ALAMEDA POLICE DEPARTMENT

Public Safety Dispatcher Training Manual

Revised: March 26, 2020

Alameda Police Department Mission Statement

The Alameda Police Department is a team of dedicated men and women committed to providing:
• Professional, proactive and personable police services;
• Collaborative problem-solving with other governmental and community organizations;
• An open relationship with citizens focused on improving their quality of life.

Alameda Police Department Leadership Pledge

As members of this Department, we are leaders in our organization and community. Through teamwork and innovation, we strive to provide mentorship, training, equipment and support; encourage collaborative problem solving and maintaining high morale. We are committed to the principles of leadership and will continue to strengthen relationships within our community by remaining true to our core values of integrity, professionalism and service.

INTRODUCTION

Each Public Safety Dispatcher is the product of a rigorous pre-employment selection process that evaluates a candidate's inter-personal skills and technical abilities. You scored highly in this process and it is a pleasure to welcome you to the Alameda Police Department.

The Communications Center has evolved from officers being signaled by a light to call in for assignments, to a two-way radio system, and to the present day Computer Aided Dispatch (CAD) system. Dispatching duties were originally handled by police officers until December 1982 when the Communications Center was staffed fully by civilian employees.

The Communications Center was initially responsible for Police and Fire Dispatch services. However, in May 2002, Fire services were transferred to Alameda County Regional Emergency Communications Center (ACRECC). Our Communications Center is still considered the primary Public Safety Answering Point (PSAP) for the City of Alameda, fielding all types of calls including fire and medical, but are considered a Police Dispatch Center.

Our goal is to develop the potential you displayed during the selection process into expertise during the upcoming weeks. The training program has been organized in such a way that you will be exposed to a comprehensive range of dispatch responsibilities. We expect that you put forth the effort to succeed, not only during training, but every day as a Public Safety Dispatcher.

Formal instruction will be provided by experienced Public Safety Dispatchers, known as Communications Training Officers (CTO's). You will be assigned to a Senior Public Safety Dispatcher (Lead) who will work to ensure your day to day training needs are met. Your overall progress will be monitored by the Communications Supervisor who will provide all training assignments and make adjustments to the program as needed.

CALL TAKING OVERVIEW

Public Safety Dispatchers functioning as Call Takers answer telephone calls for public safety-related matters. Upon receipt of a call, a Dispatcher questions the caller to determine the validity, nature, and priority of the call. In most cases, calls for service result in the generation of an incident to be dispatched.

For those calls requiring the response of a police/fire unit, information is entered into the Computer Aided Dispatch (CAD) system. The Call Taker may be tasked with gathering information from a multitude of resources while processing these calls which may include assistance from other personnel, the Records Management System, etc.

POLICE DISPATCH OVERVIEW

Dispatchers assigned to the Police Radio are responsible for prompt and effective transmissions of calls as well as the coordination of unit to unit communications. The Police Dispatcher uses the CAD/MDT systems for dispatching calls, monitoring the status of units, and processing requests for

information from local and statewide databases. The job of the Police Dispatcher requires considerable initiative and independent judgment in determining priorities, coordinating a variety of simultaneous activities, and may also require the processing of critical field requests from other City divisions or outside agencies.

DISPATCH TRAINING MANUAL

This manual has been written as a guide to ensure new employees are trained in the same manner, in the same tasks, and in the same subjects. As a trainee, you will use the manual as a reference for each phase of the program. Your notes and training materials shall be maintained in the manual as you will refer to them often.

This manual has been developed to prepare the trainee to properly and safely serve the public and Agency. It provides a basic body of knowledge vital to Emergency Communications functions which includes the following:

- VESTA 9-1-1 telephone system

- Call Taking standards to gather information for the rapid and accurate dissemination of information

- Computer Aided Dispatch (CAD) and Records Management System (RMS)

- East Bay Regional Communications System Authority (EBRCSA) radio system

- Police Dispatch radio codes and procedures

- Commonly used sections of the Penal Code, Motor Vehicle Code, Alameda Municipal Code, and other related statutes

- California Law Enforcement Telecommunications System (CLETS)

- Basic organizational structure of local government with an emphasis on Law Enforcement

- Current operational procedures, policies, resources, and reference materials directly related to Communications Center functions

- Local geography

TRAINING PROGRAM

ORIENTATION
Department tour and Human Resources Orientation facilitated by Personnel & Training. General Communications Center overview and materials provided by the Communications Supervisor. Chief's Welcome, APOA meeting, and division meetings to follow.

IN-HOUSE / Weeks 1, 2, 3
This phase will be split between classroom instruction and live observation. You will learn basic Communications Center functions and get an introduction to Dispatch equipment. You will learn commonly used Problem Codes, Radio 9 Codes, basic call-taking principles, and geography. All codes must be memorized in order to move to the next phase.

COMPLAINT / Weeks 4, 5, 6
This phase will focus on non-emergency phone call procedures and Communications Center related paperwork. You will learn how to use local/state/nationwide computer systems. You will take notes during instruction and refer to these notes throughout your training. By the end of this phase, you must demonstrate an ability to handle the majority of non-emergency calls and paperwork.

911 EMERGENCY / Weeks 7, 8, 9 / Weeks 10, 11, 12
This phase will focus on non-emergency calls, paperwork, and 911 Emergency call taking. The initial time will be split between classroom instruction and live observation. You will transition to full time in the Communications Center and learn emergency call-taking procedures including medical, fire, and in-progress crimes. During this phase you may not have an opportunity to answer every type of emergency, but the training provided will give you the necessary tools to handle most types of calls. By the end of this phase, you must demonstrate an ability to handle the majority of non-emergency calls, paperwork, and 911 emergency calls.

POLICE / Weeks 13, 14, 15 / Weeks 16, 17, 18 / Weeks 19, 20, 21 / Weeks 22, 23, 24
This phase will focus on Police Dispatch but will also incorporate Complaint at the discretion of your trainer. The initial time will be split between classroom instruction and live observation. You will transition to full time in the Communications Center and learn how to operate the police radio. During this phase you may not have an opportunity to handle every type of radio transmission, but the training provided will give you the necessary tools to handle most types of incidents. By the end of this phase, you must demonstrate an ability to handle the majority of non-emergency calls, paperwork, 911 emergency calls, and police dispatch functions.

OBSERVATION / Weeks 25, 26, 27
During this phase you will be assigned to a trainer who will evaluate your ability to perform all functions required of a Public Safety Dispatcher for the Alameda Police Department.
Note: These are training guidelines and may be modified. Any recommendation to extend or modify training will be made by the Trainer, Lead Dispatcher, and Communications Supervisor.

COMMUNICATIONS TRAINING OFFICER (CTO)

The experienced dispatcher selected to train new employees is essential to ensuring the goals of the training program and evaluation process are met. Specifically, the development of the trainee to a point where he or she is capable of working as a Public Safety Dispatcher in a skillful, productive, and professional manner.

The CTO provides ongoing instruction, utilizing both innovative and practical techniques. The CTO must have the skills necessary to be an effective evaluator, ensuring trainees and the Department have immediate documentation of the employee's development.

The Communications Training Officer (CTO) has three primary roles:
- Performing full duty and responsibilities of the position
- Demonstrating all necessary skills
- Being an objective evaluator of performance

The future performance of incoming Public Safety Dispatchers is substantially enhanced by the quality of the personnel selected to staff this vital position. Therefore, the CTO must demonstrate a high standard of professionalism and pride in their work.

The Communications Training Officer also has the responsibility of accurately evaluating the trainee's progress and recommending termination of probationary employees unable to meet performance standards or recommend permanent status. These decisions have a lifetime impact on the trainee and Agency, therefore selection standards for the CTO are based on:
- Past and present performance
- Interpersonal relationships and skills
- Knowledge of training responsibilities
- Ability to objectively evaluate performance

CTO RESPONSIBILITIES

It is the responsibility of the CTO to impart the primary skills needed to fulfill the obligations of a Public Safety Dispatcher. A formal evaluation of the progress and skill development will be completed on a Daily Observation Report (DOR). This documentation shall be maintained as part of the formal training process to ensure agency standards are met.

Throughout the training period, it shall be the responsibility of the trainee to apply him/herself to learning and performing the required tasks at an acceptable level.

It shall be the responsibility of trainee, while on duty, to have this Training Manual available at all times for presentation upon request to any authorized CTO or supervisor during the entire training period.

TRAINEE RESPONSIBILITIES

It shall be the responsibility of the trainee to solicit further clarification from the assigned CTO on any materials or procedures when there is a need for such clarification. Successful training of a new Public Safety Dispatcher is dependent in large part upon the CTO's ability to impart knowledge, demonstrate patience, and provide general guidance. Any suggestions or ideas for improvement of the formalized training process should be brought to the attention of a Lead Dispatcher.

CHAIN OF COMMAND

The CTO is responsible for the assigned trainee. All activities will follow the Chain of Command:

- Lead Dispatcher
- Communications Supervisor
- Service Division Lieutenant
- Service Division Captain
- Chief of Police
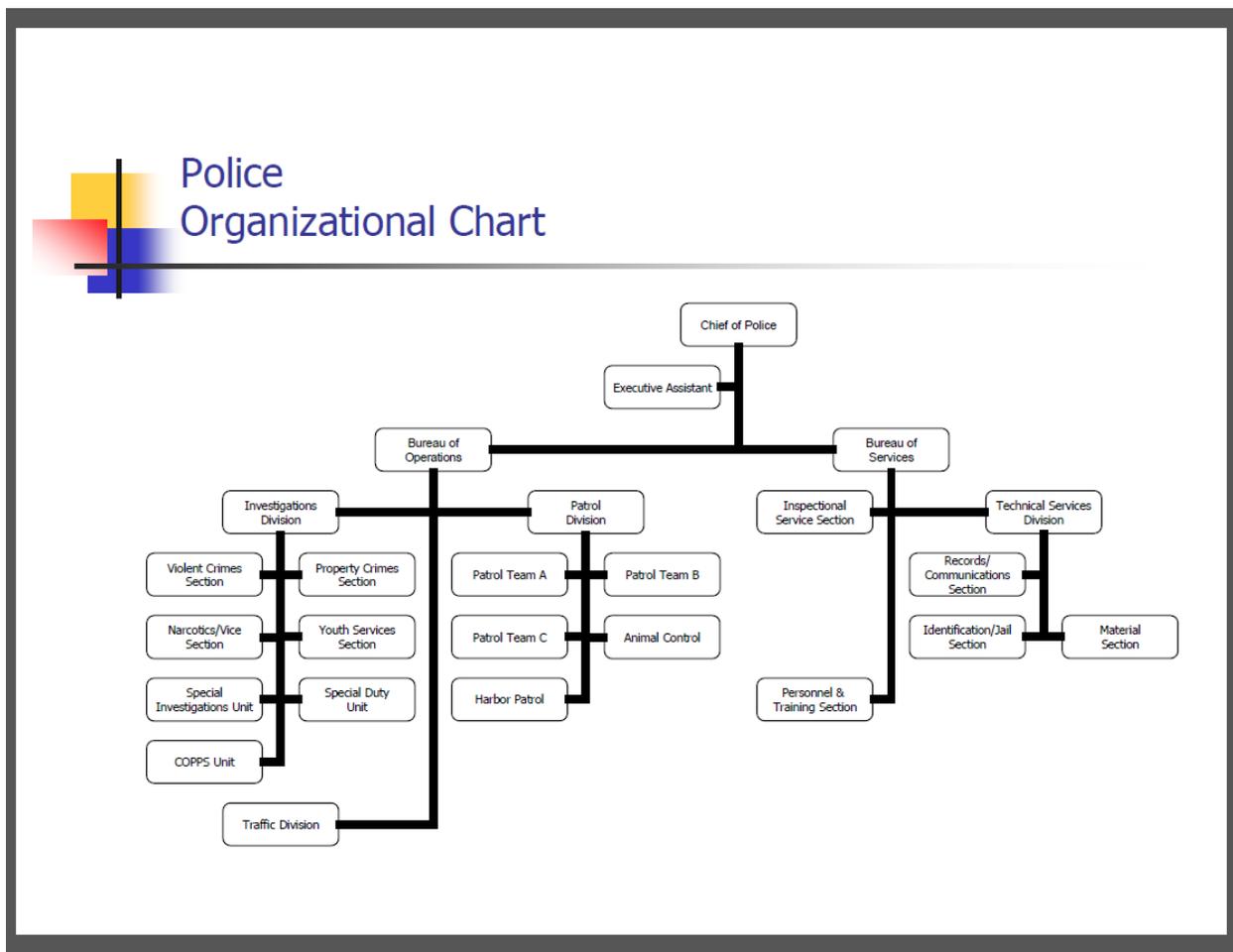
COMPLAINT BASICS

Things you need to learn prior to answering your first phone call.

MILITARY TIME

0000 HRS =	**12:00 AM (MIDNIGHT)**
0100 HRS =	**1:00 AM**
0200 HRS =	**2:00 AM**
0300 HRS =	**3:00 AM**
0400 HRS =	**4:00 AM**
0500 HRS =	**5:00 AM**
0600 HRS =	**6:00 AM**
0700 HRS =	**7:00 AM**
0800 HRS =	**8:00 AM**
0900 HRS =	**9:00 AM**
1000 HRS =	**10:00 AM**
1100 HRS =	**11:00 AM**
1200 HRS =	**12:00 PM**
1300 HRS =	**1:00 PM**
1400 HRS =	**2:00 PM**
1500 HRS =	**3:00 PM**
1600 HRS =	**4:00 PM**
1700 HRS =	**5:00 PM**
1800 HRS =	**6:00 PM**
1900 HRS =	**7:00 PM**
2000 HRS =	**8:00 PM**
2100 HRS =	**9:00 PM**
2200 HRS =	**10:00 PM**
2300 HRS =	**11:00 PM**

All references to the time of day are on the 24-hour clock. Time checks are required when pertinent information is relayed (e.g., when transporting females, when OC is deployed, when first aid has been initiated, etc.) A time announcement made in the a.m. (e.g., 0030 hours) would be announced as "zero, zero, thirty hours" or 1100 hours would be announced, "eleven hundred hours."

PHONETIC ALPHABET

A	**A**dam	**N**	**N**ora
B	**Bo**y	**O**	**O**cean
C	**C**harles	**P**	**P**aul
D	**D**avid	**Q**	**Q**ueen
E	**E**dward	**R**	**R**obert
F	**F**rank	**S**	**S**am
G	**G**eorge	**T**	**T**om
H	**H**enry	**U**	**U**nion
I	**I**da	**V**	**V**ictor
J	**J**ohn	**W**	**W**illiam
K	**K**ing	**X**	**X**-ray
L	**L**incoln	**Y**	**Y**ellow
M	**M**ary	**Z**	**Z**ebra

RADIO CODES

901	Accident	937C	Subject or property are clear
901A	Injury Accident	937D	Dangerous subject
904	Message received	937F	Felony warrant
908	Out of service	937H	Subject has reported health hazard
908A	Meal break	937M	Misdemeanor warrant
908B	Bathroom break	937P	Non-descript Parking Violations
908D	Log off duty	937R	290 Registrant
908F	Out of service, follow up	937S	Stolen vehicle or property
908T	Traffic Stop	937V	Vehicle warrant
909	In service	937X	Subject has possible terrorist hit
909A	In service from meal break	938	Cancel last assignment
909D	Log on duty	939	Computer system down/inoperative
909T	In service traffic stop	940	Contact or meet the officer or citizen
910	Arrived at scene	940B	OFFICER NEEDS EMERGENCY HELP
912	Suspicious Circumstance	947	AFD requesting APD assistance
912P	Suspicious Person	955	Stray Animal
912V	Suspicious Vehicle	955A	Stray Animal/aggressive
914	Phone the station/person	955B	Barking Dog
924	Come to/at station/APD (PAB)	955E	Bite Case (dog, cat, etc.)
926	Give your location	955F	Injured Animal
933A	Audible Alarm	968	Dead Animal
933F	False Alarm	968A	Inj/dead animal w/ citizen standing by
933S	Silent Alarm	970	Parking Problem
933R	Robbery Alarm	970A	Abandoned Vehicle
933V	Vehicle Alarm	988	Unable to copy transmission
936	Warrant check	1199	Not used by APD - Code used by agencies
936P	Property check		that use the 10/11 Code system when requesting Emergency Help for an officer like our 940B

Code 1	Respond at your convenience
Code 2	Routine non-emergency assignment
Code 3	Emergency assignment
Code 4	No cover needed, no further cover
Code 5	Stake out
Code 6	Out of sector, out of city
Code 7	Coffee break (we don't use)
Code 8	Send cover unit
Code 9	No cover available
Code 10	Out of vehicle, in service w/ radio (PWT)
Code 11	Cover is far away
Code 33	Clear air for emergency transmissions
Code 34	Terminates Code 33, resume normal radio traffic

STATE ABBREVIATIONS

State	Abbr.	State	Abbr.
Alaska	AK	Nebraska	NE
Alabama	AL	Nevada	NV
Arizona	AZ	New Hampshire	NH
Arkansas	AR	New Jersey	NJ
California	CA	New Mexico	NM
Canal Zone	CZ	New York	NY
Colorado	CO	North Carolina	NC
Connecticut	CT	North Dakota	ND
Delaware	DE	Ohio	OH
District/Columbia	DC	Oklahoma	OK
Florida	FL	Oregon	OR
Georgia	GA	Pennsylvania	PA
Guam	GM	Puerto Rico	PR
Hawaii	HI	Rhode Island	RI
Idaho	ID	South Carolina	SC
Illinois	IL	South Dakota	SD
Indiana	IN	Tennessee	TN
Iowa	IA	Texas	TX
Kansas	KS	Utah	UT
Kentucky	KY	Vermont	VT
Louisiana	LA	Virginia	VA
Maine	ME	Virgin Islands	VI
Maryland	MD	Washington	WA
Massachusetts	MA	West Virginia	WV
Michigan	MI	Wisconsin	WI
Minnesota	MN	Wyoming	WY
Mississippi	MS	Unknown**	--
Missouri	MO	US Government	US
Montana	MT		

**Used on temporary felonies when state is not known

FOREIGN ABBREVIATIONS

Canadian Provinces

Province	Abbr.	Province	Abbr.
Alberta	AB	Nova Scotia	NS
British Columbia	BC	Ontario	ON
Manitoba	MB	Prince Edward	PE
New Brunswick	NB	Quebec	QC
New Foundland	NF	Saskatchewan	SN

COMMON ABBREVIATIONS

ADW	ASSAULT WITH A DEADLY WEAPON
AIO	ALL IN ORDER
AKA	ALSO KNOWN AS
ALI	AUTOMATIC LOCATION IDENTIFIER
ANI	AUTOMATIC NUMBER IDENTIFIER
APB	ALL POINTS BULLETIN
ATL	ATLANTIC AV
BOLO	BE ON THE LOOKOUT
B&P	BUSINESS AND PROFESSIONS
BV	BUENA VISTA AV
BWAY	BROADWAY
CAD	COMPUTER AIDED DISPATCH
CB	CALLBACK
CDL	CALIFORNIA DRIVER'S LICENSE
CL	CHANGE LOCATION
CLA	CHANGE LOCATION AND ARRIVE
CIT	CITED (970A'S OR TICKETS)
CNT	CRISIS NEGOTIATIONS TEAM (formerly HNT)
CTO	COMMUNICATIONS TRAINING OFFICER
DARE	DRUG AWARENESS RESISTANCE EDUCATION
DBRF	DAILY BULLETIN REPORT FORM
DOB	DATE OF BIRTH
DOF	DIRECTION OF FLIGHT
DOR	DAILY OBSERVATION REPORT
DQ	DUAL QUERY
DUI	DRIVING UNDER THE INFLUENCE
EB	EASTBOUND
ENRT	ENROUTE
ETA	ESTIMATED TIME OF ARRIVAL
FANON	FEMALE ANONYMOUS CALLER
FCN	FILE CONTROL NUMBER
F&G	FISH AND GAME
FI	FIELD INTERVIEW
FST	FIELD SOBRIETY TEST
FTA	FAILURE TO APPEAR
FTO	FIELD TRAINING OFFICER
FTP	FAILURE TO PAY
FU	FOLLOW UP
GOA	GONE ON ARRIVAL
GSR	GUN SHOT RESIDUE
GSW	GUN SHOT WOUND
HACH	HIGHLAND HOSPITAL

HBD	HAS BEEN DRINKING/HANDLED BY DISPATCH
HBP	HARBOR BAY PW
H&N	HARBOR AND NAVIGATION CODE
HNT	HOSTAGE NEGOTIATIONS TEAM (now CNT)
HR	HUMAN RESOURCES
H&S	HEALTH AND SAFETY CODES
IC	INCIDENT CARD
ID	IDENTIFICATION BUREAU
IFO	IN FRONT OF
IRO	IN REAR OF
LKA	LAST KNOWN ADDRESS
LS	LAST SEEN
LSW	LAST SEEN WEARING
LT	LIEUTENANT
MAIT	MAJOR ACCIDENT INVESTIGATION TEAM
MANON	MALE ANONYMOUS CALLER
MDT	MOBILE DISPATCH TERMINAL
MO	MODUS OPPERENDI
MOE	METHOD OF ENTRY
MRA	MUTUAL RESPONSE AGREEMENT/MUTUAL AID
MSD	MARINER SQUARE DR
MSL	MARINER SQUARE LOOP
MTF	MORE TO FOLLOW
MVP	MARINA VILLAGE PARKWAY
NAS	NAVAL AIR STATION
NAT	NECESSARY ACTION TAKEN
NB	NORTHBOUND
OAN	OWNER APPLIED NUMBER
OCC	OCCURRED
OIS	OFFICER INVOLVED SHOOTING
OP	OTHER PARTY (do not use as reference to a SUS)
ORI	ORIGINATING AGENCY IDENTIFIER
OV	ON VIEW
PAC	PACIFIC AV
PAL	PAROLEE AT LARGE
PAB	POLICE ADMINISTRATION BUILDING/924
PAS	PRELIMINARY ALCOHOL SCREENING DEVICE
PC	PERSONNEL COMPLAINT/PENAL CODE/PROBABLE CAUSE
PFN	PRISONER FILE NUMBER
PIT	POLICE INTERVENTION TACTICS (spinning out cars – we are not authorized)
PKA	PARK AV
PKS	PARK ST
P-LOT	PARKING LOT
PNO	PLANNED NON OPERATION (DMV REGISTRATION DEFERRED)

POE	POINT OF ENTRY
POI	POINT OF IMPACT
POST	POSTED (970's)
POB	PLACE OF BIRTH
PST	POLICE SERVICE TECHNICIAN
P&T	PERSONNEL AND TRAINING
PU OR P/U	PICK UP TRUCK
PWT	POLICE WALK AND TALK
RAMP	RALPH APPEZZATO MEMORIAL PARKWAY
RDJ	ROBERT DAVEY JR DR
RIP	REGISTRATION IN PROGRESS
RO	REGISTERED OWNER/RESTRAINING ORDER
RP	REPORTING PARTY
RTF	REPORT TO FOLLOW
RV	RECREATIONAL VEHICLE
S or SUS	SUSPECT
SA	SAN ANTONIO AV
SB	SOUTHBOUND
SIU	SPECIAL INVESTIGATIONS UNIT
SJ	SAN JOSE AV
SLINE	SHORELINE DR
SMT	SCARS, MARKS, TATTOOS
SOW	SENT ON WAY
SPOINT	SHOREPOINT CT
SQ	SINGLE QUERY (STOLEN)
SRO	SCHOOL RESOURCE OFFICER
SSC	SOUTHSHORE CENTER
STC	ST CHARLES ST
TDD	TELECOMMUNICATIONS DEVICE FOR THE DEAF
TOT	TURNED OVER TO
TRIP	TRIPLE QUERY
TRO	TEMPORARY RESTRAINING ORDER
UH	UNIT HISTORY
UTL	UNABLE TO LOCATE
V OR VIC	VICTIM
VCU	VIOLENT CRIMES UNIT
VEH	VEHICLE
VIN	VEHICLE IDENTIFICATION NUMBER
VM	VOICEMAIL
WB	WESTBOUND
W&I	WELFARE AND INSTITUTIONS CODE
WLINE	WESTLINE DR
X	FEMALE

COMMON ACRONYMS

ACRECC	ALAMEDA COUNTY REGIONAL COMMUNICATIONS CENTER
AFD	ALAMEDA FIRE DEPARTMENT
AHA	ALAMEDA HOUSING AUTHORITY
AHS	ALAMEDA HIGH SCHOOL
ALCO	ALAMEDA COUNTY
AMC	ALAMEDA MUNICIPAL COURT/ALAMEDA MUNICIPAL CODE
AMP	ALAMEDA MUNICIPAL POWER COMPANY
APD	ALAMEDA POLICE DEPARTMENT
BFI/HBI	BAY FARM ISLAND/HARBOR BAY ISLAND
BOA	BANK OF ALAMEDA
CIB	CENTRAL IDENTIFICATION BUREAU
CIRT	CRITICAL INCIDENT RESPONSE TEAM
COA	COLLEGE OF ALAMEDA
COMCEN	COMMUNICATIONS CENTER
COPPS	COMMUNITY ORIENTED POLICING PREVENTIVE SERVICES
CPS	CHILD PROTECTIVE SERVICES
ECC/AECC	EMERGENCY CARE CENTER / ALAMEDA EMERGENCY CARE CENTER
EHS	ENCINAL HIGH SCHOOL
EOC	EMERGENCY OPERATIONS CENTER
HACH	HIGHLAND HOSPITAL
HBI/BFI	HARBOR BAY ISLAND/BAY FARM ISLAND
JGP	JOHN GEORGE PAVILION
JIB	JACK IN THE BOX
KFC	KENTUCKY FRIED CHICKEN
OES	OFFICE OF EMERGENCY SERVICES
PSAP	PUBLIC SAFETY ANSWERING POINT
SART	SEXUAL ASSAULT RESPONSE TEAM
USCG	UNITED STATES COAST GUARD

DATABASE ACRONYMS

ABS	AUTOMATED BOAT SYSTEM
AFS	AUTOMATED FIREARMS SYSTEM
APS	AUTOMATED PROPERTY SYSTEM
APPS	ARMED AND PROHIBITED PERSONS SYSTEM
ARIES	AUTOMATED REGIONAL INFORMATION EXCHANGE SYSTEM (Contra Costa County)
ARS	AUTOMATED REPORTING SYSTEM (local)
AWS	AUTOMATED WARRANT SYSTEM (9 Bay Area Counties)
CARPOS	CALIFORNIA RESTRAINING AND PROTECTIVE ORDER SYSTEM
CII	CRIMINAL INVESTIGATION & IDENTIFICATION
CJIS	CALIFORNIA JUSTICE INFORMATION SYSTEM
CLETS	CALIFORNIA LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEM
CORPUS	CRIMINAL ORIENTED RECORD PRODUCTION UNIFIED SYSTEM (Alameda County)
CRIMS	CONSOLIDATED RECORDS INFORMATION MANAGEMENT SYSTEM (Alameda County)
DOJ	DEPARTMENT OF JUSTICE
DVROS	DOMESTIC VIOLENCE RESTRAINING ORDER SYSTEM (Now CARPOS)
MUPS	MISSING AND UNIDENTIFIED PERSON SYSTEM
NCIC	NATIONAL CRIME INFORMATION CENTER
NCRIC	NORTHERN CALIFORNIA REGIONAL INTELLIGENCE CENTER
NLETS	NATIONAL LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEM
PIN	POLICE INFORMATION NETWORK (Now AWS)
PJNL	PERSONAL JUVENILE NUMBER LOCATOR
PRCS	POST RELEASE COMMUNITY SUPERVISION (Parole Information)
RMS	RECORDS MANAGEMENT SYSTEM (local)
SVS	STOLEN VEHICLE SYSTEM

RIDE-A-LONGS

TITLE	ASSIGNED
RIDE-A-LONG SECTOR 1	IN-HOUSE (1,2,3)
RIDE-A-LONG SECTOR 2	IN-HOUSE (1,2,3)
RIDE-A-LONG SECTOR 3	IN-HOUSE (1,2,3)
RIDE-A-LONG SECTOR 4	IN-HOUSE (1,2,3)
RIDE-A-LONG SECTOR 5	IN-HOUSE (1,2,3)

Alameda Police Department Ride-a-long Program

On duty ride-a-longs will be scheduled for Communications Center personnel in training at the discretion of the CTO. All ride-a-longs will be approved by a Lead Dispatcher and the Patrol Sergeant. This component of the training program is aimed at providing familiarization with the city, patrol sectors, and patrol procedures. The following is a list of the requirements and expectations:

☐ Ride-a-longs will be conducted with approval from the CTO and Patrol Sergeant

☐ When on a ride-a-long the trainee will be in a department uniform

☐ Ride-a-longs will not be permitted during off duty time while in training

☐ Only training related materials will be allowed on the ride-a-long

☐ The trainee will listen to the officer and follow his/her instructions while on the ride-a-long for their personal safety as well as the officer's

☐ The trainee will ask questions when appropriate

☐ The trainee will fill out the appropriate ride-a-long form and attach a brief summary explaining what was learned

After reading the ride-a-long expectations, please sign below indicating you understand and will follow these guidelines.

Trainee _____ Date_____

Trainer _____ Date_____

Com-Supv _____ Date_____

Officer _____ Date_____

RIDE-A-LONG SECTOR 1

Trainee: _____

Officer: _____

Date: _____

- ☐ Westline/8th to NAS (show sector jurisdictional boundaries)
- ☐ Webster Street Business District
- ☐ Alameda Landing (Target, etc.)
- ☐ Parks
- ☐ Schools
- ☐ Hotels
- ☐ Dog Park
- ☐ Crown beach (drive through shoreline park to show trainee EBRPD's jurisdiction)
- ☐ Crab Cove
- ☐ Ballena Bay
- ☐ Encinal Boat Ramp
- ☐ Summerhouse Apartments (400-500 Buena Vista Ave.)
- ☐ Post Office
- ☐ Bars
- ☐ Webster/Posey Tube
- ☐ Grocery Outlet
- ☐ 300 A Avenue and Fisk property
- ☐ Pasta Pelican
- ☐ Oakmont of Cardinal Point
- ☐ Oakmont of Mariner Point
- ☐ Fire Station 2
- ☐ College of Alameda
- ☐ New housing off of 3rd/Ralph Appezzato
- ☐ Elders Inn

Trainee to take notes and list the names of parks, schools, and noteworthy locations:

RIDE-A-LONG SECTOR 2

Trainee: _____

Officer: _____

Date: _____

☐ Westline/8ᵗʰ to Willow St. (show sector boundaries)
☐ Parks
☐ Schools
☐ Bars
☐ Animal Shelter, City Garage, Grand Street Boat Ramp, Corp Yard
☐ Windriver business campus
☐ Marina Village Shopping Center and businesses
☐ Boat marinas
☐ Fire Station 3/EOC
☐ Mastick Senior Center
☐ Convalescent homes
☐ Alameda Hospital

Trainee to take notes and list the names of parks, schools, and noteworthy locations:

RIDE-A-LONG SECTOR 3

Trainee: _____

Officer: _____

Date: _____

- ☐ Willow to Bayfarm Island Bridge (show sector jurisdictional boundaries)
- ☐ Park Street Business District
- ☐ Parks (including Towata Park)
- ☐ Schools
- ☐ Hotels
- ☐ Bars
- ☐ Boat marinas
- ☐ SouthShore Shopping Center
- ☐ Alameda Municipal Court
- ☐ City Hall
- ☐ Post Offices
- ☐ AMF Bowling
- ☐ Beach
- ☐ Bridges
- ☐ Fire Station 1
- ☐ Convalescent homes
- ☐ Blanding Shopping Center
- ☐ Aeolian Yacht Club
- ☐ Thompson St. (Explain holiday celebrations and how dispatch receives numerous calls around Christmas time inquiring about this location, times, etc.)
- ☐ Fernside Blvd. and Park St. (show where block numbers are not consecutive)
- ☐ Midway Shelter
- ☐ Coast Guard
- ☐ Navy Reserve Center

Trainee to take notes and list the names of parks, schools, and noteworthy locations:

RIDE-A-LONG SECTOR 4

Trainee: _____

Officer: _____

Date: _____

- ☐ Bay Farm Island Bridge and all of Bay Farm Island (show sector boundaries)
- ☐ Golf Course
- ☐ Raiders Training Camp
- ☐ Harbor Bay Club
- ☐ Harbor Bay Pw.
- ☐ Model Airplane Field
- ☐ Mount Trashmore
- ☐ Ferry Terminal
- ☐ Walking trails (that are drivable by PD off of Veterans Ct)
- ☐ Bicycle Bridge (under BFI Bridge)
- ☐ Fire Station 4
- ☐ Hotels
- ☐ Schools
- ☐ Parks
- ☐ Grandview Pavilion
- ☐ Waters Edge
- ☐ Harbor Bay Landing Shopping Center

Trainee to take notes and list the names of parks, schools, and noteworthy locations:

RIDE-A-LONG SECTOR 5

Trainee: _____

Officer: _____

Date: _____

- ☐ Main gate entrance
- ☐ Main to NAS (show sector jurisdictional boundaries)
- ☐ All of the Naval Air Station
- ☐ Coast Guard Housing
- ☐ USS Hornet
- ☐ Bladium
- ☐ Skate Park
- ☐ City Hall West
- ☐ Officer's Club (641 W Redline)
- ☐ Old gymnasium (1101 W Redline)
- ☐ Bldg 494 (APD evidence building)
- ☐ Antiques Faire
- ☐ Ferry Terminal
- ☐ 2900 Main (docks/parking lot)
- ☐ Main St. soccer field
- ☐ Runways
- ☐ Bessie Coleman Center (2500 Barbers Point)
- ☐ APC - Alameda Point Collaborative (650 W Ranger)
- ☐ Red Cross Building (K9 training location at W Midway/Rainbow)
- ☐ Old Fire Station 5

Trainee to take notes and list the names of parks, schools, and noteworthy locations:

PROBLEM CODES

Each incident requires an Address and Problem Code. Your first assignment will be familiarizing yourself with commonly used codes, understanding how they relate to the different types of crime reports, and successfully identifying the difference so you can quickly generate calls for service.

TYPES OF CRIMES

1.   Felony - A felony is a crime, which is punishable with death or by imprisonment in the state prison. Every other crime or public offense is a misdemeanor except those offenses that are classified as infractions.

1.   Misdemeanor - When a crime is punishable, in the discretion of the court, by imprisonment in the state prison or by fine or imprisonment in the county jail, it is a misdemeanor. Except in cases where a different punishment is prescribed by any law of this state, every offense declared to be a misdemeanor is punishable by imprisonment in the county jail not exceeding six months, or by fine not exceeding one thousand dollars ($1,000) or by both.

2.   Infraction - An infraction is not punishable by imprisonment. A person charged with an infraction shall not be entitled to a trial by jury. A person charged with an infraction shall not be entitled to have the public defender or other counsel appointed at public expense to represent him or her unless he or she is arrested and not released on his or her written promise to appear, his or her own recognizance, or a deposit of bail.

CRIMES AND PUNISHMENTS

A crime or public offense is an act committed or omitted in violation of a law forbidding or commanding it, and to which is annexed, upon conviction, either of the following punishments:
1.   Death;
2.   Imprisonment;
3.   Fine;
4.   Removal from office; or,
5.   Disqualification to hold and enjoy any office of honor, trust, or profit in this State.

ASSAULTS/VIOLENT CRIMES

148(PC)   **RESIST ARREST.** (one forty eight). When a subject physically resists arrest. Use **148.9** when a subject falsely represents or identifies himself or herself as another person or as a fictitious person to any peace officer.

148.1(PC)   **BOMB THREAT.** (one forty eight point one). The caller may ask you if the building should be evacuated. This is not a decision that should be made by the dispatcher. Advise the caller that the decision to evacuate should be made by them and that we will send an Officer out as soon as possible.

