Certain documents or portions of documents related to this training may be exempt from disclosure under the California Public Records Act on one or more of the following grounds:

a. They are records dealing with security and safety procedures that are exempt pursuant to Government Code Section 6254(f). (<u>Northern California Police Practices Project v. Craig</u> (1979) 90 Cal.App.3d 116, 121-122.);

b. They are materials for which the City of San Rafael does not hold the copyright or have permission to publish.

Where exempt material can be reasonably segregated from nonexempt material in these records, the exempt material has been redacted and the nonexempt material is shown. Where it is not reasonably possible to segregate out the exempt material, the Department is withholding the entire document from disclosure.

San Rafael
Police Department

Diana Bishop
Police Chief

911 Emergency Dispatch Center

Communications Training Manual

This Book Assigned To:

SAN RAFAEL POLICE DEPARTMENT

COMMUNICATIONS TRAINING

TRAINER'S LIST OF EXPECTATIONS

1. Be prepared, briefed, and <u>plugged in</u> at your scheduled time. 1 minute past the hour is late. If you are late, so is your co-worker who is waiting to go home. Being late will not be tolerated.
2. Due to Officer Safety, sleeping on your shift is prohibited. You are expected to be awake and alert throughout your shift.
3. Be courteous towards your co-workers and supervisors.
4. If in public view, address officers by rank. Example: "Chief Bishop, Captain Starnes, Officer Schikore"
5. Keep detailed notes throughout your training.
6. You are expected, per Lexipol guidelines, to maintain your personal hygiene and appearance to project a professional image for this Department. Please be courteous of your coworkers when it comes to perfumes/colognes.
7. During slow times you are expected to study and review your training materials.
8. Personal phone calls are to be made during your breaks and to be kept to a minimum. Remember- all phone lines in Dispatch are recorded!
9. Cell phones are prohibited in Dispatch while you are in training. If you need to use your cell phone, please wait until you get a break. Give your family the Dispatch inside line (485-3098) to call if there is an emergency. (Remember to tell them to only let it ring 3 times maximum).
10. You are expected to read Lexipol and understand its contents
11. You are responsible for the cleanliness of the communications center during your shift.
12. You are expected to fully brief the on coming dispatcher of your shifts events.
13. Personal business will not be conducted on duty without permission from a supervisor.

*********************** Attach this copy to the D.O.R. **************************

I have explained each of the above listed expectations to my Trainee and feel that he/she fully understands his/her responsibilities.

_____   _____

Trainer   Date

The items above have been discussed by my trainer and I fully understand my responsibilities.

_____   _____

Trainer   Date

********************** Attach this copy to the D.O.R. *************************

SAN RAFAEL POLICE DEPARTMENT
COMMUNICATIONS TRAINING

TRAINER'S LIST OF EXPECTATIONS

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************** *** THIS COPY IS FOR TRAINEE TO KEEP IN BINDER ************** ***

Welcome to the San Rafael Police Department Communications Team. Your Training will be a demanding, yet rewarding time in your career. During the next several months you will learn how important your role will be in the successful operation of the office. You will be the first contact many citizens have with the Police Department. You will be amazed at the vast amount of knowledge your Training Officer, C.T.O., has to share with you.

Your training is broken up into five training phases. Phase I, will be the Orientation Phase. This will cover the orientation and general information necessary to ease you into your new role.

Phase II will be the California Law Enforcement Telecommunications System (CLETS) and Computer Aided Dispatch (CAD) Phase. Your C.T.O. will begin to teach you how to use our computer systems, create calls for service and enter, remove and query items/persons in the CLETS system.

Phase III will be the Call-Taking Phase. Your C.T.O. will begin to teach you how to properly screen and prioritize incoming calls for service. You will learn the correct use of the various codes and entry into the local computer system.

In Phase IV you will become the Radio Dispatcher, learning to dispatch, update, and complete calls for service. You will be the link between the law enforcement officers in the field and the citizens of San Rafael. During this Phase you will be responsible to make critical decisions that can affect the safety of many people. This can be a stressful, yet highly rewarding time for you.

Phase V will be your shadow phase. During this time you will be evaluated on your knowledge and ability to be an independent Dispatcher. You will be rated on your retention of all the information given during your training period. To complete this phase you must be able to assume the position of a working dispatcher on any assigned shift.

Keep in mind that the training program is designed to benefit you. The amount of knowledge you gain is directly proportionate to the amount of energy you put into the program. It is imperative that you report to work every day, alert and ready to learn. We are here to help you become a vital member of the communications team.

Each dispatcher will be responsible for maintaining the Communications Center in a neat and clean professional environment. They shall pick-up the console area at the end of their shift and leave the area clear for the on-coming personnel.

Eating and drinking in the Communications Center is permitted. However, dispatchers are cautioned to use care as spills can damage the radio console and computer keyboards.

Meal breaks are taken at the convenience of the operation or determined by the existing activity level within the Communications Center. Dispatchers are paid for their meal periods in their normal work shifts. When operations allow, dispatchers are permitted and encouraged to eat away from the console area and to take several breaks throughout their shift.

SAN RAFAEL POLICE DEPARTMENT MISSION/VISION/VALUE STATEMENTS

Mission Statement:

The San Rafael Police Department is engaged with our community to provide professional, fair, compassionate and dedicated law enforcement with integrity and   respect.

Vision Statement:

We are committed to working with and enhancing the quality of life for our residents and our local businesses in a problem solving partnership with our communities, our public safety partners, service groups and other city resources and individuals of San Rafael.

Value Statement:

"The San Rafael Way". We Value… Ethics, The Law, Diversity, Flexibility, Each Other, Partnerships, Performance, Our Community

PHASE

I

The term "Public Safety Dispatcher" perhaps more appropriately describes today's professional whose skills combine those of a radio dispatcher, telephone call-taker and computer specialist. The Communications Center is the central nervous system of any Law Enforcement Agency. Efficient communication is the most essential element of a professional organization. Without the trained staffing of a dedicated Communications Center, it is not possible to effectively provide emergency services for the public.

Protection of life and property is the primary responsibility of Emergency Service Agencies. The Communications Center is the clearing house for all information; receiving, prioritizing, and responding appropriately to everything that occurs. The goal is improve public safety by improving communication accuracy and decreasing response time. That goal very much involves you.

Our local in-house computer system affords all terminal users quick access to a multitude of computer listed files. One can view and/or print out a history of any incident in chronological order. What used to take hours of handwriting and typing now only takes minutes to enter, and the computer stores the data.

The term "call-taker" refers to the individual who receives the call from the reporting party and extracts enough information for the proper allocation of resources. The "dispatcher", by use of the radio, allocates departmental resources based on the information received from the Call-taker.

Your role in performing the communications function is the vital link between the public and the field units. It takes a special kind of person to be able to perform the jobs of call taking and dispatching accurately and responsibly. A cool head, good judgment, and the ability to do several things simultaneously are all essential skills for a good dispatcher. An understanding of human nature, a kindly and helpful attitude and a good sense of humor are important if an individual is to survive the stress.

Your job requires a positive attitude, allowing you to consistently function under pressure. It takes dexterity to operate the console. You need the ability to make quick decisions and take necessary actions in following through on a call. A prime requirement is the ability to quickly comprehend what is read or heard,

process that information, make quick and accurate decisions, and verbally relay that information in a clear and concise manner.

The telephone is the most available, and therefore the most important, means of access the citizen has of obtaining the services of a public safety department. It is the primary link between them and the help they need. The Call-taker and/or dispatcher is the voice of the law enforcement agency as far as the public is concerned; the link between someone who needs help and the public safety officers who can supply the assistance needed. The impression you make on each caller will determine the effectiveness of the officer.

The dispatcher training program is carefully planned and programmed in such a way that the new employee is exposed to a comprehensive training period.

This guide has been set up so that information is in small chapters, or phases, that coincide with the actual dispatch positions. This also means that several persons can become involved in your training without duplication or gaps, insuring standardization of the training procedures. It also provides a standard by which trainees can be measured as they progress through the program.

Remember, you hold the key to your success - be alert and assertive. Actively participate in the process. ***ASK QUESTIONS***.

It is *your responsibility*, as the trainee, to solicit further clarification from the trainer on any materials or procedures contained in this guide or given verbally during the training process of which you may not fully understand.

It is the responsibility of the trainee, while on duty, to possess and maintain this training manual at all times.

Your Training Officer is your direct supervisor and the first person you should contact for questions and direction. They have been specially chosen for their knowledge and experience.

Although your trainer has a responsibility to teach, *the ultimate responsibility to learn will be yours*. To be successful, you must make a commitment to learning that may seem uncommonly intense for the first few months. In an effort to limit distractions during this period you are asked to leave your personal cell phone in your drawer. Your friends and family are encouraged to telephone you on a regular business line if they need to contact you regarding any type of emergency. Of course, you may use your personal cell phone while you are on break.

The training program has been designed to maximize your exposure to the information, tasks, and equipment you will be expected to master. You will be trained on a one-to-one basis by your Training Officer. You will have adequate time to learn and develop the skills that you will need to perform proficiently. The mastery of specific tasks and information is to be completed in a set period of time, and show a steady and gradual demonstration of progress. Individuals learn at varying rates depending upon a number of variables such as past experience, and time spent outside of work studying materials.

