PUBLIC SAFETY DISPATCHER TRAINING

Welcome

Welcome to the Cloverdale Police Department's 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 this department. You will be the first contact many citizens have with the Police Department. It will be vital to good public relations that you project an image of professionalism and competence. You will be amazed at the vast amount of knowledge your training officer has to share with you.

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 everyday, alert and ready to learn. We are here to help you become a vital member of our communications team.

ABOUT THE CITY OF CLOVERDALE

Incorporated in 1872, Cloverdale covers 2.7 miles with a population of approximately 11,032 (5 mile radius). The city is located in the northern portion of Sonoma County, 80 miles north of San Francisco, along the Russian River on U.S. 101. Cloverdale is within minutes of fishing, camping, picnicking, hunting, swimming and boating. Cloverdale has a City Manager/City Council form of government with a five member council.

INTRODUCTION

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 goal for a dispatcher is improved public safety. We accomplish this by increasing communication accuracy and decreasing response time. You are an important step in attaining that goal.

Welcome to the world of Computer Aided Dispatch (CAD). If you have not previously used a CAD system, you will be introduced to the most modern method of public safety dispatching. It may appear intimidating at first however it is very user friendly. The CAD system gives all terminal users quick access to a myriad of computer files. You can view/print the history of an incident in chronological order. What used to take hours of handwriting and typing now only takes seconds to notate and store the data.

The term "call-taker" refers to the individual who receives the call from the reporting party and extracts enough information for the allocation of resources. The "dispatcher", by use of the radio allocates resources predicated on the information received from the call taker. At Cloverdale Police department both of these functions are handled by one person, **you**.

Your role in communications is the vital link between the public and the police. It takes a special kind of person to be able to handle these tasks accurately and responsibly. Your job requires a positive attitude allowing you to work under pressure. It takes dexterity to operate the console. You need the ability to make quick decisions and take necessary actions to follow through on a call. You need to quickly comprehend what is read or heard, process the information, make accurate decisions and verbally relay the information in a clear concise manner. The telephone is the most available and most important means of access for the citizen to services of the police department. When you pick up the telephone you will meet someone and engage in a conversation as important as face to face contact. You are the voice of the police department. The link between the person needing help and the officer's giving the help that is needed. As a member of the communications team you will be providing vital support functions, work towards goals of the department and provide efficient law enforcement services to the citizens of Cloverdale. Upon accepting the responsibilities of this position, you will experience a level of personal satisfaction and achievement seldom encountered in a routine work environment. You have the right, and should take pride in a job well done.

PERFORMANCE STANDARDS

Performance standards are an important aspect of the training process. Your overall evaluation as a communications dispatcher will contain multiple skills and a standard of performance for those skills. These standards are vital to the effective and efficient operation of the police department.

PERFORMANCE: The trainee is able to express her/himself clearly, both verbally and in writing. They show initiative and retain information. They have the ability to adapt to new situations and make sound decisions, even under stress. The trainee is able to receive and transmit information via the radio in a clear and professional manner.

INTERPERSONAL SKILLS: The trainee is courteous, understanding, and patient in their contacts with others. They tactfully control conversations. They are positive and cooperative, with respect shown to the public as well as their co-workers.

JOB SKILLS: The trainee uses the policies, knowledge and information presented with applied common sense. They know how and where to access information from written references. The trainee utilizes references independently and has good working knowledge of the communications equipment.

JOB READINESS: The trainee reports for work promptly. They maintain health and minimize sick time usage. They accept responsibility to perform and complete the duties assigned and are available for overtime or extra shifts when necessary. The trainee has the willingness to accept all work assigned and perform the menial as well as more challenging functions.