187(PC)   **MURDER.** (one eighty seven). These types of calls usually come in as in-progress assault calls (245pc) and then may turn into a 187 if the person dies.

207(PC)   **KIDNAPPING.** (two o seven). Any person who forcibly takes or holds another person against their will.

211(PC)   **ROBBERY.** (two eleven). The theft of property under the control of a person <u>by the use of force or fear.</u>
         Types of Robberies:
- Armed (specify weapon used)
- Strong arm
- Simulated weapon
- Home invasion (212.5 PC)
- Carjacking (215 PC)

220(PC)   **ASSAULT TO RAPE.** (two twenty). Assault with the intent to commit rape.

242(PC)   **BATTERY.** (two forty two). Any willful and unlawful use of force or violence upon the person of another.

243(PC)   **BATTERY ON A POLICE OFFICER.** (two forty three). Assault on a police officer.

243D(PC)   **BATTERY W/ GBI.** (two forty three d). A battery committed causing great bodily injury.

243E1(PC)   **BATTERY.** (two forty three e one). A battery committed against a spouse, a person with whom the defendant is cohabitating, parent of defendant's child, former spouse, established dating relationship where <u>no marks</u> are visible.

245(PC)   **ASSAULT WITH A DEADLY WEAPON.** (two forty five). The weapon can be a pipe, baseball bat, shoe or even a motor vehicle.

246(PC)   **DISCHARGE OF A FIREARM AT AN INHABITED DWELLING OR OCCUPIED VEHICLE.** (two forty six).

261(PC)   **RAPE.** (two sixty one). The act of sexual intercourse accomplished with a person not the spouse of the perpetrator.

273.5(PC)   **SPOUSAL ABUSE.** (two seventy three point five). If one spouse commits a 242 (battery) against the other spouse where <u>marks are visible</u>, it would properly be classified as a 273.5, it could also be entered as a 415F (family dispute). This can also apply to dating relationships.

314(PC)   **INDECENT EXPOSURE.** (three fourteen). The intentional act of exposing ones private parts in public.

417(PC)   **BRANDISHING.** (four seventeen). Exhibiting any deadly weapon in a rude, angry or threatening manner. When you use this code, be sure to include in the text what type of weapon is being brandished so the dispatcher can relay the information to the Officers responding.

422(PC)   **CRIMINAL THREATS.** (four twenty two). Any person who willfully threatens to commit a crime of violence against another person or their immediate family. Use **422.6 HATE CRIME** for criminal acts committed whole or in part, because of one or more perceived characteristics. **HATE - HATE INCIDENT** for non-criminal acts motivated by perpetrator's prejudice of the victim's identity.

PROPERTY CRIMES

10851(VC)   **AUTO THEFT.** (ten eight fifty one). Any person who drives or takes a vehicle not belonging to them without the consent of the owner. This includes vehicles, boats, trailers, motorcycle, mopeds, and any vehicle that is registered by the California Department of Motor Vehicles.

451(PC)   **ARSON.** (four five one). The act of willfully and maliciously setting fire to any structure, forest, land or property. Arsons are usually investigated by the Fire Department. If there is another crime involved with the arson, or if the Fire Department requests, we will send an Officer.

459(PC)   **BURGLARY.** (four five nine). The forcible or unlawful entry into a residence, building, etc. with the intent to steal something. Use **459V** for thefts from locked vehicles. Use 459.5 for shoplifting < $950.

466 (PC)   **BURGLARY TOOLS.** (four sixty six). A person in possession of tools with the intent to commit burglary.

470(PC)   **FORGERY.** (four seventy). Any person who intentionally defrauds another by forgery; stealing signatures or seals; corruption of records.

484(PC)   **PETTY THEFT.** (four eighty four). The theft of property with a value of less than $949 (as of 1/1/11). **484V Petty Theft from Vehicle.**

484G(PC)   **FRAUD ATM CARD.** (four eighty four g). Fraudulent use of access cards or account information.

487(PC)   **GRAND THEFT.** (four eighty seven). The theft of property with a value of more than $950 (as of 1/1/11) from a person without the use of force or fear. If you are in a crowd of people and someone picks your pocket taking your wallet containing $20.00 it would be a GRAND THEFT because it was from your person. If he knocks you down and takes your wallet that would be a robbery (211PC). **487V Grand Theft from Vehicle.**

496(PC)   **POSSESSION OF STOLEN PROPERTY.** (four ninety six). A person found in the possession of stolen property.

530.5(PC)   **IDENTITY THEFT.** (five thirty point five). Unauthorized use of personal identifying information to obtain credit, goods, services, or medical information in the name of another person.

532(PC)   **FRAUD.** (five thirty two). Obtaining money, labor or property under false pretenses.

594(PC)   **VANDALISM.** (five ninety four). A person that willfully damages, defaces or destroys another person's property.

602L(PC)   **TRESPASSING.** (six o two l). Any person who enters another person's property without permission of the owner.

OTHER MISCELLANEOUS CRIMES

166-4(PC)   **VIOLATION OF A RESTRAINING ORDER.** (one sixty six dash four). Use this code when a subject reports a violation of a restraining order, list whether or not it is in progress or cold.

273.6(PC)   **VIOLATION OF A PROTECTIVE ORDER.** (two seventy three point six). Use this code when a subject reports a violation of a protective order, list whether or not it is in progress or cold.

330(PC)   **GAMBLING.** (three thirty). Any person who engages in the illegal aspects of gambling.

368(PC)   **ELDER ABUSE.** (three sixty eight). Crimes against elder or dependent adults.

374(PC)   **LITTERING.** (three seventy four). Willful or negligent act of throwing away waste matter.

647B(PC)   **PROSTITUTION.** (six forty seven b). A person who solicits or who agrees to engage in or who engages in any act of prostitution.

647H (PC)   **LOITERING/PROWLING.** (six forty seven h). A person who loiters or prowls on private property.

647I(PC)   **PEEPING TOM.** (six forty seven i). A person who peeks in the door or window of any inhabited building or structure without lawful business with owner or occupant.

653M(PC)   **ANNOYING PHONE CALLS.** (six fifty three m). This section covers harassing, annoying, obscene phone calls.

DRUGS/WEAPON RELATED INCIDENTS

11357B(HS)   **MARIJUANA LESS THAN 1oz.** (eleven three fifty seven b). A person in possession of less than 1 oz. of marijuana. 11357HS= more than 1oz. Note: This charge requires its own case number when there are additional charges on an arrest, this charge will be purged from an individual's record after 2 years.

11350(HS)   **POSSESSION OF A CONTROLLED SUBSTANCE.** (eleven three fifty). Person found in the possession of a controlled substance or narcotic NOT alcohol.

11550(HS)   **UNDER THE INFLUENCE OF DRUGS.** (eleven five fifty H and S). Person under the influence of a controlled substance or narcotic NOT alcohol.

25400(PC)   **WEAPONS VIOLATION.** (twenty five four hundred). Possession of a weapon.

NARC   **NARCOTICS VIOLATION.** Specify the type of violation.

647F(PC)   **DRUNK.** (six forty seven f). Any person in public under the influence of alcohol.

JUVENILE CRIMES

273A(PC)   **CHILD ENDANGERMENT.** (two seventy three a). Willful cruelty toward a child; endangering life, limb or health.

273D(PC)   **CHILD ABUSE.** (two seventy three d). Corporal punishment or injury of a child that leaves visible injury.

278(PC)   **CHILD CONCEALMENT.** (two seventy eight). Non-custodial person(s) detainment or concealment of child from legal custodian without court order.

278.5(PC)   **CHILD CONCEALMENT W/ COURT ORDER.** (two seventy eight point five). Non-custodial person(s) detainment or concealment of child from legal custodian with court order.

288A(PC)   **SEX OFFENSE WITH A MINOR.** (two eighty eight a). Lewd or lascivious act involving children. Use **288** for lewd conduct.

WELFARE AND INSTITUTIONS

300WI   **PROTECTIVE CUSTODY.** (three hundred W and I). If, for example, someone found a small child wandering the streets and were unable to locate the parents, we would take the child into PROTECTIVE CUSTODY until the parents could be found. We would also take a child into protective custody if they were injured and required medical treatment if parent could not be located.

5150(WI)   **INSANITY.** (fifty one fifty). A mentally disturbed person. Someone who poses a threat to themselves or others. Be sure to include in the text whether the subject is armed or violent. It also helps if you are able to describe the behavior. Note: A 5150 is a medical detention and requires its own case number.

601WI   **RUNAWAY OR INCORRIGIBLE JUVENILE.** (six o one W and I). When you enter this type of call the first thing you should put in the text field is either RUNAWAY or INCORRIGIBLE as this section covers both. If the call is for an incorrigible, indicate how old the juvenile is and if he or she is violent. This will help the dispatcher prioritize the call.

602WI   **JUVENILE ARREST AUTHORITY.** (six o two W and I). Arrest authority used when an officer takes a juvenile into custody for a crime.

DISTURBANCE CALLS

415(PC)   **DISTURBANCE.** (four fifteen). This is perhaps one of the most commonly used problem codes. Considered a "catchall" crime commonly referred to as "disturbing the peace." It covers any activity from simple loud music to a fight. Because of this, when you use this code you must include details in the text section of the incident mask so the dispatcher will know what kind of call it is and can assign it a priority.

415F   **FAMILY DISTURBANCE.** (four fifteen f). A report regarding a husband and wife fighting or any family members.

415H   **HOMELESS LIAISON.** (four fifteen h). A report of a homeless related call for service.

415J   **JUVENILE DISTURBANCE.** (four fifteen j). Any disturbance involving juveniles. Could be a group of juveniles skateboarding on the sidewalk to a group fighting. **Use 415P for underage drinking.**

415N   **NEIGHBOR DISTURBANCE.** (four fifteen n). This covers most types of neighbor disturbances.

TRAFFIC/VEHICLE RELATED INCIDENTS

14601(VC)   **SUSPENDED LICENSE.** (fourteen six o one). A person driving with a suspended driver's license. If subject has already been served notice of the suspension their vehicle can be towed and impounded for 30 days as punishment under the authority 14602VC.

20001(VC)   **HIT AND RUN ACCIDENT, INJURY.** (twenty thousand and one). Our Officers will take a report on hit and run accidents with injury when they occur on both public or private property. This includes cold reports. If just occurred, obtain full suspect vehicle and driver descriptions along with direction of flight.
Just occurred, be sure to notify ACRECC to have an ambulance dispatched.

20002(VC)   **HIT AND RUN ACCIDENT, NON-INJURY.** (twenty thousand and two). Our Officers will take a report on hit and run accidents when they occur on public or private property. This includes cold reports. If just occurred, obtain full suspect vehicle and driver descriptions along with direction of flight.

23103(VC)   **RECKLESS DRIVING.** (twenty three one o three). When a citizen reports a reckless driver ascertain how cold, obtain full vehicle and driver description along with direction of travel. Specify what is reckless, i.e., speeding, swerving, etc. If reporting party is following vehicle advise them to not pursue vehicle if it's putting their safety in jeopardy.

23152(VC)   **DRUNK DRIVER.** (twenty three one fifty two). Any person driving under the influence of drugs or alcohol. When a citizen reports a drunk driver ascertain how cold, obtain full vehicle and driver description along with direction of travel. If reporting party is following vehicle advise them to not pursue vehicle if it's putting their safety in jeopardy.

901   **ACCIDENT, NON-INJURY.** (nine o one). We will take accident reports when they have just occurred if both parties are still on the scene and if the accident has occurred on public property. **No cold reports. No private property reports.** Advise private property 901's to exchange information. **Note: Notify CHP of all 901's involving a school bus where students are on board.**

901A   **ACCIDENT, INJURY.** (nine o one a). We will take injury accident reports when they occur on either private or public property. **Notify ACRECC to send AFD for injury accident, they will dispatch an ambulance.** We will take cold injury accident reports.

912V   **SUSPICIOUS VEHICLE.** (nine twelve v). Obtain a full vehicle description, ascertain if vehicle is occupied or unoccupied and specify why it is suspicious. Citizens will call you and say that a vehicle "just looks suspicious". That is not enough, find out why.

933V   **VEHICLE ALARM.** (nine three three v). Audible alarm from a vehicle. Obtain full vehicle description, ascertain if it's occupied or unoccupied and how long has it been going off for. Officer can tow vehicles if alarm rings continuously for 20 minutes in their presence.

TRFHAZ   **TRAFFIC HAZARD.** If it is a vehicle obtain full description otherwise specify what the hazard is, i.e., debris in roadway. For vehicles stalled in the Webster or Posey tube notify Cal-trans.

PARKING PROBLEMS

22500E(VC)   **VEHICLE PARKED IN STREET BLOCKING A DRIVEWAY.** (twenty two five hundred e). We must have an R/P on the scene when we respond to these calls. It is ok to block your own driveway but not someone else's. If the vehicle is parked in the driveway it is an 8-7.7.

22500F(VC)   **VEHICLE PARKED BLOCKING A SIDEWALK.** (twenty two five hundred f). The vehicle can either be parked on a sidewalk or parked in a driveway blocking a sidewalk. We do not need to contact R/P.

8711(AMC)   **UNAUTHORIZED PARKING OF RECREATIONAL VEHICLES, TRAILERS AND BOAT TRAILERS.** (8-7.11 eight dash seven point eleven). Recreational vehicles, trailers, and boat trailers may park on the street pursuant to a temporary permit issued by the Alameda Police Department for a 24 hour period.

877(AMC)   **UNAUTHORIZED PARKING ON PRIVATE PROPERTY.** (8-7.7 eight dash seven point seven). On these calls the R/P must be the manager, the owner of the property, or the security guard unless there is a letter on file. The R/P must be on the scene to point out the vehicle.

879(AMC)   **OVERSIZED VEHICLE PARKED IN RESIDENTIAL AREA.** (8-7.9 eight dash seven point nine). No vehicle over 80 inches wide or over 20 feet long may park in a residential area for over 3 hours. **THIS DOES NOT APPLY TO MOTOR HOMES.**

970   **PARKING PROBLEM.** (nine seventy). Generic code used for minor parking problems. Specify violation, i.e., fire lane, red zone, handicap, etc. Obtain vehicle description and plate if possible. No R/P contact necessary.

970A   **ABANDONED VEHICLE.** (nine seventy a). Any vehicle parked on a city street in excess of 72 hours without moving can be reported as abandoned. A warning

sticker will be placed on the vehicle and an AV form will be filled out by the Traffic Division. Once posted, vehicle must move at least 1 mile within the next 72 hours, if rechecked and not moved it will go on a list to be towed. Vehicles need to move at least 1 mile every 3 days to be exempt. At minimum obtain vehicle color and make, if possible license plate. TRIP plate and memo if 937C.

ANIMAL CALLS

955   **STRAY ANIMAL.** (nine five five). Always specify the type of animal.

955A   **STRAY/AGGRESSIVE ANIMAL.** (nine five five a). Always specify the type of animal and the aggressive behavior.

955B   **BARKING PROBLEM.** (nine five five b).

955E   **BITE CASE (includes dog, cat, etc.).** (nine five five e). Always specify if animal is being detained. Have animal control officer handle if available. Notify ACRECC if medical treatment needed.

955F   **INJURED ANIMAL.** (nine five five f). Specify type of animal and nature of injury if possible.

968   **DEAD ANIMAL.** (nine six eight). Specify type of animal.

968A   **INJURED OR DEAD ANIMAL WITH CITIZEN STANDING BY.** (nine six eight a). Calls for injured or dead animals with a citizen standing by take a higher priority.

ANIMAL   **ANIMAL SHELTER CALL.** Misc. call that does not fall into one of the above problem codes.

MISCELLANEOUS CALL TYPES

24-11(AMC)   **SMOKING/BUSINESS.** (twenty four dash eleven). Smoking prohibitions in places of employment and unenclosed public places.

24-12(AMC)   **SMOKING/HOUSING.** (twenty four dash twelve). Smoking prohibitions in housing. Restrictions are in multi-unit residential rentals.

911   **911 HANGUPS.** (nine one one hangup). Specify if from business, residence, etc. Advise on outcome of callback, i.e., contact made, no answer, answering machine, etc.

911C   **CELLULAR 911 HANGUPS.** (nine one one c). Specify if contact was made or advise on outcome of callback, i.e., no answer, message machine, etc.

912   **SUSPICIOUS CIRCUMSTANCES.** (nine twelve). Commonly used generic code. Include a brief explanation of why the circumstances are suspicious.

912P   **SUSPICIOUS PERSON.** (nine twelve person). Obtain a full description of the person and be sure to include a reason why the person is suspicious. Citizens will call you and say that a certain person "just looks suspicious". That is not enough, find out why. Is the person known to the neighborhood? Has he been loitering in the area for some time? Is he looking into vehicles or over fences?

912V   **SUSPISCIOUS VEHICLE.** (nine twelve v). Obtain a full description of the vehicle and be sure to include a reason why the vehicle is suspicious.

933A   **AUDIBLE ALARM.** (nine three three audible). Audible alarm ringing from a residence, business, school, etc. When these calls come in thru an alarm company, be sure to obtain the name and phone number of alarm company, the name of business/residence, phone number to premise, indicate where alarm is coming from and if anyone is responding. If it turns out the alarm is false you would then change the problem code to **933F** prior to clearing the call with an I/C.

933R   **ROBBERY ALARM.** (nine three three r). May be reported as a silent holdup alarm, 211 alarm or robbery alarm. THESE ARE USUALLY SILENT ALARMS but require a higher priority response. i.e., from a bank or business. Get same details as audible.

933S   **SILENT ALARM.** (nine three three s). Should be reported as a silent burglary (459PC) alarm. Get all details as audible. Do not mistake a silent holdup as a 933S, should be a 933R.

947   **AFD REQUESTING APD ASSISTANCE (and vice versa).** (nine four seven). Always specify why it is needed, i.e., traffic control, combative patient, etc. If APD requests a 947, they are requesting AFD. If AFD requests a 947, they are requesting APD.

AFD   **FIRE DEPARTMENT CALLS.** This problem code is used to generate a closed incident for all calls sent to ACRECC for fire and medical related incidents.

AGENCY   **OUTSIDE AGENCY NO ASSIST.** This problem code is used when another agency (police, parole, probation, etc.) advises they will be in our jurisdiction but do not need our assistance. Review Training Bulletin #09-0901 in the CAD section.

AMC   **ALAMEDA MUNICIPAL CODE.** Miscellaneous Municipal Code violation, specify what the violation is.

ATSUIC   **ATTEMPT SUICIDE.** If this just occurred you would also contact ACRECC to have an ambulance dispatched. Be sure to get full R/P and OP information and the method used, i.e., gun, knife, hanging, gas, carbon monoxide, or overdose.

AVTOW　　　**ABANDONED VEHICLE TOW.** The only time you will use this code is when you enter a "closed" call in order to generate a case number when the tow company tows a vehicle at our request for abandoned.

BOAT　　　**BOAT.** Used for miscellaneous boat related incidents.

BOLO　　　**BE ON THE LOOKOUT (APB).** Used for broadcasts of pertinent information related to a felony crimes or missing person. Obtain as much information as possible, what, when, where, who, etc.

BP　　　**BUSINESS AND PROFESSIONS CODE.** This type used for B&P violations.

CAS　　　**CASUALTY.** An example of this would be a sidewalk fall. Enter a call for police and make sure you contact ACRECC to have an ambulance dispatched. We do not respond to casualty falls on private property (civil matter) unless there is a grave injury.

CIRT　　　**CRITICAL INCIDENT RESPONSE TEAM.** This problem code is used for CIRT (SWAT) callouts.

CITY　　　**CITY RESPONSE.** Used for calls requiring a Public Works response. Most commonly used when we need to page Public Works after hours for sewer backups, storm damage, fallen trees, etc. If it is a Public Works callout after hours, enter an active call, page them and update the call with details of who was notified and when. The call may be closed after they are notified.

CIVIL　　　**CIVIL STANDBY.** We will perform civil standbys for brief periods of time. Usually for about 15-20 minutes, just long enough for people to pick up a few personal belongings. We will not stand by while they move furniture.

CODE5　　　**STAKEOUT.** Use this code for internal stakeouts.

CPD　　　**CITY PROPERTY DAMAGE.** Used when a City property has been damaged or when a City owned tree falls and damages a house, vehicle, etc.

DOA　　　**DEAD BODY.** When someone reports a death, send police and make sure you contact ACRECC to have an ambulance dispatched unless patient expired at ECC. AFD needs to confirm the person is dead. Get as much information as you can. We do not "hold" DOA calls, they are dispatched expeditiously.

FELONY　　　**FELONIOUS OFFENSE.** Specify offense.

FG　　　**FISH AND GAME.** This problem code is used for fish and game violations.

FPROP   **FOUND PROPERTY.** The first thing you should enter into the text field is what type of property was found. A bicycle, purse, wallet, etc.

FWORKS   **FIREWORKS.** Used for calls of reported fireworks being shot off.

HN   **HARBOR AND NAVIGATION.** This problem code is used for harbor and navigation (boat) violations.

LPR   **LICENSE PLATE RECOGNITION.** This problem code is also referred to as **ALPR** (Automated License Plate Recognition). Patrol vehicles equipped with ALPR can read and check license plates against law enforcement databases.

LPROP   **LOST PROPERTY.** Any type of lost property. List what was lost in text.

LWRNT   **LOCAL WARRANT.** Used when subject is arrested on a local warrant or there is a self surrender at APD.

MISC   **MISCELLANEOUS POLICE CALL.** This generic code can be used for a police call that does not fit into any other category. Make sure in the text you explain the nature of the call.

MISD   **MISDEMEANOR OFFENSE.** Specify offense.

MISPER   **MISSING PERSON.** A missing person can be reported at any time, you do not have to wait any period of time to report someone missing. We will even have an officer take a missing person report over the phone if the reporting party is out of the area. A runaway juvenile would be 601WI. If person is at risk obtain full description and specify why they are at risk, i.e., young child, Alzheimer's patient, etc.

OD   **OVERDOSE.** Use this problem code is for any intentional drug or alcohol overdose. Find out what subject overdosed on. If this just occurred you will also contact ACRECC to have an ambulance dispatched.

OUTASS   **OUTSIDE AGENCY ASSIST.** When another agency requests our assistance in contacting a resident. Determine who we are contacting and why.

OWRNT   **OUTSIDE WARRANT.** Used when subject is arrested on another agencies warrant or there is a self surrender at APD.

PI   **PRIVATE INVESTIGATOR.** This problem code is used when a private investigator advises they are on a stakeout within our jurisdiction. Obtain how long they will be at the location, a vehicle description, and advise them to call back when they are done. Send a *P1 and advise the Patrol Sergeant.

PERMIT   **PERMIT VERIFICATION.** This problem code is used when a citizen needs their posted no parking sign(s) verified for a City issued parking permit.

PREM   **PREMISE HAZARD.** This incident used to enter a closed call after a premise hazard (history) is entered into the PREM file via RMS for a specific address. Premise hazard information is entered for restraining orders, domestic violence locations, vicious dog locations, life support residences, etc.

PWT   **POLICE WALK AND TALK.** This problem code is used when an officer gets out of his vehicle and is in-service on radio. Also known as Code10. You will always use the PWT problem code is for record tracking purposes.

RECVEH   **RECOVERED STOLEN VEHICLE.** This code is used regardless of which agency took the initial 10851 report. Obtain full vehicle description and ascertain if occupied.

RECY   **RECYCLING.** Used when a person is rummaging through recycling bins.

ROAD   **ROAD.** Used to document road closures. Obtain whether road is closed to emergency vehicles, timeframe of closure, and contact information.

SIU   **SIU OPERATION.** This problem code is used for Special Investigations Unit operations.

SEARCH   **SEARCH WARRANT.** This problem code is used for search warrants and probation/parole searches.

SUBP   **SUBPOENA.** You will use this code to generate a case number on a closed incident for a subpoena usually requested by records personnel.

SUICID   **SUICIDE.** If this just occurred you would also contact ACRECC to have an ambulance dispatched. Be sure to get full R/P and OP information and the method used, i.e., gun, knife, hanging, gas, carbon monoxide, or overdose.

SUP   **SUPPLEMENTAL.** Used when an officer needs to be dispatched to obtain supplemental information on a previously filed report. Include report number, original report type, officer's badge #, and date of report.

TARA   **TARASOFF WARNING.** A Tarasoff Warning is the duty to report (usually by a doctor or therapist) when someone makes specific threats to harm a known individual.

TOW   **TOW VEHICLE.** Miscellaneous code for a towed vehicle.

TRANS   **TRANSPORATION.** Miscellaneous transportation for court runs or for prisoner pickup from another agency.

TREE   **TREE.** Miscellaneous tree fall.

TSO   **TICKET SIGN OFF.** We will perform a ticket sign off on a vehicle or vessel. Have the person bring vehicle to APD if possible, if not we will go to them. We no longer perform VIN verifications, refer caller to CHP or DMV.

USCODE   **FEDERAL OFFENSE.** Used for miscellaneous federal offenses including counterfeit money, theft of mail.

WATER   **WATER INCIDENT.** Used for water incident that police units respond to including, a capsized boat, or potential drowning incident in any water way (pool, lagoon, Estuary, or Bay). Consider additional responses i.e., AFD, EBRPD, USCG). Review Water Emergency Call-taking Instructions form.

WELFAR   **WELFARE CHECK.** We will do welfare checks on elderly persons, people with medical problems or when the phone may be off the hook and there is cause for concern. On these calls obtain as much information as possible including, name of person, phone number to premise, medical problems, if person lives alone, is person depressed, when last seen or heard from, color and make of vehicle, who has a key to residence.

COMPLAINT
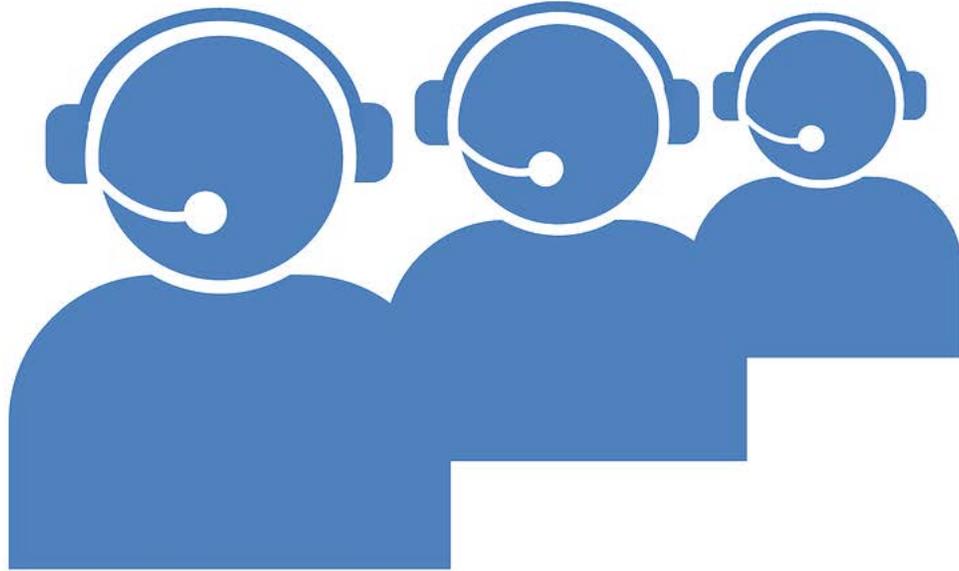
ANSWERING THE PHONE

All routine incoming calls will be answered "Alameda Police" along with your last name or badge number. All Fire department lines shall be answered, "Alameda Police Dispatch." All 911 calls shall be answered, "911 Emergency, what is your emergency?" All direct lines, (AMP, BFI, ACRECC) shall be answered, "Alameda."

Public Safety Dispatchers are often the first person the public has contact with, therefore it is important you sound professional, clear and interested; creating a favorable impression of the Department. In the interest of professionalism and efficiency, tell the caller immediately who you are, "Alameda Police Department, Smith" or "911 Emergency, what is your emergency?"

ANSWERING QUICKLY

No one likes to be kept waiting. Any incoming calls could be a life or death emergency where seconds count. Emergency calls often come in on the non-emergency lines, so be prepared for any type of call at all times.

ACTIVE LISTENING

It is imperative that you remain alert, focused, and engaged with the caller. You must employ active listening skills, be aware of background noises, and listen to what the caller is reporting. Callers potentially have only a brief opportunity to report a dangerous event. You may be the lifeline receiving this information. Be present in each phone call, even "routine" calls may become more than originally perceived. Improve your active listening skills by capturing information as it comes. Doing so will lessen the instances of asking for information that has already been given.

PERSONAL CONDUCT

You must be careful to never do or say anything that may be construed as critical or disparaging of any race, creed, or class of people. If the caller is making disparaging remarks about an ethnic group, ignore it. Never become argumentative or defensive, even if you are personally offended.

TELEPHONE COURTESY

Most people hesitate to call the Police Department. When they do, they may be panicky, angry, or confused. Learning to deal effectively with people under stress is one of the most important parts of the job. In order to succeed, you must learn how to remain calm and courteous when confronted by an irate caller who is venting anger and frustration at you.

Panicky callers often ramble and provide information that may not be pertinent to a Public Safety Dispatcher. Your job is to control the conversation, directing it to relevant specifics, without appearing to hurry or criticize a caller. Obtain the information needed to handle the call, but remember to be courteous at all times. As a Public Safety Dispatcher you have the responsibility and latitude to guide callers however, this is never authorization to raise your voice, demonstrate anger or frustration, or use a tone that belittles or chastises a caller.

When placing calls on "hold" you must inform the caller of your intentions. Do not simply say, "hold on" and push the hold button. The caller may think the line was disconnected or that you hung up. Phrases such as, "Can you hold a moment?" or, "I am going to place you on hold and will be back in a moment" will let the caller know your intentions.

When transferring calls to another office, inform the caller of the destination of the transfer. For example, if you need to transfer to the Traffic Division, advise the caller, "Hold a moment please, I'll transfer you to Traffic." If the transfer is not successful, the caller knows what department to ask for upon calling back.

CUSTOMER SERVICE

In all cases, whether it is a Police only call, Fire only call, or a combined response, it is imperative that at the conclusion of the call, the caller has a clear understanding of what type of assistance they can expect. If a decision is made to not generate a call for service, the caller must be informed of the decision.

Citizens should not be given an estimated time of arrival unless they specifically request one or there's going to be an extended delay. Citizens should not be told officers are "on the way" unless units have in fact been dispatched and you can ensure a higher priority incident will not take priority. This is what is known as building a "special relationship" between caller and call-taker. Callers can develop a false sense of security if they believe help is "on the way."

The call-taker should keep the caller's safety paramount in their mind and instruct the caller not to put themselves in harm's way. Callers should only be instructed to follow the call-taker's instructions if the caller can do so safely. Remember, as the call-taker you can only hear what is happening and cannot guarantee anyone's safety over the phone.

TELEPHONE CONVERSATIONS

Employees should be aware that all telephones in the Communications Center are recorded. These recordings are discoverable by both Defense and Prosecution attorneys and additionally are subject to review by members of the Department. Employees should keep this in mind during all conversations conducted in the Communications Center. Your reputation as well as the department's reputation could suffer irreparable damage by a single careless remark.

EXPECTATIONS OF THE CALLER

To the citizen who is reporting a vehicle blocking his/her driveway or a noisy party next door, any delay is inconvenient. Extreme tact must be utilized in explaining that critical calls for service must be handled first as a matter of public safety. The caller should be advised that an officer will respond as soon as possible and be re-contacted if there is a delay over thirty minutes. The call-taker should be aware of the time, impending shift changes, and may indicate upon receiving the call that the response time may be delayed. Most callers are receptive and accept a delayed response if the reason for the delay is properly explained. Never promise that an officer will "be

right there" unless you are positive this will occur. Higher priority calls can come in and leave callers with unrealistic expectations.

Again, it takes a great deal of tact and diplomacy when explaining these delays. The citizen should never be left with the impression that we are not concerned about his/her problem.

REMAINING ON THE PHONE WITH CALLERS

The call-taker shall attempt to remain on the telephone with the reporting party during the call-taking process when the reporting party agrees to do so; when doing so does not further compromise the caller's safety; and when any of the following conditions exist:

- The R/P can provide updates for in-progress incidents involving weapons, violent situations, or threats to personal safety.

- The R/P is a young child, hysterical, or requests to remain on the telephone.

- The R/P can provide additional activity and/or direction of travel for in-progress property crimes, i.e., Sonitrol with voice activation and/or visual from camera.

The call-taker may hang up after the following:

- The officer makes contact with the R/P.
- The officer or dispatcher advises the call-taker that it is no longer necessary to remain on the line.
- Or, the R/P can no longer provide updates or does not want to stay on the line any longer.

SPECIAL RELATIONSHIPS

You must be careful to not develop those "special relationships" addressed earlier. An example is promising something we might not be able to deliver, "I assure you we'll find your missing child." There is no way to guarantee officers will locate a missing person. Another example is telling a caller to "stay right there." We have no way of knowing if they will remain safe and should advise callers to ensure their own safety and let us know where we can contact them.

REFERRING CALLS

After a time, you will become proficient in answering many questions however, will likely never be able to answer every question. Before referring a caller, be sure you understand the type of assistance they need. Make sure to tell the caller when you are transferring them and why you are doing so. If you cannot answer a question, call upon your CTO. There may be instances when you utilize the assistance of the Communications Supervisor, Patrol Sergeant, or Watch Commander. Never provide information unless you are certain.

CALL PROCESSING TIMES

Processing calls for service must be performed in as timely and efficient a manner as possible. Circumstances that are beyond the control of the call-taker can impact the processing of the call, such as the need to use an interpreter or when a wireless call is received and the caller does not know their location. However, many calls do not require as much time to process and shall be routed to the dispatcher in a timely manner. The call-taker must realize that in order for calls to be dispatched as quickly as possible, the dispatcher needs the information as soon as possible.

Calls received on 9-1-1 take first priority and must be answered as expeditiously as possible. When an emergency Priority 1 or in-progress Priority 2 call is received, the call-taker should take no longer than 90 seconds to obtain the following:

1.   The location of the incident
2.   The problem code
3.   Basic information supporting the assigned problem code to allow for immediate dispatch

Once routed, additional information (i.e., vehicle/suspect description, direction of travel, injuries, name, address and telephone number of R/P, if not already included) shall then be obtained and supplemented as soon as possible.

When a call is received on 9-1-1 or on a non-emergency line and the call-taker determines the caller has a fire or medical emergency, the call-taker should take no longer than 30 seconds to screen and transfer the call to ACRECC.

When a non-emergency/routine call is received, the call-taker shall process requests for information or create a call for service within three minutes whenever possible. These types of calls may not always fit within this time constraint due to their intricacies and may take longer to process. The call-taker shall be aware of pending emergency calls during non-emergency call processing.

KEY POINTS OF CALL-TAKING

Your primary function as a Public Safety Dispatcher is to communicate. It is imperative that you develop an effective skill-set by incorporating some of the following key points:
- Communicate in a manner that is effective with each individual.
- Take control of conversations and extract as much information as possible.
- Treat hostility with courtesy. Callers may use profanity, do not take it personal.
- Be empathetic and show interest in callers.
- Try to calm hysterical callers. It is the only way you can get the information you need.
- If there is a language barrier, make a concerted effort to obtain information. When necessary, obtain a translator.
- Treat calls from children seriously. Do not assume they are "playing with the telephone."
- Treat elderly or confused callers with empathy and respect. Guide the conversation without appearing impatient or frustrated.

- Be tactful regardless of how minor the complaint. Callers are to be treated with professionalism and respect.
- Direct the flow of conversation away from superfluous information. If necessary, interrupt and continue with direct questions.
- Repeat important points for clarification and confirmation.
- **Verify all addresses and telephone numbers. <u>Never rely solely on ANI/ALI information.</u>**
- Terminate calls on a positive and courteous note. Before hanging up, the caller should know exactly what action will be taken: (1) Appropriate unit(s) will be dispatched or (2) A unit(s) will not be responding and reasons why.
- If it is extremely busy and incidents are backing up, advise callers that there may be an extended delay and see if other arrangements can be made.
- Make sure callers are never left with the impression that nothing was gained by their call. When appropriate, refer the caller to another agency or resource that can assist.

