tone telephone. After locating the offender, to register for notification, they will need to provide VINE with the following information:

- A telephone number, including area code, they can be reached at for notification, or
- A digital pager number, including area code
- A 4-digit Personal Identification Number (PIN)

Registrations can also be made for phone or email notification from the public VINE website:
www.vinelink.com

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NOTIFICATION

Unless otherwise noted, notification calls begin as soon as VINE receives updated records from the on-site computer. Notification calls to registered persons will be made when one or more of the following occur:

<u>Custody Status Change</u>	<u>Calling Pattern</u>
Released from custody	Normal
Escape	Normal
Transferred to unsupervised custody	Normal
Transfer to another jurisdiction outside LA County	Non-Emergency Delay
15 day advanced release notice <i>on sentenced inmates</i> <i>Plus release day notification</i>	Non-Emergency

CALLING PATTERNS

Normal: Calls will be made every 30 minutes for *48 hours* or until the correct PIN is entered to confirm and stop the notification calls. If a call is answered but unconfirmed, then calls will be made every 2 hours for 48 hours. Notification messages will be left on an answering machine, but calls will continue every 2 hours for 48 hours.

Non-Emergency Delay: Calls will be made every 30 minutes during the hours of *7am and 9pm for 48 hours* or until the correct PIN is entered to confirm and stop the notification calls. Notification messages will be left on an answering machine, but calls will continue every 2 hours for 48 hours. *Notification calls will be delayed for eight (8) hours from the time the transfer record is received by VINE.*

Non-Emergency : Calls will be made every 30 minutes during the hours of *7am and 9pm for 48 hours* or until the correct PIN is entered to confirm and stop the notification calls. Notification messages will be left on an answering machine, but calls will continue every 2 hours for 48 hours.

Pager Notification Calls: VINE will send a message to a digital pager. *Three pager notification calls will be delivered 30 minutes apart.* The digital message will be the VINE Customer Support number (1-800-865-4314). Pager notification calls cannot be confirmed or stopped.

For additional assistance, please contact 1-866-APPRISS.