ORIENTATION   TRN   CTO   DATE

A. <u>TOUR OF POLICE DEPARTMENT</u>   ____   ____   _____

   1. Explanation of each section's responsibility

   2. Authorized entry

         A. Police Department

         B. Dispatch Center

         c. City Hall

   3. Parking for employees

   4. Introduction to fellow employees

B. <u>EQUIPMENT INVENTORY</u>

   1. Policy Manual (online Lexipol)

   2. Training manual/hand-outs

   3. Locker – issue key

   4. Door Code

   5. Uniform/badge and name tag

   6. Business cards

   7. Employee identification card

C. <u>WORK CONDITIONS</u>

   1. Hours of work/shift selection

   2. Work assignments (vary with shift)

   3. Time sheets/paydays

   4. Salary steps/probationary period

   5. Schools/Training

   6. Sick leave/Comp time

   7. Cloverdale Dispatcher's Assn/M.O.U.'s

   8. Lunch and coffee breaks

   9. Personal telephone calls

   10. Personnel forms/polices

   11. Overtime policy and requirements

   12. Chain of command

   13. Vacation time-off/sign up

   14. On duty injury (immediately report to your supervisor)

D. <u>Introduction to Dispatch Center</u>   1.
Electronic Scheduling Board/Dispatch paper copies

    2. Telephone system/voice mail

    3. 9-1-1 system

    4. Intercom/Cell monitoring

    5. Camera Systems

    6. Files & supplies (old case files before electronic)

    7. Repeater Alarm

    8. Crossing Guards

    9. Emergency/business contact (RIMS)

    10. CAD/RIMS/CJIS/CLETS/Windows computers

    11. DVR & Monitor

    12. Key box

    13. Receipt box/Money bag

    14. CLETS validation files

    15. 911 Error Log (fax to county 911 coordinator)

    16. Ambulance Alert Tablet & Bells Active 911

    17. APB'S (All Points Bulletin's)

    18. Fax Machine/Copier/printer

    19. Supply cabinet/Squad Room/booking room

    20. Bike Licenses

    21. Dog Releases

    22. Mail-outgoing/incoming

    23. Correspondence File – Toshiba Scan Docs

DEPARTMENT POSITIONS

A. POLICE CHIEF

B. Lieutenant

C. Police Sergeants

D. Technical Services Manager/Records Supervisor

E. Police Officers

F. Public Safety Dispatcher/Records Clerk

G. Community Service Officer

H. Reserve Police Officers

I. Crossing Guards

Fire Department

    A. Fire Chief

    B. Firefighter/Battalion Chief

    C. Firefighter(s)-Full Time/Volunteers

Ambulance Personnel

    Director/Paramedic-Tom Hinrichs

    Paramedics-

    E.M.T.'s

City Hall

    A. City Council

    B. Council Members

        1. Mayor -

        2. Vice Mayor –

        3. Council Members

    C. City Manager –

    D. Asst. City Manager/Personnel –

    E. City Clerk –

    F. Utilities/Front Desk-

    G. Finance Manager -

    H. Planning/Risk Management –

    I. Human Resources –

    J. Accounts Payable/Receivable –

City Facilities/Services

    A. Public Works - explain on-call/procedures & flip chart

    B. City bus/Sonoma County Transit Bus

    C. Animal control - ACO/CSO - Animal Hospital of Cloverdale

    D. Airport - 220 Airport Blvd (aka Chrome Iron Rd)

    E. Corporation Yard - 700 Asti Road

    F. Water treatment plant - 490 E 1st Street -

    G. Wastewater Treatment Plant, 700 Asti Rd, -

    H. Library - 401 N. Cloverdale Blvd.

    I. Cloverdale Historical Museum

Other Locations
1. Citrus Fair-
2. Boys & Girls Club -
3. Veteran's Bldg-City Pool -
4. City Park -

Pertinent Locations
1. Schools
   A. Cloverdale High School
   B. Washington School (middle)
   C. Jefferson School (elementary)
   D. Johanna Echols Hansen (J.E.H.) Eagle Creek & Head start preschool
   E. Seventh Day Adventist School
2. Bars
   A. Dante
   B. Railroad Station
   C. Ruth McGowan's Brew Pub
   D. La Hacienda
3. Mobile Home Parks
   A. Cloverdale R.V. Park - 127 Railroad Avenue
   B. Seven Palms - 42 Cherry Creek Road
   C. Brairwood - 920 S Cloverdale Blvd.
4. Hospitals
   A. Healdsburg General Hospital
   B. Ukiah Valley Medical Center-Ukiah
   C. Sutter Hospital - Santa Rosa
   D. Memorial Hospital - Santa Rosa
   E. Kaiser Hospital - Santa Rosa
   F. Sonoma County Mental Health (formerly: Oakcrest/Norton)