DEVELOPING CALL-TAKING SKILLS

CALL CONTROL	
INEFFECTIVE	**EFFECTIVE**
"Calm down or I can't help you"	"Take a deep breath so I can help you"
Using police jargon	Using plain language
Berating a caller	Demonstrating empathy
Long pauses or silence	Having a conversation vs. an interrogation

EFFECTIVE QUESTIONING	
What happened?	Who is involved?
Where did it happen?	How did it occur?
When did this occur?	Weapons, drugs, alcohol involved?

QUESTIONING VICTIMS OF VIOLENT CRIMES
- Understand the victim's level of fear. Your primary consideration is the victim's safety.
- Use a calm, controlled voice. The victim's level of emotion may not correspond to the level of violence occurring.
- Obtain the address and telephone number in the event the line is disconnected.
- Is this physical or verbal?
- Ask victim if they can speak freely. Use "code" to talk with victim if subject still present.
- Use active listening techniques.

CALL-TAKER DEMEANOR
- If you are talking to a suspect, establish neutral ground to help de-escalate the situation.
- Do not provoke the suspect.
- Keep in mind, what you say on tape may go to court.
- Don't get lost in the "crazy" of the incident.
- Do not become complacent, routine calls can escalate quickly.

NON-EMERGENCY CALLS

Every call requires basic information and are best managed with a standard call taking approach. Where? What? When? Who? Weapons?

1. <u>Where did it happen?</u> Determine quickly whether the call is in our jurisdiction. If the incident occurred outside the city limits, non-critical calls can be referred to the appropriate agency by providing the caller with the correct telephone number. Emergencies outside city limits can be transferred via the 911XFER button on VESTA or by manually dialing the number from the non-emergency lines. Make sure the location information is determined prior to transferring the call.
2. <u>What happened?</u> Determine the nature of the call immediately for proper prioritization. Incoming calls must be handled by priority and importance. Calls for service take precedence over calls for information and advice.
3. <u>When did it happen?</u> The timeframe is imperative for proper prioritization.
4. <u>Who is involved?</u> Obtain the number of persons or suspects involved, descriptions, and names if known. If you don't ask, the caller may not know to tell you.
5. <u>Weapons?</u> Determine if weapons were involved. Never assume the answer.

EMERGENCY CALLS

Calls for Police services are as varied and different as the people who make them. First, and most important, remain in control of the conversation without being rude. You know which details you need, so direct the conversation toward that goal. Remain calm. By doing so you will assure the caller that you are in command of the situation and that you can help.

Obtain the address of where the emergency is (be sure to verify it), the caller's name, and telephone number. Be sure to ask if the address is a house or apartment. Find out what is wrong and gather details if possible. Some callers will grow impatient and try to tell you to, "Just get here!" Do not accept that. Question the caller for more details. **Ideally**, every one of your callers will be calm, rational and able to give you all the information you need.

Realistically, most emergency callers will be excited and difficult to question. Get as much information as you can and forward it to the dispatcher. If you are unable to get any further information, say so in the text. This way the dispatcher will not have to question you and the officers on the street won't be questioning the dispatcher.

Some questions should <u>always</u> be asked in addition to address, names and telephone number:

1. Is the suspect there now? If so, make sure you get a working description.

2. Does the suspect have a weapon? If so, what kind of weapon? Is it a gun, knife, baseball bat? If several people are at the scene, get a description of the one with the weapon.

3.   Does the suspect have a vehicle or is a vehicle involved? If, for example the caller is reporting a burglary in progress, ask what kind of vehicle is parked in the driveway or in front, and get a working description. Try to get the license plate number. It might just belong to the responsible. If they leave the scene prior to the arrival of units, you will already have the vehicle description in the call. Always TRIP the plate for the dispatcher if you can.

The officers in the field have only the information you furnish. **If you rush the call or forget to ask about a suspect or weapon, you may endanger an officer's life.** Ask yourself, "If I were responding to this call, what information would I want to know?" In cases where the caller is an eye-witness to the crime in progress, attempt to keep the caller on the telephone to provide continual and updated information for responding officers. Emergency ambulance or fire calls do not normally require we stay on the line once the call is transferred and connected to ACRECC unless the call involves a crime or sounds suspicious.

EMERGENCY LINES OVERVIEW

Incoming telephone calls on emergency lines must be answered immediately. Answer the call with "911, what is the emergency?" Wait for the caller to acknowledge and then begin your direct questioning:

1.   **What happened?** Immediately determine the nature of the call for proper prioritization. It is not unusual for the call-taker to be required to handle simultaneous critical telephone calls. Careful evaluation must be made to accurately prioritize these calls.
2.   **When did it happen?** Is the crime in progress, or did it just occur? How cold?
3.   **Where did it happen?** If outside our city's jurisdiction boundaries, the citizen reporting a critical incident should never be told to hang up and call the correct agency. Obtain basic information and while the caller is on hold, you call the appropriate agency with the information or if you are able to transfer, stay on the line until the outside agency dispatch and the caller are conversing.
4.   **Who is involved?** Obtain appropriate descriptions of suspects, including names and DOB's, if known. It is easier to obtain correct information if you take information on one suspect at a time and start from the race, sex, age, hair, and then clothing. We describe suspects from the top down. Any vehicles involved?
5.   **Weapons?** Are there any weapons involved, if so, what kind? Ask if drugs and/or alcohol are involved.
6.   **How did it occur?** How was the crime committed?
7.   **Stay on the line.** The "first rule" of handling emergency calls is to keep the caller on the line, whenever possible. If units have been dispatched, reassure the caller that units are on the way while you are obtaining additional details and descriptions. Use caution regarding developing "special relationships" and advise the caller to ensure their own safety.
8.   **Calm the caller.** This is accomplished, in large part, by your tone of voice. Provide phrases of reassurance, and if possible, do not raise your voice. In fact, if you lower your voice slightly, and speak slightly slower, the caller is more likely to stop talking to hear what you say.

GETING TO KNOW YOUR CAD

TOOLBAR
Lists employee log on information, position number, and provides access to CAD tools.

MAIL ROOM
CAD, MOBILE, and Teletypes messages.

POWERLINE
Where to process CAD commands.

INCIDENTS QUEUE
Displays pending calls for service.

UNITS QUEUE
Displays unit activity.

GEO (MAP)
Access to the map provided from this window.

RECORDS CHECK (RC)
All CLETS inquires will be run from this window.

RECORDS INQUIRY RESULTS (RR)
All CLETS returns will be received in this window.

ENTERING CALLS FOR SERVICE

The following procedure will be followed by call-takers to ensure consistency in information entered into the police computer system. It is the responsibility of the call-taker to accurately complete the complaint mask for all appropriate incidents.

A complaint mask will be generated according to existing procedures for each request for service, which results in 1) the dispatch of police personnel or 2) documentation for record purposes.

Call-takers shall refrain from using slang, racial slurs or profanity in the text; use a generic term such as "racial epithet" if needed to describe what the caller says. Use only approved commonly used terms and abbreviations. Once a call has been entered, the information in the text cannot be altered or edited.

Always attempt to obtain reporting party information. Include name, address, telephone number, and whether or not we can contact them. When R/P information is obtained, it is presumed that they can and will be contacted by an officer, unless text indicates otherwise (i.e., "RP DOES NOT WANT CONTACT").

EMERGENCY CALL-TAKING (ECT) WINDOW

Address and Apt/Ste:
This is where you put the location where the incident occurred. It must be a street address, intersection or business name (known to our common name place file). Enter the street address, intersection, or business name and tab to the next field to activate the geo-validation process.
Address format. Street address = 1555 Oak St. Block number = 1500 Oak St. Intersection = Oak/Lincoln. Apartment = 1, A, Front, Rear, Upper, Lower, 1/2, etc. in the Apt/Ste field.

Always verify the address and phone number. There is nothing worse than hanging up with an emergency call only to discover that it will not take. Address verification is critical to the delivery of emergency services. What's even worse is when you can't reach the caller back because the phone number is incorrect.

Never rely solely on ANI/ALI. If the address/phone number provided by the caller matches the ANI/ALI display, the address/phone may be considered verified. If there is a discrepancy, additional steps must be taken to verify each (i.e., repeating each digit to clarify).

Location Name:
This is the business name associated with an address. Not to be used for other details.

Problem Code:
This is the problem code field. You must enter the appropriate problem code from our list. If you need assistance in choosing a code, click the drop down tab.

Problem Nature:
This is the full description name of the code.

Priority:
This is the priority of the incident. This is generally determined by the problem code file; however, a priority can be upgraded or downgraded based on need. We only have a couple of problem codes that are automatically a priority one, OD (overdose), 901A, and 933R (robbery alarm). To enter a 211PC (robbery), other felony in progress, or one that occurred within the last 10 minutes, you would place a "1" in the priority field to upgrade the incident.

Sector:
The City of Alameda is divided into five sectors. Sector 1 encompasses the area from the Main St. to Westline/8th St. Sector 2 from Westline to Willow (odd side). Sector 3 from Willow (even side) to the Bay Farm Island Bridge. Sector 4 from the Bay Farm Island Bridge and all of Bay Farm Island. Sector 5 all of Alameda Point AKA Naval Air Station AKA Old Navy Base.

Caller Name:
This field is where you put the name of the caller/reporting party. The format is LAST,FIRST if you do not have a first name it helps to put MR or MS, so the responding officer will know if it is a male or female to contact. If the caller is anonymous put FANON for female caller or MANON for male caller. You may use REFUSED if they refuse to give name, etc.

Caller Location:
The field is where you put the address of the caller, if it is different from the location of where the incident occurred. If it is the same, you can leave it blank or simply put SAME.

Call Back Phone:
This field is for the telephone number from where the reporting party is calling. You MUST include the area code. Dashes will default for 10-digit numbers entered upon tabbing over.

License Plate Information:
This field is where you add an involved license plate, run the plate query, and attach the return to the call for service at the same time.

View Case #:
This button allows you to quickly view the case number(s) associated with the call for service.

Comments Box:
This field is a brief synopsis of the incident. KEEP IT BRIEF AND CONCISE. When entering information, consider what an officer needs to know prior to arriving on the scene. **KEEP OFFICER SAFETY PARAMOUNT** and use the 5 W's of call-taking:

WHAT?   What is happening? What type of call for service is this? How was the crime committed?

WHERE?   Where is the incident happening? Is the reporting party calling from the scene or from another location?

WHEN?   When did this happen? Is it happening now?

WHO?   Who is involved? Is there any suspect information? Any vehicle involved?

WEAPONS?   This is <u>extremely important</u> in terms of officer safety. If a weapon is involved, get a working description of the subject with the weapon. Get a description of the weapon - there is a big difference between a knife and a gun. Are drugs or alcohol involved?

NOTE: A working description is different from a full description. A full description might be something like this: **<u>WM 22-24, 509-511, 155-175 LBS, BLN AVERAGE LENGTH HAIR, SMALL SCAR UNDER LEFT EYE, BLU EYES WITH BUSHY EYE BROWS, MEDIUM BUILD, WHI T-SHIRT, BLK JACKET WITH ZIPPERS ON SLEEVES, BLU JEANS WITH BLK BELT, BLK SHOES.</u>** Try to memorize all that! If you were to put out a description like that, most of officers looking for that subject would need the description repeated several times.

A working description of the same person would look like this: **<u>WM-22 510 160 BLN BLU WHI T-SHIRT BLK JACKET BLU JEANS.</u>** That is a little easier to understand and memorize.
<u>Send to Q:</u>
This button allows you to send the call for service to the Pending Incidents Queue for dispatch.

INCIDENT NUMBER ASSIGNMENT

Upon entering a call for service, CAD will automatically generate an Incident Number following this format: 183050140
>   …18 = YEAR
>   ….305 = JULIAN DATE (305th day of the year)
>   ……..0140 = INCIDENT NUMBER (140th incident of the day)

DISPOSITIONS

RTF - Report to follow	**IC -** Cleared w/ incident card	**POST -** Posted AV
GOA - Gone on arrival	**FI -** Cleared w/ field interview card	**CIT -** Cited
UTL - Unable to locate	**NAT -** Necessary action taken ("I" only)	**CAN -** Cancel
SOW - Sent on way	**AIO -** All in order	**SUP -** Supplement

SPECIAL CIRCUMSTANCES

The **RTF** disposition is most frequently used to assign a report number to an incident. However, there are times when a secondary report number is drawn, for example an 11357(b)HS arrest.

There are other instances where an arrest will be made but the **RTF** disposition will not be used because the incident will be cleared with a **SUP**. For example, an officer makes an arrest on an Original Local Warrant and there are no additional charges, the arrest will be documented under the original report number. The incident is then closed with a **SUP** and a notation of the report number is made in the call history.

Contrary to the previous example, when an officer makes an arrest on a Bench Warrant a new report number is required and the **RTF** disposition is used.

CANCELING EVENTS

Generally, events shall not be canceled where suspicious or serious trouble may exist, these would include most Priority 1 and 2 calls, with the exception of 933A. Audible alarms may be canceled by an alarm company representative, not a resident. If units are already on the scene of an audible alarm call we do not cancel, remarks should be added to the incident regarding the cancellation instead of using the cancellation request.

Cold Priority 2 events that do not meet the above criteria and Priority 3 events may be canceled when contact is made with the original reporting party who indicates a police response is no longer necessary, or at the direction of a Communications or Patrol Supervisor. Always document the reason for canceling the event.

REOPENING EVENTS

Generally, events shall not be reopened. If there is a repeat call for a previously handled event, a new event will be entered with details referencing the prior incident number. If a reporting party calls back for an event previously cancelled, a new event will be entered. However, on occasion it will be necessary to reopen a closed event. This should only be done when an event is cancelled in error, or if a correction needs to be made to the;

1. Location
2. Problem Code
3. Priority
4. Disposition

CALL-TAKING GUIDES

PUBLIC ASSISTANCE CALLS

Covers all non-criminal requests for service (excluding suspicious activity), including:

1. Civil Complaints - Complaints where no crime has been committed are considered civil (e.g., property disputes). The Police Department will respond to keep the peace (e.g., civil standby) in situations where a civil disagreement has or could potentially lead to a physical or verbal confrontation between the parties. In most other situations, the dispatcher will refer the caller to the appropriate outside agency for assistance (e.g., Small Claims Court).

2. Sewer Calls - City of Alameda sewer call-out procedures are followed. If it is a Public Works callout after hours enter a **CITY** call, page them, and make sure to update the call when they call back with details of who was notified and when.

3. Traffic Signal Calls - City of Alameda Public Works personnel should be notified.

4. Power Failure Calls - Alameda Municipal Power (AMP) personnel should be notified.

5. Casualty - Injuries that occur on City-owned property i.e., sidewalk falls, are considered casualties. Officers are dispatched to write a casualty report.

6. Welfare Checks - Health or Safety welfare checks on persons who have not been heard from or suspicious or possible health-related reasons. Officers and/or medical dispatched.

7. Lock-outs - Officers are dispatched to assist citizens who are locked out of their residence. Fire personnel are dispatched to vehicle lockouts with children inside or with the engine running. We do not respond to vehicle lockouts unless exigent circumstances are involved. Instruct callers to contact a locksmith or tow company; officers do not carry Slim Jims.

8. Animal Issues - Animal Control with the occasional assistance from officers handle animal control issues on public property. We do not handle animal control issues on private property unless the animal is dangerous or poses a health hazard. Review Animal Control Guidelines in the Communications Center Resource Manual.

ALARMS

933A	Audible alarm
933E	Electronic alarm (3SI Tracker)
933F	False alarm
933R	Robbery alarm (usually also silent!)
933S	Silent alarm
933V	Vehicle alarm

Complaint Taking
WHAT, WHERE, WHO, SUPPLEMENTAL INFORMATION (suspects, vehicle description, etc.)

BEACHES

East Bay Regional Park District (EBRPD) must be notified of all incidents on their property, including: Crab Cove 1252 McKay, Crown Beach 600 Westline and Shoreline Beach (various addresses). A caution note is on file for Crab Cove and Crown Beach as a reminder but there is no caution note on file for the beach along Shoreline since there is no specific address.

BRIDGES

Alameda has four bridges for ingress/egress. Alameda County maintains the bridges and each bridge has a bridge tender to operate the raising and lowering of each bridge.
1.   Park Street Bridge – 2098 Park Street
2.   Fruitvale Bridge (Miller-Sweeney) – 2797 Tilden Way
3.   High Street Bridge – 2100 High Street
4.   Bay Farm Island Bridge – 3300 Otis Drive

COAST GUARD ISLAND

Coast Guard Island (2099 Park St.) is located over the Park Street Bridge. It is accessed near Embarcadero and Dennison in Oakland. Coast Guard Island is within city of Alameda jurisdiction. APD and/or AFD will respond for police/fire incidents as requested.

COLLEGE OF ALAMEDA

The Alameda County Sheriff's Department provides law enforcement services to the College of Alameda on a daily 18-hour basis from 0600-2400 hours. Sheriff's office civilian staff provide 24-hour coverage for intrusion/fire monitoring. Alameda Police personnel will respond to and handle all calls for service on the campus from 0001 hours to 0600 hours. The Alameda Police Department will investigate major felonies, fatal accidents, crimes involving college executive staff, etc. as further described in Lexipol Policy 417.

CRIMES AGAINST JUVENILES

Juvenile victim crimes are frequently of a delicate nature, due to the age of the victims and the emotions of the parents. Crimes in which a child (under 18 years) is the victim or responsible who may be subject to Youth Authority Involvement include:

288A PC   Felony Child Molest
273D PC   Child Abuse
300 W&I   Protective Custody of Juveniles
601 W&I   Incorrigible/Runaway Juvenile
777 W&I   Juvenile in Violation of Probation

Complaint Taking
If the call is of critical nature or in progress, keep the caller on the line until units arrive.

1.   **WHAT** - Sometimes difficult to ascertain due to the age of the child or parent/complainant emotions. Talk to a child calmly, using words they can understand, be reassuring.

2.   **WHEN** - Time element of crime.

3.   **WHERE** - Place of occurrence and where complainant/victim is located for contact.

4.   **WHO** - Suspect or responsible party; usually have a known suspect or responsible.

6.   **WEAPONS** - If weapons involved, determine type.

7.   **SUPPLEMENTAL INFORMATION** - Juvenile suspect description, who to contact, who has or will take responsibility of juvenile.

DISTURBANCES

Incidents that are verbal in nature, not involving an injury, but excluding a physical fight, including:

415F   Family disturbance
415H   Homeless/Transient disturbance
415N   Neighbor disturbance
415J   Juvenile disturbance
415   General disturbance which includes music, party, noise, unwanted guest, etc.

For complaint taking the same information is needed: WHAT, WHEN, WHERE, WHO, WEAPONS, WHO, VEH DESCRIPTION and DIRECTION OF TRAVEL

HIT-AND-RUN ACCIDENTS

Determine injuries and notify ACRECC if fire personnel is required. The hit-and-run accident is handled as any other accident but detailed descriptions of the suspect vehicle and occupants are obtained. Even if the caller is not involved, make an effort to get a name, telephone number, and address for later contact.

MISSING PERSONS

California law requires police agencies to write runaway, missing juveniles and missing person reports, regardless of circumstances. The police must not refuse to write these reports or ask complainants to wait a period of time to see if the person returns. All missing persons are entered into MUPS via AWS. Agencies are required to enter a missing person record into MUPS, even if the missing person is found before the entry is made. In such a case, enter a missing person record and immediately remove it (i.e., clear the record). Note: This is the same for all missing persons; agencies are required to accept missing person reports at any time and from any location regardless of jurisdiction. Phone reports must be accepted if the caller is not in our jurisdiction, or if requested by the caller.

PRIVATE PROPERTY ACCIDENTS

The Alameda Police Department does not routinely take accident reports which occur on private property. This includes shopping center parking lots. Advise the parties to exchange information (driver's license, address, insurance, etc.) A unit will be dispatched in the following circumstances:

1.　　　Injuries involved
2.　　　An involved driver appears to be under the influence of drugs or alcohol
3.　　　An involved driver refuses to identify himself or exchange information
4.　　　Hit-and-Run (20002 or 20001)
5.　　　City property has been damaged
6.　　　Gas leak
7.　　　Parties request advice from an officer
8.　　　Impending fight between parties

PRIVATE PROPERTY TOWS

Vehicles, which have been abandoned on private property, can be cited by the Police Department and the owner of the property will call for a tow to remove the vehicle. When a tow company removes a vehicle, they will call APD to report a private property tow. The vehicle is then entered into SVS as a stored vehicle.

PUBLIC MORALS

Incidents that are non-physical and presumed to be "victimless" crimes include:

Narcotics	Health and Safety Violations
647B PC	Prostitution
647F PC	Drunk in Public

Again the above information is taken: WHAT, WHEN, WHERE, WHO, WEAPONS, and DIRECTION

SUSPICIOUS ACTIVITY

Suspicious activity would include all calls for service where an actual crime has not been committed or that only the suspicion that a crime may be or has occurred. The Nine Code for suspicious activity is 912 and includes the following:

- Open doors to residences or businesses
- Sleepers in vehicles or businesses
- Loiterers
- Unusual noises heard
- Subjects on roofs or in area of residences/businesses

Complaint Taking
WHAT, WHEN, WHERE, WHO, WEAPONS, DIRECTION OF TRAVEL

TRAFFIC ACCIDENTS

Police units are routinely dispatched to non-injury accidents that occur on public streets. Determine if all vehicles are still on scene. This Department does not accept late reported accidents, unless an injury is involved. If vehicles involved have left the scene and drivers have exchanged appropriate information, advise involved parties to notify their insurance companies.

A traffic accident can evolve into a complex situation, which requires varied responses, depending on the information received and the situation found at the scene. Every effort should be made by the dispatcher to obtain timely and accurate information from the reporting party to better determine the proper police response. General Information to be obtained:

1.   Determine injuries. If injuries are known, the call is entered and dispatched as a 901A. Notify ACRECC of the injury accident so they can dispatch the appropriate AFD personnel. If caller is with victim, have ACRECC provide pre-arrival instructions.
2.   Determine extent of injuries. Complaint of pain is very different than a head laceration.
3.   Confirm vehicle(s) still present.

TRAFFIC RELATED CALLS

All traffic accidents and related traffic problems, including:

901A   Accident with injuries - police and ambulance dispatched
901   Accident with no injuries
23152a VC   Drunk driving
23103 VC   Reckless driving
20001 VC   Hit and run with injuries, felony - police and ambulance dispatched
20002 VC   Hit and run no injuries, misdemeanor
14601 VC   Driving on a suspended license
22500E VC   Blocked driveway
TRFHAZ   Traffic hazard

Complaint Taking:
WHAT, WHEN, WHERE, WHO, DIRECTION OF TRAVEL (if the caller is a witness of a hit and run accident, obtain name, address and phone number).

WEBSTER AND POSEY TUBE INCIDENTS

The property lines of both the Webster Tube and the Posey Tube are split down the middle and require a joint response for police and medical incidents. At minimum APD and OPD should be notified for stalls, traffic hazards, 912P, etc. Accidents in the tube, **including non-injury**, require the additional response of AFD and OFD. Caltrans can be used to assist in vehicle removal. The Posey Tube is the only tube with a pedestrian walk-way. Pedestrians are not allowed in the Webster Tube. The Webster Tube delivers traffic from Oakland to Alameda. The Posey Tube delivers traffic from Alameda to Oakland.

INCIDENT MASK SAMPLES
UNAUTHORIZED PARKING ON PRIVATE PROPERTY

Address 1546 WEBSTER ST   **Problem Code** 877
Location Name NEPTUNE PALACE HOTEL
Caller Name JONES,FRED – MANAGER
Caller Location #101
Call Back Phone 510-522-1234
Text CONTACT RP IN #101.

For unauthorized parking on private property the RP must be the manager, owner of property, or the security. The RP must be present on the scene. If the RP is going to meet the officer at a specific location, say so in the text. For example: RP WILL MEET OFFICER IN REAR PARKING LOT.

BURGLARY, COLD (459)

Address 533 BUENA VISTA #205   **Problem Code** 459
Location Name
Caller Name JONES,MARTIN
Caller Location
Call Back Phone 510-522-1234
Text COLD.

Note that minimum information is obtained from the caller. This is the same with most COLD reports. The officer will get details when he arrives on the scene. You will notice that the address field has been left blank. This is because the victim lives at the location where the crime occurred. You do not need to duplicate the information.

SHOPLIFTER IN CUSTODY (484)

Address 2201 SOUTH SHORE CENTER   **Problem Code** 484
Location Name KOHLS
Caller Name JOHNSON,MR
Caller Location SECURITY
Call Back Phone 510-522-1234
Text FEMALE ADULT IN CUSTODY, NOT BEING COMBATIVE. CONTACT RP IN THE SECURITY OFFICE.

If the location of the incident is a business and is not one of the businesses in the computer system, you must place the name of the business in the Location Name field. On these calls we need to know if the person detained is male or female, adult or juvenile, and whether or not they are being combative. Since the officer responding will be meeting someone inside the business, you need to state where in the business the officer can find the RP.

COLD THEFT OF A BICYCLE (VICTIM IS AT A DIFFERENT LOCATION)

Address 1500 SANTA CLARA   **Problem Code** 484
Location Name
Caller Name JONES,FRED
Caller Location 1242 LINCOLN #123
Call Back Phone 510-522-1234
Text COLD OF BICYCLE. CONTACT RP AT HOME ON LINCOLN.

Notice the full RP information. In this case, the bicycle was stolen in the 1500 Blk of Santa Clara but the victim is now home. Any time the victim is at a different location than where the crime occurred, you must say so in the text.

THEFT OF A BICYCLE, ABOUT 10 MINUTES COLD

Address WEBSTER/BUENA VISTA   **Problem Code** 484
Location Name
Caller Name JONES,JENNIFER
Caller Location 525 BUENA VISTA #102
Call Back Phone 510-522-1234
Text 10 COLD OF BIKE. SUS WMJ-15 LSW BLU BBCAP, GRN SHIRT, BLU JEANS LS EB BV ON BIKE. LOSS: B10 RED SCHWINN MTN BIKE. CONTACT RP AT HOME.

Even though this call is 10 minutes cold, it is still important for the responding officer and the other units to hear the information. All information in the text is important, including the type of call, time frame, bicycle and suspect description, direction of flight, and where the RP is now.

ABANDONED VEHICLE

Address 2245 BUENA VISTA   **Problem Code** 970A
Location Name
Caller Name SMITH,MR
Caller Location SAME
Call Back Phone 510-522-1212
Text RED FORD LIC/1ABC123, PLATE 937C.

Normally RP's will wish to remain anonymous for these types of calls. Get as much of a description as you can. Attempt to get at least the color and make of vehicle. There may be more than one red vehicle on the street. If they are able to give you a license plate number, be sure to confirm the vehicle is not stolen and indicate this in the text.

NON-INJURY ACCIDENT

Address 2245 BUENA VISTA   **Problem Code** 901
Location Name
Caller Name JONES,MARTHA
Caller Location 1412 CAROLINE
Call Back Phone 510-337-0000
Text 2 VEHICLES INVOLVED BLOCKING TRAFFIC. #1 BLU ACURA #2 RED FORD PU. RP IS WITNESS WHO IS GOA.

Sometimes we will get several calls on the same incident. ALWAYS ask if there are any injuries. NEVER assume that since the first person you talked to said it was non-injury that it is. ASK EVERY TIME. On non-injury accidents we usually get minimum information, unless the person reporting the accident is a witness, then we would want to obtain their full information if possible. Include in the text any pertinent information, such as how many vehicles involved, brief descriptions, if they are blocking traffic, is someone trapped inside, etc. Sometimes the vehicles involved have pulled off the road and are waiting in a parking lot. Make sure you include this information in the text or the responding Officer will not be able to find them.

INJURY ACCIDENT

Address 2245 BUENA VISTA   **Problem Code** 901A
Location Name
Caller Name SMITH,JANE
Caller Location
Call Back Phone 510-555-1212
Text VEH VS PED.RP IS DRIVER IN A RED MAZDA.ACRECC NOTIFIED.

If you have a reported injury accident, use problem code 901A. ALWAYS VERIFY THE ADDRESS, especially if it comes in on 9-1-1. Remember to never trust the ANI/ALI. Notify ACRECC so AFD can be dispatched. Remember to enter an AFD call for documentation purposes.

AUDIBLE ALARM

Address 1224 LINCOLN   **Problem Code** 933A
Location Name
Caller Name BAY ALARM
Caller Location
Call Back Phone 800-470-1000
Text WILLIAMS RESIDENCE 510-522-1234, INTERIOR MOTION DETECTOR, RESPONDER PENDING.

Minimum information on all alarm calls includes the name of the alarm company and their phone number, the name of the business or the last name of the resident, and the phone number on the

premise. Include all pertinent information on the call. Ask if there is any indication of where the alarm is coming from, is anyone responding with keys, and their ETA. Also include if it is a manually activated panic alarm.

WELFARE CHECK

Address 1223 LINCOLN   **Problem Code** WELFAR
Location Name
Caller Name JONES,FRED
Caller Location 987 EAGLE
Call Back Phone 510-522-1234
Text RP REQUESTS A CHECK ON EDNA WILLIAMS WF-90 WHO HAS BEEN VERY ILL LATELY. SHE SHOULD BE HOME BUT HASN'T BEEN ANSWERING THE PHONE (510-523-5667). NO ANSWER ON CALL TO RESIDENCE. OP DOES NOT DRIVE AND LIVES ALONE.

This is a basic welfare check. Include all RP information and the reason for the check. Get the OP's phone number and try calling it yourself. Include any and all information that might help the responding officer make a decision whether he/she should force entry or not. Check NAME, PHONE, PRIOR, etc. for other calls for service that may help with this decision. See if the RP has keys and can possibly meet the officer at the scene. Ask if the OP drives a vehicle, if so what color and make? With elderly and ill persons, it may be appropriate to have AFD dispatched, based on the information obtained.

ANCILLARY DUTIES

Communications Center personnel are responsible for a good number of ancillary duties. These tasks are constantly growing, changing, and evolving. Listed below are a few systems you will encounter during your daily operations.

RMS

During the course of your training you may learn how to write a supplemental police report, book a CD and/or CAD printout into evidence, and possibly complete an Incident Card. All tasks require access to the RMS system. Instructions can be found in the TriTech Manuals folder on the G-drive.

The Records Management System (RMS) is the in-house computer program where police reports, supplements, attachments, and data pertaining to documented reports is stored. Department personnel may access information on a <u>need-to-know basis</u> for historical or statistical reasons and during the course of duties as deemed necessary.

3SI

During the course of your training you may encounter an alarm from 3SI, a web-based program utilized by local banks that monitors smoke, dye, ink, and GPS tracking devices concealed in bait money that activate when a bank is robbed. The system is monitored by Communications Center personnel from the COMM Computer and operates in the background at all times. Alerts will signal on the Audiolog Management Console (AMC), sound like a sinking ship, and are handled by 933E event entry. Complete instructions can be found in the Policy and Procedures Manual.

NIXLE / AC ALERT / VEOCI

During the course of your training you may encounter an instance where a community notification is required. As a means to provide emergency information externally to all or portions of the community, the City of Alameda has contracted with Nixle, an emergency notification system for

outbound telephone, email and text notifications. In addition to community alerts, Nixle allows for internal notifications, such as staff or department recall. Complete Nixle instructions can be found in the Policy and Procedures Manual. By the end of January 2019, the City of Alameda will transition to AC Alert for community notifications and Veoci for internal callbacks.

SHARE911

During the course of your training you may encouter an activation from Share911, a web-based mass notification system utilized by local schools to notify of emergency situations on campus. The system is monitored by Communications Center personnel from the COMM Computer and operates in the background at all times. Share911 shall remain logged in by the Communic email address and password.

Share911 activates three different lockdown procedures - Emergency, Soft, and Silent. It is imperative to understand the school's role in notifying of a lockdown and some of the terminology that will be utilized by staff members. Ideally, a lockdown would begin with a call to 911 and then an activation of Share911. However, there may be instances when the activation is first.

1) Emergency Lockdown = Immediate threat on or near the school
2) Soft Lockdown = Police or Fire action near or around the school
3) Silent Lockdown = Potential threat on or near the school but no announcement made in an attempt to not create an exigent issue

REPORTS
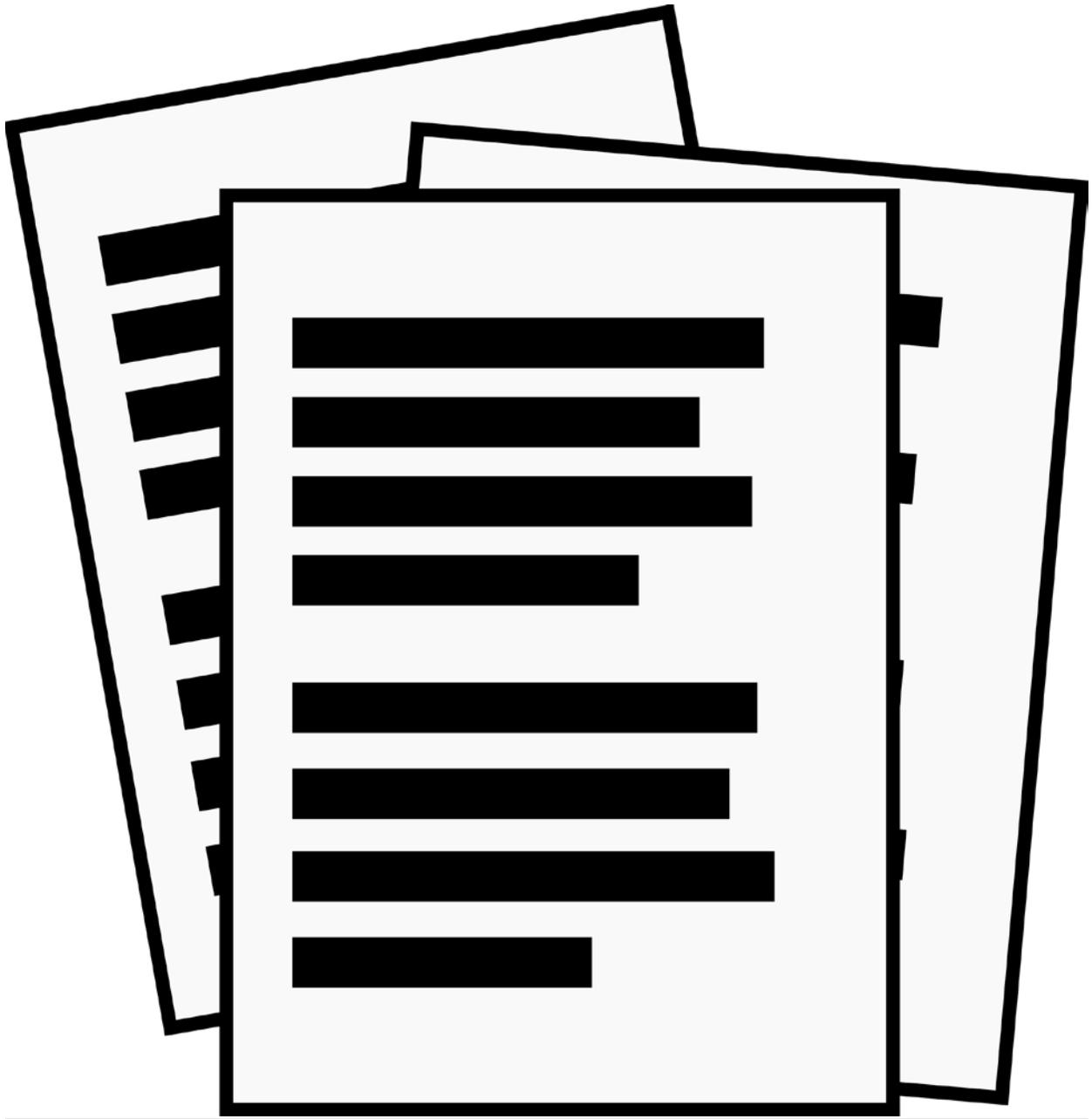
Communications Center personnel are responsible for preparing two nightly reports, the Daily Bulletin and the Management Report. These instructions are also located in the Policy and Procedures Manual.