San Rafael Police Department

The San Rafael Police Department has been in existence since 1855. In its current configuration, the Chief of Police directs a staff of sworn and non-sworn employees. Patrol is the largest division led by a Captain and includes the Traffic Unit, SWAT team, and Foot-beat. The Support Services Captain oversees Investigations which is comprised of one lieutenant, one sergeant and four detectives, one School Resource Officer, a one sergeant-two officer Directed Patrol Unit, Youth Services Counseling, Records, Property evidence, Dispatch, Permits, Personnel and Training.

We are continually building our Community Oriented Public Service strategy, which is the foundation for our department's direction and long-term goals. Our Patrol efforts fulfill the COPS strategy of every resident and business owner knowing their beat Officer and the beat Officer knowing his/her neighborhood. We have our officers involved in the Youth Programs of Camp Chance, a summer camp for at-risk middle school students.

The COPS philosophy of working with other agencies to resolve mutual nuisance problems has just been in use in the City of San Rafael since 1999. Focusing on housing and dangerous buildings initially, the Department has moved to incorporating COPS problem solving techniques to nuisance activities in public places, traffic mitigation, noise abatement and other quality of life concerns of the citizen of San Rafael.

- The San Rafael Police Department patrols an area of 22 square miles, consisting of 17 square miles of land, 5 square miles of water and tidelands, 176 miles of streets, 23,398 housing units, 26 educational facilities, and 19 parks equaling 141 acres.
- Our service population within the city limits is 58,363 residents and an estimated commerce/visiting population of 100,000+.
- The San Rafael Police Department has one police station located at 1400 Fifth Avenue, San Rafael, California. We also operate a substation at the Northgate Mall and Pickleweed Community Center. San Rafael is located 17 miles north of San Francisco along the U.S.101 freeway and is at the western termination point of Interstate 580.

Sworn members of the Police Department are empowered as peace officers and answerable to the public they serve for their rightful exercise of that power. Civilian personnel, while not having the same level of authority as sworn officers, are nonetheless, trusted public employees and shall conduct themselves in an exemplary manner at all times.

Chief

He/She plans, directs, and reviews the work of the office, formulates office policies, and maintains discipline among the employees of the office. He/She maintains and promotes good public relations with the citizens and with all other law enforcement agencies.

CAPTAINS

Administratively responsible for the work of the office within their respective areas.

LIEUTENANTS

Administratively responsible for the work of the office within their respective areas.

SERGEANTS

Responsible for the enforcement of the rules of the San Rafael Police Operations Directives and any special rules and regulations pertaining to their tours of duty.

CORPORALS

Work for the patrol sergeant and act as the OIC or officer in charge in the sergeant's absence.

OFFICERS

Assigned to duties and responsibilities in connection with patrol of areas, preliminary investigation of crimes and apprehension of law violators as well as other functions of the Police department that may be assigned by the shift

supervisor. Officers will also handle specialized investigation functions, training matters and any other duties as specified by the Chief.

CIVILIAN PERSONNEL

Employed throughout the department to perform a variety of functions as directed by the Chief. These include but are not limited to Chief assistant, evidence technicians, Records Clerks, Business office, and Dispatch.

The term "chain of command" denotes a general organizational structure that assigns responsibility and accountability to the levels within a multi-level organization. It allows for a predictable flow of information and insures that all layers are informed and participating in the decision making process.

All problems, complaints, and requests shall be handled in a timely fashion at the lowest level of supervision possible. Problems that cannot be handled on a person-to-person level must be referred to a supervisor. If it cannot be resolved by the first level of supervision; it can then progress upward through the chain.

Complaints, requests, or problems needing attention are directed up the chain of command for resolution, review and consideration.

As a dispatcher, your chain of command would be:

1. Communications Training Officer
2. Communications Supervisor/Lead Dispatcher
3. Administrative Lieutenant
4. Captain
5. Chief

The following pages have information you will need to function as a valued member of this team. They include geography, beat areas and information that will make you feel more comfortable in the law enforcement environment. This chapter is intended to be a resource for you in your on-going training and not a chapter of information to be memorized verbatim.

San Rafael is currently divided into 6 areas designated as "Beats" or areas of assignment. They are used for all reports to give some area differentiation for statistical research and to establish boundaries of an area where the "beat unit" is assigned to patrol and handle calls.

It is essential that you learn the beat boundaries, since calls are assigned to the units based upon this delineation.

LANDMARKS - BEAT 1

Sun Valley Market
San Rafael Police Department
Station 1
Boyd Park

LANDMARKS - BEAT 2

Starbucks
Transit Center
Ritter Center
St. Vincent's

LANDMARKS – BEAT 3

Pickleweed
Bellam Square
555 E Francisco
Motel 6

LANDMARKS – BEAT 4

Peacock Park
2 and I
San Rafael High
Montecito Plaza

LANDMARKS – BEAT 5

Terra Linda High
Northgate Mall
Kaiser
Scotty's Market

LANDMARKS – BEAT 6

Oleander Park
Contempo
Civic Center

Alpha Rank/Position Identifiers

Departments in Marin County use an "alpha" (letter from the alphabet) identifier to designate an employee's rank and/or position. Although there is some variance, they are generally basic throughout the county. San Rafael units begin with "3"

A	=	Administrator -Chiefs, Captains, Lieutenants e.g. 3A1, 3A2
C	=	Police Service Specialists and Security Officer e.g. 3C1
D	=	Dispatch e.g. 3D4
H	=	Ranger and Marine Officer e.g. 3H1
K	=	Corporals e.g. 3K4
L	=	Patrol e.g. 3L21
R	=	Records and Comm. Specialist e.g. 3R2
S	=	Civilian Supervisor/Youth Services Program Supervisor/Lead Dispatchers e.g. 3S1
T	=	Parking Enforcement Officer e.g. 3T1
U	=	Reserve Officer E.g. 3U20
W	=	Evidence Tech/Admin Asst/Admin Tech/Systems Manager/Management Analyst/Crime Analyst/Cadets/Permit Officer e.g. 3W2
X	=	Sergeant e.g. 3X10

Detectives

Officers are assigned to Investigations for a 1 ½-3 year rotation. There are Detectives assigned to crimes against persons, sex crimes, School Resource Officers, and Fraud/Burglary.

BOAT PATROL

We have 1 person designated to work the patrol boat. There is 1 position for an officer to work the boat on Sundays, and work Patrol 3 days of the week.

CANINE

We currently have two Canines. Ares: Handler is Byers
Faro: Handler is Diaz

S.C.U. (Street Crimes Unit)

Consists of 1 Sergeant and 2 officers. They focus on drugs, prostitutes and gangs in San Rafael.

TRAFFIC

We have 2 positions for Motor Officers that is overseen by a Sergeant.

HOSTAGE NEGOTIATORS – Consists of a Lieutenant, Team Leader, Assistant Team Leader, and 5 team members.

TACTICAL DISPATCH

Currently all of our full time Dispatchers are tactically trained.

RADIO CODES

In order to communicate the greatest amount of information in the least amount of radio time, law enforcement has developed codes. We have codes for the alphabet, codes for crimes and activities, and multiple abbreviations and acronyms that all must be learned to make sense of our daily operations. You are truly learning another language and don't be discouraged at the amount you have to learn. Some must be memorized, but just sitting and listening you will pick up much of it.

PHONETIC ALPHABET

The following Phonetic Alphabet is the standard for this county. This alphabet should be memorized and practiced daily until you are able to think in this alphabet without having to translate. A good method of practice is to say, phonetically, every license plate you see while driving, spell the name of everyone in your family, etc.

A	ADAM
B	BOY
C	CHARLES
D	DAVID
E	EDWARD
F	FRANK
G	GEORGE
H	HENRY
I	IDA
J	JOHN
K	KING
L	LINCOLN
M	MARY
N	NORA
O	OCEAN
P	PAUL
Q	QUEEN
R	ROBERT
S	SAM
T	TOM
U	UNION
V	VICTOR
W	WILLIAM
X	XRAY
Y	YELLOW
Z	ZEBRA

RADIO CODES

Always remember that if you cannot remember an exact code the best procedure is to use "Plain English" text for your transmission.

Code 1	At your convenience	Code 2	Urgent-no red lights and sirens
Code 3	Emergency-lights and sirens	Code 4	No further assistance
Code 5	Stakeout	Code 6	Check for warrants
Code 777	County wide roadblock	Code 6(M)ary	Misdemeanor want
Code 6(F)rank	Felony want	Code 6AD	Felony want-armed and dangerous
Code 7	Mealtime	Code 10	Bomb threat
Code 12	By yourself	Code 33	Emergency in Progress-do not transmit
Code 1000	Plane crash		
10-1	Receiving poorly	10-2	Receiving ok
10-3	Stop transmitting	10-4	Message received ok
10-5	Relay to	10-6	Busy
10-7	Out of service at:	10-7B	Out of service, personal
10-7OD	Off duty	10-8	In service
10-9	Repeat	10-10	Out of service at home
10-12	Visitors or officials present	10-13	Weather & Road conditions
10-14	Escort	10-15	Prisoner in custody
10-16	Pick up	10-17	Security check
10-18	Switch to secondary channel	10-19	Return or enroute station
10-20	Location	10-21	Telephone
10-21R	Phone Radio	10-22	Cancel
10-23	Standby	10-27	Driver's License
10-28	Registration	10-29	Stolen Query
10-31	Jumper (chp code)	10-33	Alarm sounding
10-34	Open door	10-36	Radio clear?
10-39	Status?	10-49	Proceed to:
10-50	Take a report	10-55	Coroners case
10-56	Suicide	10-56A	Suicide attempt
10-57	Firearms discharge	10-60	Unit in vicinity
10-65	Missing person	10-66	Suspicious person
10-70	Prowler	10-73	How do you receive?
10-74	Information	10-76	Enroute
10-86	Any traffic for:	10-87	Meet unit:
10-88	On duty	10-91	Stray animal
10-91B	Barking dog	10-97	Arrived on scene
10-98	Completed assignment	11-24	Abandoned vehicle
11-48	Transportation	11-54	Suspicious vehicle
11-79	Accident, ambulance enroute	11-80	Major injury accident
11-81	Minor injury accident	11-82	Non-injury accident
11-83	Accident, unknown injury	11-85	Tow request
11-96	Checking a vehicle	11-99	Officer needs assistance code 3

YOUR AGENCY MOU'S

This manual is the Memorandum of Understanding on the wages, hours and other terms and conditions of employment. This binder is located in Dispatch, labeled 'MOU'.