Introduction to City layout
   A. City boundaries
   B. City street names
   C. Fire/Ambulance boundaries

Personnel Regulations

    A. Personal Conduct

        1. Offensive mannerism-gestures unacceptable

        2. Voice and word usage

        3. Alcohol and drugs prohibited

        4. User name/password to Policy Manual/Copy on CPD Intranet

    B. Public Relations

        1. Personal grooming and appearance

        2. Courtesy

    C. Civilian Complaints

    D. Confidentiality

    E. Press Releases

    F. Ride-a-long Program

Responsibilities of Dispatcher

    A. Attend squad meetings

    B. Direct calls to appropriate agencies

    C. Pass on all appropriate information

    D. Prioritize

    E. Notify/Keep supervisor informed of serious crimes - See Policy Manual Section 358.1

    F. Dispatch unit(s) to scene/send appropriate back-up

    G. Follow procedure for employees calling in sick

    H. Keep supplies in dispatch center replenished

    I. Keep dispatch area clean

CLOVERDALE POLICE DEPARTMENT PHONE NUMBERS

BUSINESS LINE 894-2150

EMERGENCY LINE 894-2525

_____

RESOURCES

The Policy Manual contains the department expectations in handling certain matters. The procedures in this book will impact your day to day duties. You will be responsible for knowing these orders as they apply to your job.

MAPS AND MAP BOOKS

Become familiar with the city map and the city's jurisdiction. There is also a Thomas Guide and a Cloverdale Fire Protection District Street Index binder available for finding locations inside/outside the cities limits. There is also a map in RIMS/CAD.

CLETS/NCIC OPERATING MANUAL

These reference manuals list the necessary codes to access these systems, with an explanation of what information is available to you.

PENAL CODE

Even though many of our call types and radio codes are taken from the penal code, it is for reference and need not be memorized. The penal code contains the definitions of, and penalties for, various crimes in the state of California. You will become familiar with a great deal of the information as your training progresses.

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

MISCELLANEOUS

There are numerous binders in the dispatch center for your reference. Be sure and take your time and know what and where they are. Your training officer will show them to you. It is your responsibility to use them.

CALL TAKING PROCEDURES

	TRN	CTO	DATE
Use of the telephone	____	____	____

      A. Use normal voice

            1. Remain calm, polite and friendly

            (our agency is judged by your voice)

            2. Be tactful/sympathetic

            3. Be alert for what is being said, and **especially** for

            what is not being said

            4. Do not use technical terms or police slang

      B. Receiving the call

            1. Answer promptly

            (R/p or victim may only have a chance to let the phone ring once)

            2. Use appropriate greeting and identification

            (Cloverdale Police Department, Dispatcher _____)

            3. Do not abuse the "HOLD" button

            4. Treat every call as an important call (It may be routine to you, however

            to the caller it may be the most important/frightening call they ever made.

            They will remember how they were treated by dispatch.)

            5. Be tactful when refusing service (If possible, refer to appropriate agency.

            6. Do not make promises that you cannot keep (do not promise response times)

      C. Clarity Information

            1. Get cross street and or nearest landmark

            2. Repeat/verify information given to you

            3. Classify information (know your codes and elements of a crime)

            4. Prioritize calls

            5. Controlling the situation

                  a. For critical in progress calls <u>keep the r/p on the phone</u> until units arrive,