DAILY BULLETIN

Before getting started review the following guidelines:

1. Dates typed without slashes (/) or dashes (-). Example: 121218

2. Names listed last in capitals with first and middle in standard print. Example: SMITH, Jessica Marie. For all Wanted Person, Missing Person, and Runaway entries name shall be listed first.

3. Subject descriptions follow standard head to toe format: Race, Sex, Age, DOB, Height, Weight, Hair, Eyes, and clothing description. Do not type height, lbs., hair, or eyes in the text. Use only approved color abbreviations always capitalizing first letter. Example: WM-38 DOB/103174 508 160 Blk Bro LSW Blu shirt Blk pants.

4. Vehicle information follows standard format: Color, Year, Make, Model, Vehicle Style, and License Plate. Example: Blk 2018 Ford Taurus 4D lic/ABC123.

Follow these instructions to complete the Daily Bulletin:

1. Change Date/Day of the week and save document as the date for which it is being prepared.

2. Use the calendar to update Traffic court dates. Traffic dates are **always** on a Thursday. Date is found by counting **60 business days** from the following date of the DBRF being prepared. For example if you are preparing the DBRF for Thursday, November 21, 2013 start your 60 day count beginning with Friday November 22nd. If the 60th day falls on a Monday, Tuesday, or Wednesday, use that upcoming Thursday. If the 60th day falls on a Friday, use the Thursday of the next week. It is okay to count holidays as part of the 60 business days. However, if the court date falls on a holiday proceed to the next applicable Thursday.

3. Use the calendar to update Criminal court dates. Criminal dates are **always 60 business days** from the following date of the DBRF being prepared. For example if you are preparing the DBRF for Thursday, November 21, 2013 start your 60 day count beginning with Friday November 22nd. It is okay to count holidays as part of the 60 business days. However, if the court date falls on a holiday proceed to the next applicable business day.

4. Run all stolen vehicles to confirm they are still outstanding. If a vehicle has been recovered remove it. Check for new stolen vehicles and add them to the HOTSHEET. Use the following format to list each stolen vehicle: License plate **(Bold CAPS 12 Font)**, year, make, model, style, color, and location of theft (10 Font). Example: **ABC123 –** 18 FORD TAU 4D BLK – 2031 SHORELINE. List vehicles in numerical order based on last three digits of plate.

5. Run all Missing Persons and Runaways to confirm subjects are still outstanding. If a subject has returned and is no longer in MUPS/AWS remove them.

6. Determine which entries can be removed (Vehicle Theft, Wanted Person, Missing Person, Runaway – **10 days**. Enforcement Information, Official Notice, Announcement, FYI – **5 days**). Pay attention to entries with expiration dates that require more time than usually permitted.

7. Add new entries to the appropriate section placing newest to bottom of the list. At the end of each entry, list the requestor's last name, badge number, report number/incident number, and date entry was added. Example: Williams #600 14-1234 0331

8. Update "Prepared By" section in the footer with your name and badge.

9. Re-number entries as needed and spellcheck the entire document.

10. Make 20 black/white copies (double sided) and distribute (1) copy to the Daily Bulletin clipboard in ComCen and remaining copies to the DBRF box in the Briefing Room.

11. Discard copies from the previous day and day's submissions to an appropriate shred bin.

12. Use COMMUNIC email account to send DBRF
    - Create new email
    - To = POLICE
    - Subject Line = Daily Bulletin 121218 (or appropriate date)
    - Attach DBRF
    - Click SEND
    - Verify email and attachment sent successfully

If the attachment button does not automatically default to the Daily Bulletin folder, recreate the string by following these steps:

    - Click INSERT and choose attachment
    - Select Desktop
    - Select Daily Bulletin Copies
    - Select 2018 Daily Bulletin folder (or appropriate year)
    - Select the current month folder
    - Select the date to be sent out

MANAGEMENT REPORT

The Management Report is an automated SQL Server Report. Beginning with the 24-hour period on March 7, 2018 the Management Report will be completed from SSRS Reports by Com-Cen personnel between the hours of 0400-0600.

1. From the COMM computer use the shortcut on the desktop labeled SSRS Reports

2. Login = COA\communic, password = ComCen1555

3. Open the Inform RMS folder

4. Open the Communic Management Report folder

5. Open the Daily Management Report

6. Enter the Start Date and End Date (date should be the same), click View Report

7. Click on the disk icon to save the report, select PDF

8. At the bottom of the page Save As with the appropriate date and save to current folder

9. Print a copy to be reviewed by the Patrol Sergeant, when approved place on clipboard

10. Use COMMUNIC email to send report to Staff:
    - Create new email
    - To = STAFF GROUP
    - Subject Line = Management Report 121218 (or appropriate date)
    - Text field = Sent by Name/Badge # (ex., Sent by Williams #600)
    - Attach Management Report
    - Click SEND
    - Verify email and attachment sent successfully

Retention: The Communications Center will maintain an electronic copy for the current year and one year prior. A hard copy will be maintained for three years.

COMPLAINT QUIZZES
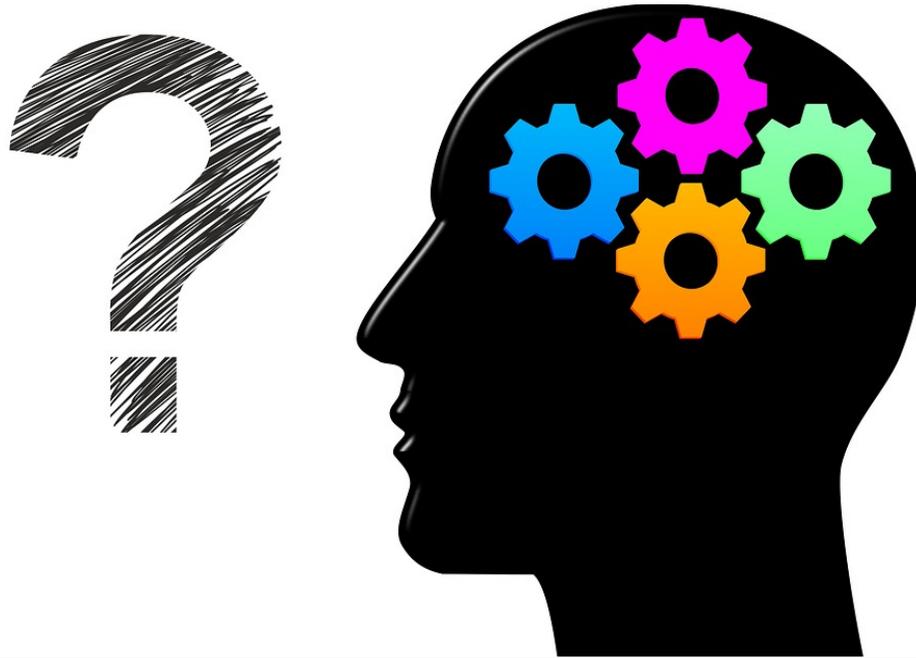
CATALOG

TITLE	ASSIGNED
QUIZ 1 - PROBLEM CODES	IN-HOUSE (1,2,3)
QUIZ 2 - PROBLEM CODES	IN-HOUSE (1,2,3)
QUIZ 3 - PROBLEM CODES	IN-HOUSE (1,2,3)
QUIZ 4 - MILITARY TIME	IN-HOUSE (1,2,3)
QUIZ 5 - PHONETIC ALPHABET	IN-HOUSE (1,2,3)
QUIZ 6 - STATE ABBREVIATIONS	IN-HOUSE (1,2,3)
QUIZ 7 - RADIO CODES	IN-HOUSE (1,2,3)
QUIZ 8 - PROBLEM CODES	IN-HOUSE (1,2,3)
QUIZ 9 - GEOGRAPHY	IN-HOUSE (1,2,3)
QUIZ 10 - PROBLEM CODES	IN-HOUSE (1,2,3)
QUIZ 11 - PROBLEM CODES	IN-HOUSE (1,2,3)
QUIZ 12 - GEOGRAPHY	IN-HOUSE (1,2,3)
QUIZ 13 - PROBLEM CODES	IN-HOUSE (1,2,3)
QUIZ 14 - PROBLEM CODES	COMPLAINT (4,5,6)
QUIZ 15 - GEOGRAPHY	COMPLAINT (4,5,6)
QUIZ 16 - PROBLEM CODES	COMPLAINT (4,5,6)
QUIZ 17 - PROBLEM CODES	COMPLAINT (4,5,6)
QUIZ 18 - PROBLEM CODES	COMPLAINT (4,5,6)
QUIZ 19 - RADIO CODES	COMPLAINT (4,5,6)

QUIZ 1 – PROBLEM CODES

Identify the following Problem Codes:

10851 _____   148.1 _____

20001 _____   20002 _____

211 _____   207 _____

22500F_____   22500E _____

23152 _____   23103 _____

245 _____   242 _____

273D _____   261 _____

451 _____   374 _____

300WI _____   288A _____

OD _____   314 _____

220 _____   273.5 _____

601WI _____   459V _____

970A _____   5150 _____

459 _____   653M _____

OUTASS _____   RECVEH _____

212.5 _____   215 _____

QUIZ 2 – PROBLEM CODES

Identify the following Problem Codes:

415 _____   415F _____

415J _____   415N _____

417 _____   459 _____

470 _____   484 _____

487 _____   5150 _____

594 _____   601WI _____

647B _____   647F _____

653M _____   901 _____

647H _____   496 _____

901A _____   148 _____

647I _____   SUICID _____

14601 _____   TRFHAZ _____

243 _____   968 _____

11550 _____   11357B _____

166-4 _____   246 _____

187 _____   11357 _____

187ATT _____   368 _____

ROAD _____   AGENCY _____

WATER _____   PERMIT _____

BOAT _____   TARA _____

QUIZ 3 – PROBLEM CODES

Identify the following Problem Codes:

912P _____   933A _____

933R _____   933V _____

968 _____   459 _____

243E1 _____   970A _____

DOA _____   594 _____

415 _____   955E _____

LWRNT _____   OWRNT _____

912V _____   933S _____

417 _____   11550 _____

273A _____   912 _____

MISC _____   MISPER _____

SUICID _____   WELFAR _____

912P _____   940B _____

532 _____   459V _____

1199 _____   _____

QUIZ 4 – MILITARY TIME

Military Time:

Midnight   =   _____

12:03 p.m.   =   _____

6:00 p.m.   =   _____

2:15 p.m.   =   _____

12:10 p.m.   =   _____

2130 hours   =   _____

2345 hours   =   _____

0120 hours   =   _____

0920 hours   =   _____

1200 hours   =   _____

2400 hours   =   _____

2100 hours   =   _____

1500 hours   =   _____

1800 hours   =   _____

6:45 p.m.   =   _____

4:30 a.m.   =   _____

QUIZ 5 – PHONETIC ALPHABET

A _____   N _____

B _____   O _____

C _____   P _____

D _____   Q _____

E _____   R _____

F _____   S _____

G _____   T _____

H _____   U _____

I _____   V _____

J _____   W _____

K _____   X _____

L _____   Y _____

M _____   Z _____

QUIZ 5 – PHONETIC ALPHABET

QUIZ 6 – STATE ABBREVIATIONS

State Abbreviations:

Alabama	_____	Maine	_____
Alaska	_____	Maryland	_____
Arizona	_____	Massachusetts	_____
California	_____	Minnesota	_____
Colorado	_____	Mississippi	_____
Connecticut	_____	Missouri	_____
Delaware	_____	Montana	_____
Florida	_____	Nebraska	_____
Georgia	_____	Nevada	_____
Hawaii	_____	New Hampshire	_____
Idaho	_____	New Jersey	_____
Illinois	_____	New Mexico	_____
Indiana	_____	New York	_____
Iowa	_____	North Carolina	_____
Kansas	_____	North Dakota	_____
Kentucky	_____	Ohio	_____
Louisiana	_____	Oklahoma	_____
Oregon	_____	Utah	_____
Pennsylvania	_____	Vermont	_____
Rhode Island	_____	Virginia	_____

QUIZ 7 – RADIO CODES

904 _____

908 _____

908A _____

908B _____

908D _____

908F _____

909 _____

909D _____

910 _____

924 _____

926 _____

936 _____

936P _____

937C _____

937D _____

937F _____

937H _____

937M _____

937S _____

937V _____

937X _____

938 _____

939 _____

940 _____

940B _____

947 _____

988 _____

Code 1 _____

Code 2 _____

Code 3 _____

Code 4 _____

Code 5 _____

Code 6 _____

Code 7 _____

Code 8 _____

Code 9 _____

Code 10 _____

Code 11 _____

Code 33 _____

Code 34 _____

QUIZ 8 – PROBLEM CODES

Identify the following Problem Codes:

8-7.7	_____	8-7.9	_____
22500E	_____	22500F	_____
970	_____	970A	_____
20002	_____	20001	_____
23152	_____	901	_____
901A	_____	DOA	_____
TRFHAZ	_____	SUBP	_____
FPROP	_____	CITY	_____
MISPER	_____	CAS	_____
SEARCH	_____	TSO	_____
LPROP	_____	SIU	_____
ANIMAL	_____	AFD	_____
CIRT	_____	MISC	_____
ATSUIC	_____	SUICID	_____
WELFAR	_____	OD	_____
AMC	_____	NARC	_____
AVTOW	_____	CIVIL	_____
14601	_____	594	_____
459	_____	487	_____
10851	_____	211	_____

QUIZ 9 - GEOGRAPHY

Geography - Identify the sector and list map coordinates for the following locations:

PARK ST/OTIS _____   THOMPSON FIELD_____

LINCOLN/5TH ST_____   WOOD MIDDLE SCHOOL_____

FRANKLIN SCHOOL_____   LINCOLN PARK_____

PARK ST BRIDGE_____   KRUSI PARK_____

WEBSTER TUBE_____   EDISON SCHOOL_____

MAYA LIN SCHOOL_____   BAY FARM ISLAND BRIDGE_____

HAIGHT SCHOOL_____

POSEY TUBE_____   GROVE/JACKSON_____

ATLANTIC/WEBSTER_____   REGENT/SAN JOSE_____

4TH/MARSHALL WAY_____   W TOWER/LEXINGTON_____

SOUTHSHORE SHOPPING CTR_____   LITTLEJOHN PARK_____

WOODSTOCK SCHOOL_____   ENCINAL BOAT RAMP_____

8TH ST/SANTA CLARA_____   BUENA VISTA/WOOD ST_____

USS HORNET_____   GRAND ST BOAT RAMP_____

ALAMEDA POINT_____   BAY FARM SCHOOL_____

COAST GUARD ISLAND_____   HARBOR BAY FERRY TERMINAL_____

ALAMEDA HOSPITAL_____   FORTMAN MARINA_____

ALAMEDA HIGH SCHOOL_____   LINCOLN MIDDLE SCHOOL_____

ALAMEDA GATEWAY FERRY TERMINAL_____

MARINA VILLAGE SHOPPING CTR _____

QUIZ 10 – PROBLEM CODES

Identify the following Problem Codes:

8-7.7	_____	8-7.9	_____
22500E	_____	22500F	_____
970	_____	970A	_____
20002	_____	20001	_____
23152	_____	901	_____
901A	_____	DOA	_____
TRFHAZ	_____	SUBP	_____
FPROP	_____	CITY	_____
MISPER	_____	CAS	_____
SEARCH	_____	TSO	_____
LPROP	_____	SIU	_____
ANIMAL	_____	AFD	_____
CIRT	_____	MISC	_____
ATSUIC	_____	SUICID	_____
WELFAR	_____	OD	_____
AMC	_____	NARC	_____
AVTOW	_____	CIVIL	_____
14601	_____	594	_____
459	_____	487	_____
10851	_____	211	_____

415	_____	602L	_____
OUTASS	_____	FG	_____
OWRNT	_____	HS	_____
FELONY	_____	MISD	_____
PREM	_____	955E	_____
RECY	_____	RECVEH	_____
TRANS	_____	TOW	_____
USCODE	_____	PWT	_____
FWORKS	_____	BP	_____
LWRNT	_____	BOAT	_____
BOLO	_____	911	_____
NARC	_____	968	_____
947	_____	466	_____

QUIZ 11 – PROBLEM CODES

Identify the following Problem Codes:

8-7.7	_____	8-7.9	_____
22500E	_____	22500F	_____
970	_____	970A	_____
20002	_____	20001	_____
23152	_____	901	_____
901A	_____	DOA	_____
TRFHAZ	_____	SUBP	_____
FPROP	_____	CITY	_____
MISPER	_____	CAS	_____
SEARCH	_____	TSO	_____
LPROP	_____	SIU	_____
ANIMAL	_____	AFD	_____
CIRT	_____	MISC	_____
ATSUIC	_____	SUICID	_____
WELFAR	_____	OD	_____
AMC	_____	NARC	_____
AVTOW	_____	CIVIL	_____
14601	_____	594	_____
459	_____	487	_____
10851	_____	211	_____

OUTASS	_____	FG	_____
OWRNT	_____	HS	_____
FELONY	_____	MISD	_____
PREM	_____	955E	_____
RECY	_____	RECVEH	_____
TRANS	_____	TOW	_____
USCODE	_____	PWT	_____
FWORKS	_____	BP	_____
LWRNT	_____	BOAT	_____
BOLO	_____	911	_____
NARC	_____	968	_____
947	_____	466	_____
470	_____	484	_____
496	_____	530.5	_____
532	_____	602L	_____
374	_____	166-4	_____
WATER	_____	CIVIL	_____
11357B	_____	207	_____
PREM	_____	11350	_____
187	_____	207	_____

QUIZ 12 - GEOGRAPHY

Geography - Identify the sector and list the map coordinates for following locations:

ENCINAL HIGH SCHOOL_____

WILLIE/MARINER SQ LP_____

CENTRAL AVE/WILLOW ST_____

CROWN BEACH_____

WESTLINE DR/OTIS DR_____

BALLENA ISLE MARINA_____

DAYTON/PARU_____

GIRLS INC. _____

LONGFELLOW SCHOOL_____

PADEN SCHOOL_____

MCKINLEY PARK_____

RITTLER PARK_____

JACKSON PARK_____

PACIFIC MARINA_____

ALAMEDA MARINA_____

MASTICK SENIOR CENTER_____

FEDERAL CENTER_____

DOG PARK (WLINE) _____

COAST GUARD ISLAND_____

COLLEGE OF ALAMEDA_____

ALAMEDA MUNICIPAL POWER_____

ALAMEDA HOSPITAL_____

ALAMEDA HIGH SCHOOL_____

GODFREY PARK_____

SHORELINE PARK_____

TILLMAN PARK_____

CHUCK CORICA GOLF COURSE_____

CHESTNUT/ENCINAL_____

AMELIA EARHART SCHOOL_____

TOWATA PARK_____

OLD CASTLE/TIPPERARY LN_____

OAK ST/POWELL ST_____

ORION/W TRIDENT_____

MAIN/SINGLETON_____

ROBERT DAVEY JR DR/PACKET LANDING RD_____

AUGHINBAUGH/MECARTNEY_____

DOC HARRINGTON PARK_____

QUIZ 13 – PROBLEM CODES

Identify the following Problem Codes:

8-7.7	_____	8-7.9	_____
22500E	_____	22500F	_____
970	_____	970A	_____
20002	_____	20001	_____
23152	_____	901	_____
901A	_____	DOA	_____
TRFHAZ	_____	SUBP	_____
FPROP	_____	CITY	_____
MISPER	_____	CAS	_____
SEARCH	_____	TSO	_____
LPROP	_____	SIU	_____
ANIMAL	_____	AFD	_____
CIRT	_____	MISC	_____
ATSUIC	_____	SUICID	_____
WELFAR	_____	OD	_____
AMC	_____	NARC	_____
AVTOW	_____	CIVIL	_____
14601	_____	594	_____
459	_____	487	_____
10851	_____	211	_____

OUTASS	_____		FG	_____
OWRNT	_____		HS	_____
FELONY	_____		MISD	_____
PREM	_____		955E	_____
RECY	_____		RECVEH	_____
TRANS	_____		TOW	_____
USCODE	_____		PWT	_____
FWORKS	_____		BP	_____
LWRNT	_____		BOAT	_____
BOLO	_____		911	_____
NARC	_____		968	_____
947	_____		466	_____
470	_____		484	_____
496	_____		530.5	_____
532	_____		602L	_____
374	_____		166-4	_____
WATER	_____		CIVIL	_____
11357B	_____		207	_____
PREM	_____		11350	_____
933R	_____		245	_____
220	_____		242	_____
Code FIVE	_____		Code SIX	_____

243	_____	243D	_____
246	_____	261	_____
2735	_____	314	_____
Code THREE	_____	Code FOUR	_____
422	_____	647F	_____
909	_____	207	_____
904	_____	910	_____
988	_____	908A	_____
908D	_____	908F	_____
924	_____	926	_____
Code SEVEN	_____	Code EIGHT	_____
936	_____	937C	_____
937F	_____	937M	_____
937V	_____	939	_____
940	_____	947	_____
Code ONE	_____	Code TWO	_____
470	_____	484	_____
496	_____	530.5	_____
532	_____	602L	_____
374	_____	1664	_____
WATER	_____	CIVIL	_____

QUIZ 14 – PROBLEM CODES

Identify the following Problem Codes:

10851	_____	OD	_____
20002	_____	220	_____
20001	_____	601WI	_____
22500E	_____	INJACC	_____
22500F	_____	TRIP	_____
901	_____	OUTASS	_____
ATSUIC	_____	148.1	_____
211	_____	148	_____
23152	_____	901A	_____
245	_____	207	_____
273D	_____	23103	_____
451	_____	242	_____
300WI	_____	243E1	_____
243D	_____	422	_____
947	_____	290	_____
470	_____	530.5	_____
261	_____	374	_____
288A	_____	314	_____
273.5	_____	278	_____
278.5	_____	5150	_____

QUIZ 15 – GEOGRAPHY

Geography - Identify the sector and list the map coordinates for following locations:

CONSTITUTION/EAGLE_____   SHERMAN/CENTRAL_____

WIND RIVER CAMPUS_____   CITY HALL WEST_____

MAYA LIN SCHOOL_____   LOWER WASHINGTON PARK_____

CENTRAL/PAGE_____   HAIGHT/LINDEN_____

MAPLE/3ʳᵈ_____   BALLENA ISLE MARINA_____

FEDERAL CENTER_____   BARNHILL MARINA_____

COLLEGE OF ALAMEDA_____   GRAND ST BOAT RAMP_____

FRANKLIN SCHOOL/PARK_____   KRUSI PARK_____

OTIS SCHOOL_____   EDISON SCHOOL_____

CRAB COVE_____   ALAMEDA HOSPITAL_____

COAST GUARD ISLAND_____   CLEMENT/GRAND_____

UPPER WASHINGTON PARK_____   PADEN SCHOOL_____

MASTICK SENIOR CENTER_____   CYPRESS/2ND _____

ISLAND HIGH SCHOOL_____   WEBSTER/LINCOLN_____

VIKING ST/W PACIFIC _____

CROLLS GARDEN CT/CENTRAL _____

FERRY POINT/W TICONDEROGA _____

WOODSTOCK CHILD DEVELOPMENT CENTER_____

SOUTHSHORE SHOPPING CENTER_____

QUIZ 16 – PROBLEM CODES

Identify the following Problem Codes:

211	_____	220	_____
647I	_____	273D	_____
647B	_____	314	_____
243E1	_____	215	_____
422	_____	278.5	_____
290	_____	SUP	_____
530.5	_____	647F	_____
10851	_____	647B	_____
20002	_____	187	_____
20001	_____	459	_____
207	_____	594	_____
23103	_____	FPROP	_____
23152	_____	LPROP	_____
245	_____	653M	_____
273.5	_____	647H	_____
5150	_____	SUP	_____
374	_____	11550	_____
451	_____	166-4	_____
300WI	_____	246	_____
288A	_____	SUICID	_____

QUIZ 17 – PROBLEM CODES

Identify the following Problem Codes:

417	_____	647F	_____
242	_____	243E1	_____
273.5	_____	422	_____
530.5	_____	245	_____
601WI	_____	940	_____
904	_____	947	_____
Code 33	_____	Code 4	_____
Code 10	_____	Code 3	_____
Code 1	_____	Code 5	_____
Code 11	_____	Code 6	_____
Code 9	_____	Code 8	_____
Code 34	_____	415N	_____
415F	_____	901	_____
148	_____	11357B	_____
904	_____	910	_____
940	_____	RECVEH	_____
20002	_____	23152	_____
22500F	_____	22500E	_____
23103	_____	936	_____
938	_____	940B	_____

QUIZ 18 – PROBLEM CODES

Identify the following Problem Codes:

647B	_____	647H	_____
459	_____	594	_____
10851	_____	374	_____
220	_____	314	_____
5150	_____	261	_____
288A	_____	RECVEH	_____
908B	_____	909D	_____
910	_____	937F	_____
926	_____	936P	_____
937C	_____	939	_____
940	_____	937S	_____
937V	_____	937D	_____
Code 4	_____	Code 33	_____
Code 8	_____	Code 11	_____
988	_____	Code 5	_____
926	_____	Code 6	_____
938	_____	Code 34	_____
Code 10	_____	RTF	_____
GOA	_____	UTL	_____
IC	_____	FI	_____

QUIZ 19 – RADIO CODES

Identify the following Radio Codes:

904_____   938_____

908D_____   908B_____

924_____   988_____

936_____   936P_____

937F_____   937S_____

937V_____   937D_____

940_____   908_____

937M_____   947_____

909_____   939_____

910_____   937C_____

908A_____   926_____

908F_____   937H_____

937X_____   937R_____

COMPLAINT WORKSHEETS
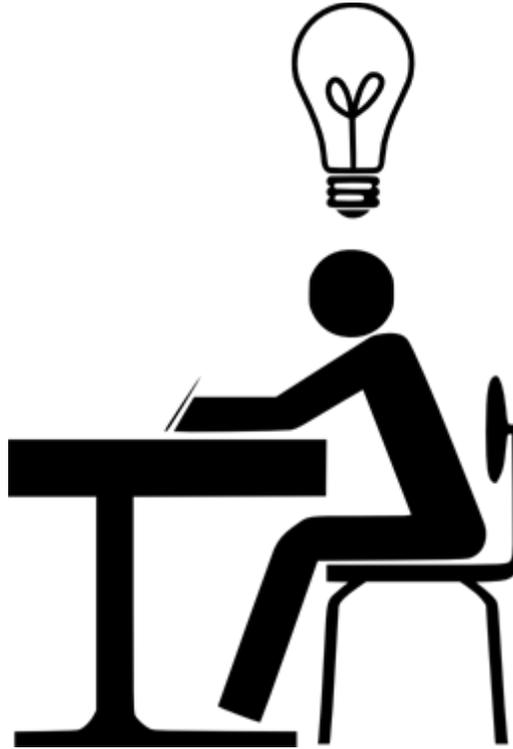
CATALOG

TITLE	ASSIGNED
WORKSHEET - STATUTES AND CODES	COMPLAINT (4,5,6)
WORKSHEET - PENAL CODES	COMPLAINT (4,5,6)
WORKSHEET - WELFARE AND INSTITUTIONS	COMPLAINT (4,5,6)
WORKSHEET - HEALTH AND SAFETY	COMPLAINT (4,5,6)
WORKSHEET - ALAMEDA MUNICIPAL CODES	COMPLAINT (4,5,6)
WORKSHEET - VEHICLE CODES	COMPLAINT (4,5,6)
WORKSHEET - PROBLEM CODES	COMPLAINT (4,5,6)
WORKSHEET - COMPLAINT 1	COMPLAINT (4,5,6)
WORKSHEET - COMPLAINT 2	COMPLAINT (4,5,6)
WORKSHEET - COMPLAINT PREPAREDNESS	COMPLAINT (4,5,6)

WORKSHEET - STATUTES AND CODES

"Laws" should be called "Codes." The Penal Code is the official title of the code, which governs descriptions of crimes and punishments in California and the Procedures of the courts in dealing with these crimes.

Penal Code

The book of California laws, relating to crimes and offenses, and the penalties for their commission.

Vehicle Code

The written legislation governing the rules of the road and vehicle safety.

Health & Safety

Sometimes referred to as the California Uniform Controlled substance act, it dictates law regarding possession and dispensing of federally restricted drugs.

Business & Professions

Deals with the legislation that regulated business activities, as well as alcoholic beverage control violations, and sets penalties for those who do not comply.

Welfare & Institutions

Deals with the welfare of citizens and governs institutions regulated by the State of California.

Municipal Code

Those laws enacted by the City of Alameda and its citizens, in order to direct and/or manage the City's public affairs.

Fish & Game

The book of California Fish and Game laws, relating to crimes and offenses, and the penalties for their commission.

Hit and run is found in the   _____

Failure to provide for a child is in the   _____

Fishing without a license is found in the   _____

Minors in possession of alcohol is found in the   _____

WORKSHEET - PENAL CODES

The following are sections which you must learn and memorize the common names, section numbers, and elements. Often, people who call the police department do not know what type of crime they are reporting and it is necessary for you to sift through their information and determine if a crime has been committed. During your dispatching career, you will learn even more sections. The learning process will not stop at the end of this training block. These following are examples of most of the commonly used codes. There are additional codes that are good to know but are not part of your mandatory codes for training that may be reviewed during the training program.

Penal Code

148   _____

148.1   _____

148.9*   _____

166-4   _____

187   _____

207   _____

211   _____

220   _____

242   _____

243   _____

243D   _____

245   _____

246   _____

261   _____

273A   _____

273D   _____

273.5   _____

459V   _____

278.5   _____

288   _____

288A   _____

314   _____

374   _____

415   _____

417   _____

451   _____

459   _____

466   _____

470   _____

484   _____

487   _____

496   _____

594   _____

532   _____

602L   _____

647F   _____

653M   _____

WORKSHEET - WELFARE AND INSTITUTIONS

300   _____

601   _____

602   _____

5150   _____

WORKSHEET - HEALTH AND SAFETY CODES

11350   _____

11550   _____

11357b   _____

WORKSHEET - ALAMEDA MUNICIPAL CODES

8-7.7   _____

8-7.9   _____

8-7.11   _____

WORKSHEET - VEHICLE CODES

10851   _____

14601   _____

20001   _____

20002   _____

22500E   _____

23103   _____

23152   _____

WORKSHEET - PROBLEM CODES

Determine the correct problem code for each call for service:

1. Caller states that his motorcycle has been stolen.   _____

2. Caller states that his neighbor allows her cat to use the flower box in front of his residence as a litterbox. He says that when he spoke to the neighbor about this she threw a rock at him.   _____

3. Caller states that a blue Ford is broken down at the intersection of Santa Clara and Webster.   _____

4. Caller states that a man exposed himself to her at Lower Washington Park.   _____

5. Caller is the manager of Taco Bell. She states that a green Chevy has been parked in the parking lot for over three days without her permission.   _____

6. Caller reports her 16 year old daughter has run away from home.   _____

7. Caller reports that his vehicle was broken into last night and his $900 stereo was stolen.   _____

8. Caller states that when he went out to his vehicle this morning to go to work, he noticed that another vehicle had backed up into his causing about $200.00 worth of damage. The other vehicle is gone.   _____

9. Caller is the Principal of Haight School. She states that she just received a phone call from someone who said that if the school district does not pay him $50,000.00 before noon today, a bomb will go off in the school. It is now 11:45.   _____

10. Caller states that someone broke into her home and stole about $35.00 in small change from her bedroom.   _____

11. Caller states that someone parked a boat on a trailer in front of her driveway.   _____

12. Caller reports a three car non-injury accident at the intersection of Poggi and Ralph Appezzato Pw.   _____

13. Caller reports that the front door to the residence across the street is open. She says that the people who live there are both at work and no one should be home.   _____

14. Caller reports that someone parked a motorcycle in his driveway and he needs it moved so he can get to a dentist appointment.   _____

15. Caller reports he found a license plate in his front yard.   _____

16. Caller states that she has been receiving obscene phone calls for the past few days. She has no idea who could be making the calls.   _____

17. Caller lives in a large apartment complex and he hears loud music from the apartment below his.   _____

18. Caller reports hearing an alarm going off somewhere in the neighborhood.   _____

19. Caller reports that several juveniles are drinking beer at Jackson Park.   _____

20. Caller reports that someone parked a vehicle on the sidewalk in front of his residence.   _____

WORKSHEET - COMPLAINT 1

1. We always take police reports on private property non-injury vehicle accidents. **T** **F**

2. WANR is the command to check for warrants on a vehicle license plate. **T** **F**

3. When the press calls, all information can be released. **T** **F**

4. An abandoned vehicle tow does not need a case number. **T** **F**

5. Alameda Point is on the west side of town. **T** **F**

6. It is okay to release an officer's home phone number to a citizen. **T** **F**

7. DMV information is public and can be given to any citizen who requests it. **T** **F**

8. The South Shore shopping center is south of Encinal. **T** **F**

9. Authorization is needed from the property manager, owner, and/or security guard for private property parking problems. **T** **F**

10. The mask you use to enter a vehicle in NCIC as stolen is VEHE. **T** **F**

11. The mask you use to enter a vehicle in DOJ as stolen is VEHU. **T** **F**

12. You use the PRPR mask to get a registration check on a moped. **T** **F**

13. The Bay Farm Island bridge is west of Park St. **T** **F**

14. Streets that run north and south, the even house numbers are on the east side of the street. **T** **F**

15. When we tow a vehicle as abandoned, we enter it into SVS only, not NCIC. **T** **F**

16. When we tow a vehicle for being in an accident, we send a registered letter to the registered owner only, not the legal owner. **T** **F**

17. You should be able to make an entry for most phone calls within 90 seconds or less. **T** **F**

18. Call back phone numbers are needed for emergency calls only. **T** **F**

WORKSHEET - COMPLAINT 2
Fill out the incident mask with the correct information.

1.   Mrs. Audrey Farber is calling from 2432 Buena Vista #302. Her phone number is 510-522-1234 she states that yesterday she came home from work to find that someone had thrown several bags of garbage over her fence into her yard. She went through the garbage and has determined that it belongs to her neighbor, a Mr. Jones at 2534 Buena Vista. Yesterday evening she saw Mr. Jones watering his front yard and she walked over to confront him about the garbage. Mr. Jones called her several unprintable names and squirted her with the hose. He told her that if she ever sets foot on her property again she will regret it.

Address_____ Apt/Ste_____   Problem Code_____
Location Name_____   Problem Nature_____
Caller Name_____   Priority_____
Caller Location _____   Sector_____
Call Back Phone_____
Text_____

_____
_____
_____

2.   BAY ALARM, located at 9224 Bancroft in Oakland (510-635-1234) is calling reporting a burglar alarm ringing at the Nelson residence at 1923 Central. The phone number at the residence is 510-522-1234. They are at Disneyland this week on vacation. No one else has keys to the residence except for Uncle Fred who is in the hospital.

Address_____ Apt/Ste_____   Problem Code_____
Location Name_____   Problem Nature_____
Caller Name_____   Priority_____
Caller Location _____   Sector_____
Call Back Phone_____
Text_____

_____
_____
_____

3.   Mr. Ed Smith who lives at 3015 Marina Drive (510-522-1234) is calling from his place of business BOATS UNLIMITED at 2223 Mariner Square Loop (510-522-2222). He says that he was talking to his daughter Betty has been living with her boyfriend George at 433 Willow Apt #234 for about 3 months now. They plan to get married as soon as George completes his drug rehabilitation program. Mr. Smith says that Betty was telling him that George was drunk again and was beating her. Then she screamed and hung up the phone. He tried to call her back but there was no answer.