DEPARTMENT DIRECTIVES, GENERAL ORDERS AND PERFORMANCE STANDARDS

These manuals contain the policies and procedures established for this department. These written directives clearly define policy and provide standards with which personnel can make judgments. Violating a General Order can be punishable up to, and including, termination. You will be held responsible for knowing these orders as they apply to your position. The policies and directives can be found on the Police Department 'e page' under 'Directives' and 'Lexipol'.

CODE MANUALS

PENAL CODE

Even though many of our call types and radio codes are taken from the penal code, it is a reference and need not be "memorized". The penal code contains the definitions of, and penalties for, various crimes in the State of California. It also contains laws that establish Peace Officer's powers, jurisdiction and training.

VEHICLE CODE

This book is also for reference. It lists the definitions of, and the punishment for, various vehicle code violations in the State of California. The back of the book contains a list of all the codes, and identifies whether it is an infraction, misdemeanor or felony.

H&S – HEALTH AND SAFETY CODE (found in the penal code)

This is a body of laws that regulate food and drugs, including controlled substances.

B&P – BUSINESS AND PROFESSIONS CODE (found in the penal code)

These are the regulations and ethics of the business profession regarding truth in advertising, marketing and control of sales of certain substances. It also contains statutes concerning the sales of alcoholic beverages.

W&I – WELFARE AND INSTITUTIONS CODE (found in the penal code)

This book contains the regulations regarding the treatment of children or others are at unable to care for themselves. All juvenile criminal affairs are directed by this authority.

ADMINISTRATION CODE

This contains miscellaneous sections that include Fish and Game, Harbors and Navigation and other regulations.

RELEASE OF INFORMATION

Law enforcement agencies are bound by many different regulations regarding what can and cannot be released and to whom. There is a great deal of potential liability (not to mention many criminal misdemeanor sections) that make it against the law to violate these regulations.

Be certain that you understand all of the provisions of the procedures that follow. If you do not know whether or not a release is authorized - do not release the information and refer to your supervisor or the on duty watch commander.

Communications personnel shall treat the confidential nature of their duties with proper regard for the safeguarding of information to which they become cognizant of during the course of their employment. Such information shall not be imparted to anyone for whom it is not intended or who is not duly authorized to receive such information. This includes family members, friends, etc.

Communications personnel shall not divulge contents of any criminal record to persons other than San Rafael Police Department personnel or authorized law enforcement employees, nor use it for personal benefit.

Communications personnel shall not make any false reports or knowingly enter, or cause to enter in any official report, record, book, log or date center, any inaccurate, false, misleading or improper information.

Communications personnel shall not remove or cause to be removed from any official report, record, book, log or data center any information without proper authorization.

Communications personnel shall refer all inquiries on specific incidents to the Watch Commander.

Communications will not release any information regarding an incident without authorization from the Watch Commander or by prepared press release.

PHASE 2

PHASE

II

CLETS

As a dispatcher, you are the person who will be responsible for running the queries for the field officers for warrant checks, registration, stolen vehicle checks, property checks, and all of the other checks. You, as the telecommunications dispatcher, are the link between the officer, a subject or piece of property, and the computer data base that determines if a subject is to be arrested or a piece of property seized. You must be completely familiar and comfortable with all of the corresponding systems and databases. You must be fast yet accurate in your data taking, data input, and the ability to read and interpret the data you receive on the computer and return to the field units.

The California Law Enforcement Telecommunications System (CLETS) provides all law enforcement agencies with the capability of obtaining information directly from federal, state, and local computerized information files and databases. In addition, the system will provide fast and efficient point-to-point delivery of messages between agencies.

THE STATE SYSTEM

California's property, vehicle and want/warrant systems are set up and monitored by the California Department of Justice (DOJ). The data is entered by the agency holding the report and/or warrant. You must meet criteria to enter property, vehicles, or persons. Always confirm all of the information with the officer prior to an arrest or seizure (i.e. serial number, make, model, etc.) and you confirm with the agency that made the data entry that the entry is still accurate and valid.

FEDERAL SYSTEM

NCIC, the National Crime Information Center, is the federal system that we use to access out of state, or out of country property, vehicle and want/warrant systems that are of a significant nature to warrant being placed in the nationwide system. In order to place a warrant into NCIC the agency must be willing to extradite out of state from at least one other state. That would mean having a felony warrant, of a significant severity and bail amount to justify bringing a prisoner back from another state for trial.

MNEMONIC

CLETS has the ability of sending high speed, point-to-point messages between agencies. That means you, sitting at a terminal, can send a message to another operator sitting at another terminal by addressing that message to their specific mnemonic. A mnemonic is nothing more than the "address" of that terminal. Each agency in California has at least one mnemonic, a 4-digit, (alpha/numeric) identifier unique to that terminal that determines where your message is routed.

SAN RAFAEL'S MNEMONIC: SRP0

ORIGINATING AGENCY IDENTIFIER

The NCIC (National Crime Information Center) identifier, ORI (Originating Agency Identifier), is of the same nature as the mnemonic. Each agency within the United States is assigned an alpha/numeric identifier 7 digits long. All California agencies begin with "CA". The next three positions, the "021" portion, identifies it as San Rafael locations, and the last four positions of the identifier identify the specific agency or department within San Rafael.

SAN RAFAEL'S ORI CA0210900

AUTOMATED PROPERTY SYSTEM

APS is an on-line, automated, law enforcement database that contains records of serialized and non-serialized property classified as stolen, lost, found, held in evidence, under observation, pawned, bought, traded or consigned that has been entered by law enforcement agencies throughout California.

The California Department of Justice (DOJ), maintains the Automated Property System (APS), and the FBI's National Crime Information Center (NCIC) maintains the Article File.

California Penal Code section 11108 requires every law enforcement agency to enter all property reported as stolen, lost, found, or under any kind of observation into the appropriate automated data base. All records entered into the system must be based on a master case record maintained by the issuing agency and available at all times for confirmation.

When "hits" are received on property that you have queried for a unit, always be sure to confirm all information with that agency before the field unit takes any action.

WANTED PERSON SYSTEM

The Wanted Person system is a 24hr pointer system that allows law enforcement agencies to enter felony and misdemeanor arrest warrants into the WPS and the National Crime Information Center (NCIC).

The California Department of Justice (DOJ), maintains the Wanted Persons System (WPS), and the FBI's National Crime Information Center (NCIC) maintains the Wanted Person File.

A match made on WPS record does not, by itself, provide sufficient grounds to arrest a person. Failure to find a match on a person does not mean that subject is not wanted. All WPS records must be based on an arrest warrant and a master case record maintained by the issuing agency and available at all times for confirmation.

When you receive a possible match for a subject you have run, always be sure to confirm all of the information before the any law enforcement action is taken.

CRIMINAL HISTORY SYSTEM

The Criminal History System (CHS) contains Criminal Offender Record Information (CORI) and is maintained by DOJ. This information is provided to agencies on a right-to-know <u>and</u> need-to-know basis. California Penal Code section 11105 defines who may have access to this information. Criminal History is not to be used for licensing, employment, or certification purposes.

DOMESTIC VIOLENCE RESTRAINING ORDER SYSTEM

The restraining order system (DVROS) is a statewide database designed to store any/all information identifying persons named in restraining orders. The DVROS also allows reported violations of restraining orders to be added to the existing record in the DVROS.

The following orders are mandated for entry into the DVROS: Emergency Protective Order (EPO), Domestic Violence Temporary Restraining Order (TRO), Domestic Violence Order After Hearing (OAH), Juvenile Order (JUV), Criminal Protective Order (CPO), Temporary Workplace Harassment Order (TWH), Workplace Harassment Order (WHO), Temporary Civil Harassment Order (TCH), Civil Harassment Order, (CHO), and Out-of-State Domestic Violence Order (OOS).

All records entered into DVROS must be based on a master case record maintained by each agency. Each record must be backed up by a hard copy of the actual signed order. Restraining orders can be entered in DVROS whether served or unserved on subject. All records are kept active in DVROS until midnight of the date of expiration or until they are cancelled by the entering agency, whichever is first.

MISSING & UNIDENTIFIED PERSONS SYSTEM

There are two sources of missing or unidentified person's information, which are available through CLETS. DOJ maintains the Missing/Unidentified Persons System (MUPS) and NCIC maintain the Missing Persons File. All records contributed to MUPS must be based on a master case record maintained by the entering agency, and must be available at all times for confirmation by inquiring agencies.