                  <u>unless</u> there is danger to the caller. Advise units of changes/updates

            6. Obtain accurate and complete descriptions

            7. Controlling the caller

                  a. Let them know they are important

                  b. Be firm

                  c. Repeat question until answered

            8. Transferring calls

D. Tracing a call

        1. Phone Company

        2. Cross directory/internet

2. Types of calls

    A. 911 calls/TDD calls

    B. Fire emergency calls

    C. Routine business calls

    D. Low priority calls

    E. Public Works/PG&E Calls

    F. Hostile reporting parties

    G. Animal Control calls

    3. Information needed from callers

      A. Name and address of reporting party

      B. Telephone number reporting party is calling from

      C. Location

         1. Cross Street/Landmarks/property identifiers

         2. Upstairs/downstairs; front/back

         3. Color of building

    D. What occurred

    E. Time element

    F. Direction of travel

4. Telephone messages

    A. Procedure for delivering/routing messages and voicemail

    B. Advising officers of telephone messages

    C. Inter-department transfer of calls (screen callers)

         1. Get the name of the caller (ask spelling if you are not sure)

         2. Ascertain reason for the call

TELEPHONE OPERATIONS

The vital and specialized support role of the dispatcher dictates the need for highly dedicated and self-motivated persons to perform this function. Professional demeanor and a strong personal desire to provide effective service are the primary goal of those providing the critical communications link to the citizens of Cloverdale. The job requirements of the call taker are exacting. There is an expectation for high standards and proficiency to be gained through your training, on-going experience and natural abilities. As you strive for and reach this level of proficiency, you will earn the confidence of your co-workers, officers and supervisors.

As a dispatcher handling incoming calls for service it is your responsibility to screen the calls in order of priority and importance. You are also required to convey a positive image of the department and your position, by displaying a courteous and professional manner at all times. You must obtain accurate information by using proper questioning and listening techniques.

PUBLIC RELATIONS

When someone calls, and you answer, you represent Cloverdale Police Department. When you appear cheerful, knowledgeable and interested, their attitude of the department is positive, they know you care.

CALLS REQUESTING HOME PHONE NUMBERS FOR POLICE PERSONNEL

You will **NOT** give to anyone outside of police 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 to relay the information provided.

TELECOMMUNICATIONS   TRN   CTO   DATE

                                                                        ____   ____   ____

CLETS- California Law Enforcement Telecommunications System

CJIS   - Criminal Justice Information System

DMV   - Department of Motor Vehicles

NCIC   - National Crime Information Center

NLETS- National Law Enforcement Telecommunications System

LEDS   - Oregon Law Enforcement Data System

1. TELETYPE IN-DEPTH

> A. System Overview - CJIS
>
>> 1. DMV - Department of Motor Vehicles
>>
>> 2. WPS - Wanted Persons System
>>
>> 3. AFS - Automated Firearms System
>>
>> 4. APS - Automated Property System
>>
>> 5. CARPOS - California Restraining and Protective Order System
>>
>> 6. MPS - Missing Persons System
>>
>> 7. UPS - Unidentified Persons System
>>
>> 8. SRF - Supervised Release File
>>
>> 9. CSAR - Sex and Arson Registration System
>>
>> 10. SVS - Stolen Vehicle System
>>
>> 11. ABS - Automated Boat System
>>
>> 12. CHS - Criminal History System
>
> B. System Overview - DMV
>
>> 1. AMIS - Automated Management Information System
>>
>>> a. 10-27 and 10-28 by number
>>
>> 2. ANI - Automated Name Index
>>
>>> a. 10-27 and 10-28 by name
>>
>> 3. MVS - Mnemonic for Administrative Message
>>
>> 4. Interpret print/read outs
>
> C. System Overview - NCIC

California runs each database one at a time and gives you a response for each database. NCIC gives you all database responses together. You need to look at the responses carefully as the warrants will be mixed in with other database hits.

These are the databases accessed in NCIC when you run someone everywhere through RIMS.

1. WANTED PERSONS

2. PROTECTION ORDER

3. CONVICTED SEXUAL OFFENDER REGISTRY

4. SUPERVISED RELEASE

5. FOREIGN FUGITIVE

6. UNIDENTIFIED PERSONS

7. MISSING PERSONS

8. IDENTITY THEFT

9. VIOLENT GANG AND TERRORIST ORGANIZATION

10. IMMIGRATION VIOLATOR

11. US SECRET SERVICE PROTECTIVE ORDER

Other files include:

Article File, Boat File, Deported Felon File, Gun File. III (Interstate Identification Index), Image File,　　　License Plate File, ORI File, Other Transactions File, Securities File, Vehicle File, Vehicle/Boat Part File