Address_____ Apt/Ste_____   Problem Code_____
Location Name_____   Problem Nature_____
Caller Name _____   Priority_____
Caller Location _____   Sector_____
Call Back Phone_____
Text_____
_____
_____
_____

4.   Mr. Hugh Rotundo is calling from his home at 1716 St. Charles (510-522-1112). He says that about a month ago someone stole his bicycle from his girlfriend's house at 1425 Sherman (510-522-7778). The bicycle is a boys 18 speed, red with a black seat. It's worth about $700.00. The same day as the theft, Mr. Rotundo spoke to the neighbor of his girlfriend Mr. Chuck Young. Mr. Rotundo thinks that Chuck may have stolen the bicycle. Chuck denies taking part in the theft. A police report was taken at the time. Now Chuck keeps calling Hugh threatening him because Hugh told the police that he was a possible suspect. Mr. Rotundo says he is getting tired of receiving these threats and says that if we don't do something to stop Chuck from calling, he will get a gun and shoot him in the head.

Address_____ Apt/Ste_____   Problem Code_____
Location Name_____   Problem Nature_____
Caller Name_____   Priority_____
Caller Location _____   Sector_____
Call Back Phone_____
Text_____
_____
_____
_____

5.   Mrs. Farber is calling from the phone in her bedroom at 3157 Gibbons (510-523-4477). She says that her husband Stan has been drinking again and is getting violent. He has just hit her over the head with a baseball bat and she is bleeding heavily. Stan is now trying to break down the bedroom door. You can hear him screaming in the background that he is going to kill her.

Address_____ Apt/Ste_____   Problem Code_____
Location Name_____   Problem Nature_____
Caller Name_____   Priority_____
Caller Location _____   Sector_____
Call Back Phone_____
Text_____
_____
_____
_____

6.   Susan Fairchild is calling from her home at 542 Taylor, upper flat (510-521-5555). She is 43 years old and has 2 children. Today is her eldest son David's birthday. She just returned from a party at Round Table Pizza on Blanding when she noticed that someone had forced entry into her residence by kicking her rear door in. Her TV, toaster, and microwave are missing. She states that a few days ago she noticed a suspicious looking man hanging around her neighborhood. He was Asian looking, about 25-35 years old. He was wearing a red baseball cap, a white T shirt, and green shorts. She thinks he might be the responsible.

Address_____ Apt/Ste_____   Problem Code_____
Location Name_____   Problem Nature_____
Caller Name_____   Priority_____
Caller Location _____   Sector_____
Call Back Phone_____
Text_____
_____
_____
_____

7.   Mr. Albert Harnsworth lives at 549 Taylor (510-523-6644). He says his neighbors across the street, Mr. And Mrs. Falkner, left town yesterday on vacation to visit relatives in Indiana. They have not seen these relatives for several years and have been looking forward to this visit for quite some time. Mr. Harnsworth does not know the exact address of the Falkner residence but says it's the green house with white trim. The front yard is full of weeds. Mr. Harnsworth sees what looks like a Black male wearing a green shirt going into their backyard.

Address_____ Apt/Ste_____   Problem Code_____
Location Name_____   Problem Nature_____
Caller Name_____   Priority_____
Caller Location _____   Sector_____
Call Back Phone_____
Text_____
_____
_____
_____

8.   Miss Audrey Wainscott is calling from 1245 Benton (510-523-5533). She says she is looking out of her front window and sees a woman standing in the middle of the street screaming that the Martians have landed and are trying to take over her brain. The woman has aluminum foil on her head. Miss Wainscott describes the woman as White, heavy set, about 350 pounds, 5 feet tall, wearing a green dress and much too much makeup for this time of day. Miss Wainscott does not want the police to contact her.

Address_____ Apt/Ste_____   Problem Code_____
Location Name_____   Problem Nature_____

Caller Name_____   Priority_____

Caller Location _____   Sector_____

Call Back Phone_____

Text_____

_____

_____

_____

9.   A man calls to report a three car accident that just happened at the intersection of Santa Clara and Oak St. The man does not want to give you his name because he does not want to get involved. He tells you that he doesn't think any of the people are injured because he can see out his window and all the parties are now out of their vehicles and fighting in the street.

Address_____ Apt/Ste_____   Problem Code_____
Location Name_____   Problem Nature_____
Caller Name_____   Priority_____
Caller Location _____   Sector_____
Call Back Phone_____
Text_____

_____

_____

_____

10.   Mr. Benson, who lives at 1651 36th Ave in Oakland (510-635-1213), states last night he was visiting a friend, Sarah Stanley at 1522 Pacific Ave. Sarah has lived in Alameda her entire life. Mr. Benson parked his blue 1973 Ford Pinto license plate SAM123 in front of Sarah's house at about midnight. He had his golf clubs in the trunk and when he went back to his vehicle this morning he noticed that sometime during the night someone had backed into his vehicle causing major front end damage. Mr. Benson has been unable to locate the other vehicle. He would like to make a report but doesn't want this information published in the newspaper.   He is at the front counter.

Address_____ Apt/Ste_____   Problem Code_____
Location Name_____   Problem Nature_____
Caller Name_____   Priority_____
Caller Location _____   Sector_____
Call Back Phone_____
Text_____

_____

_____

_____

11.   Mrs. Betty Jones lives at 1427 Sherman Apt #F (510-523-7744). She works part time at Kohl's at 2201 South Shore Center (510-865-4488). Mrs. Jones states that she was at a party last night with some co-workers at 1357 Hansen St. She returned home at about 3 a.m. this morning

and parked her 1987 Nissan license plate 1ABC123 in her driveway. This morning she noticed it was gone. She is the only one with keys to the vehicle and the payments are up to date. No one has permission to use the vehicle. Mrs. Jones says her boyfriend had left his golf clubs in the trunk of her vehicle. His name is Mike Tracy. He lives at 2264 Pacific (510-522-2277). The clubs cost $750.00.

Address_____ Apt/Ste_____   Problem Code_____
Location Name_____   Problem Nature_____
Caller Name_____   Priority_____
Caller Location _____ Sector_____
Call Back Phone_____
Text_____

_____
_____
_____

WORKSHEET – COMPLAINT PREPAREDNESS

PPLUS	_____	HMA	_____
ANI	_____	ID	_____
APB	_____	IFO	_____
APS	_____	IRO	_____
BBCAP	_____	LIC	_____
BMA	_____	LKA	_____
BOLO	_____	GRY	_____
C	_____	LS	_____
CAD	_____	LSW	_____
CL	_____	LT	_____
CLETS	_____	MC	_____
DL	_____	MDT	_____
DOB	_____	MO	_____
DOF	_____	MOE	_____
DOJ	_____	OP	_____
POE	_____	SRO	_____
USCG	_____	OFC	_____
R/P	_____	T	_____
RMS	_____	TP	_____
RO	_____	POI	_____
SUSP	_____	UNK	_____

TDD   _____   UTL   _____

ADW   _____   VEH   _____

VIN   _____   WMJ   _____

WPS   _____   WMA   _____

Abbreviated Sentences:

1. R/P reports a WMA loitering IFO her residence LSW a red BBCAP

    _____

2. R/P requests a VIN verification, he will be standing IRO above address

    _____

3. R/P reports a theft of bicycle just occ., susp is a WMA AKA/Badboy, LSW Blu sweatshirt, jeans, LKA 1555 Oak St., LOSS: Whi mountain bike, no weapons, DOF: N/B Park from San Jose

    _____
    _____
    _____

Criminal Law
The Dispatch trainee will receive instruction and training in Criminal Law and must pass testing before moving on to the next block.

Definitions

Crime:

_____
_____
_____
_____

Classification of Crimes

Felony:

_____
_____

Misdemeanor:

_____

_____

_____

Infraction:

_____

_____

Persons Involved in Crimes:

Complainant:

_____

Victim:

_____

Subject:

_____

Suspect:

_____

Witness:

_____

Commonly Used Abbreviations

The Dispatch trainee will receive instruction in the Commonly Used Abbreviations, Criminal Law and Military Time. The Dispatch trainee must pass testing in all areas before moving on to the next block.

Abbreviations are more than frequently used in complaint taking because they are more expedient and use less space in the limited space of the complaint mask. All dispatchers are taught the same abbreviations for uniformity.

The Dispatch trainee must commit all the following abbreviations to memory. There will be a test on all at the end of the training block. Your trainer will assign the test date.

Colors:

Beige   _____   Maroon   _____

Black   _____   Multicolor   _____

Blue	_____	Orange	_____
Dark Blue	_____	Pink	_____
Light Blue	_____	Purple	_____
Brown	_____	Red	_____
Gold	_____	White	_____
Green	_____	Tan	_____
Lavender	_____	Yellow	_____

There are some colors, such as for vehicles, which are less often used. These colors are aluminum, chrome, bronze, copper, ivory, turquoise, and stainless steel, and their abbreviations may be found in the California Justice Information Systems (CJIS) manual.

States:

Abbreviations of states are required for many computer commands used for warrant, driver's license, and vehicle registration inquiries.

Alabama	_____	Maine	_____
Alaska	_____	Maryland	_____
Arizona	_____	Massachusetts	_____
California	_____	Minnesota	_____
Colorado	_____	Mississippi	_____
Connecticut	_____	Missouri	_____
Delaware	_____	Montana	_____
Florida	_____	Nebraska	_____
Georgia	_____	Nevada	_____
Hawaii	_____	New Hampshire	_____
Idaho	_____	New Jersey	_____
Illinois	_____	New Mexico	_____
Indiana	_____	New York	_____
Iowa	_____	North Carolina	_____
Kansas	_____	North Dakota	_____

Kentucky	_____	Ohio	_____
Louisiana	_____	Oklahoma	_____
Oregon	_____	Utah	_____
Pennsylvania	_____	Vermont	_____
Rhode Island	_____	Virginia	_____

Thomas Guide

The Thomas Guide Map Book contains street information for the surrounding areas, including:
_____

The guidebook is located in the:_____

Using the Thomas Guide, determine the page number and coordinates for the following streets:

Edgewood Ave, Oakland   _____

Ashby Ave., Berkeley   _____

Lea Ct., Alameda _____

Winton Ave, Hayward_____

Write out the directions to Edgewood Ave in Oakland for an officer responding from the Park St Bridge: _____

_____

Keyboard Familiarity	**X if Task Completed**
Put the cursor in the PowerLine	_____
Recall unit	_____
Pull up a call history	_____
Print the call history	_____
Receive your message (your trainer will send you one)	_____
Run a DL and warrants check	_____

Check an address for premise history   _____

Use the IE to retrieve information for all 415's for the day   _____

Use the VEHR mask to run a plate   _____

Run a NAME check   _____

CLETS / PAPERWORK
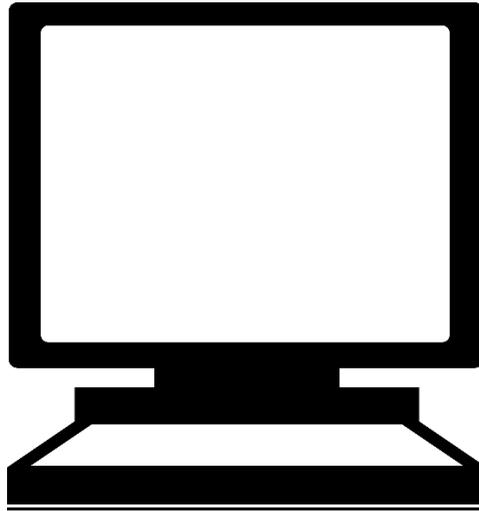
The California Law Enforcement Telecommunications System (CLETS) is a high-speed message switching system that has been operational since 1970. This system has provided law enforcement and criminal justice agencies with a means to access files of the Criminal Justice Information System (CJIS), the Department of Motor Vehicle (DMV), the National Crime Information Center (NCIC), and the National Law Enforcement Telecommunications System (NLETS) over California Department of Justice (DOJ) secure law enforcement network. CLETS allows law enforcement and criminal justice agencies to obtain information from other agencies.

In 1998, the CLETS Advisory Committee (CAC) adopted a standard access method based on the industry accepted Transport Control Protocol/Internet Protocol (TCP/IP). The CAC requires all the Message Switching Computers (MSC) to comply with these specifications when accessing the CLETS system. The TCP/IP interface is designed to handle all CLETS traffic; i.e., transmit inquiries, receive responses to inquiries, entries and updates, and process administrative (point-to-point) messages, including All Points Bulletins (broadcasts) on a statewide or nation-wide basis.

Through CLETS, a dispatcher may obtain or enter information into the various divisions of the Department of Justice, via CJIS (California Judicial Information System), including the Wanted Persons, Stolen Vehicles, Firearms, Property, and Criminal History Records. It also accesses driver's license and vehicle registration information from the Department of Motor Vehicles.

The dispatcher can access information from any city within the State, from any state in the United States, and from certain parts of Canada, by using the CAD system and its various masks.

There is a manual in the Communications Center, which explains the CLETS system operations. CLETS is used in conjunction with AWS (Automated Warrant System) to obtain the maximum amount of information in a short period of time. All inquiries into CLETS are on a need to know basis and are not for public information. Inquiries are recorded by the Department of Justice.

CLETS TRANSACTIONS

WANR   Wanted Persons query
                  DMV/NLETS query
                  CAD/BOLO Person query
                  CAD SI Person Check
                  Canadian Driver's License Check

VEHR   Vehicle query
VEHE   Vehicle entry
VEHL   Vehicle locate/clear/cancel *Confirm stolen vehicles before placing locate*
VEHU   Vehicle update/modify

MPSR   MUPS query
MPSL   MUPS locate/cancel (Use AWS or MPSL if out of area)
ENTRY   MUPS entry (Use AWS screen for missing person entries)
MODIFY   MUPS update (Use AWS screen)

PRPR   Property query
PRPE   Property entry
PRPL   Property locate/cancel
PRPU   Property update/modify

GUNR   Gun query
GUNE   Gun entry
GUNL   Gun locate/cancel *Confirm stolen guns before placing locate*
GUNU   Gun update/modify

BOTR   Boat query
BOTE   Boat entry
BOTL   Boat locate/cancel *Confirm stolen boats before placing locate*
BOTU   Boat update/modify

AWS TRANSACTIONS

LEVI   Vehicle query

LEWI   Wanted Persons query

LEEY   Missing Person Entry

LESM   AWS Subject Menu

ORI

Originating Agency Identifier (ORI) – **CA0010100** - issued by the National Crime Information Center (NCIC) and is a nationwide identifier to be used internally or externally from state to state. The structure is as follows:

CA 001 01 00
        . Terminal Number
      . Agency Number
    . County Number
  . State

AWS

Automated Warrant System (AWS) Identifier – **0101** – abbreviated version of the ORI used by local bay area counties (Alameda, Contra Costa, San Francisco, San Mateo, Solano, Santa Clara, Marin, Napa, and Santa Cruz) that are part of the PIN network now known as AWS.

MENMONIC

Mnemonic (MNE) – **AMP0** - issued by the Criminal Justice Information System (CJIS) and is a local terminal identifier to be used within California only.

ENTRY LEVELS

1 CA Only - used for general entries

2 CA AND NCIC - only with specific criteria (i.e., associated with a violent crime).

DEPARTMENT OF MOTOR VEHICLES

The California Department of Motor Vehicles has fully automated vehicle registration and driver's license files. Information supplied to Law Enforcement agencies from Department of Motor Vehicle files is intended strictly for the purpose of enforcing the law and may not be given to any unauthorized second party, including the licensee himself. In addition, we access DMV via CLETS which means any information we obtain is on a right to know basis. Do not run your neighbors, friends or relatives.   UNAUTHORIZED ACCESS TO INFORMATION OBTAINED THROUGH CLETS IS A CRIMINAL OFFENSE.

ACCESSING DMV

If the driver's license or the ID card number you have does not have 8 digits, add a zero or two between the letter and the first number. If you have, for example, a 7 digit number like: A558398, add the zero between the A and the 5 like this: A0558398.

You may wish to run an inquiry to test the system or just to practice. **DO NOT PRACTICE BY RUNNING YOURSELF, YOUR FRIENDS, OR YOUR NEIGHBORS.** Even though some DMV information is public record, we access it through CLETS, which means it is for **OFFICIAL USE ONLY** on a right to know and a need to know basis. The following information has been placed into the system for practicing or testing. Feel free to use them anytime.

DMV TEST RECORDS

NAME	DRIVER, ANNIE C DOB/07061945
DL	A0025506
PLATE	SAM123 or BBB123
VIN	VEHICLEIDNUMBER

DMV QUERY BY PLATE OR VIN

Running a PLATE or VIN returns three responses - A stolen check, a registration check (1028), and a check for warrants.

From the VEHR Mask:
Select DMV/SVS Query and enter license plate in the LIC field.

From the PowerLine:
VEHR command and license plate or VIN command and Vehicle Identification Number.

DMV QUERY BY NAME

Running a subject's name through DMV returns their driver's license record which includes a physical description, driver's license status, departmental actions, and driver's history information. These files must be read carefully. A subject, for example, could have numerous license suspensions over a period of several years, however, sometimes the suspension will still allow the person to drive to and from work. The officer requesting the information may decide to make an arrest based on the information you provide. Make sure you are correct. NOTE: THE SPELLING OF THE FIRST NAME MUST BE AN EXACT MATCH.   The spelling of the last name could be exact, the birthday could be exact, the address could be exact, and the city could be exact, but if the first name is spelled ONE LETTER wrong, you will not even get the correct name as a similar on the list of possible matches. DMV uses a "sound alike" system on the last name, but the first name must have the exact spelling.

The driver's license return for Test Record DRIVER, ANNIE 07/06/45 is A0025506. CA DL's have 8 digits. The first digit is always a letter. The letter X will usually indicate an ID card was issued, not a driver's license. But not always. Sometimes a person will have their license revoked and an ID card will be issued using the same number as his previous license.

From the WANR mask:
Select DMV/NLETS Query and enter the LAST NAME, FIRST NAME, DOB, and SEX to obtain driver's license information.

From the PowerLine:
WANR command and LAST,FIRST,DOB,SEX to run a full query, including the DL. NOTE: If you do not desire a full warrant check, opt to run for DL only from the mask.

DMV QUERY BY NUMBER

From the WANR mask:
Select DMV/NLETS Query and Driver's License Number in the OLN field.

From the PowerLine:
DL command followed by the driver's license number.

VEHICLES

The California Vehicle Code, Section 10500 and the California Penal Code, Section 11108 require all license plates and serial numbered vehicles which are reported to peace officers as stolen, taken, lost, or recovered to be entered in the SVS. In addition, stolen, taken, lost, or recovered vehicle parts (with serial numbers) must be entered into either the SVS or the Automated Property System (APS).

Entry of a stolen vehicle record into the SVS is required even if the vehicle is recovered before the entry is made. In such a case, the stolen vehicle record is entered and immediately cleared.

The SVS also processes and retains records for stored, impounded, pawned and repossessed vehicles. These records are immediately entered into SVS, avoiding the possibility of a later unfounded stolen vehicle record entry.

VEHICLE COLORS

Beige	BGE	Gold	GLD	Purple	PLE
Black	BLK	Green	GRN	Red	RED
Blue	BLU	Dark Green	DGR	Silver	SIL
Dark Blue	DBL	Light Green	LGR	Tan	TAN
Light Blue	LBL	Gray	GRY	Teal	TEA
Bronze	BRZ	Lavender	LAV	Turquoise	TRQ
Brown	BRO	Maroon	MAR	White	WHI
Copper	CPR	Orange	ONG	Yellow	YEL
Cream	CRM	Pink	PNK		

*Two Tone vehicles use Top/Bottom. Example: Blk/Whi

VEHICLE MAKES

Honda	HOND
Toyota	TOYT
Chevy	CHEV
Trailer	TRLR

(Refer to NCIC Code manual for full list)

VEHICLE MODELS

Accord	ACC
Camry	CAM
Volt	VLT
Motorcycles	CYL
Trucks	TK
Trailers	TL

(Refer to NCIC Code manual for full list)

VEHICLE LICENSE TYPES

Passenger Car	PC
Personalized	PE
Motorcycle	MC
Commercial	CO
Truck	TK
Trailer	TL
Temp Plate	TM

(Refer to NCIC Code manual for full list)

LICENSE YEAR

Temp Plate	NX

(Refer to 1028 for all others)

VEHICLE STYLES

Ambulance	AM	Open Body	OP
Convertible	CV	Pickup Truck	PK
Coupe	CP	Pickup with Camper	PM
Hardtop	HT	Sport Van	SV
2 Door Hardtop	2T	Stake Truck	ST
4 Door Hardtop	4T	Tank Truck	TN
Hearse	HR	Semi Truck (Diesel)	DS
Limousine	LM	Semi Truck (Gas)	TR
Roadster	RD	Van	VN
Sedan	SD	Van Camper	VC
2 Door Sedan	2D	Chassis Mount Camp	TW
4 Door Sedan	4D	Vanette (Metro, Step)	VT
Station Wagon	SW	Auto Carrier	AC
Carryall/SUV	LL	Beverage Truck	BR
Dump Truck	DP	Bus	BU
Flat Bed	FB	Concrete Mix	CM
Crane Truck	CR	Fire Truck	FT
Forklift	FL	Garbage Truck	GG
Glass Rack	GR	Lunch Wagon	LW
Motor Home	MH	Reefer Truck	RF
Tow Truck	TT	Boat Trailer	BT
Camp Trailer	CT	Horse Trailer	HT
House Trailer	HT	Tent Trailer	TE
Travel Trailer	TV	Utility Trailer	UT
2 Wheel Trailer	2W	Camper (for PU)	TM
Motor Bike	MB	Moped	MP
Motor Scooter	MS	Mini Bike	MK
Motor Cycle	MC		

(Refer to NCIC Code manual for full list)

TEMPORARY LICENSE PLATES

Effective January 1, 2019, car dealers must electronically submit the Report of Sale (ROS) of a vehicle and attach a Temporary License Plate (TLP) at the time of sale to any vehicle sold without permanent plates.

The TLP expires 90 days from date of sale, is printed on special synthetic paper, and includes the TLP Number, ROS, VIN, VYR, VMA, VMO, and TLP expiration date.

To run a TLP from the Corpus Terminal: **C.IV^4K***temporary plate number* (Sample: **C.IV^4K**AC37U60).
To run a TLP from CAD use FILE CODE, K-Temporary License.

TLP information is stored in a separate database from other DMV information. Therefore, a query on a TLP will return the ROS information or the permanent plate number (when assigned) which must then be run in separately to determine registered owner information.

VEHICLE QUERY

PowerLine Command:	VEHR

To Run a Plate: Fill in the LIC [   ] field and hit "Send & Clear"

To Run a VIN: Fill in the VIN [   ] field and hit "Send & Clear"

DMV Response: This response is the DMV vehicle registration information "1028"

NCIC Response: This response tells you whether there are any warrants, missing, or wanted persons associated with the plate

SVS Response: This response tells you if the vehicle has been entered as stolen, stored, impounded, etc. If there are "no hits" on file, the vehicle is considered "clear".

Note: When running an out of state PLATE or VIN, you must use the LIS drop down.
Note: When running a TLP, you must use the FILE CODE drop down (K- Temporary License).

TOWED VEHICLE ENTRY

Records Check   ✕

| 0 - WANR | 1 - VEHR | 2 - GUNR | 3 - PRPR | 4 - BOTR | 5 - MPSR | ⚠ VEHE | VEHL | VEHU | GUNE | GUNL | GUNU | PRPE | PRPL | PRPU ◀ ▶ |

Pages: 1 2

Make a Selection:
- ☑ 1. Vehicle - Stored
- ☐ 2. Vehicle - Impounded
- ☐ 3. Vehicle - Stolen
- ☐ 4. Vehicle - Felony
- ☐ 5. Vehicle - Reported Lost
- ☐ 6. Vehicle - Repossession
- ☐ 7. Vehicle - Pawned
- ☐ 8. Plate - 1 Lost/Stolen
- ☐ 9. Plate - 2 Lost/Stolen
- ☐ Plate - Fnd/Evdn
- ☐ Vehicle Part - Stolen

LIC: LIS: CA
LIY: LIT:
VIN:
********Complete additional part fields on page 2 ********

MIS:
ENG:
OAN:
VYR:
VMA:
VMO: VST:
VCO:
DOT:
OCA:
CAU:
** XRF:
** Required for Group Record

Request Information

Division:		Requested By:	Williams,Marama #600
Unit Name:		Entered By:	Williams,Marama #600
Incident Number:		Entry Date/Time:	11/20/2018 17:34:02

[View Results] [Send & Clear] [Clear] [Exit]

Required fields	Description	Format
LIC	License Plate Number	see 1028
STATE (LIS)	Registration State	e.g., CA
LIC YR (LIY)	Registration Expiration Year	YYYY (see 1028)
LIC TYPE (LIT)	Type of License Plate	e.g., PC (see CJIS)
VIN	Vehicle Identification Number	see 1028
MIS	Location car towed from, tow company name/phone number, reason for tow	Free format
VEH YR (VYR)	Manufacturer Year of Vehicle	YYYY (see 1028)
MAKE (VMA)	Manufacturer of Vehicle	e.g., FORD
MODEL (VMO)	Vehicle Model	e.g., MUS
BODY STYLE (VST)	Body Style of Vehicle	e.g., 2D
COLOR (VCO)	Vehicle Color	e.g., BLU (blue)
DATE OF TRANS (DOT)	Current Date	MMDDYYYY
CASE (OCA)	Our Case Number	18-00001

**Note: For 14602 tows use Vehicle - Impounded
***Note: Refer to CJIS Manual Code Tables for appropriate Make/Model/Style/Color Codes
1. Attach 1028 and SVS entry to Computer Entry form
2. Send Tow Notifications to both Registered and Legal Owners
3. Complete Tow Book Entry (Refer to Tow Book Procedures)

14602 TOW PROCEDURES

1. Enter Vehicle as Impounded
2. Send 14602 Tow Letter with tow notification to R/O and L/O by certified mail
3. Complete certified mail forms; put the report number below the return address on the front of the certified mail form attach to envelope
4. Highlight in yellow "30 Day Hold" on tow sheet
5. Complete Tow Book entry and highlight in yellow (Refer to Tow Book Procedures)

-update ABANDONED VEHICLE TOW PROCEDURES

1. Pull Abandoned Vehicle Report Form from AV Tow Board, Confirm location vehicle towed from
2. Verify vehicle information against 1028, including plate, VIN, year, make, model, color, etc.
3. Enter AVTOW CAD incident, BETTS as R/P, and vehicle data in text field
4. Assign incident a report number; provide BETTS the report number
5. Enter vehicle into SVS as stored
6. Attach 1028 and SVS entry to Computer Entry Form
7. Complete Tow Book entry (Refer to Tow Book Procedures)
8. Complete a Notice of Stored Vehicle form (1) send original to R/O, (2) send copy to L/O, and (3) attach copy to Abandoned Vehicle Report

PRIVATE TOW PROCEDURES

Obtain the following information from the tow company:
1. Location vehicle towed from
2. Name and phone number of tow company
3. Verify vehicle information against 1028, including plate, VIN, year, make, model, color, etc.
4. Enter PVT CAD incident, Tow Company as R/P, and vehicle data in text field
5. Enter vehicle into SVS (use generic case # format ex., 18-PVT)
6. Attach 1028 and SVS entry to Computer Entry Form, mark in red pen
7. Complete Tow Book entry in red pen (Refer to Tow Book Procedures)
Note: No letter sent to the R/O. The SVS entry is made in case R/O reports vehicle missing or stolen. If R/O calls, provide them with the name and phone number to the Tow Company.

REPOSSESSED VEHICLE PROCEDURES

Obtain the following information from Repossession Company:
1. Location vehicle repossessed from
2. Name and phone number of Repossession Company
3. Verify vehicle information against 1028, including plate, VIN, year, make, model, color, etc.
4. Enter REPO CAD incident, REPO Company as R/P, and vehicle data in text field
5. Enter vehicle as Repossessed (use generic case # format ex., 18-REPO)
6. Attach 1028 and SVS entry to Computer Entry form (See REPO Book Procedures)
Note: No letter sent to the R/O. The SVS entry is made in case R/O reports vehicle missing or stolen. If R/O calls, provide them with the name and phone number to the Repo Company.

STOLEN VEHICLE ENTRY (Page 1)

Required fields	Description	Format
LIC	License Plate Number	see 1028
STATE (LIS)	Registration State	e.g., CA
LIC YR (LIY)	Registration Expiration Year	YYYY (see 1028)
LIC TYPE (LIT)	Type of License Plate	e.g., PC (see CJIS)
VIN	Vehicle Identification Number	see 1028
MIS	Location vehicle stolen from/Suspect info	Free format
VEH YR (VYR)	Manufacturer Year of Vehicle	YYYY (see 1028)
MAKE (VMA)	Manufacturer of Vehicle	e.g., FORD
MODEL (VMO)	Vehicle Model	e.g., MUS (Mustang)
BODY STYLE (VST)	Body Style of Vehicle	e.g., 2D (2 door)
COLOR (VCO)	Vehicle Color	e.g., BLU (blue)
DATE OF TRANS (DOT)	Current Date	MMDDYYYY
CASE (OCA)	Our Case Number	18-00001

Note: Refer to CJIS Manual Code Tables for appropriate Make/Model/Style/Color Codes

STOLEN VEHICLE ENTRY (Page 2)

Required fields	Description	Format
NAME	Victim Name	LAST,FIRST
ADD	Victim Address	1555 OAK ST
CITY	Victim City	ALAMEDA
STATE	Victim State	CA
ZIP	Victim Zip Code	94501
DAY PH	Victim Day Phone	5103378340
NIGHT PH	Victim Night Phone	5105222423

1. Attach 1028 and SVS entry to Computer Entry form

LOST/STOLEN PLATE ENTRY

Select Plate -1 Lost/Stolen or Plate - 2 Lost/Stolen depending on the number of plates missing.

Required fields	Description	Format
LIC	License Plate Number	see 1028
STATE (LIS)	Registration State	e.g., CA
LIC YR (LIY)	Registration Expiration Year	YYYY (see 1028)
LIC TYPE (LIT)	Type of License Plate	e.g., PC (see CJIS)
MIS	Miscellaneous field	FRONT or REAR, LOST or STOLEN
DATE OF TRANS (DOT)	Current Date	MMDDYYYY
CASE (OCA)	Our Case Number	18-00001

1. Attach 1028 and SVS entry to Computer Entry form

VEHICLE CANCEL

This format used to CANCEL a tow entry.

Required fields	Description	Format
FCN	File Control Number	See entry for FCN
OCA	Case Number	18-00001
DATE OF CANCEL (DOC)	Date record is canceled	MMDDYYYY
REASON	Reason for cancel	Usually ADMIN

1. Attach SVS Cancel to Computer Entry form
2. Remove vehicle from Tow Book (See Tow Book Procedures)

14602 REQUIREMENTS FOR VEHICLE RELEASE:

1) R/O has to have a valid license
2) R/O has to show proof of insurance
3) R/O has to show valid vehicle registration

CLEAR OUR STOLEN VEHICLE

This format used when we CLEAR one of our own stolen vehicle records.

Required fields	Description	Format
FCN	File Control Number	See entry for FCN
OCA	Case Number	18-00001
DATE OF CLEAR (DCL)	Date record is cleared	MMDDYYYY
RRI	Recovering Agency Identifier	CA0010100 (Alameda)
STA	Status of Vehicle	See CJIS Manual

1. Attach Recovered Vehicle record to Computer Entry Form
2. Notify victim of recovery, status of vehicle and release procedures. Victim must come to APD for release form and take form to Ken Betts Tow to pick up vehicle
3. If the vehicle is towed, do not enter a Towed/Stored vehicle over the Recovered Vehicle record; simply attach copy of the 1028 and Recovered Vehicle printouts to a separate Computer Entry Form and attach to tow sheet. You will mark that the vehicle was taken OUT of SVS but entered IN the Tow Book
4. Send copies of the tow notifications to the R/O and L/O
5. Complete Tow Book entry (See Tow Book Procedures)

LOCATE OUTSIDE AGENCY STOLEN VEHICLE

This format used when we LOCATE another agency's stolen vehicle.

Required fields	Description	Format
FCN	File Control Number	See entry for FCN
OCA	Entering Agency Case Number	See entry for case number
DATE OF RECOVERY (DOR)	Current Date	MMDDYYYY
STA	Status of Vehicle	See CJIS Manual
RCA	Our Case Number	18-00001

1. Attach Recovered Vehicle record to Computer Entry Form
2. Notify victim of recovery, status of vehicle and release procedures. Victim must bring a release form from entering agency, obtain our release form, and go to Ken Betts Tow to pick up vehicle
3. Do not enter a Towed/Stored vehicle over the Recovered Vehicle record; simply attach copy of the 1028 and Recovered Vehicle printouts to a Computer Entry Form and attach to tow sheet. You will mark that the vehicle was taken OUT of SVS but entered IN the Tow Book
4. Send copies of the tow notifications to R/O, L/O and entering Agency Auto Theft Division
5. Complete Tow Book entry (See Tow Book Procedures)

CLEAR OUR STOLEN VEHICLE IN LOCATED STATUS

This format used after we've received a LOCATE from another Agency for our stolen record and need to "clear" the record and acknowledge the locate.

Required fields	Description	Format
FCN	File Control Number	See entry for FCN
OCA	Case Number	18-00001
DATE OF CLEAR (DCL)	Current Date	MMDDYYYY

1. Attach Recovered Vehicle record to Computer Entry Form
2. Notify victim of recovery, status of vehicle and release procedures. Victim must come to APD for release form and take form to recovering agency to pick up vehicle
3. Complete a 73s in ARS
4. If recovered vehicle is missing any license plates, the stolen plates need to be entered into SVS

MISSING PERSONS
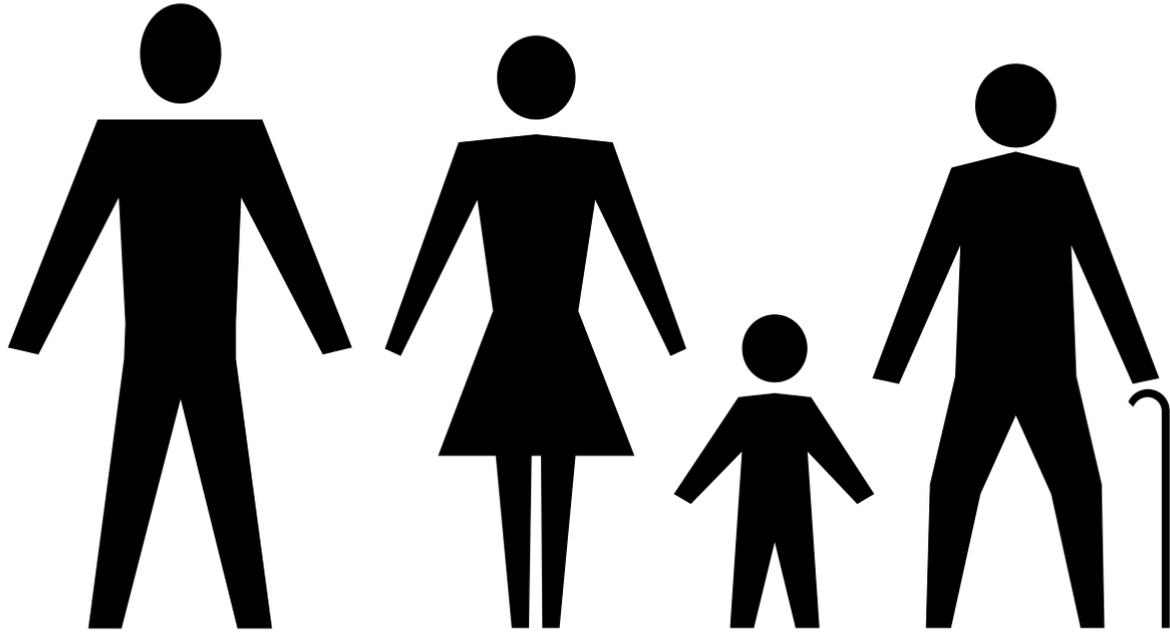
California Penal Code Section 14210 requires all law enforcement agencies to immediately assist any person who is attempting to make a report of a missing person or runaway. California police and sheriff's departments should accept any report, including any telephonic report, of a missing person, including runaways, without delay. All reports should be submitted to the Attorney General's office through the California Justice Information System (CJIS) Missing/Unidentified Persons System (MUPS). Agencies are required to enter a missing person record into MPS even if the missing person is found before the entry is made. In such a case, enter the missing person record and immediately remove it (i.e., clear the record).