Missing Persons- California Penal Code section 14210 requires all law enforcement agencies to immediately assist any person who is attempting to initiate a report of a missing person or runaway. Agencies should accept any

report of a missing person, including runaways, without delay. Agencies are required to enter a missing person record into MUPS even if the subject is located before the entry is made. In such a case, enter the record and the immediately clear the record.

Unidentified Persons- Entries may be made in Unidentified System for:
- Any unidentified deceased person.
- Any unidentified catastrophe victim.
- Body parts when a body has been dismembered.
- A living person of any age who is unable to ascertain his identity (amnesia victim, infant etc.).

All entries made into MUPS will be kept active indefinitely or until cancelled or removed by the entering agency or a locate has been placed by another agency. These entries are also automatically forwarded by DOJ to NCIC.

AUTOMATED FIREARM SYSTEM

The California Department of Justice (DOJ) maintains the Automated Firearms System, and the FBI maintains the NCIC's Gun File. California Penal Code section 11108 requires that every law enforcement agency enter all firearms reported as stolen, lost, found, recovered, or under observation into the appropriate automated database.

All records entered into AFS must contain supporting documentation for all data fields and must be based on a master case record actively maintained by the entering agency. This record must be available at all times for confirmation by inquiring agencies.

STOLEN VEHICLE SYSTEM / AUTOMATED BOAT SYSTEM

The mission of the Stolen Vehicle System (SVS) and the Automated Boat System (ABS) is to provide complete, accurate, and timely vehicle and vessel information to law enforcement agencies. The SVS/ABS is an on-line statewide database that maintains records that are of interest to law enforcement agencies. The databases contain records of stolen vehicles and vessels, stolen vehicle and vessel parts, stolen license plates, stolen airplanes, stolen construction and farm equipment, as well as vehicles or vessels that are repossessed, impounded, lost, stored, or associated with any missing persons.

California Penal Code 11108 and Vehicle Code 10500 require all law enforcement agencies to enter all serialized vehicles and vessels or vehicle and

vessel parts that are reported as stolen, lost, taken, or recovered and license plates which are reported as stolen as lost. Entry of a stolen vehicle or vessel record into SVS/ABS is required even if the vehicle or vessel is recovered before the entry is made.

All records entered into the system must contain supporting documentation for all data fields and be based on a master case record that must be available at all times for confirmation by inquiring agencies.

DEPARTMENT OF MOTOR VEHICLES

The California Department of Motor Vehicles (DMV) provides information through a computer interchange to DOJ and then to all authorized CLETS users. The DMV maintains various automated files that contain information for Driver Licenses, Identification cards, Vehicle Registration, Vessel Registration, Parking and Toll Evasion Citation information, Occupational Licensees, and the International Registration Plan. DMV maintains an on-line file Driver License and Identification Card Pictures for law enforcement agency use throughout the state through the CAL-Photo system.

SUPERVISED RELEASE FILE

The Supervised Release File (SRF) is an on-line tactile file, available through CLETS, that provides an index to records of active parolees, probationers, and other subjects that are of interest to law enforcement, mental health and other supervising government agencies. The SRF provides for a two-way communication link, which allows law enforcement officers to send information about an encounter with a subject to the agency that entered the record. This link is called a Contact Message. These messages provide the supervising agencies with automated notices of arrest resulting from daily comparisons of CII numbers of supervised subjects against California's Automated Criminal History System (ACHS).

The SRF contains records on individuals in the following record types:
- Arson Registrant
- Career Criminal
- CDC Parole
- CDC Parole
- County Probation
- Federal Probation
- Sex Registrant
- Violent Offender

All records contributed to the SRF must be backed by a master case record, which is maintained by the entering agency. The accuracy of records in the file is the responsibility of the entering agency.

CALPHOTO

The California Department of Justice (DOJ), in concert with law enforcement agencies throughout the state of California, provides direct access, through the Cal-Photo system, to law enforcement agency booking photos, and to the California Department of Motor Vehicles (DMV) Driver License and Identification Card images.

Access to the Cal-Photo system is on a "need-to-know _and_ right-to know"basis and may only be performed as part of an official law enforcement investigation. Cal-Photo provides a quick and easy means for visual identification on subjects of interest to public law enforcement agencies in California. Cal-Photo information is considered Criminal Offender Record Information (CORI) and is to be treated as confidential information.

Cal-Photo is a centralized index of images and personal data record information associated with booking photos, registration photos, and DMV images. These DMV images also include personal descriptors and licensing data along with thumb prints and the cardholder's signature. These images may be used for criminal investigation, photo line-ups, or other official reasons.

The United States legal system operates primarily in two areas, Civil Law and Criminal law.

Law enforcement agencies deal basically with the criminal aspects of the law, but there are gray areas where the two spheres of jurisdiction overlap. It sometimes takes attorneys and judges to decide the jurisdiction.

Questions that are related to legal issues, unless clear cut, should be referred to a Duty Sergeant. Legal advice and recommendations *"will not"* be made. Often referrals to attorneys, courts, or legal aid are all that the calling party may be soliciting.

Law enforcement agencies are charged with the responsibility to apprehend and arrest those individuals who break the law. They are the "hands" of the legal system and although agencies names may vary, the determining factor is that they must be sworn and primarily responsible for the suppression of crime and the apprehension of criminals.

Civil law deals with non-criminal legal proceedings such as marriage, divorce, adoption, custody, lawsuits, etc.

It is the responsibility of the law enforcement agency to determine if a crime did occur. However, it is the decision of the District Attorney's office and the courts whether or not to prosecute a case.

CRIMES

FELONY - A felony is a crime that is punishable with death or by imprisonment in the state prison. (See 17 PC)

MISDEMEANOR - A crime that is punishable, in the discretion of the court, by imprisonment in the state prison, or by fine up to $1,000.00 or imprisonment in the county jail. (See 17 PC)

INFRACTION - A minor offense that can be punished by fines. An infraction may be tried as a misdemeanor and may carry the same punishments.
(See 17 PC)

JUDICIAL AGENCIES

DISTRICT ATTORNEY'S OFFICE - This is the legal representative for the County and responsible for the presentation of the prosecution information in any criminal case. The actual responsibilities in San Rafael for all criminal prosecutions rest with the County District Attorney's Office. All matters that law enforcement agencies seek to pursue must be filed with the District Attorney's Office for review.

MUNICIPAL COURTS - This is the primary reviewing court and the court charged with dispensing justice in all matters of misdemeanors and minor offenses. The Municipal court presides over all preliminary hearings of felony cases before those cases are forwarded to the Superior Court. The Municipal Court presides over judgment, juries, and related matters. Any criminal filings made by the District Attorney's Office are first filed in the Municipal Court. Small Claims Court is a division of the Municipal Court.

SUPERIOR COURT - Handles all felony criminal filings that the Municipal Court reviewed and forwarded or "bound over" to the Superior Court. Superior Court also handles all appeals from the Municipal Court.

APPELATE COURT - Handles all appeals from the Superior Court.

STATE SUPREME COURT - This is the final step in appeal in the California Judicial System. The Supreme Court selects the cases that it wishes to review. Action is taken when there is an appeal based on the interpretation of a law or the application or regulation of a law.

DEPARTMENT OF CORRECTIONS - They are charged with housing and confining individuals sentenced to prison.

PROBATION DEPARTMENT - They are charged with making recommendations regarding sentencing of offenders, and supervise misdemeanor offenders who are not serving time in the county jail.

PHASE

III

COMMAND KEYS

To make life a little easier, a number of routine commands have been assigned to the function keys (F-1 – F-12) across the top of the keyboard.

- F1 – This is the help key.
- F3 – This function key brings up the screen to run a 10-27; driver's license check.
- F4 – Use this function key to bring up the 10-28; vehicle registration check.
- F5 – This key displays the Officer Initiated Incident screen
- F6 – This brings up the incident mask to create a new call for service
- F8 – Tap <F8> to bring up all the state queries
- F9 – CLETS inquiries, command line for entries, etc.
- F11 – This is the case review log for Supervisors.
- F12 – Brings cursor to the command line

Unit Commands	
Change unit status	U unit, new status, comment
Return to scene	U unit, RS, comment
Change status of multiple units	U unit1/unit2/unit3, new status, comment
Dispatch a unit	U unit, unit ID of an already assigned unit, comment
All on scene	U unit, OS, ALL (where OS is your code for on scene)
Clear a unit	U unit, clear code, dispo, comment
Clear all units and close incident	U unit ID of an assigned unit, ALL, dispo
Unit on duty	U unit, ON
Unit off duty	U unit, your code for off duty
Team sign on	U team
Free a unit	F unit
Reassign a unit	R unit, new incident number, additional units
Exchange units	X current unit, new unit
Change beat assignment	B, unit, beat beat beat
Incident Commands	
Display an incident	I incident number or assigned unit
Dispatch an incident	I incident number, unit
Add a comment to an incident	I incident number or assigned unit, comment
Cancel an incident	I incident number, disposition, comment
Traffic stop/Officer Initiated Incident	T unit, location, license state, color, make, model, comment
Assign a case number	C incident number or assigned unit, number of case numbers to assign
State Query Commands	
Vehicle query	E unit, V, license, state, license type, parameters
Driver's license query	E unit, D, driver's license, state, parameters
Wanted person query	E unit, N, last name, first and middle names, DOB, sex, parameters
	Use AV instead of V to add the vehicle to the incident
	Use AD or AN instead of D, N to add the DL/Person to the incident
	Parameters: DLO – Driver's License Only, DNA- Do Not Attach to inc
	RP- Run Person, RV- Run Vehicle. Use a space for Multiple parameters
Firearm query	E unit, G, serial #, last name, first name, DOB
Property query	E unit, P, serial #, article code, last name, first name, DOB
Other Commands	
Send a message	M destination, message
Display next message	D
Person look up	N name
Case display	K case number
Phone list	P
Activity log	L unit (or blank), comment – or blank for the Log Screen
Address/Location history	A location, apt, city
Reset unit or all timed out unit timers	Z unit (or all),# of minutes
Ready reference	Y three character ready reference ID

CREATING AN INCIDENT

- **Location** – Three types of address are recognized: specific address, which includes a house number; intersection in which streets are separated by a slash (/); and a place name.