D. System Overview LEDS

1. Vehicle Registration

2. Boat Registration

3. Driver License

4. Stolen Vehicle

5. Wanted Persons

2. SYSTEM FUNCTIONS

A. Inquiry

B. Entry

C. Cancel

D. Modify/Update

3. ADMINISTRATIVE MESSAGES

A. BOLO's

B. Messages to other agencies

C. Soundex

D. Manual Raps

5. C.O.R.I. - CRIMINAL OFFENDER RECORD INFORMATION

A. Criminal History

B. Security Clearance - **RIGHT TO KNOW/NEED TO KNOW**

REMEDIAL   TRN   CTO   DATE

                                                           ___   ___   ____

1. PRACTICAL APPLICATION OF WEEKS 1 - 3

    A. Assist trainee with items not signed off

    B. Review trainee's progress with handouts given in the first week

2. QUIZ

    A. End of fourth week, quiz trainee on knowledge of codes and city layout

3. HANDOUTS FOR REMAINING CHAPTERS

    A. Information needed:

        The five "W"s

            1. Where

            2. What

            3. When

            4. Who

            5. Weapons   -Why - if applicable

        Vehicle - CYMBOL

            1. Direction of travel

            2. Color

            3. Year

            4. Make

            5. Body style

            6. Other identifying marks

            7. License plate number/state

        Suspect(s)

            1. Direction of travel

            2. Color

            3. Sex

            4. Age

            5. Height/weight/build

            6. Hair/eye color

            7. Noticeable peculiarities (i.e. walks with limp or front teeth missing)

            8. Visible clothing (i.e. top to bottom/inside to outer)

            9. Cross Street (if unfamiliar with the area)

            10. Call back number and name for the r/p

    B. Commonly used abbreviations (handout)

AMBULANCE/FIRE   TRN   CTO   DATE

                                                     ____ ____ _____

1. Ambulance

      Type of calls

      A. Code 1 Calls

            1. At your convenience

            2. Routine transport

      B. Code 2 Calls

            1. Urgent - no lights or sirens

            2. Request by officer/sergeant

            3. Doctor request

      C. Code 3 Calls

            1. Emergency - use lights and sirens

            2. Notify Cal Fire - Fire Department responds to all code 3 calls

            3. Notify patrol/sergeants (they may need to assist)

            4. Get Helicopter response, if needed. (Redcom)

      Questions to ask:

            1. What is the emergency?

            2. Where is the emergency - **NEVER** assume the address on the screen is the location of the emergency

            3. Is the patient conscious?

            4. Is the patient breathing?

            5. Is the patient bleeding?

            6. Who is the patient: approximate age, sex, (medical history, if applicable)?

      Other Procedures:

            1. Always get callback number

            2. If an apartment building be sure to get the unit number

            3. Get the important information as quickly as you can

            4. Take control of the call

            5. Keep the caller calm

Other Information:

1. Ambulance Schedule
2. Mutual Aid
3. Procedure for dispatching other ALS units when medic 45 is on a call
   a. Call Redcom (ask for an ALS unit to respond and give location)
   b. Tone out for B-46 (ask Cal Fire to tone out as well)
4. If injury is a result of vehicle accident or crime outside of city limits, you must notify CHP/SCSO or Mendocino County agency (Howard Forest, SO, CHP)
5. If possible crime scene, have ambulance stage until law enforcement arrives
6. CDC precautions
7. Code Blue
8. Explain toning out procedures (tone out Medic 45 again, if not en route in 7 minutes
9. Ambulance Channel -

2. FIRE

Get Information and Notify Agencies

1. Where is the fire, determine jurisdiction
2. What type of fire (structure, grass, vehicle etc?)
3. Transfer call to appropriate agency
4. Determine if Medic 45 is needed (any injuries?)
5. Notify patrol/sergeants (they may need to assist/traffic control)

Other Information Terms/Definitions

1. CFD - Cloverdale Fire Department
2. CAL FIRE - California Department of Forestry and Fire Protection
3. IC - Incident Commander
4. LZ - Landing Zone
5. Howard Forest - Mendocino Fire

Control burns/illegal burns

1. Burn permits are required
2. Confirm with Cal Fire, is it a burn day?

CHAPTER 6

WARRANTS - CWI/NCIC   TRN   CTO   DATE

                                                            ___   ___   _____

1. WARRANTS - Local and out of county

    A. CWI - County Warrant Information

    B. NCIC

    C. Out of County via teletype

    D. Juvenile Warrants

2. CONFIRMATION

    A. Active local warrant

    B. Out of County

    C. NCIC

3. ABSTRACTS

    A. Printing abstract for local warrants

      (make copy of abstract for our file)