Missing persons can be reported to any agency at any time. DO NOT believe the TV myth that a person must be missing for 24 hours before an agency can take a report

ACCESSING AWS FROM THE CORPUS TERMINAL

1. Double click the **CORPUS icon** to bring up the ALACO screen
2. Type **ALACO** and hit Enter key to logon
3. If connection successful, it will bring up the **CICS** screen
4. Hit the **Pause/Break** key to clear the screen

1. Type **CESN** to bring up Sign-on screen **(CESN=Log on**; **CESF=Log off)**
2. Type **Userid** and **Password**. Userid = your 3 initials and last 4 social security number
3. Hit the **Pause/Break** key to clear the screen

AWS QUERY - MISSING PERSON

1. Log into CORPUS, Type LESM
2. Type Q to query the missing person entry
3. Type name as entered and hit Enter key to retrieve the entry

AWS SUBJECT LIST

1. Type S to select the record (enter)

AWS ENTRY - MISSING PERSON

1. To enter a missing person type LEEY to bring up the missing person entry screen

Required Fields	Description	Format
OCA	Case Number	18-00010
TYPE	Type of Missing Person	R = Runaway (see F4)
DLC	Date of Last Contact	MMDDYYYY
NAME	Name (of M/P)	LAST FIRST MIDDLE
DOB	Date of Birth (of M/P)	DDMMYYYY
ADDR	Address (of M/P)	NBR ST CITY ST ZIP
SRHE	SEX, RACE, HAIR, EYE (of M/P)	M W BRO BLU
HGT	Height (of M/P)	501 (5 FT 1 INCH)
WGT	Weight (of M/P)	100 (pounds)
DXR	Dental X-ray on file with PD	Use N = NO
CLO	Clothing Desc (of M/P)	Free format (no punctuation)
MISC	Miscellaneous information	Free format (no punctuation)

*In MISC field put reason missing i.e., RUNAWAY and repeat CLOTHING DESC

Sample uses most frequent fields, use additional fields if information provided, key F4 will give you a list of acceptable codes. See Missing Person System Training Manual for further

2. 936 subject to ensure subject went in to AWS and MUPS
3. Attach copy of entries to Computer Entry Form

SAMPLE ENTRY

AWS CANCEL - MISSING PERSON

1. Log into CORPUS, Type LESM
2. Type Q to query the missing person entry
3. Type name as entered and hit Enter key to retrieve the entry

AWS SUBJECT LIST

1. Type S to select the record

SAMPLE SUBJECT WORKSHEET

1. Hit F11 from Worksheet page to bring up **CANCEL** screen
2. Enter **REASON REPORT INACTIVATED**, see F4 for codes
3. Enter **DATE REPORT INACTIVATED**, DDMMYYYY hit Enter key
4. Print CANCEL page and attach to Computer Entry Form
5. Re-run subject, print and attach the AWS, MPS, and NCIC clear pages

SAMPLE MISSING PERSON CANCEL

MUPS – MISSING PERSON QUERY

Required Fields	Description	Format
NAM	Missing Person's Name	LAST,FIRST
SEX	Missing Person's Sex	M (male) F (female)
DOB	Missing Person's Date of Birth	MMDDYYYY

LOCATED MISSING PERSON FROM AN OUTSIDE AGENCY

The locate message from an outside agency is sufficient documentation of the cancellation and should be attached to the Computer Entry form as proof that the subject is no longer missing. Run the MISPER to ensure they are out of both AWS and MPS and complete a supplement documenting the MISPER was located. If still showing in MUPS, follow MUPS - MISSING PERSON CANCEL instructions below.

MUPS – MISSING PERSON CANCEL

This screen used to cancel a MISPER when cancel in AWS does not reach MUPS

Required Fields	Description	Format
FCN	File Control Number	Obtain from MP hit
MISSING PERSON	Name of Missing Person	LAST,FIRST M
REASON LOC/CANCEL	Reason record is cancelled	See MPS Manual for codes
DATE INACTIVATED	Current Date	MMDDYYYY

MISSING PERSON LOCATE

This screen used when we locate a Non-AWS Missing Person

Required Fields	Description	Format
FCN	File Control Number	Obtain from MP hit
MISSING PERSON	Name of Missing Person	LAST,FIRST M
REASON LOC/CANCEL	Reason record is cancelled	See MPS Manual for codes
DATE INACTIVATED	Current Date	MMDDYYYY
RCA	Our Case Number	18-00001

1. Run the subject and print out copy of the MUPS hit
2. Process LOCATE and print out confirmation message
3. Attach copy of MPS LOCATE message and attach to Computer Entry Form
4. Run the subject and print out copy of the MUPS cancel
5. Attach to Computer Entry Form
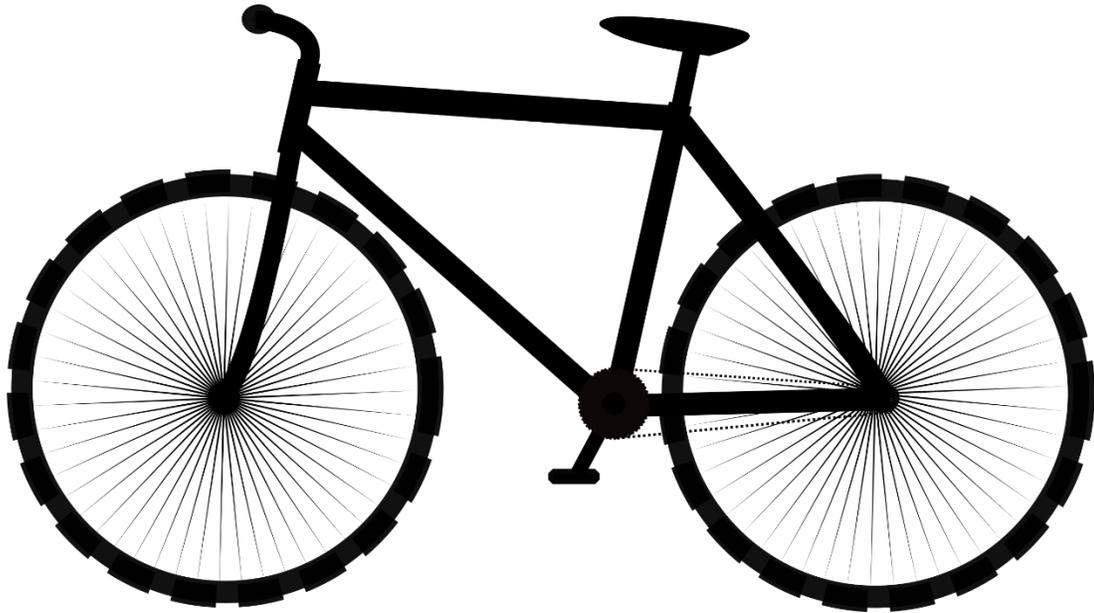
PROPERTY

California Penal Code Section 11108 requires every law enforcement agency to enter serialized property reported as stolen, lost, found, recovered, or under observation into the appropriate automated data base.

Although not mandated, the entry of all reports of pawn or buy transactions into APS is vital to the system's built-in tracking and stolen property recovery capabilities. Additionally, these entries will facilitate the monitoring of property or individuals whose activities are of interest to law enforcement agencies.

PROPERTY QUERY

Required Fields	Description	Format
SER	Serial Number from item	Free form alpha/numeric
OAN	Owner Applied Number	Free form alpha/numeric
TYP	From dropdown	
	or	
SER	Serial Number from item	Free form alpha/numeric
CATEGORY	Category of item	See ART/BRA/CAT Manual
ARTICLE	Article of item	See ART/BRA/CAT Manual

PROPERTY ENTRY

Required Fields	Description	Format
SER	Serial Number from item	Free form alpha/numeric
OAN	Owner Applied Number	Free form alpha/numeric
BRAND	Brand of item	See ART/BRA/CAT Manual
CATEGORY	Category of item	See ART/BRA/CAT Manual
ARTICLE	Article of item	See ART/BRA/CAT Manual
DATE OF TRANS (DOT)	Date of entry	DDMMYYYY
CASE (OCA)	Case Number	10-00001
ENTRY	Determines if entry is (1) CA only or (2) CA and NCIC	
DOCUMENT CODE	Identifies type of record being entered e.g., (S) stolen, (L) lost, etc.	
Optional Fields		
MODEL (MOD)	Model Number from item	free form alpha/numeric
INSCRIPTION (INS)	Inscription made on item, if any	free form alpha/numeric
MIS	Misc. information regarding item	free form alpha/numeric

1. Complete APS entry
2. Attach APS entry to Computer Entry form

PROPERTY UPDATE/MODIFY

This screen used to modify a previously completed entry. Sample: BRAND modification

Required Fields	Description	Format
FCN	File Control Number	See APS entry for FCN
CASE	Case Number	10-00010
MODIFY FIELDS:		
Any of the fields listed may be modified. You may not modify the serial number, you would need to cancel the entry and re-enter correctly.		

1. Modify necessary fields
2. Query item after modify
3. Attach APS entry to Computer Entry form

PROPERTY LOCATE

This screen used to LOCATE property from an Outside Agency

Required fields	Description	Format
FCN	File Control Number	See APS entry for FCN
OCA	Originating Agency Case Number	See APS entry for OCA
DOR	Date of Recovery	Current date MMDDYYYY
RCA	Recovering Agency Case Number	Our case number
Note: If we find our own property, we must CANCEL the entry (cannot locate our own entry)		

1. Locate entry
2. Attach APS cancel to Computer Entry form

PROPERTY CANCEL

This screen used to CANCEL property

Required fields	Description	Format
FCN	File Control Number	See APS entry for FCN
OCA	Case Number	10-00010
DOC	Date of Cancellation	Current date MMDDYYYY
Note: Screen used to locate outside agency property entries. If we locate our own property, we must CANCEL the entry (cannot locate our own property entries).		

1. Cancel entry
2. Attach APS cancel to Computer Entry form

FIREARMS
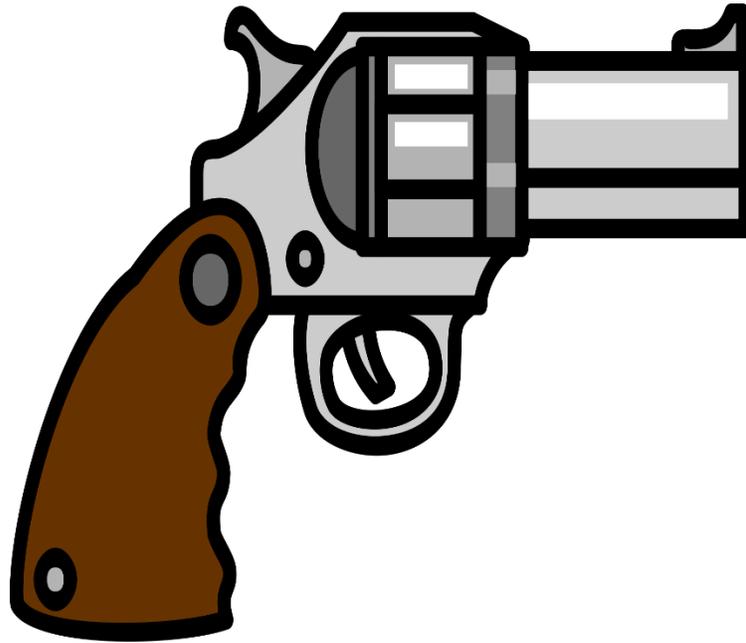
California Penal Code section 11108 requires that every law enforcement agency enter all property reported as stolen, lost, found, recovered, held for safekeeping, or under observation into the appropriate automated data base. Pursuant to Penal Code section 11106, the Attorney General shall keep and properly file copies of all licenses to carry a concealed weapon (CCW), Dealer's Records of Sales (DROS) of firearm records, and reports of stolen, lost, found, pledged, or pawned firearms. These records will assist in the investigation of a crime, the arrest and prosecution of criminals, as well as help in the recovery of lost, stolen, or found property.

There are two sources of firearm information, which are available from your California Law Enforcement Telecommunications System (CLETS) terminal. The California Department of Justice (DOJ) maintains Automated Firearm System (AFS) and the Federal Bureau of Investigations (FBI's) National Crime Information Center (NCIC) maintains the Gun File. Stolen, lost, and found firearm records entered into AFS with Entry Level 2 (ENT/2) are forwarded automatically to NCIC's Gun File. However, AFS contains other types of firearm records, which are not relayed to NCIC, but maintained for the use of California law enforcement agencies.

GUN QUERY

The GUNR command executes a Triple Query accessing the following systems:
1. NCIC – Nationwide
2. AFS HISTORICAL – Registration and Dealer Report of Sale (DROS)
3. AFS LAW ENFORECEMENT – Gun Status (stolen, lost, evidence, etc.)

Enter serial number or name for guns registered

GUN ENTRY

Entry Level 1
General gun entry (Destroyed, Evidence, Safekeeping, Under Observation, Institutional Registration (department owned).

Entry Level 2
Crime Gun (includes Found), Lost, Stolen or guns with a corresponding NCIC FIREARM REF FLAG (FRF Code – 1/Homicide, 2/Major crime, 3/Notify agency).

GUN ENTRY (Page 1)

Mandatory Fields: SER, MAK, CAL, TYP, DCD, DOT, OCA, MOD, ENT, BBL, MIS (list color first).

If Crime Gun: Complete Crime Gun Entry section on Page 1 and Page 2.

GUN ENTRY (Page 2)

County Code for Alameda = 01

GUN UPDATE/MODIFY (Page 1)

This screen used to modify a previously completed entry.

Required Fields	Description	Format
FCN	File Control Number	See AFS entry for FCN
SER	Serial Number	

MODIFY FIELDS:
Any of the fields listed may be modified. You may not modify the serial number, you would need to cancel the entry and re-enter correctly.

1. Modify necessary fields
2. Query gun after modify
3. Attach AFS entry to Computer Entry form

GUN UPDATE/MODIFY (Page 2)

Records Check   ✕

0 - WANR | 1 - VEHR | 2 - GUNR | 3 - PRPR | 4 - BOTR | 5 - MPSR | VEHE | VEHL | VEHU | GUNE | GUNL | **GUNU** | PRPE | PRPL | PRPU | B◄ ►

Pages: 1 | 2

Field	Field
OFF:	OLN:
OFN:	SSB:
COUNTY of OCC.: [ ] = County codes 01 thru 58	SPD:
CTY:	SSN:
IMP:	SSS:
RSB:	SRN:
RPD:	SAN:
RSN:	STY:
RSS:	SST:
RRN:	SZP:
RAN:	
RZP:	
NAME (Last, First MI):	
DOB:	

Request Information

Division:	[▼]	Requested By:	Williams,Marama #600
Unit Name:	[ ]	Entered By:	Williams,Marama #600
Incident Number:	[ ]	Entry Date/Time:	12/12/2018 16:53:37

[View Results] [Send & Clear] [Clear] [Exit]

Additional fields

GUN LOCATE

Required Fields:
ORI
FCN
SER
LAC
DOL

GUN CANCEL

C.UG^XG.FCN.SER.DOT

Use Cancel for <u>entry-level 1</u> records.
Use Cancel when a record was entered in error or no longer reflects the status of the firearm.

Required Fields:
FCN
SER
DOT

GUN CLEAR

C.UG^CG.FCN.SER.DOC

Use Clear entry-level 2 records.
Use Clear when a record was entered in error.

Required Fields:
FCN
SER
DOC

BOATS

The California Vehicle Code, Section 10551 requires all serial numbered and undocumented vessels which are reported to peace officers as stolen, taken, lost, or recovered to be entered in the ABS. In addition, stolen, taken, lost, or recovered vessel parts (with serial numbers) must be entered into either the ABS or the Automated Property System (APS).

Entry of a stolen boat record into the ABS is required even if the boat is recovered before the entry is made. In such a case, the stolen boat record is entered and immediately cleared.

The ABS also processes and retains records for stored, pawned and repossessed boats. These records should be entered into the ABS as soon as possible, avoiding the possibility of a later unfounded stolen boat record entry.

BOAT QUERY

Fill in REG with CF # of Boat

BOAT ENTRY

Refer to Terminal Operator's Guide Automated Boat System (ABS) for specific entry information.

BOAT UPDATE/MODIFY (Page 1)

Records Check   ✕

2 - GUNR | 3 - PRPR | 4 - BOTR | 5 - MPSR | VEHE | VEHL | VEHU | GUNE | GUNL | GUNU | PRPE | PRPL | PRPU | BOTE | BOTL | BOTU | ◀ | ▶

Pages: **1** | 2

FCN:	ENG:
* AID: * AID required for group modify.	CGD:
ORIGINAL OCA:	CAU (A, F, P, * to delete): NOA (Y/N):
	ENT:
– Enter an '*' to delete a field.	LKI:
REG: CF RES: CA	LKA:
REY:	BNM:
BHN:	HPT:
OAN:	BTY: HUL:
DOT:	HSP: BLE:
MODIFY OCA:	BCO:
MIS:	
BYR: PRO:	
BMA:	
BMO:	– Victim Info (Optional) – Page 2

Request Information

Division:	Requested By: Williams,Marama #600
Unit Name:	Entered By: Williams,Marama #600
Incident Number:	Entry Date/Time: 12/12/2018 16:56:02

View Results   Send & Clear   Clear   Exit

Fill in FCN, OCA, and field to be updated

BOAT UPDATE/MODIFY (Page 2)

C.UA^MB.FCN.OCA.FC/modified contents

Refer to Terminal Operator's Guide Automated Boat System (ABS) for specific modify information.

BOAT LOCATE

1. CA Locate – FCN, OCA, STA, DOR, RCA
2. Out of State Locate – NIC, REG, or BHN, OCA, DOR, RCA
3. Locate Stolen Part – NIC or SERIAL, OCA, DOR, RCA

BOAT CANCEL

Records Check

2 - GUNR | 3 - PRPR | 4 - BOTR | 5 - MPSR | VEHE | VEHL | VEHU | GUNE | GUNL | GUNU | PRPE | PRPL | PRPU | BOTE | BOTL | BOTU |

FCN:

AID:

OCA:

— NCIC —   NIC:

- or -   BHN:

- or -   REG: CF

— BOAT CLEAR / LOCATE —

DCL (Clear):

RRI:

- or -   DOR (Locate):

RCA:

STA: = (1)(2)(3)

REF:

— BOAT CANCEL —

DOC:

REASON:

— Notes —

1. RRI is for Clears and STA, REF for CJIS records.

— Status Codes —

(1) 1 = Appearantly Navigable
(1) 2 = Wrecked
(1) 3 = Burned
(1) 4 = Engine Missing
(2) 0 = Reg. Number on Boat
(2) 1 = 1 Reg. Number Missing
(2) 2 = Hull Num. Destroyed/Missing
(2) 3 = Reg. and Hull Num. Mssng/Dstryd
(3) Y = In Custody
(3) N = No in Custody

Request Information

Division:

Unit Name:

Incident Number:

Requested By: Williams,Marama #600

Entered By: Williams,Marama #600

Entry Date/Time: 12/12/2018 16:58:22

View Results | Send & Clear | Clear | Exit

Cancel Stolen Boat – FCN, OCA, DOC, REASON

BOAT CLEAR

Refer to Terminal Operator's Guide Automated Boat System (ABS) for specific clear information.

911 EMERGENCY

Our policy is to respond to each landline 9-1-1 emergency call we receive whether we speak to a caller or not. The exceptions are cellular 9-1-1 calls, explained below. You have no way to know who you're speaking to on the other end of a 9-1-1 call, nor do you know for sure what is happening at the location. Often times a potential victim may attempt to alert police only to have a telephone call intercepted by the suspect. You will encounter a variety of 9-1-1 calls including:

(a) Actual reports of problems for police, fire or both
(b) Accidental calls
(c) Calls for another jurisdiction
(d) Cellular 9-1-1 calls
(e) Hang-ups
(f) Duplicate

All calls received on 9-1-1 shall be documented in CAD as outlined below:

CRIME, FIRE, or MEDICAL EMERGENCY CALL

An actual report of a crime or medical emergency shall be processed accordingly and a call will be generated with the appropriate information. If the incident is police related:

- Enter an <u>active</u> police incident
- Problem code will vary depending on the nature of the call
- If the incident is for fire only (not combined police/fire response), enter an AFD incident and cancel upon completion. Text example: "MEDICAL REQUEST. TOT ACRECC."

ACCIDENTAL 9-1-1 CALL

If you receive a 9-1-1 call and the person reports a misdial:

- Enter an <u>active</u> incident, problem code **911**
- Include details provided. Text example: "MISDIAL FROM JOHN TRYING TO CALL 411."

OUTSIDE AGENCY

When a 9-1-1 call is received for another jurisdiction:

- Triage call and connect caller to the appropriate jurisdiction
- Remain on the line until the caller is connected
- Advise the agency of the transfer, location, and nature of the emergency
- Enter an incident using problem code **911,** location as APD, and list address and out-of-jurisdiction city in the comments field
- Include details in the text with notation of agency where call was transferred. Text example: "912P AT 12TH/BROADWAY IN OAKLAND. CALL TOT OPD."

CELLULAR 9-1-1 CALL

Alameda receives the majority of its own cellular 9-1-1 calls. However, there are cities that do not receive cellular 9-1-1 calls; those route to the California Highway Patrol and are then transferred to the appropriate jurisdiction. Cellular 9-1-1 calls are unique by nature; the caller does not have to be in a fixed location, which poses an additional challenge if the caller is unsure of their location. When a cellular 9-1-1 call is received, the location provided on the ALI will most likely be the nearest cell tower you will:

- Hit the "retransmit" button on VESTA to try to obtain a closer location, determine if there is a need for a police or fire response
- Confirm the location with the caller
- If the caller <u>cannot</u> confirm their location, MapQuest the LAT/LON from the ALI to obtain a closer location
- If you speak with the caller and they report it as an accidental call, enter call using problem code **911C**
- If exigent circumstances exist and you are unable to confirm the location of the caller, contact the cellular provider to trace the line or to provide subscriber information

CELLULAR 9-1-1 HANG-UP

We do not respond to cellular 9-1-1 hang-ups unless exigent circumstances exist, primarily because we do not have a fixed location of the caller. When a cellular 9-1-1 hang-up is received:
- Call back the number, if the caller is contacted and verifies it as accidental, enter call using problem code **911C** and cancel upon completion
- If you receive voicemail, do not leave a message

RESIDENTIAL or COMMERCIAL 9-1-1 HANG-UP

When you receive a 9-1-1 hang-up from a residence or business:
- Enter a 911 incident
- Redial the number
- If you do not receive an answer on the callback, note that in the text
- If you speak with someone on the callback, verify the ANI/ALI and note whom you spoke with and whether or not the call was accidental
- If you receive an answering machine on the callback, <u>do not leave a message</u>. Many machines play over a speaker and could potentially alert a suspect

DUPLICATE 9-1-1 CALL

When you receive multiple 9-1-1 calls pertaining to one particular incident, you shall update the original incident with the additional information provided:
- Include the caller's name, address and telephone number
- You will then enter a <u>separate</u> **911** incident and note in the text that it was the same as another incident (cancel upon completion)
- If you are inundated with 9-1-1 calls, you may wait for a break in activity and go back to complete the duplicate calls. Note: Text example: "SAME AS INC #49"

FIRE AND MEDICAL CALLS

When you receive a call on 9-1-1 or a non-emergency line and determine the caller has a fire or medical emergency, the dispatcher must expeditiously screen the call before it is transferred to ACRECC. The goal is to screen and transfer the call within 30 seconds. Once the call is transferred to ACRECC (fire dispatch), the fire department <u>will be</u> dispatched. Note, fire dispatch does not have the latitude to make referrals to callers for non-emergency requests.

FIRE AND MEDICAL CALLS WITH NO CRIME

If the call meets the criteria requiring a fire department response, you must <u>obtain</u>, <u>confirm</u>, and complete the following:

1.   Location of incident (<u>and</u> location of caller if different) and telephone number

2.   Nature of emergency (i.e., medical, gas leak, fire, down overhead lines, etc.)

3.   Advise the caller that you are connecting them to ACRECC (fire dispatch)

- You must transfer and ensure connection to ACRECC
- Once ACRECC is on the line, advise of the transfer, and tell the caller to "go ahead" to fire dispatch
- There may be times when the caller begins talking before you have an opportunity to complete the above, but make your best attempt

4.   You may disconnect if the call does not require a police response

5.   If the call sounds suspicious, remain on the line to gather additional information. If the call involves a crime proceed to the "Fire or Medical Call Involving a Crime" instructions

6.   Enter an "AFD" call, text should include nature of call and notation that call was transferred to ACRECC. Text example: "AMBULANCE REQUEST. TOT ACRECC."

FIRE AND MEDICAL CALLS INVOLVING A CRIME

1.   Call-taker will stay on the line with the caller

2.   Enter a call for police with as much information as possible

3.   Transfer the caller to ACRECC and create a 3-way call. ACRECC will provide any pre-arrival instructions to the caller

4.   Advise ACRECC of the nature of the problem and that APD is responding

5.   Advise ACRECC to have AFD stage until the scene is secured by APD. Advise ACRECC when the scene is secure for AFD to respond in

6.   Use this opportunity to obtain further information relative to the crime and supplement additional details to the police call and notify the police dispatcher

7.   In addition to your PD entry enter an "AFD" call with the above information; text should include nature of call and notation that ACRECC was notified. Text example: "FEMALE BLEEDING FROM THE HEAD, 273.5 RELATED TO INC #145. ACRECC NOTIFIED."

TYPES OF CALLS AFD RESPONDS TO

1.   Fire calls, including:
- Structure fire, burning or out (send PD)
- Extinguished fire
- Outdoor fires: beach, vehicle, grass, dumpster, electrical pole (notify AP&T), fence, sign, mailbox (notify Post Office), pier, boat, rubbish, etc. (send PD)

2.   Smoke calls, inside or out, including odor

3.   Electrical emergencies
   - Smoking or arcing appliances
   - Indoor/Outdoor electrical arcing
   - Down overhead lines (power lines) (send PD)

4.   Explosion (send PD)

5.   Building or structure collapse (send PD)

6.   Radiological/Hazardous materials incident (send PD)

7.   Plane crashes (send PD)

8.   Medical calls
   - Medical emergencies
   - Patient assist, person fell out of bed, wheelchair
   - Overdose or suicide, including attempts (send PD)
   - DOA's (send PD)

9.   Injury accidents (send PD)

10.   Fuel spills including vehicles leaking oil, coolant, fluids

11.   Flooded basement with gas or electrical hazard

12.   Gas leaks including smell of gas or propane, inside or out

13.   Residential lockouts with potential emergency:
   - Food cooking on stove
   - Iron on, or other hazardous appliance left on
   - Elderly, disabled person or young child locked inside

14.   Vehicle lockout when one of these conditions exists:
   - Person or animal trapped inside
   - Engine running
   - Other hazard involved

15.   Elevator malfunction with person trapped inside

16.   Fire Hydrant, leaking or sheared off

17.   Boat or ship emergencies (send PD):
   - Sinking or taking on water
   - Capsized

- Disabled vessel with trapped persons
- Water rescues

18. Fire alarms

TYPES OF CALLS AFD DOES NOT TYPICALLY RESPOND TO

1. Residential lockout with no emergency conditions (refer to locksmith)

2. Vehicle lockouts with no emergency conditions (refer to tow company or locksmith)

3. Elevator malfunction, no one trapped inside (refer to elevator repair company)

4. Animal calls:
    - Cats in trees, on roofs, etc.
    - Sick, dead or injured animals
    - Animals under houses, in attic or walls

POLICE AND FIRE COMBINED RESPONSE CALLS

1. Structure Fires – PD may be needed for traffic control, evacuation, arson report, etc.

2. Injury accidents

3. Overdose calls – PD first to secure scene

4. Attempt and Suicide calls – PD first to secure scene

5. DOA's

6. Medical calls with crime or suspicious circumstances (i.e., young person not breathing)

7. Explosion

8. Hazardous materials incident

9. Building/structure collapse

10. Plane crash

11. Boating emergency

12. Webster/Posey Tube Incidents (901's, hazardous vehicles, etc.) Also notify OPD/OFD (tube incidents are a mutual response area) and Caltrans to clear vehicles from the tube

TRANSFERRING FIRE RELATED CALLS TO ACRECC:

FIRE call from a 9-1-1 line:
1.   Click 911XFER tab
2.   Click ACRECC - AFD
3.   Wait until they answer, advise "Alameda PD with a transfer, caller go ahead."
4.   Release call to complete transfer
5.   Enter an **AFD** incident (cancel upon completion)

FIRE call from Admin or Alternate Emergency Lines (522-2423/522-2425):
1.   CONFERENCE
2.   Click ACRECC or FIRE tab, then ACRECC- AFD
3.   CONFERENCE
4.   Wait until they answer, advise "Alameda PD with a transfer, caller go ahead."
5.   Release call to complete transfer
6.   Enter an **AFD** incident (cancel upon completion)

If the call received is a dual POLICE/FIRE incident, complete the appropriate steps to transfer the call and enter an incident for Police.

POLICE DISPATCH
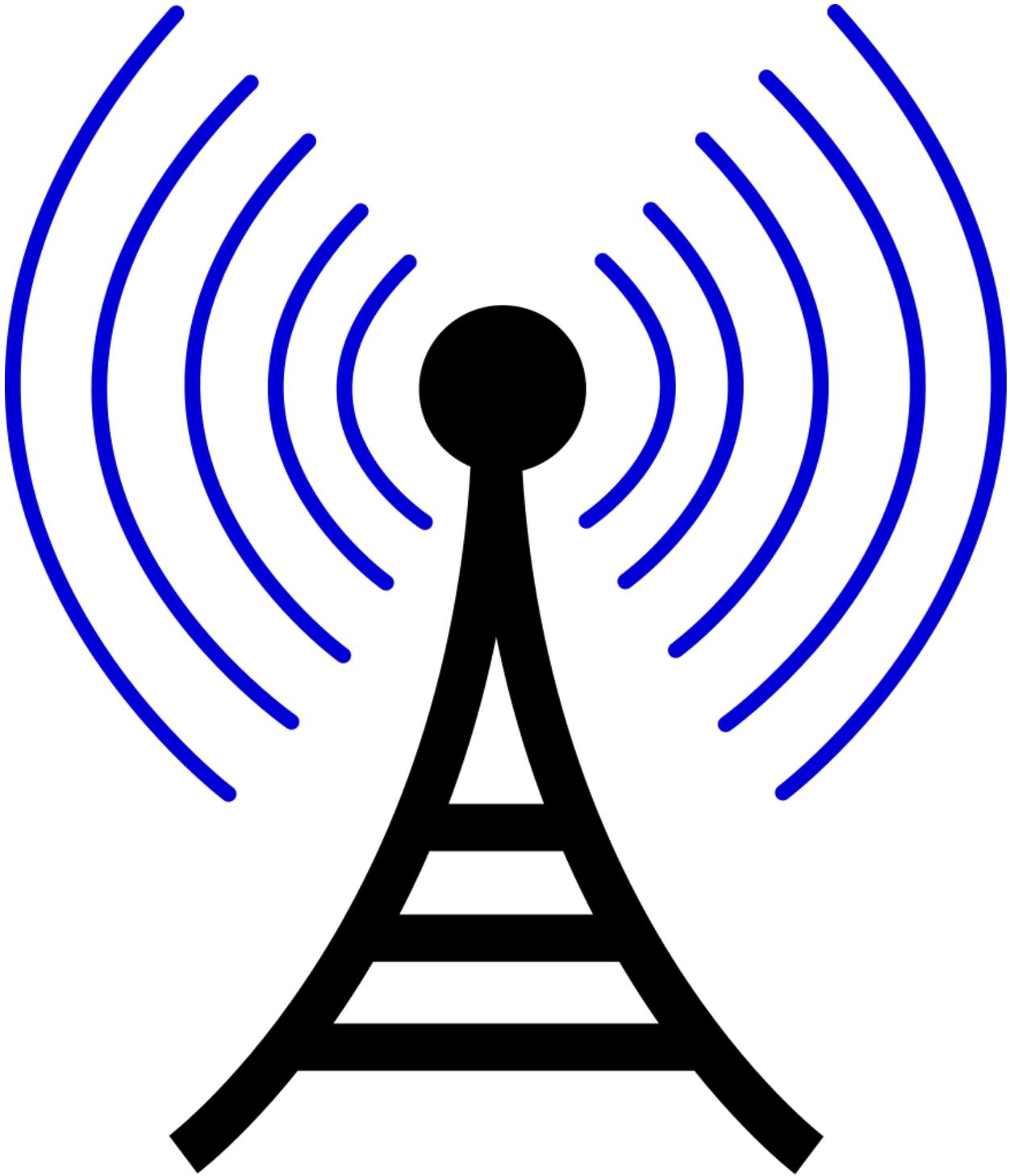
PRIMARY DUTIES

Dispatch Police
Monitor PD channel 2

When you are sitting at the Police Dispatch position your full attention must be directed towards keeping track of the officers and dispatching calls for service. You are an officer's lifeline and they depend on you to keep track of their status and get them assistance when needed. The Police Dispatcher will not conduct personal business on the phone or internet nor engage in any activity that will draw their attention away from the dispatch console.

You will need to prioritize incoming calls for service and ensure calls are dispatched promptly. It is routine for incoming calls for service to exceed the number of officers we have available to send. You will be the one to decide which emergency gets dispatched first. You will soon find that the minute you set a priority for the calls you have holding, another will come in which changes your entire plan. This is normal. While dispatching, officers will also keep you busy with warrant checks, traffic stops, on-views, and records check requests. The call-taker may be able to assist with some of these, but as the Dispatcher you are responsible for ensuring all tasks are performed.

When the phones are quiet and nothing seems to be happening, DO NOT become complacent. Everything can go to pieces in the blink of an eye. Constantly review your units. Check your pending calls for service. Play the "what if" game. "If" this unit needs immediate cover, who will I send? "If" a priority call comes in for sector 3, who could I get to handle it? You will not be answering the phones while you are dispatching Police.

When you are talking on the radio keep your voice clear and speak slower than you normally would. Never show emotion, excitement, or attitude. All transmissions must be professional and calm. Be clear, accurate, and brief. Break up long transmissions in case a field unit needs to call for emergency traffic. Courtesy is implied, never stated. Do not say, please, thank you, or you're welcome. Refrain from any activity which might direct your attention away from dispatching. Prior to assuming the Police Dispatch position, familiarize yourself with any activity in progress. Get a pass down from the dispatcher you are relieving. Know what is going on before you take control. Check to make sure you have an up-to-date lineup, including accurate vehicles, 908A times, etc. It is also a good idea to keep track of the number of reports units have taken; you can make a hash mark next to the unit's name for each report taken.

You will also monitor PD channel 2. Use your unselect audio control to adjust the volume so it is just loud enough for you to hear, but not too loud to distract you from the primary channel.