- **Call Types**:

1033U	Alarm unknown type
1054	Investigate possible dead body
1055	Coroners case
1056	Suicide
1056A	Suicide attempt
1070	Prowler
1124	Abandoned vehicle
1155	Vacation house check
1179	Injury accident w/ambulance enroute
1180	Accident/major injury
1181	Accident/minor injury
1182	Accident/no injury
1182CNTR	Non-injury accident counter report
1183	Accident unknown injury
1196	Out with a vehicle
1199	Officer needs help
1DAYABC	1 day alcohol permit
20001	Hit & run w/injury
20001RT	Hit & run report/injury
20002	Hit & run/no injury
20002RT	Hit & run report/no injury
207IP	Kidnapping in progress
207JO	Kidnapping just occurred
207RT	Kidnapping report
211IP	Robbery in progress
211JO	Robbery just occurred
211RT	Robbery report
211SA	Alarm/silent robbery
215JO	Carjacking just occurred

215RT	Carjacking report
23103	Reckless driver
242JO	Battery just occurred
242RT	Battery report
243IP	Sexual battery in progress
243JO	Sexual battery just occurred
243RT	Sexual battery report
245IP	Assault w/deadly weapon in progress
245JO	Assault w/deadly weapon just occurred
245RT	Assault with deadly weapon report
261JO	Rape/includes attempts/just occurred
261RT	Rape/includes attempts/report
273IP	Domestic violence in progress
273JO	Domestic violence just occurred
273RT	Domestic violence report
2800	Pursuit/vehicle or foot
288JO	Lewd conduct just occurred
288RT	Lewd conduct report
290RT	Registrant report
30RLS	30 day impound release
314IP	Indecent exposure in progress
314JO	Indecent exposure just occurred
314RT	Indecent exposure report
415B	Barking dog complaint
415C	Civil standby/keep the peace
415F	Family disturbance
415J	Juvenile disturbance
415N	Noise disturbance
415P	Physical disturbance/fight
415U	Unwanted subject
415V	Verbal argument
417IP	Brandishing in progress
417JO	Brandishing just occurred
417RT	Brandishing report
459AA	Audible alarm
459IP	Burglary in progress

459JO	Burglary just occurred
459RT	Burglary report
459SA	Silent alarm
45RLS	Jail release notification
470JO	Forgery/fraud just occurred
470RT	Forgery/fraud report
484IC	Thefts in custody/cooperative
484JO	Thefts/all kinds/just occurred
484RT	Thefts/all types/report
484UN	Theft/all kinds/in custody uncooperative
496RT	Possession of stolen property report
5150	Subject danger to self or others
537JO	Defrauding an innkeeper just occurred
537RT	Defrauding an innkeeper report
594IP	Vandalism in progress
594JO	Vandalism just occurred
594RT	Vandalism report
602L	Trespassing/loitering complaint
602RT	Trespassing/loitering report
647B	Possible prostitution activity
647F	Drunk subject
653M	Annoying/harassing phone calls report
777	County roadblock
851IP	Stolen vehicle in progress
851JO	Stolen vehicle just occurred
851RT	Stolen vehicle report
904RT	Arson report
911HU	911 hang up
ACCIDENT	Accident documentation only
ADV	Advice request
AED	AED medical response
ALPR	Automated license plate reader
AMBER	Amber alert broadcast
ANML	Animal problem
AOA	Assist outside agency
APB	All-points bulletin

APXRT	**APS cross report**
ASUBP	**Attempt subpoena service**
ATC	**Attempt to contact**
AUD CAR	**Car alarm or horn sounding**
AVOID	**Avoid check point**
BEATFO	**Beat project follow up**
BLALERT	**Blue Alert**
BOAT	**Duties performed by Mission City**
BOL	**Be on the lookout**
BOMB	**Bomb threat**
BPROJECT	**Beat Project**
BPVIO	**B & P violation**
CAIP	**Child abuse in progress**
CAJO	**Child abuse just occurred**
CART	**Child abuse report**
CELL	**Cellular phone incident**
CIVIL	**Civil issue**
CK POINT	**DUI checkpoint**
COPS	**Community oriented policing**
CPX IR	**CPS cross report Immediate response requested**
CPXRT	**CPS cross report**
CUSTODY	**Child custody**
DEMO	**Demonstration**
DRNKR	**Complaint of subject(s) drinking**
DRUGS	**Drug activity observed**
DUI	**Drunk driver**
ELDR	**Elder abuse report**
EMBZ	**Embezzlement report**
EPO	**Emergency protective order**
EPOIP	**EPO violation in progress**
EPOJO	**EPO violation just occurred**
ERROR	**Issued in error**
FIRE	**Fire or Arson just occurred/in progress**
FIRE INF	**Information from Fire (PD not needed)**
FIREWORK	**Fireworks**
FLAGDWN	**Flag down**

FOSU	Follow up/supplement
GANG	Gang contact/report
GRAFFITI	Graffiti on private or public property
HARRT	Harassment report
HEAR	Citation/tow hearing
HSRT	H & S violation report
HZMT	Haz Mat incident
IDRT	Identity theft report
IMPD	Impounded vehicle
INFO	Information only
INSPECT	Business inspection
INVEST	Investigations Special Activity
JBC	Juvenile beyond control
JUVRT	Juvenile report
LOG	Items to be logged for Patrol Information
MAILOUT	Counter report mailed
MED	Medical aid
MISC	Miscellaneous service
MP	Missing person report
MUNI	Muni code violation
NARCO	Narcotics report
OWS	Out with subject
PANAA	Panic alarm/audible
PANSA	Panic alarm/silent
PHAND	Panhandler
PICASSO	Picasso operation
PKB	Parking complaint/blocking
PKC	Parking complaint
PLANE	Plane crash
PLATE	Lost/stolen plates
PMP	Priority missing person/adult/juv unable to care for self
PP82	Accident/private property
PPTOW	Private property tow
PRIVATE	Secure information. Non public
PROBSRH	Probation search/home visit

PROP	**Property/ lost or found**
QLIFE	**Quality of life enforcement**
RDRAGE	**Road rage**
REDLIGHT	**Red light camera**
REG	**Registrants/all types**
REPO	**Repo'd vehicle**
RETMP	**Returned missing person**
RJRT	**Runaway juvenile report**
RV851	**Recovered stolen vehicle**
SCJO	**Suspicious circumstance just occurred**
SCRT	**Suspicious circumstance report**
SDOWN	**Subject down**
SEARCH	**Searches & search warrants**
SHOTF	**Shots fired**
SILVER	**Silver alert**
SKATE	**Skateboarders**
SLPR	**Sleeper**
SOLICIT	**Solicitor**
SPJO	**Suspicious person just occurred**
SPKG	**Suspicious package**
SPKR REQ	**Speaker request**
SQRLS	**San Quentin release**
SSI	**Distribute SSI check**
STEP	**STEP GRANT**
STORM	**Storm related/flood**
SUBPS	**Subpoena service**
SVJO	**Suspicious vehicle just occurred**
TASER	**Taser use report**
TCOMPL	**Traffic complaint for traffic Sgt Review**
TEST	**Test incident**
THR	**Threats report**

THRJO	Threats just occurred
THZD	Traffic hazard
TKTSO	Ticket sign off
TOW	Towed vehicle
TRAFF	Traffic complaint
TRAILER	Radar Trailer deployment
TRCNTR	Transit center operation
TRO	Temporary restraining order/inc doc of violation
TROIP	Violation restraining order in progress
TROJO	Violation of restraining order just occurred
TRUAN	Truancy report
TSTOP	Traffic stop
UNKN	Unknown type of problem
UNSEC	Unsecure premise
VCRT	Vehicle code violation
VHAB	Living in vehicle
VSIGN	Verify posted signs
WE911	Wireless 911 call received
WEAPON	Weapons violation
WEBRT	Online web based report
WELCK	Welfare check
WIRES	Wires down
WRNT	Warrant service
WRNTA	Attempt warrant service
XAMBER	Amber alert cancelled
XAPB	All-points bulletin cancelled
XBOL	Cancel be on the look out
XPATROL	Extra patrol request

- **Priority** – Although priority has been filled in from the call type table, you may revise the value as needed. The only effect priority has in general operation is the order in which the incident is listed on the status display.

- **RP Name** – is for the name of the reporting party. Always do last name, first name

- **RP Phone** – caller phone number. Only put the area code if it is outside 415

- **RP Address** – the address the reporting party lives at.

- **Description** – The description region allows for a virtually unlimited amount of narrative text. Always type in Uppercase.

- **Vehicle field** – This is where you would put vehicle information. License plate/state, color, make, model, year.

- **Area** – The area will automatically populate. The area/zones are what you go off of to determine which beat the call belongs to. If the area comes up "0", then it is not San Rafael's jurisdiction.