    B. Out of county warrants

      (make copy of abstract-teletype for our file)

4. TELETYPES

    A. Disposition of warrant

        1. bailed/jail/cited to appear

    B. Out of county warrants

        1. place a locate on the subject

        2. send admin message with disposition of warrant, Bailed/Jail/Cited to appear

5. WARRANT WORKSHEETS received by mail

6. PROCESSING BAIL BONDS

    1. Bonds from Bail bond companies

    2. Receipt

    3. Letter to court with Bail Bond

CAD - COMPUTER AIDED DISPATCH   TRN   CTO   DATE

____   ____   ____

1. Computer orientation - getting started

    A. Basic computer functions: log on, desktop, mouse, keyboard, and security

    B. Accessing CAD - RIMS

    C. Screen layout

    D. Dispatch basics

    E. RIMS mapping system

2. Selecting events

    A. Selecting events

    B. Modifying events

    C. Updating events

    D. Display events

3. Querying events

    A. Chronology

    B. Messaging and scratch pad

    C. Unit functions

    D. Case numbers

    E. Unit status changes

    F. Methods of dispatching units, i.e. command line, mouse

    G. Dispatcher inquiries

    H. Updating units

    I.   Unit properties

4. Agency specific operations

    A. Fire operations

    B. EMS operations

    C. Law enforcement operations

    D. Broadcasts

    E. Rotational services

5. Customizing units/event list and mapping utilities

    A. Customize unit and event lists

    B. Map routing, symbols and fences

    C. Road closure

    D. Map view windowing

    E. View control

6. Special functions/supervisor commands

CHAPTER 8

DISPATCHING/RADIO   TRN   CTO   DATE

                                                       ____   ____   ____

1. Introduction to dispatching calls

    A. Officer Identification (call sign)

        1. Location (where)

        2. Type of call (what)

        3. Time element (when)

        4. Miscellaneous information

            a. suspect description

            b. suspect vehicle description

            c. direction of travel

            d. weapons

    B. When to keep the caller on the line. An R/p on the line is like a unit on scene; they can update you as to what is happening and advise of any changes prior to our officer's arrival.

2. Duties and responsibilities of a dispatcher

    A. Officer's safety

        1. We are their link to the department

        2. No call is a routine call, there is potential danger on all calls and traffic stops

        3. DO NOT ACKNOWLEDGE radio traffic unless message is understood

        4. Safety checks and status checks

    B. FCC Rules and regulations

        1. No obscene language

        2. No personal messages

        3. Station identification (hourly/when broadcasting)

    C. Prioritizing calls

        1. Emergency

        2. Urgent

        3. Non-urgent

        4. Delay

    D. All points bulletins

        1. Felonies/officer safety

        2. Format (how and when to broadcast)

        3. BOLO

4. Cancellations

3. Practical dispatching procedures

    A. When to send back-up unit(s)

        1. Domestic violence

        2. Alarm calls

        3. Any type of physical violence

        4. When weapons are involved

        5. Prowler

        6. Dispatcher must use discretion, always think officer safety

    B. Traffic stops/vehicle checks

        1. Check for wanted/stolen

        2. Registration information

        3. Always check officer's status

        4. Be aware, never leave the radio

    C. Traffic accidents

        1. Injury

        2. Non-injury

        3. Private property

        4. Hit & run

        5. Accidents involving a patrol car

            a. Notify supervisor immediately (if none on duty call the "on-call")

            b. Procedure for notifying CHP

    D. Drunk driving

        1. Vehicle description

        2. Time element

        3. Direction of travel

    E. Disturbance calls

        1. Noise/music

        2. Domestic/family argue

            a. EPO's

            b. TRO's

        3. Neighbor issues/parties

        4. Construction equipment

        5. Dog barking

        6. Unwanted guest/patron

        7. Civil

            a. landlord/tenant

b. Child custody/visitation

8. Fight

    a. Location

    b. Verbal/physical

    c. Number of persons/sex of persons involved

    d. Weapons

    e. Reporting party information

F. Emergency calls

1. Officer requests back-up unit/assist

2. Homicide

3. Robbery

4. Burglary (In-progress)

5. Rape

6. Prowler (10-70)

    a. seen/heard only

    b. inside/outside

    c. time element

    d. does r/p know prowler?