BEAT STRUCTURE

The City of Alameda is divided into five sectors. Sector 1 encompasses the area from the Main St. to Westline/8th St. Sector 2 from Westline to Willow (odd side). Sector 3 from Willow (even side) to the Bay Farm Island Bridge. Sector 4 from the Bay Farm Island Bridge and all of Bay Farm Island. Sector 5 all of Alameda Point AKA Naval Air Station AKA Old Navy Base.

Each sector is provided with at least one patrol officer per shift. Because of current patrol schedule, often there are two or more officers in each sector. Even though an officer is assigned to a particular sector, that officer is not exempt from moving to other sectors to handle calls.

1L11	1st Platoon (2115-0715), Patrol, Sector One, first officer
1L12	1st Platoon, Patrol, Sector One, second officer
1L22	1st Platoon, Patrol, Sector Two, second officer
1L31	1st Platoon, Patrol, Sector Three, first officer
2L50	2nd Platoon (0700-1700), Patrol, Sector Five
2L41	2nd Platoon, Patrol, Sector Four, first officer
2L61	2nd Platoon, Patrol, Sergeant, first sergeant
2L72	2nd Platoon, Patrol, Special Enforcement
2L81	2nd Platoon, School Resource Officer
3L24	3rd Platoon (1645-0245), Patrol, Sector Two, fourth officer
3L33	3rd Platoon, Patrol, Sector Three, third officer
3L62	3rd Platoon, Patrol, Sergeant, second sergeant
4L21	4th Platoon (1130-2130), Patrol, Sector Two, first officer
4L14	4th Platoon, Patrol, Sector One, fourth officer
4L50	4th Platoon, Patrol, Sector Five
M50	Motor Unit
M61	Motor Sergeant
I8	Investigation Unit
I61	Investigation Sergeant
T1–T3	Identification Unit
T4	Property Unit
T61	Identification Sergeant
C1	Chief of Police
C2–C3	Captains
C4–C8	Lieutenants
A Units	Traffic Civilian Personnel
AC Units	Animal Control Units
T Units	Support Technicians
10-99	Badge Number Assignments

BASIC DISPATCH COMMANDS

L   **LOG UNIT ON DUTY**   Log unit on duty without personnel information (L 3L31).

LOG   **LOG UNIT ON DUTY WITH EMPLOYEE NUMBER**   Log unit on duty with personnel information (LOG 32394 600).

LO   **LOG UNIT OFF DUTY**   Log unit off duty (LO 2L21).

D   **DISPATCH UNIT**   "D 2L21 723" will dispatch 2L21 to INC ID 723.

DA   **DISPATCH AND ARRIVE**   "DA 2L21 723" will dispatch 2L21 to INC ID 723 and put unit on scene at the same time.

DP   **DISPATCH, PREEMPT**   "DP 2L21 723" will dispatch 2L21 to INC ID 723 (pending calls only) and preempt unit from current incident.

R   **RECALL UNIT**   "R 2L21" will recall the incident 2L21 is on (active units only).

RI   **RECALL INCIDENT**   "RI 723" will recall INC ID 723 (active incidents only).

A   **ASSIST A UNIT**   "A 2L21 2L22" will assist 2L22 in the enroute status to the call 2L21 is on.

AA   **ASSIST ON SCENE**   "AA 2L21 2L22" will assist 2L22 to the call 2L21 is on and put the unit on scene at the same time.

REP   **REPLACE UNITS**   "REP 2L21 2L22" replace/swap units. If 2L21 is on a call and 2L22 is in service, it will place 2L22 on the call and put 2L21 in service. If 2L21 is on a call and 2L22 is on a call it will swap the calls.

OS   **ON SCENE**   Changes a unit's status to on scene. "OS 2L21" places 2L21 on scene at the location they were responding to.

OV   **ON VIEW**   Places a unit on a self-initiated incident. If 2L21 advises they will be out on a 484 at 1528 Lincoln, it would look like this: "OV 2L22 1528 LINCOLN, 484".

P   **PREEMPT UNIT**   Removes a unit from the call they were dispatched to and places them in service and the call is returned to pending status (P 2L21).

IN   **IN SERVICE**   Places unit back in service providing they are not the handling unit on a generated incident. Generated incidents must be cleared with a disposition by handling unit but cover units can go IN.

C4   **CODE 4**   No further assistance needed, situation stabilized. The command "C4 2L21" tags the call green to show that the unit has advised they are Code 4. If you have other units enroute to cover they can usually be 938'd. May also use the "**OK**" command for Code 4.

C4ALL **CODE 4 ALL UNITS**   "C4ALL 723" will place all units on the incident to Code 4.

T   **TRAFFIC STOP**   Places unit on a traffic stop. The unit will advise they are 908T and provide the location. Type T, the unit identifier, location, and tell the unit to "go ahead." The unit will then provide the license plate, state, and vehicle description.

TP   **TRAFFIC PURSUIT**   Use this command just as you would use the "T" command when a unit advises they are in pursuit.

OOS   **OUT OF SERVICE**   Places a unit out of service with an approved OOS reason. "OOS 2L21 FUEL"   This is not a generated incident command. When the unit goes back in service you do not need a disposition but will need to remove the OOS, ROOS 2L21.

924   **AVAILABLE AT STATION**   Places a unit at the station. "924 2L21 APD" will put 2L21 at the station in an available status. Unit must be placed IN when clear.

PWT   **POLICE WALK AND TALK**   Places a unit on a PWT or Code 10 (PWT 2L21 1500 PARK ST).

CAN   **CANCEL UNIT**   Used to cancel a unit "CAN 2L21 CAN (reason),CAN (dispo)" will cancel the call and must be used with approved cancellation reason and response disposition. It is a good idea to put further explanation when using the CAN command.

CANI   **CANCEL INCIDENT**   Used to cancel an incident "CANI 723 CAN (reason), CAN (dispo)" will cancel the incident and must be used with the approved cancellation reason and response disposition. It is a good idea to put further explanation when using the CANI command.

DUP   **CANCEL DUPLICATE INCIDENT**   Used to cancel an incident because it is a duplicate of another (pending and dispatched). "DUP .126 125" will cancel the first call for service and leave the second one on the board.

M   **MEMO**   Combined command used to attach additional data into a unit or an incident. "M 2L21 SUS LS WB LINC" will memo that information to the incident 2L21 is on. You can also memo information to an incident. "M .723 SUS LS WB LINC" will memo the information into the INC ID 723.

MU   **MEMO UNIT**   Used to attach additional data to a unit. "MU 2L21 SUS LS WB LINC" will memo that information into the incident 2L21 is on and stamp the call for service that information was provided by that unit. *Better to use than M for tracking who said what.

CL   **CHANGE LOCATION**   Used when a unit is on an incident and wishes to change their location. For example, 2L21 is working on a 484 at 1502 LINCOLN and says they are heading to contact an OP at Encinal High. "CL 2L21 ENCINAL HIGH" will put the unit enroute to the new location.

CLA   **CHANGE LOCATION AND ARRIVE**   Used the same as the CL command but will put the unit on scene "CLA 2L21 ENCINAL HIGH".

POWERLINE COMMANDS

COMMAND	FUNCTION	DETAILS
908	OUT OF SERVICE	
910	ON SCENE	
912V	912V ONVIEW	
924	AT STATION	
A	ASSIST BACKUP UNIT	
AA	ASSIST BACKUP UNIT ARRIVE	
AP	UNIT REASSIGNMENT	= UNIT 909 AND RETURN CALL TO PENDING
BOLO	OPEN BOLO SEARCH WINDOW	
BOLOE	BOLO ENTRY BY UNIT	
BOLOI	BOLO ENTRY BY INCIDENT ID	
C	CLEAR	
C4	CODE 4	
C4ALL	CODE 4 ALL UNITS (BY INCIDENT ID)	C4ALL 123
CAN	CANCEL UNIT	
CANI	CANCEL INCIDENT	
CARD	OPEN CARDFILE MANAGER	
CH	OPEN INCIDENT EDITOR	
CIA	COMMIT INITIAL ASSIGN	
CIM	CRITICAL INCIDENT MODE	
CL	CHANGE LOCATION	
CLA	CHANGE LOCATION ARRIVE	
CLA-	OVERRIDE AVL	
D	DISPATCH	
DA	DISPATCH ARRIVE	
DL	DRIVERS LICENSE CHECK	
DP	DISPATCH PREEMPT	
DUP	DUPE INCIDENT	NOTE, CALL TO CANCEL TO CALL TO KEEP
DUPCALL	CREATE DUPLICATE CALL	
E	ENROUTE	
ECIM	END CRITICAL INCIDENT MODE	
ECT	OPEN ECT	
EXIT	EXIT CAD	NOTE, EXIT Y TO SAVE SETTINGS
GUNR	GUN QUERY	
HOPON	LOG ON TEMPORARY WORKSTATION	
ICNS	CAUTION NOTE SEARCH BY INCIDENT	
IE	OPEN INCIDENT EDITOR	
IN	IN SERVICE	
INFO	CARDFILE SEARCH BY KEYWORD	
INFOFILE	OPEN CARDFILE MANAGER	
L	LOG UNIT ON W/O EMPLOYEE NUMBER	NOTE, DON'T ADD A VEHICLE
LCNS	CAUTION NOTE SEARCH BY LOCATION	
LO	LOG UNIT OFF	
LOG	LOG UNIT ON W/ EMPLOYEE NUMBER	
LOGM	LOG MESSAGE TO INCIDENT ID	

LPR	LPR ONVIEW	
M	MEMO	COMBINED COMMAND BY .INCIDENT OR UNIT
MU	MEMO UNIT	
MX	MEMO WITH NOTIFICATION	
NAME	NAME HISTORY SEARCH	CHECK CAD/BOLO FOR CALLS WITH THIS NAME
NOTES	OPEN DISPATCHER NOTES	
NPL	NEW POWERLINE	
OK	CODE 4	
OP/OPOFF	LOG OFF/ON	
OOS	OUT OF SERVICE	
OS	ON SCENE	
OV	ONVIEW	
P	PREEMPT	
PASSWORD	PASSWORD RESET	TEMP PASSWORD = #EMPLOYEE NUMBER
PHELP	POWELINE HELP	
PHONE	PHONE HISTORY QUERY	5103378340, 510-337-8340, 337-8340, 3378340
PLATE	PLATE HISTORY QUERY	CHECK CAD FOR CALLS WITH THIS PLATE
PLS	POWERLINE SEARCH	
PRIOR	PRIOR INCIDENTS BY LOCATION	
PRPR	PROPERTY QUERY	
PWT	PWT ONVIEW	
QIH	QUERY INCIDENT HISTORY (ACTIVE CALLS)	= SHORTCUT TO PRINT CALL HISTORY
R	RECALL UNIT	
RC	RECORDS CHECK	
RCARD	CARDFILE SEARCH BY KEYWORD	
RCASE	SEARCH CASE NUMBER	RCASE 18-03000 WILL PULL UP THE INCIDENT (PRINT AVAIL)
RCI	RECALL CLOSED INCIDENTS	
REC	RECOMMEND INITIAL ASSIGNMENT	
REP	REPLACE UNITS	
RI	RECALL BY INCIDENT ID	
ROOS	REMOVE OOS	
RR	RECORDS INQUIRY RESULTS	
RTF	REPORT TO FOLLOW	
SB	SET BEAT	
SL	SET LOCATION	
SP	SET PRIORITY	
SS	SUBJECT STOP	
ST	SET TYPE	
SUP	OPEN SUPPLEMENTAL INFO WINDOW	
T	TRAFFIC STOP	
TEMP	LOG TEMPORARY UNIT ON DUTY	EXAMPLE "OPDK9"
TO	SEND MESSAGE	
TP	TRAFFIC PURSUIT	
UAL	ADD UNIT ACTIVITY	AVAILABLE UNITS ONLY
UCNS	CAUTION NOTE SEARCH BY UNIT	
UH	UNIT HISTORY	= LIST OF CALLS HANDLED BY UNIT

UHL	VIEW ACTIVITY LOG	= LIST OF ACTIVTIES BY UNIT
UNWATCH	UNWATCH A UNIT	UNWATCH 3L31 (TO SEE UNIT WITH ALL OTHERS)
VEHR	VEHICLE QUERY	
VHQ	VEHICLE HISTORY QUERY	CHECK CAD FOR CALLS WITH THIS VEH BY PLATE OR VIN
VIN	VIN QUERY	
VU	VIEW UNIT INFORMATION	
WANR	WARRANT CHECK	
WATCH	WATCH A UNIT	WATCH 3L31 (MUST HAVE WATCHED COLUMN AND CHECK YES)
WHOALL	RECALL PERSONNEL BY WORKSTATION	
ZI	ZOOM TO INCIDENT	
ZU	ZOOM TO UNIT	
F1	OPEN HELP GUIDE	
F2	OPEN MAP	
F3	OPEN INCIDENT EDITOR	
F4	OPEN ECT	
F5	OPEN POWERLINE HELP	
F6	FOCUS ON POWERLINE	
F7	OPEN CARDFILE MANAGER	
F8	OPEN DISPATCHER NOTES	
F9	TBD	
F10	RECORDS CHECK WINDOW	
F11	RECORDS INQUIRY RESULTS	
F12	FOCUS ON POWERLINE	

POLICE CALL PRIORITY

Priority codes are used to give general guidelines for prioritizing and dispatching field assignments. Additional details received from either an original complainant or from a party giving supplemental information may upgrade or downgrade the priority of a call. The general rule of good judgment is the final authority. Priority codes are pre-assigned by the computer. To change the pre-set priority just put the proper priority, (1, 2, 3, or 4) in the priority code box on the complaint mask.

PRIORITY ONE

A PRIORITY ONE call is any call for service where there is immediate danger to life or property. All felonies in progress or just occurred (within last 10 minutes) are PRIORITY ONE assignments. 940B (Officer needs help), 933R alarms, and in progress/just occurred 417 calls are also PRIORITY ONE assignments. All PRIORITY ONE calls will be dispatched immediately.

EXAMPLE

PRESS THE "ALERT 3" BUTTON AND HOLD IT FOR 3 BEEP SOUNDS

DISPATCHER   "All units, an armed 211 just occurred at AMPM 1260 Park St., that's AMPM, one two six zero Park St. 3L31 to handle, 3L32 to cover."

3L31   "3L31 904"

3L32   "3L32 904"

DISPATCHER   "Units responding to AMPM, suspect is a BMA 6 feet, medium build, wearing a blue shirt and dark pants, weapon was a handgun, suspect fled on foot northbound Park St. No further.

If you have no available units and no one on a call that you feel can 938 from their present assignment, put the call out and ask for a unit to handle and a unit to cover. The above example would sound like this:

DISPATCHER   "All units, an armed 211 just occurred at AMPM 1260 Park St., that's AMPM, one two six zero Park St. UNIT TO HANDLE AND UNIT TO COVER."

CODE 3 RESPONSE

A Code 3 response to a PRIORITY ONE incident is immediate and the use of red lights and siren is authorized. Dispatchers shall not assign codes to calls unless instructed to do so by a supervisor. Dispatchers shall provide the officers with sufficient information relating to the severity of the situation so that the responding officer may make the best decision relative to the mode of response. Officers responding Code 3 shall immediately advise Dispatch of that fact and inform of the location they are responding from.

An emergency that may warrant a "Code 3" response include incidents that pose an immediate and significant danger to the public, life threatening situations, responding to another officer's request for immediate assistance, or other incidents requiring quick police response where the hazards posed by a delay outweigh the hazards of an emergency response.

When units advise they are responding Code 3, Dispatch will log the location information and arrival to the incident, provide a time check, and advise the sergeant of the Code 3 response.

PRIORITY TWO

A PRIORITY TWO assignment is any call for service where serious trouble may exist; no immediate emergency, but prompt service is required. PRIORITY TWO assignments will be dispatched expeditiously. They will normally be assigned to a Sector Unit. If one is not available they will be assigned to the closest available unit. PRIORITY TWO CALLS will not be held for the Sector Unit.

The following are examples of PRIORITY TWO calls.

> Injury accident (901A)
> Misdemeanor crime in progress
> Suspicious person (912P)
> Disturbance (415)
> Mentally ill subject (5150)
> Alarm call (933A, 933S)
> Intoxicated subject (647F)

EXAMPLE

DISPATCHER   "2L31 AND 2L32"

UNIT   "2L31"

UNIT   "2L32

DISPATCHER   "2L31 and 2L32, 415 at 2260 Buena Vista Apt. 4, two two six zero Buena Vista Apt. 4, RP Jones calling from Apt. 6 says he hears people fighting in Apt. 4. No further."

PRIORITY THREE

A PRIORITY THREE assignment is any call for service that is not of an emergency nature. All "cold" reports and calls involving no danger to life or property are generally PRIORITY THREE assignments. Note, the majority of problem codes are programmed as PRIORITY TWO in CAD and require assessment by the Dispatcher to determine whether the priority can be downgraded. PRIORITY THREE calls will be dispatched to the appropriate Sector Unit if the unit is clear or will be clear within 30 minutes. Any call held 30 minutes or longer should be dispatched out of sector if appropriate to the call type, and/or brought to the attention of the Lead Dispatcher or the Patrol Sergeant. PRIORITY THREE calls will be dispatched by both voice and MDT with the basic information given over the radio and the particulars sent via MDT.

The following are examples of PRIORITY THREE calls:

> Cold crime report (459, 484, 487, 532, etc.)
> TRANS
> TREE
> Collision, property damage only (901)

When you dispatch PRIORITY THREE calls, give the unit the nature of the call, the address, and the reporting person's name and location if applicable. Officers will get the remaining details of the call on the MDT.

EXAMPLE

DISPATCHER   "3L31"

UNIT   "3L31"

DISPATCHER   "3L31, cold 459 at 2225 Buena Vista, two two two five Buena Vista, RP last of Jones."

UNIT   "904"

Any appropriate specific information on the call will be sent via MDT.

Note: If calls hold for over 60 minutes make sure a call is placed to the R/P advising them of the delay and expected ETA is possible.

PRIORITY FOUR

A PRIORITY FOUR assignment is any call for service that is not of an emergency nature. PRIORITY FOUR calls will be dispatched to the appropriate Sector Unit. PRIORITY FOUR calls will be dispatched by both voice and MDT with the basic information given over the radio and the particulars sent via MDT.

The following are examples of PRIORITY FOUR calls:

Parking Problems (8-7.7, 970, 22500E, etc.)

When you dispatch PRIORITY FOUR calls, give the unit the nature of the call, the address, and the reporting person's name and location if applicable. Officers/Parking Technicians will get the remaining details of the call on the MDT.

EXAMPLE

DISPATCHER   "A1"

UNIT   "A1"

DISPATCHER   "A1, 8-7.7 at 459 Buena Vista, four five nine Buena Vista, RP last of Jones in the leasing office."

UNIT   "904"

Any appropriate specific information on the call will be sent via MDT.

Note: If calls hold for over 60 minutes make sure a call is placed to the R/P advising them of the delay and expected ETA is possible.

OFFICER SAFETY

As a police dispatcher, you must be cognizant of many things simultaneously. It is imperative to know the correct location of each officer involved on a detail. Although it is equally important to know where an officer is handling a music complaint, certain types of calls are statistically more dangerous for officers to respond to. Calls involving weapons, physical disputes, or vehicle stops might tend to heighten the dispatcher's awareness, but remember: **ANY** call could result in violence to a police officer. When we discuss officer safety, Awareness, Active Listening, and Call-taking all play an important role.

Awareness

- Know correct locations of all detailed officers. If you missed a piece of information, do not hesitate to ask the officer for confirmation.

- Be sure to read the call thoroughly and to relay all appropriate information to the officers responding. Keep the officer updated with supplemental information.

Active Listening

- Listening to the radio traffic is extremely important. Do not let yourself get sidetracked with personal conversations to the point that you miss information. Do not use the telephone while on Police Dispatch.

- Do not be afraid to ask your fellow dispatchers to limit their noise if it could cause you to miss radio information. Wearing your headset is required and should assist in hearing officers.

- If a critical incident does occur while you are working the police radio channel, <u>stay calm</u>. Remember that you have a job to do as the primary dispatcher. The officer's first call for assistance will be to you. Also, remember if your voice is calm that will assist the officer in also remaining calm.

Call-taking

- When answering calls that have any potential for violence, either to officers or citizens, there are certain questions which are critical to ask:
    1) What is the location of occurrence? What is the crime?
    2) Any weapons involved? Weapons inside the residence or car? In the possession of anyone involved? What type of weapon and who has it? If it's a firearm, do you know the type? Is it loaded?
    3) Is the suspect still there? If not, where is he/she?
    4) Does the suspect know police have been called? Any past violence towards police?
    5) Any injuries?
    6) Have the involved parties been drinking or are they under the influence of drugs?
    7) Are there any vicious animals inside the residence or in the yard?

POLICE PURSUITS

Your trainer will show you the General Order on Police Pursuits and discuss this with you. After reading the General Order:

List three circumstances when an officer should discontinue a pursuit:

1. _____

2. _____

3. _____

Normally, pursuits should be limited to how many units: 2   3   4   (circle one)

When a pursuit goes in to another jurisdiction, the Watch Commander should determine if:

1. The pursuit should continue

2. The other agency should takeover

3. The pursuit should be cancelled

Does the dispatcher needs to know the violation, description of vehicle, license plate, location, speed, and direction of travel from the initiating pursuit officer?   **Yes   No**

The secondary unit joining the pursuit may take over radio communications?   **Yes   No**

Patrol units will always ask for aerial assistance?   **Yes   No**

Dispatch responsibilities include: Initiating a Code 33, maintaining communication with pursuing units, broadcasting updates, keeping track of direction of travel, informing the supervisor, notifying allied agencies, giving units TRIP information on suspect vehicle?   **Yes   No**

TRAFFIC STOP PROFILING REPORTING SYSTEM

The Department has an established Traffic Stop Profiling Reporting System used to maintain the public's trust that our Department does not make traffic stops based on race, gender or age. These procedures will be used for traffic stops where no citation is issued. Traffic stops initiated that result in anything other than a citation (i.e. warning, arrest, search etc.) will be cleared with the proper profiling disposition. If a vehicle search is conducted while on a traffic stop, the officer will notify the dispatcher. If the officer does not make a search, it is not necessary to radio this information in.

Through this procedure, we will obtain the following information:
Race
Sex
Adult/Juvenile
Traffic Activity/Disposition
Search of Vehicle

We will use the following codes:

Race:	A	=	Asian
	B	=	Black
	H	=	Hispanic
	O	=	Other (not defined in any other category)
	W	=	White

Sex:	F	=	Female
	M	=	Male

Traffic Activity/Disposition:

	W	=	Warning
	P	=	Probable Cause, i.e. suspect vehicle, etc.

Search of Vehicle Conducted:

	Y	=	Yes

Officer initiating a traffic stop:
Example: 2L11 908T location (dispatcher acknowledges), license number, make and color of vehicle.

Officer clearing a traffic stop:
Example: 2L11 909T WMAPY (White male, adult, probable cause, search conducted)

Example: 2L11 909T HFJW (Hispanic female, juvenile, warning)

The dispatcher will enter this information as the disposition of the traffic stop. For the dispatcher, the entry would look like this:

        Example: C 2L11 WMAPY (clear, White male, adult, probable cause, search conducted)

        Example: C 2L11 HFJW (clear, Hispanic female, juvenile, warning)

Note: If traffic stop cleared with a Report, dispatcher will set proper Problem Code and disposition will be RTF.

CODE 33

Code 33 is to be employed in any situation where the cancellation of normal radio traffic would be advantageous. The Code 33 procedure alerts all units of a potentially hazardous or emergency situation requiring radio silence.

Code 33 can be initiated by the Communications Center or field units. In all cases where a Code 33 is activated, the alert tone will be used and the location will be given except when serving arrest or search warrants.

During a Code 33 there will be no non-emergency radio traffic. As each unit clears for service during a Code 33 they will be advised of such.

Once a Code 33 is in effect, any inquiries regarding the incident will be responded to with the phrase "Code 33". All inquiries regarding the incident should be done on Channel 2 or by phone.

During a Code 33 the dispatcher will immediately repeat any information broadcast by field units that would be beneficial to other units involved in the emergency.

A Code 33 is canceled by stating "Code 34" and is normally done by the unit or dispatcher who initiated the Code 33.

SAMPLE CODE 33 SITUATIONS

Officer needs help (940B)	Vehicle pursuits	Hostage situations
Serving arrest/search warrants	Building searches	Felony car stops

EXAMPLE CODE 33 VEHICLE PURSUIT

Unit: "3L31 in pursuit of 211 suspect vehicle, red Ford, Adam, Mary, Union, 333 north on Webster from Central"
Dispatcher Action: Activate alert switch (3 alert icon on radio console)
Dispatcher: "All units, Code 33, 3L31 in pursuit of 211 suspect vehicle, red Ford, Adam, Mary, Union, 333, northbound Webster from Central"
Dispatcher Action: Assign appropriate cover unit(s)

Unit: "Passing Santa Clara"
Dispatcher: "Passing Santa Clara"

Unit: "Passing Lincoln"
Dispatcher: "Passing Lincoln"

Unit: "Vehicle stopped Webster and Pacific"
Dispatcher: "Copy, vehicle stopped Webster and Pacific"

Unit: "Code 34 Webster and Pacific"
Dispatcher Action: Activate alert switch, deactivate channel marker
Dispatcher: "All units Code 34 Webster and Pacific, vehicle stopped, 1815 hours.

CODE 100

MDT's and radios are equipped with emergency keys that officers can use to alert Dispatch to an emergency situation where the use of a voice transmission may further jeopardize their safety. When this emergency button is pressed you will receive an alert message on either the radio console or CAD screen depending on which button was pressed indicating that a potential emergency exists. When you receive this message you will respond to the Officer:

"(Unit #), are you available for a **Code 100** detail, and what is your 926?"

INTENTIONAL EMERGENCY KEY PRESS

The unit will respond "(unit #), I am unavailable for a Code 100 detail", and add his present location and/or direction of travel, e.g.; east bound 2200 block of Buena Vista.

Dispatcher will respond "(unit #), if you are unavailable for Code 100 detail, turn off your MDT until you become available.

Upon verification of an emergency situation, the dispatcher will **NOT** use the radio for any communication regarding the emergency. After the Officer's MDT has been observed to be turned off, the Dispatcher will:

1 - Alert all other Officers to the emergency situation using the MDT system.

2 - Direct all other units via their MDTs to maintain radio silence and communicate via their MDTs.

3 - If a unit does not respond to MDT transmissions, the Dispatcher may ask over the radio: "(unit #), did you receive the last assignment on your MDT?"

The Com-Cen should then notify:
> The Senior Dispatcher
> The Patrol Sergeant
> The Watch Commander

ACCIDENTAL EMERGENCY KEY PRESS

The unit will respond. "(Unit #), detail 100, Code 4 – accidental"

EBRCSA RADIO CHANNELS (Updated 06/13/18)

Zone A

Channel	Prefix	Label	Channel Name	Recording Location
1	A1	APD 1	APD PATROL 1	Dublin Master Site/Local
2	A2	APD 2	APD PATROL 2	Dublin Master Site/Local
3	A3	APD 3	APD PATROL 3	Dublin Master Site
4	A4	APD SIU	SPECIAL INVEST UNIT	Dublin Master Site
5	A5	ALA CMD1	AFD CONTROL 1	Dublin Master Site
6	A6	ALA TC21	AFD TAC 21	Dublin Master Site
7	A7	ALACITY1	ALAMEDA CITY 1	Dublin Master Site
8	A8	ALACITY2	ALAMEDA CITY 2	Dublin Master Site
9	A9	DIR LAW3	DIRECT LAW 3 (TAC 1)	Dublin Master Site
10	A10	DIR LAW2	DIRECT LAW 2 (TAC 2)	Dublin Master Site
11	A11	DIR LAW1	DIRECT LAW 1	Dublin Master Site
12	A12	OPD 1	OPD PATROL 1	Dublin Master Site
13	A13	OPD 5	OPD PATROL 5	Dublin Master Site
14	A14	OPD TAC 1	OPD TAC 1	Dublin Master Site
15	A15	OPD	OPD	Dublin Master Site
16	A16	APD 911	APD 911	Dublin Master Site

Zone B

Channel	Prefix	Label	Channel Name	Recording Location
1	B1	APD 1	APD PATROL 1	Dublin Master Site/Local
2	B2	APD INV1	APD INVEST 1	Dublin Master Site/Local
3	B3	APD INV2	APD INVEST 2	Dublin Master Site
4	B4	APD NARC	APD NARCOTICS	Dublin Master Site
5	B5	APD SWAT	APD SWAT	Dublin Master Site/Local
6	B6	APD CNT	APD CNT	Dublin Master Site
7	B7	ALAPUBWK	ALAMEDA PUB WORKS	Dublin Master Site
8	B8	ALAPOWER	ALAMEDA POWER	Dublin Master Site
9	B9	ACSO 1	ACSO PATROL 1	Dublin Master Site
10	B10	CALAW8D	CALIFORNIA LAW 8D	State Channel/Not Recorded (D = Direct)
11	B11	CALTRANS	CALTRANS	Dublin Master Site
12	B12	BART PD	BART PD	Dublin Master Site
13	B13	BPD 1	BERKELEY PATROL 1	Dublin Master Site
14	B14	EBRP PD1	EBRPD PATROL 1	Dublin Master Site
15	B15	SLPD 1	SAN LEANDRO PATROL 1	Dublin Master Site
16	B16	APD 911	APD 911	Dublin Master Site

Zone C

Channel	Prefix	Label	Mutual Aid Channel Name	Recording Location
1	C1	APD 1	APD PATROL 1	Dublin Master Site/Local
2	C2	EB LAW 1	EAST BAY LAW 1	Mutual Aid Talkgroup/Dublin Master Site
3	C3	EB LAW 2	EAST BAY LAW 2	Mutual Aid Talkgroup/Dublin Master Site
4	C4	EB LAW 3	EAST BAY LAW 3	Mutual Aid Talkgroup/Dublin Master Site
5	C5	EB LAW 4	EAST BAY LAW 4	Mutual Aid Talkgroup/Dublin Master Site/Encrypted
6	C6	CCCOLAW1	CONTRA COSTA LAW 1	Mutual Aid Talkgroup/Dublin Master Site
7	C7	CCCOLAW2	CONTRA COSTA LAW 2	Mutual Aid Talkgroup/Dublin Master Site
8	C8	CCCOLAW3	CONTRA COSTA LAW 3	Mutual Aid Talkgroup/Dublin Master Site
9	C9	CCCOLAW4	CONTRA COSTA LAW 4	Mutual Aid Talkgroup/Dublin Master Site/Encrypted
10	C10	ALCOLAW1	ALAMEDA COUNTY LAW 1	Mutual Aid Talkgroup/Dublin Master Site
11	C11	ALCOLAW2	ALAMEDA COUNTY LAW 2	Mutual Aid Talkgroup/Dublin Master Site
12	C12	ALCOLAW3	ALAMEDA COUNTY LAW 3	Mutual Aid Talkgroup/Dublin Master Site
13	C13	ALCOLAW4	ALAMEDA COUNTY LAW 4	Mutual Aid Talkgroup/Dublin Master Site
14	C14	CALAW8D	CALIFORNIA LAW 8D	State Channel/Not Recorded (D = Direct)
15	C15	CALAW9D	CALIFORNIA LAW 9D	State Channel/Not Recorded (D = Direct)
16	C16	APD 911	APD 911	Dublin Master Site

The green circles to the right of Site AC NW, Site AC SW, and Site AC East are for information purposes and will turn red when there's a problem with the EBRCSA system. For example, if communication is lost with Site AC East we will not be able to communicate with units at Santa Rita Jail.

EBRCSA RADIO CHANNELS (Page 2)

Zone D			
Channel Name	Channel Type	Channel Location	Recording Location
EB INT 1	Interoperability Talkgroup	MUTUAL AID TAB	Dublin Master Site
EB INT 2	Interoperability Talkgroup	MUTUAL AID TAB	Dublin Master Site
EB INT 3	Interoperability Talkgroup	MUTUAL AID TAB	Dublin Master Site
EB INT 4	Interoperability Talkgroup	MUTUAL AID TAB	Dublin Master Site
EB INT 5	Interoperability Talkgroup	MUTUAL AID TAB	Dublin Master Site

EB INT 1-5 are interoperability talkgroups. These talkgroups are programmed into __every__ radio on the EBRCSA   system. This allows any user - for example a public works department or police department - to communicate with one another using their mobile and portable radios.

Zone D - Dispatch Consoles Only				
Channel Name	Channel Assignments	Channel Type	Channel Location	Recording Location
ALCO APB	SW APB, NW APB, EAST APB	APB Talkgroup	POLICE TAB	Dublin Master Site
NW APB	ALAMEDA, ALBANY, BERKELEY, EBRPD, EMERYVILLE, OAKLAND, OAKLAND HOUSING, PIEDMONT, SAN LEANDRO, UC BERKELEY	APB Talkgroup	POLICE TAB	Dublin Master Site
SW APB	ACSO 1, EBRPD, FREMONT/UNION CITY, HAYWARD, NEWARK, SAN LEANDRO	APB Talkgroup	N/A	Dublin Master Site
EAST APB	ACSO 2 (DUBLIN), EBRPD, LIVERMORE, PLEASANTON	APB Talkgroup	N/A	Dublin Master Site

ALCO APB and NW APB are SNARE talkgroups and are dispatch console to dispatch console __only__ and will not be heard over the air.

NW APB - The Dispatcher will press the tone button and broadcast SNARE/APB information to other dispatch centers in the NW Cell.

ALCO APB – The Dispatcher will press the tone button and broadcast SNARE/APB information to all PSAPs in Alameda County.

CROSS BORDER EVENTS

Use of interagency communications shall be limited to incidents that cross jurisdictional boundaries. Permission must be obtained from ACSO to use a mutual aid channel or to patch our main channel. When granted, units can switch to the channel or ComCen will patch APD 1 by completing the following:

- From the Mutual Aid folder selecting Patch 1 from the Msel 1/Patch 1 box
- Selecting the Patch Edit icon to activate (box will turn blue)
- Selecting APD 1 and ALCOLAW3

All communication will be broadcast in plain English, preceded by the agency identifer, and free of radio codes. The initiating agency will retain control of the incident until the Watch Commander requests the agency with immediate jurisdiction take control.

A monthly radio test occurs on the 1st Monday of the month (if Federal holiday, 2nd Monday). After participating, email Com-Supervisor advising of such. Upon proctoring, return completed roll call sheet to Com-Supervisor to forward to group designee. See Training Bulletin 16-02, Interagency Communications for Cross-Border Events, for full policy.

ALCO APB TALK GROUP

The radio consoles have been equipped with talk groups for the purpose of sharing eminent life-threatening situations, BOLO's for suspects in violent crimes that have just occurred and where specific suspect vehicle and suspect descriptions are available, "Load and Go" incidents, incidents with officers down or in need of immediate assistance, and S.N.A.R.E. activations for those participating agencies. The talk groups are intended for broadcasting information to Dispatch Centers in the immediate area with a single broadcast rather than individual phone notifications.

The talk group designations are as follows:

NW APB:
Alameda, Albany, Berkeley, East Bay Regional Parks, Emeryville, Oakland Housing, Oakland PD, Piedmont, San Leandro, UC Berkeley PD

SW APB:
ACSO1, East Bay Regional Parks, Fremont/Union City, Hayward, Newark, San Leandro

EAST APB:
ACSO2-Dublin, East Bay Regional Parks, Livermore, Pleasanton

ALCO APB:
All agencies

Use of APB talk groups shall be limited to eminent life-threatening situations. All BOLOs will begin with an alert tone, agency identifier, and nature of broadcast. All details will be broadcast in plain English, preceded by the agency identifier, and free of radio codes.