- **Beat** – In most cases, the beat will not automatically populate. You will have to type the beat in yourself by looking at the beat structure sheet located throughout dispatch.

INCIDENT TIMES
- Received – The time the operator picks up the receiver to answer a 911 call.

- Created – Creation time is when the new incident is committed to the database and an incident number is assigned. The operator's logon ID and position are also recorded.

- Dispatched – Noted when the first unit is dispatched.

- Enroute – Noted when the first unit records enroute status.

- Arrived – The time the first unit arrived on scene.

- Cleared – The time the last unit clears or is freed from the assignment.

CALL DISPOSITIONS

22	Cancelled		HN	Handled	
AB	Abated		IN	Information	
AG	Advice Given		OA	Referred to outside agency	
AO	Alarm-weather related		OB	Off the bulletin	
AP	Impound veh release		RT	Report taken	
AX	Alarm- cancelled by alarm company		SR	No response due to service reduction	
CI	Citation written		UN	Unfounded	
DN	Impound vehicle release		UT	Unable to locate	
EX	Call created in error		WA	Warrant served	
FA	False alarm		WB	Referred to Web	
FI	Field interview card filed		WN	Warned	
FU	Follow up/Supp taken		XX	No response per supervisor	
GO	Gone on arrival				

UNIT STATUS

10-8	In service		Enrt	Enroute
OFF	Off duty-signs user off the board		1019	Enroute to the office
MEAL	Code 7-meal time		JAIL	At the jail
10-7R	Out of service Report writing		CD4	No further assistance
FUP	Follow up		107Y	Out of service at the yard
OFC	Office		1060	Unit in vicinity
10-97	Arrived onscene			

TELEPHONE OPERATIONS

The vital goal and specialized support role of the Public Safety Dispatcher dictates the need for highly dedicated and self-motivated persons to be assigned to this key function. Professional demeanor and a strong personal desire to provide effective service must be the primary job goals of the men and women who provide the critical communications link between the needs of the community and the resources of the law enforcement agency.

The job requirements of the call-taker are challenging. There is an expectation that a high standard of proficiency be achieved, as knowledge gained through training, on-going experience, and natural abilities all come together to enhance overall performance. As the required level of proficiency is attained, you will earn the confidence of co-workers, officers, and supervisors. They are aware of the contribution you make to their respective duties, the departments image, and public safety.

As a call-taker handling incoming calls for service, it is your responsibility to screen these calls in order of priority and importance. It is also your responsibility to convey a positive image of the department and your position by displaying a courteous and professional demeanor during all telephone contacts. To obtain accurate and complete information, proper questioning and listening techniques must be utilized at all times.

<u>The objective of your telephone training is:</u>

- The ability to speak in a voice that is clear, easily understood, and authoritative
- The ability to deal courteously with the public under any circumstances
- The ability to take control and direct the flow of the conversation
- A knowledge and understanding of call screening and prioritization
- A recognition of the importance of information verification
- A knowledge of logistical questions to ask, in the proper sequence
- The importance of keeping others in the room, and supervisors, appraised
- Knowledge of 911 technology

911 LINES

The State of California, like many other states, has adopted the 911 emergency phone system to expedite emergency police, fire and medical assistance to those who most urgently need it. This emergency telephone system enables the Public Safety Answering Point (PSAP) to immediately identify the telephone number and address of the calling party. 911 calls can be answered at all four positions in the Communications Center. Each position is independently supported by Automatic Number Identification (ANI), and Automatic Location Identification (ALI) systems.

The 9-1-1 phone lines are to be answered within three rings by state law; however we at the San Rafael Police Department pride ourselves on answering on the first ring whenever possible. The appropriate way to answer 9-1-1 is by saying, *"9-1-1, what is your emergency"*. If the caller says that his call is not an emergency, and you confirm through a short conversation that it is not urgent enough to continue the conversation, it is recommended that you ask the caller to call back on our non-emergency business line.

When the call is fire department or paramedic related, you should always tell the caller that you will connect them directly to the fire department and that they should stay on the line to talk to the fire department. If the incident sounds like it is also a police related matter (an injury accident, an arson fire), create a call for service with the information you have obtained but DISCONNECT while the caller is speaking to the Fire/Medical dispatcher. The fire/Medical dispatchers have said they have a difficult time hearing the callers when a 3rd party is on the phone. They will call to update you with the information needed. When you transfer a call to another agency, be sure to identify yourself and advise them it is a transfer.

Be sure to verify what is showing on the positron screen is accurate. If the person has recently moved, the address may not be correct.

The 911 information screen is comprised of the following components;

     a.   The ANI (Automatic Number Identification) displays the number calling the 911 system.
     b.   The ALI (Automatic Location Identification) displays the address the call is coming from.

VOICE QUALITY

See yourself as others hear you. Have you ever stopped to wonder how you would sound if you could call yourself? You would find that your speech has four important characteristics:

1. cheerfulness
2. distinctness
3. volume
4. speed

Every telephone call must be answered with a pleasant voice, never a harsh or gruff voice that might be intended to impress someone or is a leftover from a previous difficult phone call. It is not a sign of weakness to be empathetic or polite. Be attentive to the caller and attempt to determine from the caller's tone of voice the urgency of the call. Keep the length of all incoming calls short. Be polite, but discourage the marathon conversation. They may have a wealth of information to give you, but only a small portion of the information is pertinent to the call.

Speak clearly. Enunciate your words. If you mumble and have to repeat yourself, you will waste valuable time.

Voice level should be of adequate volume, but don't shout. If you speak too softly you will have to repeat yourself and this will waste time. If you speak too loudly, you may offend the caller and give the appearance of being rude or impatient.

Project an air of authority and knowledge. This is called command presence. . Make positive and accurate statements. If you give the impression that you know you are correct, the caller will accept your authority and expertise. If you seem hesitant and unsure, the caller will question your abilities.

PROFESSIONALISM AND COURTESY

PUBLIC RELATIONS - Do you realize that you are one of the top public relations people in the department? When someone calls, you ARE the Police Department. If you appear cheerful, knowledgeable and interested, their attitude toward the department will generally be a good one.

IDENTIFY YOURSELF - In the interests of professionalism and saving time, tell the caller immediately, "San Rafael 911" or "9-1-1 Emergency" or "San Rafael Police", depending upon which line you have answered. The caller should never have to ask which agency or office they have reached.

ANSWER QUICKLY - No one likes to be kept waiting, especially on the phone. Make a real effort to answer every call before the second ring. That incoming call that you have kept waiting could well be a life in danger. Every second counts. Remember, an emergency call could come in on any phone line. Also, a person who was kept on hold too long could have had a pleasant attitude to begin with but is now irate and difficult to handle.

LEGAL JARGON - Utilize plain, everyday language with the public. They don't understand legal jargon or radio codes. Never attempt to educate the public in law enforcement terminology. For example, don't waste time by explaining the legal difference between a robbery and a burglary. They don't care, and you may have alienated a person who only wants to report an incident.

PERSONAL CONDUCT - Remember, you are always on tape. Develop good telephone habits. You should be dignified without sounding aloof, friendly without becoming familiar, and sincerely interested in the caller.

You must be careful, at all times, not to do or say anything that may be construed as disparaging of any race, creed, or class of people. If the caller is making disparaging remarks about an ethnic group, ignore it. Don't fall into the trap of becoming argumentative or defensive, even if you are personally offended.

Be businesslike at all times, but use your sense of humor when it is appropriate. It can help the caller get through a trying time and will certainly leave you feeling better. People respond to a smile in the voice and it will help them feel that you are genuinely interested in their problem. Avoid unprofessional expressions. Would you be embarrassed to have a call listened to by your supervisor, or how about in court?

COMMUNICATIONS BARRIERS

You will be frequently dealing with emotional persons. When a caller requests assistance from a law enforcement agency, an element of emotion, in greater or lesser degree, is always present. You will eventually develop your own style, but you must become proficient in communicating properly and effectively with callers who are:

TALKING TOO FAST - When excited, most people speak far more rapidly than they do in normal situations. They may talk with such speed that words run together and comprehension of what they are saying becomes difficult. You probably can't type as fast as they are talking. Always use a calm, confident sounding voice. Be compassionate, but not personal. Explain to them what is taking place (i.e. prioritizing of the call), how the officers will be handling the call (i.e. searching the area first before making contact, etc.). Avoid unnecessary questions about "details" of the crime. If time allows, explain why it is necessary for you to ask the questions you are asking. THE QUESTIONS ARE IMPORTANT. Your choice of words and phrases can inflame or calm a situation. Help them realize that you and the responding officers will help them.

HOSTILE - Hostility is contagious. Treat hostility with courtesy, it is also contagious. With uncooperative or evasive callers, a greater attempt must be made to control the conversation. If they are yelling, do not yell back. Speak in a very soft voice and they will normally quiet down in order to hear you. Never place your personal and professional reputation in jeopardy by responding to profanity with profanity of your own, regardless of provocation.

ANGRY - Realize that most callers who are angry are not angry with you and have a genuine reason, at least to them, to be angry. Be sympathetic. Sometimes a good ear is all they need to dissipate the anger and become a good reporting party.

HYSTERICAL - Calm the hysterical caller. It is the only way you can get the information you need. Explain the need for them to calm down and assist them in doing so. Suggest a couple of deep, slow breaths before they attempt to talk.