    e. keep r/p on the phone until officer advises he is making contact with the r/p

    f. inquire about dogs (inside/outside)

7. Silent/audible alarm calls

    a. business/bank alarms

    b. location of alarm activation

    c. Rep responding? Notify representative

    d. Get rep information - ETA and description of vehicle

8. Medical assist/ambulance request

9. Occupied stolen vehicles/vehicles with wanted suspects

    a. Advise officer 10-36 before giving information

    b. Advise officer in code, not clear text

    c. Send back-up

    d. Notify supervisor

    e. Immediately confirm stolen with ORI

10. Hostage situation

    a. dispatch officers

    b. notify supervisor (supervisor will advise from that point on)

    c. keep the caller on the phone

11. Pursuits - Foot/Vehicle
   a. direction of travel
   b. broadcast "ECHO" procedure
      **ECHO the important part of the officer's transmission, primarily

status/location/speed changes
   c. reason for the pursuit
   d. description of suspect vehicle
   e. send back-up units
   f. notify supervisor
   g. notify other agencies

12. Bomb threat
   REMAIN CALM AND KEEP THE CALLER ON THE LINE
   a. actual location, where
   b. time element, when will it go off
   c. type of bomb/description, what does it look like
   d. notify supervisor
   e. ask the caller WHY they are doing this
   f. ask where they are
   g. pay attention to the caller's voice
   h. radio silence
   i. obtain as much information from the caller as possible

13. Hazardous materials
   a. notify supervisor
   b. Emergency response guidebook/CLETS
   c. notify Hazmat

14. Plane crash
   a. notify supervisor
   b. advise the FAA
   c. fire/ambulance/coroner as needed

Dispatching/radio
15. Officer involved shooting
   a. send back-up units
   b. notify supervisor, he will advise when to:
      1. Notify the Chief
      2. Request outside agency assist
      3. Call out off-duty personnel

    c. send fire/ambulance/coroner, as needed

G. Regular calls for service

    1. Report status

        a. the crime has already occurred

        b. no suspects in the area

    2. Cold burglaries

        a. method of entry

        b. location of entry

    3. Dead body calls

        a. send police/fire/ambulance, as needed

        b. notify SCSD to request coroner

    4. Mental illness calls

        a. suicidal

        b. violent (danger to themselves or others)

    5. Citizen assist calls

        a. ATC - attempt to contact

        b. CTW - check the welfare

        c. Stranded motorists

        d. Directions

        e. lost/found/injured animals

        f. civil standby/keep the peace

        g. citizen complaints (dispatch/officer)

        h. citizen's arrest

    6. Warrant service

    7. Subpoena service

    8. Assisting other agencies

        a. back-up (supervisor approval)

        b. courtesy reports

        c. ATC/deliver messages

    9. Missing persons

        A. Adult

            1. Reason for disappearance

                a. foul play

                b. mentally/physically disabled

                c. elderly or disoriented/dementia

                d. voluntary

                e. other

2. Time element

3. Description/clothing

B. Juvenile

1. Reason for disappearance

a. foul play

b. runaway - at risk

c. incorrigible

2. Time element

3. Description/clothing

10. Stolen vehicles

A. BOLO

B. Recoveries

11. Towed Vehicles

A. Impound

1. Police hold-evidence

2. Recovered stolen vehicle

B. Private property

C. Repossessed

D. Stored vehicles

1. 72 hours/abandoned

2. 12500/14601 VC

3. arrest

4. 4000(a) VC

E. CHP180, copy must be sent to R/O, if not personally served at

incident

F. Entries into SVS

12. Security checks

A. vacation watch/extra patrol/walk through

13. Vandalism

A. misdemeanor or felony

14. Petty theft

A. gas drive-off/bicycles/488 PC

15. Grand theft

A. guns

16. Broadcasting Information

A. local/via CLETS

17. Medical assists
    A. Police/fire/ambulance
18. Miscellaneous office duties
    A. bicycle licenses
    B. fingerprinting/live scan
    C. copy reports/file reports
    D. ABC Application copies
    F. Citations: parking/moving/mechanical, juveniles
19. Release of keys
20. Process mail: subpoenas, report requests, CPS referrals, bills
21. Restraining orders/child visitation orders

4. Introduction to the radio console
   A. console description/function: transmit buttons, volume control, foot petal, radio frequencies, FCC regulations and license, reset times after power outage, if needed
      1. Police/Fire standby
      2. Radio frequencies
   B. use of radio console: "mike fright", voice level and tones, proper identification of units,
      1. assign units, check status, unit not answering dispatch on status check, officer safety awareness, use clear concise language, if confidential info have unit 10-21 dispatch, time checks, know jurisdictional boundaries, NO PROFANITY.

Any questions regarding any of your **training? radio procedures? dispatching?**

CHAPTER 9

1. Introduction: RIMS is a user friendly windows based system. You have the option of using the mouse or the command line whichever you are more comfortable with. Refer to RIMS manual for in depth information.

      A. Password and security

            1. Signing on: Double click RIMS icon, enter your personal ID # and password

               User function is: D - Police and Fire Dispatch

      B. System Overview (tabs at top of main screen)

            1. Rims

            2. People

            3. Cases

            4. Cites

            5. Vehicles

            6. Database

            7. Property

            8. Records

            9. Other

            10. Help

      C. Calls for service

            1. enter location

                a. street address

                b. hundred block

                c. street name unknown number

                d. intersection

            2. call type

3. caller

4. description of event

D. System capabilities

1. name search

2. vehicle search

3. location search

E. Operations

1. issuing a case number

2. rotational tows

3. scheduled incidents

4. shift bulletins

5. media bulletins

CHAPTER 10

Records and Office procedures   TRN   DTO   DATE

                                                ___   ___   ____

1. Records/Information

       a. Blood Draw Claim Forms/procedure

       b. Subpoena entry/service

       c. Form Letters/Intranet

       d. Records procedure/approval

       e. Traffic Cites

       f. Traffic Accidents

       g. Reports to District Attorney

       h. Requests for Records

       i. Animal Release Form/procedure

       j. Registrants: Sex, Arson, Gang & Drug

       k. Processing baskets: priority/non-priority, to be processed & filing

2. End of Month

       A. Receipts

       B. New folders, as necessary

3. End of Year

       A. Make new files for the year in filing cabinet

              a) File prior year logs in filing cabinet, i.e. animal release log, etc.

              b) Make sure forms have plenty of copies available to use

****STUDY 10 CODES****FREQUENTLY USED CODES****UNIT CALL SIGNS****

CHAPTER 11

REMEDIAL WEEK   TRN   CTO   DATE

                                             ___   ___   _____

Practical Application

1. CLETS

       a. run 10-27 and read

          1. status

       b. run 10-28 and read

          1. Application in process/Release of Liability/Pending Master File

       c. run 10-29 and give pertinent information

       d. preview procedure for criminal history

       e. missing person/MUPS

       f. administrative messages

2. Alarms

       a. procedure

       b. alarm types: residential, burglary & fire

3. RADIO

       a. use of radio and paging system

       b. all calls

       c. portables

       d. FCC regulations and radio call signs

4. WARRANTS

       a. CWI

       b. Confirming warrants

       c. bench warrants

5. LOCATIONS

Schools	Parks	Apartment complex's	Markets
Airport	Library	Bus Stops	Churches
Banks	Bars	Liquor Stores	Medical Buildings
Hospitals	Corp Yard	Fellowship Hall-AA meetings	

Mini Storage   Mobile Home Parks   Vet's Bldg.-Pool/Grange Hall

6. 911 System

      a. How to answer calls

      b. How to transfer calls

      c. ANI/ALI failures/notifications

      d. Location of 911 Printer

      e. Language Line Translator

7. Review types of calls:

      a. juvenile offense

      b. disturbing the peace

      c. burglary

      d. assault

      e. citizen assists

      f. animal complaints

      g. citizen request for information

      h. missing person

       i. overdue juvenile/adult

       j. felony in progress calls

      k. vehicle tow/abandoned

      l. vehicle tow by officer

      m. vehicle repossessions

      n. vacation watch/extra patrol

      o. civil standby

8. Practice scenarios

9. Go over any questions the trainee may have

This is to certify that _____ has read, practiced and demonstrated the ability to perform the duties outlined in the attached training manual.

_____   _____

Trainee Signature   Date   Training Officer Signature   Date