INTOXICATED - Don't assume that because a caller is intoxicated that you have an excuse for being rude or discourteous. Do not hang up on a drunken caller before evaluating his or her request. This may be the time that service is truly necessary. If, after questioning, it is determined or suspected that the caller is inebriated, be sure to include that information when advising the officer. Some individuals with speech impediments or with diabetes sound as if they have been drinking.

MENTALLY UNSTABLE - Mentally unbalanced callers are the most difficult type of caller. Listen to what is being said, and determine if the caller can keep one train of thought. Evaluate these calls carefully. Chronic callers can, and do, make bona fide calls for service. Be sure to include your suspicions in the call. Be careful with the wording of your comments, "Possible 5150" is acceptable.

LIMITED ENGLISH SKILLS - The situation with a foreign born citizen may have to be more thoroughly probed to secure the necessary information. Specifically, the barrier is the difficulty to say in words what a situation is because of unfamiliarity, or lack of knowledge, of words necessary to effectively communicate. Make a concerted effort. If possible, at least get a call back number. There are several translation resources available.

CHILDREN - Extract as much information as possible. Treat the calls from children very seriously. Don't assume that the child is simply playing on the phone. And remember; children are very suggestible. For example, if they are describing a car and you ask for a color, they may hesitate trying to remember and find the language to describe it. If you say, "Was it red?", then all of a sudden they may agree it was red just because you are the authority figure. Calls from children just take more time.

EVASIVE CALLERS - The reasons for callers to withhold information or give false information are as varied as the callers. Be aware that the person may be a suspect who will attempt to report a crime as a victim in order to cover a crime they have committed. Callers may be in a situation that is civil in nature; however they hope that the officers' presence will threaten the other party. The Reporting Party will embellish the story in order to get a unit to respond. A caller may have a valid complaint, yet is trying to get the units to respond more quickly by embellishing.

"I DON'T WANT TO BE INVOLVED" - A Reporting Party may wish to remain anonymous by either refusing all information pertaining to their name, address and phone number, or by giving you that information and requesting that we not contact them, release the information to the offender or include that information in a report. The violator may be a friend and/or neighbor of the reporting party and the reporting party may not want the offender prosecuted. Most often the primary concern is that peace and tranquility be restored without undue and unnecessary legal proceedings that could ultimately create additional hostility and/or future police problems. In many instances, disclosure of the Reporting Party's identity could lead to further complications and retaliation by the offender. If the Reporting Party requests anonymity and does not wish to be

contacted by the officers, that should be noted in the call. You may assure the reporting party that the personal information they give you regarding their name, address and phone number will not be disclosed to the persons who are creating a problem if the reporting party does not wish it disclosed. In most instances this will assist you in obtaining the proper reporting party information.

COMPLAINTS AGAINST OFFICERS - In the event a communications employee receives a complaint from the public regarding an officer, transfer the caller to the Watch Commander. If the Watch Commander is unavailable, take a message and make sure he/she receives it. Don't get into the complaint and don't take sides.

COMPLAINTS AGAINST A DISPATCHER - In this event, transfer the call to the Communications Supervisor or the Leads. Again, **don't get into the event and don't take sides**. If you feel you are going to have someone complain about you, notify the Communications Supervisor or Lead immediately. It is much easier to have a rational conversation with a person making a complaint when the Communications Supervisor or Lead is briefed as to the events.

CALLS FOR HOME PHONE NUMBERS OF LAW ENFORCEMENT PERSONNEL
You will not give to anyone outside of current department personnel, the home address or phone number of any sworn officer or non-sworn civilian. **THERE ARE NO EXCEPTIONS.** Make sure you know to whom you are speaking and that they are entitled to the information. If a person who is not a member of this department indicates that an emergency exists, offer to take the name and phone number of the calling party and make the emergency call to the employee yourself.

CONTROL THE CONVERSATION

In order to ascertain the urgency of the problem and assist in prioritizing calls, the Call-taker must take control of the conversation. After the initial exchange and you sense the need of the calling party, cut off superfluous wordage by leading the call into meaningful context by asking questions. Be courteous, but firm. If it appears the person calling does not have the complete information, or is getting information from someone nearby, ask to talk to the most knowledgeable party.

Remember that you may only have seconds to abstract critical information for the citizen's welfare and officer safety. The caller may only have a few seconds to talk. The right questions must be asked first.

Callers will panic or become irate or hang up if you do not appear organized in questioning or confident in your work. How far can a suspect run or drive within the time it takes you to process the call? The dispatcher must have the information as quickly as possible to properly deploy sufficient units. Officers must be armed with as much pertinent information as possible prior to arrival. Other citizens attempting to report emergencies may have to wait while you are wasting time with a citizen who is rambling or until you take control of the conversation to obtain the necessary information.

Once the Reporting Party has made the decision to call, found a phone and dialed the correct number, he/she must still explain the situation to you. The caller usually knows what they want to report, but they rarely know how to report it. Particularly in emergency situations, people may be under such stress that they have difficulty communicating quickly and clearly.

For this reason, the Call-taker must take control of the conversation in a courteous, yet businesslike and professional manner and ask these direct questions.

WHERE (did the incident occur)

This may be the only information you get from the caller. Remember jurisdictional boundaries. Do not spend your time taking a call that belongs to another agency; always check for jurisdiction.

WHAT (type of incident)

You need to know this immediately to properly prioritize incoming calls.

WHEN (did the incident occur)

The time element greatly impacts the priority of the call. Ascertain quickly if the crime is in progress, just occurred, or has a longer time element. From the above information you should be able to determine if this is a high priority (emergency/hot call/urgent), a secondary priority, or a routine (cold call).

PHONE NUMBER/ADDRESS OF RP

This information is important if you need to call back for update information.

WHO IS INVOLVED

When an officer is responding to a high priority call, you will check for prior events and DL status of persons involved in the incident. This is very important for officer safety.

WEAPONS

Are there any weapons involved? If so, what type of weapons? Who has the weapons? Weapons can be considered several different items, not just firearms.

QUESTIONING AND LISTENING

SPECIAL QUESTIONS FOR SPECIAL CALLS

By carefully questioning and listening, the Call-taker should be able to clearly identify the critical from the non-critical call for service. Once this has been established, there are specific questions and information that should be obtained, other than the WHO, WHAT, WHERE and WHEN. Let the questions become second nature to you. If you learn good basic skills, in an emergency your instincts will kick in and you will handle the call the same way as a routine call, only faster.

TRANSFERRING A CALL

Only transfer calls when necessary. None of us likes the proverbial "run around". In time you will become proficient in answering many questions, but you will never be able to handle them all. When it is necessary to transfer, tell the caller what you are going to do. Make sure the transfer is to the proper person! Never give the caller misinformation and never guess. Rather, refer them to the proper party even if it means transferring the call. If requested information is not immediately available, obtain the name and number and return the call yourself. You can learn a lot of information in this manner.

PUTTING A CALL ON HOLD

Offer patience and tolerance. Regardless of how busy you are, the caller should never be treated with impatience. Explain when it is necessary to put any caller on hold, such as "Hold on please, I have another line ringing". Remember the information already provided and don't make the caller start over each time you come back on the line. If you see a call on hold and you are available, offer to take over the call and explain to the caller that you will help them as the other Call-taker is in the middle of an urgent call. Don't be afraid to ask for help from others in the room when you either become overburdened with calls or if you have left lines on hold and are in the middle of an involved, potentially lengthy phone conversation. A caller should never be put on hold while you are on a personal call, unless it is to terminate that personal call.

TERMINATING A CALL

Often a "Thank you for calling" will go a long way towards building a rapport that would not otherwise exist. Check with yourself before terminating the call. Do you understand what the caller is reporting? What does the caller expect? Is that expectation in accordance with departmental policy? Does the caller understand what the departmental response will be? Do you clearly know where the incident is taking place?

GIVING ADVICE

Never tell the caller what they should do. You may offer resources or options but don't make the decision for them. You could be held liable if the action turns out to be wrong. Don't give the caller the opportunity to say, "The Police Department told me to do it".

San Rafael Police
CALLS FOR SERVICE THAT QUALIFY FOR ON-LINE REPORTING
Available at: www.srpd.org

Online Reporting Types

1. Identity theft

Definition	Identity theft is a crime in which an imposter obtains key pieces of personal information, such as Social Security or driver's license numbers, in order to impersonate someone else. The information can be used to obtain credit, merchandise, and services in the name of the victim, or to provide the thief with false credentials.
Examples	Someone adopts your identity using stolen personal information and then uses this to either open new accounts (credit card) or obtain services (cell phone services). It can also be when someone uses stolen personal information (your debit card number) to gain access to existing accounts.

2. Lost Property
3. Theft
4. Vandalism
5. Vehicle Burglary

PHASE

IV

RADIO CONSOLE

The radio has the capability of transmitting or receiving numerous channels. Each frequency has a specific purpose.

RADIO CHANNELS

SRP	**San Rafael Police Primary**
SRP3	**San Rafael Police Emergency default channel for Emergency traffic**
SRP4	**San Rafael Police secondary channel**
SRT1	**Marin Agencies SWAT channel**
SR CMD	**Police-Fire-DPW communications channel**
911	**Everyone with a MERA radio can use this (Veterans hall, Busses, if Officers have an emergency they can turn the dial on radio and 911 is the very end). ANY COMM CENTER CAN RESPOND**
PD CLL	
BLUE CMD	**Marin Agencies priority traffic**
BLU2/6/7/8/9	**Primarily used when more than 1 Marin Agency is Working a detail; all agencies go to channel to Communicate**
PD APB	**MCSO broadcast's APB's on this channel**

GETTING STARTED

Practicing proper day to day radio procedures will tend to make emergency radio procedures automatic and reduce confusion. All communications, regardless of nature, should be restricted to the minimum practical transmission time.

To be truthful, there is no perfect way to dispatch a call. Dispatching is more an art than a science. Each department, and certainly each dispatcher, has a way to dispatch a call that may be very different from another person or department. If you are a brand new dispatcher, follow "exactly" the manner in which your Training Officer is teaching you while you are in training. That will make for a lot less conflict during a very stressful time. Then, when you are on your own, listen to the speech patterns and phraseology of other dispatchers. If there is a way that someone dispatches that you think sounds better, try it. If you like it, keep it. If it doesn't feel comfortable, go back to the original way you were taught. If you are not a new dispatcher, only new to San Rafael Police Department, listen to the way calls are being dispatched. Make every effort to mesh what you have been doing with the current practice here. You may or may not have a better way, usually only a different way. The primary goal is getting the information to the officers in a timely manner. They are used to hearing information in a certain rhythm. Breaking that rhythm may disrupt the speedy flow of information and negate your whole dispatch. Be flexible. Clearly, no manual of policies could ever cover all of the possible circumstances that a dispatcher will be faced with in the realm of the operational realities. Your response must be within departmental guidelines, and must be logical, reasonable and prudent.

SPEECH CONTROL

VOLUME - When dispatching, speak in a normal tone of voice and at a normal volume. Speaking too loudly will distort your voice. If officers are having a difficult time hearing you, don't get louder; try dropping the tone of your voice. Speak distinctly and clearly. Learn to control your breathing so you do not run out of breath in mid-transmission. This will reduce repeat transmissions.

SPEED / RATE - Never sacrifice accuracy for speed. No call is so important or urgent that you can afford to do it wrong. It is always faster to take your time and do it right, rather than doing it again.

EMOTION - Make your voice as emotionless as possible on the air regardless of the situation, but don't sound bored or disinterested. Emotion tends to distort your voice and render it unintelligible. Don't let anger or impatience show in your voice. Don't laugh on the radio, a smile can be heard and be just as effective.

PERSONALITY - Be impersonal on the air. Refrain from using names of the person receiving the message or the term "I" when referring to yourself. Use the term "partner" to designate someone else in the room, i.e. my partner took that information.

LONG TRANSMISSIONS - Any lengthy transmission should be broken in intervals to allow others access to the frequency. Pausing and saying "break" during a long transmission lets the receiving unit know there is more information to follow. It also allows another unit to transmit emergency traffic.

Think before you speak. Read the call completely and formulate your broadcast into proper codes, phrases and sequences.

Remember not to clip transmissions by speaking too soon after the mike is keyed or by letting the foot pedal up too soon. There is a short delay built into the system.

PAUSE - When dispatching, call the officer or officers and give them a chance to answer. It is a matter of simple radio courtesy that you will want, and expect, to be reciprocated.

KNOWLEDGE & EXPERIENCE - Get to know the voices of the officers on your shift. It also helps you gauge the amount of stress in the voice and not be misled by officers who have stressful speech patterns. You can feel the stress in a voice and respond more appropriately to what is occurring by feeling what is being said rather than hearing what is being said. For example, you may not know specifically what an officer is saying, but by the stress level alone you know that he needs help. You can feel the stress in the voice and respond units based on that.

REPONSE - Make sure each of the units dispatched answer or acknowledge the information provided. This can be tricky when you are sending 2 or more units to one call. Don't assume they heard you and are responding just because you sent them.

VERBIAGE - Use clear, simple terms and avoid the more "colorful" language. For example;

Use	Don't Use
Unable	Can't
Affirmative	Yes
Negative	No
Assaulting	Beating Up
Pending	Brewing

Do not confuse "affirmative" and "10-4". "10-4" means you heard and understood. You are simply acknowledging the transmission. If you want to say "yes", say "affirmative". Another good word is "clarify". If you heard the officer but do not understand the request or information, don't have the officer "10-9". That only means he will repeat what he already said. However, if you ask the officer to "clarify" the last transmission, he will then understand to rephrase.

OFFICER SAFETY

Officer safety cannot be stressed enough. It is imperative that you know what your officers are doing and constantly maintain a status check for officers who may be out of service for an inordinate amount of time. Use common sense. If an officer is on a high-risk type of call, have in mind a backup and even a second back up. Once a call has been dispatched, you cannot just dismiss it from your mind. You must keep alert to any additional information, a second call at the same location, etc.

As a dispatcher, your main responsibility is to ensure the safety of the citizens and officers. It is imperative that you are aware of the activity of the field officers at all times. You are the lifeline between the officer and the help they may need. Keep their status clear in your mind. You will be responsible for all procedures and policies that relate to the Communications Division and the safety of the officers. This is an exciting and challenging profession, but one that must be taken seriously. Enjoy your work, but always be aware and alert.

STATUS - Be sure you know the true status of a two-officer unit. The unit may contain two officers, but one may be in training or a new reserve and not considered, for officer safety, a fully qualified officer.

2 PERSON CALLS - Know when to send two units or a two-officer unit to a call. Consider the type of call, time of day or night, amount of traffic, weather, amount of other radio traffic, etc.

BACK UP - Know who to send as a back-up. Know where your units are at all times. The whole trick of keeping ahead of requests is to keep track of the units and know who is busy and who is available. When an officer requests a backup, decide who is the closest available unit, and send that unit. In one transmission send the second unit and also advise the location where he is requested to respond.

<u>ALWAYS DISPATCH CALLS ON THE RADIO.</u>

Trainee:	Explained or demonstrated by Trainer	Acknowledged by Trainee (that they received the materials or instructions on item)	Ability or knowledge demonstrated by Trainee
	Date/Trainer initials	*Date/Trainee initials*	*Date/Trainer initials*
USERNAMES/PASSWORDS			
Trainee was given RiMS password			
Trainee was given CALPHOTO login/password			
Trainee was given CLEW login/password			
Trainee was given ALPR username/password			
Trainee was given CSAR username/password			
Trainee was given Telestaff username/password			
Trainee was given EJUS login/password			
Trainee was given the username/password for VPI			
Trainee was given a Nixel password.			
EQUIPMENT			
Trainee was shown how to properly use VPI			
Trainee was shown the 911 switch for Fairfax PD; explained when to use it and how it works			
Trainee was shown how to log onto Vesta at each console			
Trainee was shown how to reset mobile RiMS			
Trainee was shown how to do a CLETS line reset			
Trainee was shown the DPW binder and explained how to use it			

Trainee:	Explained or demonstrated by Trainer *Date/Trainer initials*	Acknowledged by Trainee (that they received the materials or instructions on item) *Date/Trainee initials*	Ability or knowledge demonstrated by Trainee *Date/Trainer initials*
EQUIPMENT CONT.			
Trainee was shown how to use the TTY on Vesta			
Trainee was shown how to use the application(s) for the Bait car & how the bait car works			
Trainee was shown how to print out and where to put TRAK flyers.			
Trainee was shown how to use Nixel			
Trainee was shown how to request a TENS activation. *CTO-"E" page; communications; TENS*			
Trainee was shown how to log onto the bank tracker system & shown how to use it			
Trainee was explained why RiMS is to always be logged on to the computer next to console 2 (For scheduled incidents)			
PROCEDURES			
Trainee was shown how to send a quick page			
Sick Leave. If you are sick, call in to Dispatch *at the earliest opportunity*.			
Trainee was shown the A.P.B./B.O.L. binder			
Trainee was shown how to look up policies on Lexipol The K-9 mutual aid policy was explained to the trainee (when SRPD calls another agency)-*CTO, you will find this on "e" page under communications; mutual aid SO policy*			

Trainee:	Explained or demonstrated by Trainer Date/Trainer initials	Acknowledged by Trainee (that they received the materials or instructions on item) Date/Trainee initials	Ability or knowledge demonstrated by Trainee Date/Trainer initials
PROCEDURES CONT.			
The SRPD K-9 mutual aid policy was explained to the trainee (when another agency is requesting an SRPD K-9) *CTO- you will find this on the "e" page under communications; K9 dispatch procedures*			
CALL TAKING			
Trainee was shown how to build an A.P.B./B.O.L.			
Trainee was told what ANI/ALI stands for			
Trainee was shown the difference between non-emergency and emergency language line			
The policy on how to handle wireless 911 calls was explained to the Trainee			
Trainee was shown how to get subscriber information on a cell phone			
Trainee was shown how to properly use the 'Manual Request' button on Vesta.			
Trainee was shown where to log the 'Manual Request'.			
RADIO			
Trainee was taught how to broadcast an A.P.B./B.O.L.			
Trainee was shown how to patch radio channels			
Trainee was shown how the emergency button is used, how to talk to officers, and how to clear it.			
Trainee was shown the 777 binder & San Rafael's 777 locations			

Trainee was explained what "ROLL CALL" means.			

Trainee:	Explained or demonstrated by Trainer *Date/Trainer initials*	Acknowledged by Trainee (that they received the materials or instructions on item) *Date/Trainee initials*	Ability or knowledge demonstrated by Trainee *Date/Trainer initials*
MISC.			
Trainee was shown how to log a 911 error report			
Trainee was shown where to find the on call lists on the E page			
Trainee was shown how to find out who is on call by using the 'Emergency Call Out' binder			
Trainee was shown where to find forms needed for restocking. (Forms room)			
If you think of more things, add in the empty boxes below			