Example: **Alert Tone**...."*Alameda Police Department issuing a BOLO for an armed robbery that just occurred*"... **Pause** ... "*Alameda Police Department is issuing a BOLO for an armed robbery that occurred five minutes ago at Valero Gas, 1725 Park Street in Alameda. Suspect vehicle is a gray Honda sedan partial plate of 456. Suspects are three BMA's 18 to 20 years old, all wearing black hoodies. Weapons were three black semi-automatic handguns. One warning shot fired at the ceiling inside the business during the incident. Vehicle and subjects were last seen north on Park Street heading into Oakland via the Park St Bridge.*"

A monthly talk group test occurs on the last Wednesday of the month. After participating, email the Com-Supervisor advising of such. Upon proctoring, return the completed roll call sheet to Com-Supervisor to forward to group designee. See ComCen Bulletin 18-1210, for full policy.

POLICE WORKSHEETS

CATALOG

TITLE	ASSIGNED
WORKSHEET - RADIO CODES 1	POLICE (13,14,15)
WORKSHEET - RADIO CODES 2	POLICE (13,14,15)
WORKSHEET - DISPOSITIONS 1	POLICE (13,14,15)
WORKSHEET - DISPOSITIONS 2	POLICE (13,14,15)
WORKSHEET - PHONETIC ALPHABET	POLICE (13,14,15)
WORKSHEET - POLICE DISPATCH 1	POLICE (13,14,15)
WORKSHEET - POLICE DISPATCH 2	POLICE (13,14,15)
WORKSHEET - POLICE DISPATCH 3	POLICE (13,14,15)
WORKSHEET - POLICE DISPATCH 4	POLICE (13,14,15)
WORKSHEET - POLICE DISPATCH 5	POLICE (13,14,15)
WORKSHEET - POLICE DISPATCH PREPAREDNESS	POLICE (22,23,24)

WORKSHEET – RADIO CODES 1

The trainee will receive instruction and training in Radio Codes used by the Alameda Police Department. The trainee must commit to memory all the radio codes and must pass testing with a score of one hundred percent (100%) before moving on to the next block.

Code 2   _____

Code 3   _____

Code 4   _____

Code 5   _____

Code 6   _____

Code 7   _____

Code 8   _____

Code 9   _____

Code 10   _____

Code 11   _____

Code 33   _____

Code 34   _____

Code 100   _____

Nine – Code

901   _____

901A   _____

904   _____

908   _____

908A   _____

908B   _____

908D   _____

908F   _____

909   _____

909D   _____

910   _____

912 _____

912P _____

912V _____

914 _____

924 _____

926 _____

933A _____

933F _____

933R _____

933S _____

933V _____

936 _____

936P _____

937C _____

937D _____

937F _____

937M _____

937S _____

937V _____

938 _____

939 _____

940 _____

940B _____

947 _____

970A _____

988 _____

937H _____

937X _____

1199 _____ (10-code)

Fill in the appropriate radio codes for the following:

Wanted, misdemeanor _____
Officer needs help _____
Suicide _____
Surveillance/Stake Out _____
Clear Radio Channel _____
Accident, no injuries _____
Arrived at Scene _____
Audible alarm _____
Suspicious vehicle _____
Drunk in public _____
Out of service – meal break _____
Wanted, felony _____
Silent alarm _____
Cover unit _____
Off duty _____
Location _____
Wanted, dangerous _____

WORKSHEET – RADIO CODES 2

Identify the following codes:

926 _____   908 _____

938 _____   910 _____

940 _____   936 _____

939 _____   988 _____

909 _____   908F _____

936P _____   937S _____

937F _____   904 _____

Code 1 _____   Code 33 _____

937V _____   937D _____

Code 2 _____   Code 3 _____

Code 4 _____   Code 5 _____

Code 6 _____   Code 10 _____

PWT _____   Code 8 _____

Code 9 _____   Code 11 _____

Code 7 _____   908A _____

924 _____   908B _____

WORKSHEET – DISPOSITIONS 1

Identify the following:

RTF _____

UTL _____

IC _____

POST _____

FI _____

SUP _____

GOA _____

SOW _____

AIO _____

CIT _____

NAT _____

WORKSHEET – DISPOSITIONS 2

In order for a dispatcher or an officer to close out a call and provide a brief description to a call, a two, three or four digit code is used. These codes are part of the main portion of Dispatch-Patrol Communications and you must memorize all of them. They are called dispositions.

IC   _____

FI   _____

RTF   _____

NAT   _____

UTL   _____

SUP   _____

CAN   _____

GOA   _____

CIT   _____

AIO   _____

SOW   _____

DUP   _____

POST   _____

WMAW   _____

AFJW   _____

OMAPY   _____

WORKSHEET - PHONETIC ALPHABET

A: _____   N: _____

B: _____   O: _____

C: _____   P: _____

D: _____   Q: _____

E: _____   R: _____

F: _____   S: _____

G: _____   T: _____

H: _____   U: _____

I: _____   V: _____

J: _____   W: _____

K: _____   X: _____

L: _____   Y: _____

M: _____   Z: _____

WORKSHEET – POLICE DISPATCH 1

Answer the following questions as completely as possible:

1. How do you run a warrant check?   _____

2. What is the command for putting an officer on the scene?   _____

3. How do your recall an incident that an officer is on?   _____

4. How do you preempt a unit from a call?   _____

5. How do you place a unit back in service?   _____

6. How do you add a Quick Note?   _____

7. What is the command to dispatch a unit to a call?   _____

8. What is the command to run a DL?   _____

9. What does 1028 mean?   _____

10. How do you change a unit's location?   _____

11. What does 910 mean?   _____

12. How do you assign a case number to an incident?   _____

13. What is the command for a traffic stop?   _____

14. How do you on-view a unit to a call?   _____

15. What is a BOLO?   _____

WORKSHEET – POLICE DISPATCH 2

Answer the following questions using True or False:

1. T or F – 937S means that a vehicle is stolen.

2. T or F – BOLO means Be On The Look Out?

3. T or F – Two officers should be sent to a 415F?

4. T or F – RTF means Report To Follow?

5. T or F – Code 8 means I need a cover unit?

6. T or F – Code 4 means everything is ok, no additional cover necessary?

7. T or F – DL is the correct way to run a check for license status if you have the DL#?

8. T or F – The command D 3L21 means that 3L21 is being dispatched to the call?

9. T or F – R 3L22 means that you are recalling the incident that 3L22 is assigned to?

10. T or F – A time check should be given for both male and female in custody transports?

WORKSHEET – POLICE DISPATCH 3

1. What should you do if you miss part of an officer's transmission on the radio?

2. What does F12 do?

3. Is it important to get an officer's location when they attempt contact with a suspect?

4. When an officer says "3L23, I am 910" what is he/she saying?

5. What would you do if a solo officer out on a suspicious person comes back with a warrant?

6. How many officers should be sent to a found bike call?

7. What is the command to enter in CAD when an officer says, "I'll be 909 with a 647F"?

8. If 1L23 clears from a 415 with an IC, what disposition should be entered into CAD and what information should be given to the officer?

WORKSHEET – POLICE DISPATCH 4

1. When an officer says, "I am 909 from a 459 I have the numbers" what is he/she saying?

2. An officer is out at 434 Central Ave #113 and then says they'll be going to #114, what is the command that you should enter?

3. How would you dispatch the following call?
Address:	1500 Webster St
Location Name:	Café Jolie
Problem Code:	211
Caller:	Fred Sanchez
Text:	Just occurred with a gun. S#1 WM-15, Blu shirt, jeans. S#2 BM-18, Drk sunglasses, Grn plaid shirt, Blk jeans. S's hit the R/P in the head with a crow bar then showed him a Gry colored pistol type gun. Loss: Ring and $40.00. Suspects last seen running towards Buena Vista. No Further.

4. Why is it important to check your returns on a 908T?

5. Give an example of the following types of calls:

    - Priority One Call

    - Priority Two Call

    - Priority Three Call

WORKSHEET – POLICE DISPATCH 5

The police map is broken up into sectors 1, 2, 3, 4 and 5. The boundaries are outlined on the map in the communications center.

Locate the following:

1250 Park St: _____

525 Buena Vista: _____

3349 Washington Ct: _____

Island/Mecartney: _____

Set up a perimeter for a residential 211 at 36 Steuben Bay:

_____

_____

_____

There is an accident at Park/Buena Vista. What beat is this in and who would you send?
You have 2L11, 2L23, 2L32, 2L34, and 4L41 available.

_____

_____

M51 makes a traffic stop at Island/Doolittle and needs a cover unit. Who do you send?
You have 2L13, 2L33, 2L50, and 2L41 available.

_____

It is 1550 hours and you have a non-injury accident at Central/Webster. You have 2L11, 4L13, 2L21 and 4L40 available. Which unit do you send and why? _____

_____

You have M51 and 3L61 available. There is a 415 fight on the 1900 blk of Park St.
Do you send M51 and 3L61 or do you broadcast the fight? _____

A loud party complaint at 1600 Willow needs a cover unit. Who is closer to cover?
3L31 at Fernside/High or 3L21 at Buena Vista/Paru?_____

There is a 484 of a bike that just occurred at 2230 South Shore Ctr. 3L31 answers up from Broadway/Encinal and 3L33 answers up from High/Encinal. Who is closer and who do you have respond to the call? _____

List three major streets in the City of Alameda _____

Name two streets on Alameda Point _____

A unit responding to the station is closer from 1100 Central or 2600 Encinal?_____

_____

2L31 and 2L41 call for expedited cover at a detail at High/Central. 2L21 and 2L33 tell you they will respond. "Expedite" gives these officers the right to respond Code ____? M51 and 2L61 say they will also respond. Should you cancel any of these units or should they all respond?_____

_____

List five Alameda Schools and their locations: _____

_____

_____

What city borders Alameda? _____

How would you enter a call to meet an EBRPD officer at Crown Beach? _____

_____

WORKSHEET – POLICE DISPATCH PREPAREDNESS

Vehicle Problem Codes – Fill in the codes for the following types of calls:

Vehicle towed for suspended license _____

Vehicle blocking a driveway _____

Vehicle parked on private property _____

Vehicle involved in a hit and run _____

Vehicle involved in an injury accident _____

License Type Codes – Fill in the codes for the following license types:

Passenger vehicle _____

Motorcycle _____

Commercial vehicle _____

Trailer _____

Personalized license plate _____

CAD Inquiries – Indicate which mask is used to run the following queries:

Vehicle license plate check _____

Warrant and driver's license check _____

Check on a firearm _____

Check on a laptop _____

Warrants

What is the procedure for requesting verification of an AWS warrant?

_____

What is the procedure for requesting verification of a non AWS warrant?

_____

How do you retrieve agency names and phone numbers? _____

CAD/CLETS

One of our officers is recovering a stolen vehicle out of Oakland. You will:

CLEAR the vehicle   **LOCATE** the vehicle   **CANCEL** the vehicle

How do you read registration information to an officer? _____

_____

CHP calls and asks you to remove a vehicle we have entered as stored so that they can enter is as stolen. What mask do you use? _____

We receive a locate notification from SLPD on one of our stolen vehicles. Now, you must _____ the vehicle from SVS and complete what paperwork? _____

Policy & Procedures

Who has jurisdiction over incidents that occurs on the freeways? _____

How many units are used in traffic pursuits? _____

You have one 911 call ringing and three non-emergency phones ringing, which do you answer first? _____

What is our policy regarding alarm calls? _____

What mask is used to enter a stolen vehicle? _____

How do you run a gun for stolen and history? _____

3L41 asks you to run a 1028 for him. How do you reply? _____
When you receive the information, how do you provide it to the unit?_____
_____

What return has parole information? _____

What is the procedure for entering a missing person? _____

If the parent of a runaway calls and informs you that their daughter has returned, what do you do? _____
_____

The operator calls and tells you a female was on the phone asking for the police, the female has since disconnected. The operator only has the female's phone number. What do you do? _
_____

Where would you find Oakland Police Departments warrants number? _____

What is the mnemonic for our agency? _____

What is the ORI for our agency?_____

How many bridges do we have in our city? _____

Which direction is the Posey Tube going? _____

Which direction is the Webster Tube going? _____

What do you do if an officer requests a Code 33? _____

What does an officer mean if they say they are Code ELEVEN? _____

If EBRPD comes over the air and calls an 1199, what does that mean? _____

What is the difference between a robbery and a burglary? _____

What is the procedure for handling a bomb threat? _____
_____

To run a vehicle license plate, we use the _____ mask.
What are the three responses to this inquiry?
1) _____
2) _____
3) _____

A warrant check is done by using the _____ mask.

GUNR will give _____ and _____ for a firearm.

To enter a vehicle as stolen, we use the _____ mask.

To inquire into the Missing and Unidentified Persons System, we use the _____ mask.

Fill in the abbreviations on the following:

Nevada _____   Oregon _____

Washington_____   Texas _____

To change the location of an officer, we use the _____ command.

To clear an officer with the disposition of report, we use the _____ command.

List 3 other disposition codes: _____
_____

To put an officer on the scene, we use _____

The proper format for a traffic stop is (provide your own example): _____
_____

We use the _____ command for officers who have on-viewed a crime or incident.

CTO GUIDES

The purpose of this guide is to assist the CTO with the forms and documentation contained within the Communications Training Manual. The CTO is responsible for completing a Daily Observation Report (DOR) at the end of each working day. The CTO will review the DOR with the trainee at the end of the day or at latest the beginning of the next working day. This is an important component of ensuring the success of the CTO Program and the trainee. When a CTO is assigned a trainee, in essence, they become a "Team"; it is incumbent upon the CTO to promote this team philosophy.

MEMORANDUMS

Training Schedule
This memo is used to assign the trainee to a specific shift and CTO. It is the responsibility of each CTO to be familiar with the training material, schedule, and duty hours. All training schedules are subject to change.

Training
This memo is used when a dispatcher is scheduled to attend a training class. All training class requests must be submitted to Personnel & Training with a supervisor's approval.

Completion of Training - Dispatcher
The Communications Supervisor will complete this memo to notify the Service Division Lieutenant that a trainee has successfully completed the CTO Program.

Completion of Training
This Communications Supervisor will complete this memo to notify the trainee that they have successfully completed the CTO Program.

IN-HOUSE DOCUMENTATION

The In-House phase of training consists of 3 weeks of off-line classroom instruction. At the beginning of the module the CTO shall make a copy of the checklist and mark off items as they are reviewed. The checklist shall be attached to the last DOR for the module.

COMPLAINT DOCUMENTATION

The Live Complaint phase of training consists of 3 weeks of live instruction. At the beginning of the module the CTO shall make a copy of the checklist and mark off items as they are reviewed. The checklist shall be attached to the last DOR for the module.

911 EMERGENCY DOCUMENTATION

The 911 Emergency phase of training consists of 6 weeks of instruction and will be a combination of off-line and live training. At the beginning of each 3 week module the CTO shall make a copy of the checklist and mark off items as they are reviewed. The checklist shall be attached to the last DOR for the module.

POLICE DISPATCH DOCUMENTATION

The Police Dispatch phase of training will consist of 12 weeks of instruction and will be a combination of off-line and live training. At the beginning of each 3 week module the CTO shall make a copy of the checklist and mark off items as they are reviewed. The checklist shall be attached to the last DOR for the module.

OBSERVATION DOCUMENTATION

The Observation phase of training will consist of 3 weeks of monitoring by a CTO who will evaluate the trainee's ability to independently perform all functions required of a Public Safety Dispatcher. At the beginning of the module the CTO shall make a copy of the checklist and mark off items as they are reviewed. The checklist shall be attached to the last DOR for the module.

RATING GUIDE AND EVALUATIONS

The Rating Guide is a crucial tool that shall be utilized by the CTO to ensure the trainee is being evaluated fairly, accurately, and consistently. The rating guide provides our evaluation standards identified along with examples of Unacceptable, Acceptable, and Superior performance. The CTO will utilize the rating guide each and every time they complete a DOR.

DAILY OBSERVATION REPORT (DOR)

Performance Categories:
Used to rate the trainee in each identified task. The CTO should *always* refer to the rating guide when completing the DOR. A rating of 4 is considered the minimum acceptable rating required from a solo, fully trained dispatcher. If the trainee receives a rating of 2 or below or a 5 or above, a comment is mandatory.

The STRONGEST AREA of performance was rating categories:
It is important to provide positive feedback to the trainee.

The WEAKEST AREA of performance was rating categories:
It is equally important to provide constructive feedback to help the trainee improve.

Activity Log:
List various types of paperwork, assistance provided, reports completed, etc.

Has the performance required additional training? Yes or No:
Used to note additional training provided relative to items identified as needing improvement.

Trainer Comments:
Used to note daily comments and document specific items reviewed with the trainee.

QUIZ GUIDELINES

Certain weeks have quizzes that go along with the training material. The trainee will take the quiz; the CTO will review the quiz with the trainee to reinforce, or if necessary, remediate the training material.

QUIZ 9 KEY – GEOGRAPHY

PARK ST/OTIS	*Sector 3 (10,H)*	THOMPSON FIELD	*Sector 3 (F,11)*
LINCOLN/5TH	*Sector 1 (5,D)*	WOOD MIDDLE SCHOOL	*Sector 2 (8,J)*
FRANKLIN SCHOOL	*Sector 2 (8,F)*	LINCOLN PARK	*Sector 3 (13,J)*
PARK ST BRIDGE	*Sector 3 (12,F)*	KRUSI PARK	*Sector 3 (11,J)*
WEBSTER TUBE	*Sector 1 (6,C)*	EDISON SCHOOL	*Sector 3 (12,G)*
MAYA LIN SCHOOL	*Sector 1(6,E)*	BAY FARM ISLAND BRIDGE	*Sector 4 (L,9)*
HAIGHT SCHOOL	*Sector 2 (10,F)*		
POSEY TUBE	*Sector 1 (6,C)*	GROVE/JACKSON	*Sector 3 (12,H)*
ATLANTIC/WEBSTER	*Sector 1 (6,D)*	REGENT/SAN JOSE	*Sector 3 (11,H)*
4TH/MARSHALL	*Sector 1 (4,D)*	W. TOWER/LEXINGTON	*Sector 5 (2,C)*
SOUTHSHORE SHOPPING CTR	*Sector 3 (9-10 J-H)*	LITTLEJOHN PARK	*Sector 2 (8-9,D)*
WOODSTOCK SCHOOL	*Sector 1 (4,C)*	ENCINAL BOAT RAMP	*Sector 1 (4,F)*
8TH/SANTA CLARA	*Sector 1 (6,E)*	BUENA VISTA/WOOD	*Sector 2 (7,D)*
USS HORNET	*Sector 5 (2, E)*	GRAND ST BOAT RAMP	*Sector 2 (10,D)*
ALAMEDA POINT	*Sector 5* (1-3, A-E)	BAY FARM SCHOOL	*Sector 4 (4,N)*
COAST GUARD ISLAND	*Sector 3(10, B-D)*		
HARBOR BAY FERRY TERMINAL	*Sector4 (2,R)*		
ALAMEDA HOSPITAL	*Sector 2 (9,H)*	FORTMAN MARINA	*Sector 2 (9,D)*
ALAMEDA HIGH SCHOOL	*Sector3 (10,G)*	LINCOLN MIDDLE SCHOOL	*Sector 3 (13,K)*
ALAMEDA GATEWAY FERRY TERMINAL	*Sector 5 (3,A)*		
MARINA VILLAGE SHOPPING CENTER	*Sector 2 (7,C)*		

QUIZ 12 KEY – GEOGRAPHY

ENCINAL HIGH SCHOOL	*1 (3,E)*	WILLIE/MARINER SQ LP	*1 (6,C)*
CENTRAL/WILLOW	*2 (10 F-G)*	CROWN BEACH	*1 (6, F)*
WESTLINE DR/OTIS	*2 (6-7 F)*	BALLENA ISLE MARINA	*1 (4,F)*
DAYTON/PARU	*2 (8 F-G)*	GIRLS INC	*2 (9, E)*
LONGFELLOW SCHOOL	*1 (5, D)*	PADEN SCHOOL	*1 (5,E)*
MCKINLEY PARK	*3 (10-11 E-F)*	RITTLER PARK	*2 (8, G)*
JACKSON PARK	*3 (10-11 H)*	PACIFIC MARINA	*2 (7,C)*
ALAMEDA MARINA	*2 (10-11 D)*	MASTICK SENIOR CENTER	*2 (8,E)*
FEDERAL CENTER	*1 (5 F)*	DOG PARK (WLINE)	*2 (6, F)*
COAST GUARD ISLAND	*3 (9-10 B-D)*	COLLEGE OF ALAMEDA	*1 (5, C)*
ALAMEDA MUNICIPAL POWER	*2 (9-10, D)*	ALAMEDA HOSPITAL	*2 (9, G)*
ALAMEDA HIGH SCHOOL	*3 (10-11, G)*	GODFREY PARK	*4 (10, S)*
SHORELINE PARK	*4 (2-5 R-V)*	TILLMAN PARK	*4 (4, N)*
CHUCK CORICA GOLF COURSE	*4 (10, Q)*	CHESTNUT/ENCINAL	*2 (9,F)*
AMELIA EARHART SCHOOL	*4 (8, N)*	TOWATA PARK	*3 (12, K)*
OLD CASTLE/TIPPERARY LN	*4 (N,2)*	OAK ST/POWELL	*3 (10,H)*
ORION/W TRIDENT	*5 (3,C)*	MAIN/SINGLETON	*5 (3,B)*
ROBERT DAVEY JUNIOR DR/PACKET LANDING	*4 (7,N)*		
AUGHINBAUGH/MECARTNEY	*4 (4, R)*		
DOC HARRINGTON PARK	*4 (7-8, T)*		

QUIZ 15 KEY – GEOGRAPHY

CONSTITUTION/EAGLE	*1 (6,D)*	SHERMAN/CENTRAL	*2 (8, E)*
WIND RIVER CAMPUS	*2 (8,C)*	CITY HALL WEST	*5, (2, B)*
MAYA LIN SCHOOL	*2 (6,E)*	LWR WASHINGTON PARK	*1, 6, E)*
CENTRAL/PAGE	*1 (6,E)*	HAIGHT/LINDEN	*1 (5, E)*
MAPLE/3rd	*1 (4,D)*	BALLENA ISLE MARINA	*1 (4, G)*
FEDERAL CENTER	*1 (5, F)*	BARNHILL MARINA	*2 (6, A)*
COLLEGE OF ALAMEDA	*1 (5, C)*	GRAND ST BOAT RAMP	*2 (10, D)*
FRANKLIN SCHOOL/PARK	*2 (8, F)*	KRUSI PARK	*3 (11, J)*
OTIS SCHOOL	*3 (12, J)*	EDISON SCHOOL	*3 (12, G*
CRAB COVE	*1 (5, F)*	ALAMEDA HOSPITAL	*2 (9, G)*
COAST GUARD ISLAND	*3 (10, C)*	CLEMENT/GRAND	*2 (10, E OR F)*
UPR WASHINGTON PARK	*1 (6, E)*	PADEN SCHOOL	*1 (5, E)*
MASTICK SENIOR CENTER	*2 (7, E)*	CYPRESS/2ND	*1 (3, D)*
ISLAND HIGH SCHOOL	*1 (5, D)*	WEBSTER/LINCOLN	*1 (6, D)*

VIKING ST/W PACIFIC	*5 (3, D)*
CROLLS GARDEN/CENTRAL	*1 (6, F)*
FERRY POINT/W TICONDEROGA	*5 (2, E)*
WOODSTOCK CHILD DEV CENTER	*1 (4,B)*
SOUTHSHORE SHOPPING CENTER	*3 (10, J)*

CALL-TAKING/SELF AUDIT CHECKLIST

Incident # _____   Problem Code _____   Assistance Call _____

Confirmed Location	Yes	No	NA
Determined Timeframe	**Yes**	**No**	**NA**
Correct Problem Code/Problem Nature	Yes	No	NA
Correct Priority	**Yes**	**No**	**NA**
Obtained RP Info	Yes	No	NA
Asked Relevant Questions	**Yes**	**No**	**NA**
Obtained/Included Complete Details	Yes	No	NA
Call Text Clearly Formatted	**Yes**	**No**	**NA**
Determined Drugs/Alcohol/Weapons	Yes	No	NA
Ran VEHR/WANR	**Yes**	**No**	**NA**
Active Listening		Needs Improvement	Meets Standards
Verbal Communication		**Needs Improvement**	**Meets Standards**
Processing Time		Needs Improvement	Meets Standards

_____
_____
_____

CALL-TAKING/SELF AUDIT CHECKLIST

Incident # _____   Problem Code _____   Assistance Call _____

Confirmed Location	Yes	No	NA
Determined Timeframe	**Yes**	**No**	**NA**
Correct Problem Code/Problem Nature	Yes	No	NA
Correct Priority	**Yes**	**No**	**NA**
Obtained RP Info	Yes	No	NA
Asked Relevant Questions	**Yes**	**No**	**NA**
Obtained/Included Complete Details	Yes	No	NA
Call Text Clearly Formatted	**Yes**	**No**	**NA**
Determined Drugs/Alcohol/Weapons	Yes	No	NA
Ran VEHR/WANR	**Yes**	**No**	**NA**
Active Listening		Needs Improvement	Meets Standards
Verbal Communication		**Needs Improvement**	**Meets Standards**
Processing Time		Needs Improvement	Meets Standards

_____
_____
_____

CHECKLIST GUIDELINES

Each checklist was developed to ensure trainees are provided consistent information. At the beginning of each module, the CTO shall make a copy of the checklist and mark items off as they are reviewed. The information on the checklist is a guide and is the minimum amount of information to be reviewed. The completed checklists shall be attached to the last DOR for each module. If at the end of the week review items remain, a copy of the checklist shall be forwarded to the next module. When the checklist is complete, it shall be attached to the day's DOR.

ORIENTATION

BUILDING/CITY TOUR
- ☐ Entrances/exits
- ☐ Restrooms
- ☐ Gym/Locker Room
- ☐ Break Rooms
- ☐ Briefing
- ☐ Unit Offices
- ☐ City of Alameda

DEPARTMENT MEETINGS
- ☐ Chief of Police / Date completed: _____
- ☐ APOA / Date completed: _____
- ☐ Lexipol / Date completed: _____
- ☐ Investigations / Date completed: _____
- ☐ Inspectional Services / Date completed: _____
- ☐ SIU / Date completed: _____
- ☐ ID Bureau / Date completed: _____
- ☐ Records / Date completed: _____
- ☐ Property Date completed: _____
- ☐ Traffic / Date completed: _____
- ☐ Introduction at Briefing / Date(s) completed: _____

COM-CEN ORIENTATION
- ☐ Uniform Regulations
- ☐ Trainee Guidelines/Expectations
- ☐ Standards of Performance
- ☐ Conduct On/Off Duty
- ☐ Employee Parking
- ☐ Harassment Policy
- ☐ Conflict Resolution
- ☐ Disciplinary Procedures
- ☐ Employee Grievance
- ☐ Dispatch Schedule (printed and electronic)
- ☐ Watch Sign-up
- ☐ Duty Hours/Days Off
- ☐ Meal Break/40 minutes paid and subject to callback/Leaving City limits
- ☐ Compensatory Time (Comp)
- ☐ Overtime (OT)
- ☐ Representation Time (Rep)
- ☐ Sick Leave/Mandatory notification to supervisor
- ☐ Vacation Sign-up/Vacation Day(s)
- ☐ Holidays/Free Dress Policy

ITEMS TO BE ISSUED
- ☐ Building Key (P&T)
- ☐ Locker (P&T)
- ☐ Training Manual
- ☐ Map
- ☐ Cubby/Com-Cen Locker
- ☐ Headset
- ☐ PANS Memorandum of Understanding (MOU)
- ☐ Passwords (Agency 360, Email, CAD, RMS, CLETS, VESTA, RapidDeploy Radius, Audiolog, PlanIt, POST Learning Portal, VIN)

TRAINING MANUAL REVIEW
- ☐ INTRODUCTION
- ☐ PROBLEM CODES (for flashcards)

ASSIGNMENTS
- ☐ Cyber Security Training / Date completed: _____
- ☐ CLETS Training / Date completed: _____
- ☐ nexTEST / Date completed: _____
- ☐ AC Alert / Veoci Training Date completed: _____
- ☐ Flashcards/Demonstrate knowledge by end of week

IN-HOUSE (1, 2, 3)

DAILY TASKS
- ☐ Attend Patrol Line-up
- ☐ Com-Cen Bulletin Board
- ☐ DBRF
- ☐ Management Report
- ☐ Email (personal and communic)
- ☐ Schedule
- ☐ Review IE logs

COM-CEN REVIEW
- ☐ Review Complaint duties
- ☐ Review workstation equipment
- ☐ Review Lineups
- ☐ Review Call Signs
- ☐ Communications Center Resource Manual
- ☐ Civil Issues (RO's, TRO's, EPO's)
- ☐ POST Learning Portal (lp.post.ca.gov)
- ☐ Training Bulletin Binder

TRAINING MANUAL REVIEW
- ☐ COMPLAINT BASICS
- ☐ PROBLEM CODES
- ☐ COMPLAINT
- ☐ CALL-TAKING GUIDES
- ☐ ANCILLARY DUTIES
- ☐ CLETS / PAPERWORK (if lateral)

CAD REVIEW
- ☐ Basic Introduction to CAD
- ☐ Toolbar
- ☐ Incidents Queue
- ☐ Units Queue
- ☐ PowerLine/Commands
- ☐ ECT - Emergency Call Taking window (F4)
- ☐ Incident Editor
- ☐ Geo – Map
- ☐ Mail Room
- ☐ Records Check window (RC or F10)
- ☐ Records Inquiry Results window (RR or F11)
- ☐ System Sign-On
- ☐ CAD screen setup
- ☐ How to move/open/close windows

- ☐ Keyboard Functions
- ☐ Mouse Functions
- ☐ How to restart CAD
- ☐ How to reboot CAD from CPU
- ☐ ECT required fields
- ☐ R = Recall Unit
- ☐ M = Memo (combined)
- ☐ MI = Memo Incident
- ☐ MU = Memo Unit
- ☐ MX = Memo Incident with update
- ☐ LOGM = Log Message
- ☐ UH = Recall Unit History
- ☐ UAL = Enter comment in Unit Activity Log
- ☐ UHL = View Unit Activity Log
- ☐ NAME = Person of Interest Check
- ☐ PHONE = Phone History Query
- ☐ PRIOR = View Premise History
- ☐ TO = send message / TO P1 = send message to all MDT's and terminals
- ☐ Card File
- ☐ RMS Browser
- ☐ Geo - Map/Address Overrides
- ☐ Folders on the Desktop

COMPLAINT

- ☐ Online Police Reports (alamedapolice.org /Training Bulletin 12-0614)
- ☐ Call-taking Guidelines (Training Bulletin 11-0622)
- ☐ When to run license plates, names, etc.
- ☐ Audit routine calls. NOTE, lateral to monitor CTO in lieu and receive VESTA training.
  - ☐ 8-7.7
  - ☐ 970
  - ☐ 970A
  - ☐ 484
  - ☐ 459V
  - ☐ 594
  - ☐ FPROP/LPROP
  - ☐ 415
  - ☐ 459
  - ☐ 5150
  - ☐ 10851
- ☐ Process calls as COLD, IN PROGRESS, JUST OCCURRED in Training CAD (50 per day). NOTE, lateral to use Production CAD and begin answering calls.
- ☐ CTO or Self-Assessment: Critique, correct, and verify the following standards are met:
  - ▪ Timeframe
  - ▪ Problem Code/Problem Nature

- Priority
- RP Information
- Call Documentation
- Abbreviations/Spelling/Grammar
- Suspect/Vehicle/OP Descriptions
- Processed Timely

ASSIGNMENTS
- ☐ POST DVD
  - Dispatchers: Career Resiliency
- ☐ POST Learning Portal videos
  - TBD
- ☐ Study codes
- ☐ Verbal test of flashcards
- ☐ QUIZ 1 – PROBLEM CODES
- ☐ QUIZ 2 – PROBLEM CODES
- ☐ QUIZ 3 – PROBLEM CODES
- ☐ QUIZ 4 – MILITARY TIME
- ☐ QUIZ 5 – PHONETIC ALPHABET
- ☐ QUIZ 6 – STATE ABBREVIATIONS
- ☐ QUIZ 7 – RADIO CODES
- ☐ QUIZ 8 – PROBLEM CODES
- ☐ QUIZ 9 – GEOGRAPHY
- ☐ QUIZ 10 – PROBLEM CODES
- ☐ QUIZ 11 – PROBLEM CODES
- ☐ QUIZ 12 – GEOGRAPHY
- ☐ QUIZ 13 – PROBLEM CODES
- ☐ RIDE-A-LONG SECTOR 1, 2, 3, 4, 5
- ☐ Geography Training - IE for 24 hour period, plot sector and coordinates

PERFORMANCE GOALS
- ☐ Demonstrate ability to retain codes
- ☐ Demonstrate ability to maneuver through CAD
- ☐ Demonstrate ability to utilize map

CTO TASKS
- ☐ Attach quizzes, ride-along checklists, etc. to DOR
- ☐ Attach checklist to last DOR of module

COMPLAINT (4, 5, 6)

DAILY TASKS
- ☐ Attend Patrol Line-up
- ☐ Com-Cen Bulletin Board
- ☐ DBRF
- ☐ Management Report
- ☐ Email (personal and communic)
- ☐ Schedule
- ☐ Review IE logs

COM-CEN REVIEW
- ☐ AT&T Reverse Directory and phone books
- ☐ Thomas Map Guide
- ☐ Full review MCC7500 Radio Console
- ☐ APD Backup channel and portable radio operation as backup radio
- ☐ Location and operation of printer/fax and copy machines
- ☐ Call-taker responsibilities (requests, backwards lookup, etc.)
- ☐ Paperwork flow thru Com-Cen
- ☐ RMS/Supplements
- ☐ VIN Assist
- ☐ Location of reference books (SVS, APS, ABS, AFS, MUPS, etc.)
- ☐ Location and purpose of Tow Books (Police, Private, and Repo)
- ☐ How to contact Public Works via radio system
- ☐ Police parking lot gates operations
- ☐ Jail Alarm board/cameras
- ☐ Fire Alarm Board
- ☐ Panic Alarm buttons (Operator, Records, and Front Counter)
- ☐ AC Alert / Veoci procedures
- ☐ Share911
- ☐ 3SI
- ☐ Audiolog
- ☐ CIRT Callouts
- ☐ Amber Alert manual and procedures
- ☐ CRIMS manual and procedures
- ☐ Teletypes
- ☐ Hit Confirmation Requests
- ☐ Restraining Order binders and entries
- ☐ Emergency Protective Orders
- ☐ Warrant verifications/updates

TRAINING MANUAL REVIEW
- ☐ CLETS / PAPERWORK

☐ CLETS is <u>STRICTLY CONFIDENTIAL</u>, for POLICE use only, need to know basis
☐ Confidentiality of CORPUS criminal history information
☐ Non release of criminal history information
☐ ORI and Mnemonics (CA0010100 and AMP0)
☐ Vehicle Entries (SVS): VEHR, VEHE, VEHL, VEHU
☐ Police Tow Procedures, paperwork, and SVS entry
☐ Private Tow Procedures, paperwork, and SVS entry
☐ Abandoned Vehicle Tow Procedures, clipboard, paperwork, and SVS entry
☐ Repo procedures, paperwork, and SVS entry
☐ 10851 SVS entry
☐ Local 10851 recovery procedures, paperwork, and SVS cancel
☐ Outside agency 10851 recovery procedures, paperwork, and SVS locate
☐ Missing person/runaway entries AWS/MUPS
☐ Property entries (APS): PRPR, PRPE, PRPL, PRPU
☐ Gun entries (AFS): GUNR, GUNE, GUNL, GUNU
☐ Boat entries (ABS): BOTR, BOTE, BOTL, BOTU
☐ Preformatted mask limitations
☐ LEVI mask from CORPUS Terminal
☐ Long format for entries from CORPUS Terminal

CAD REVIEW
☐ Caution Note/Permit Utility
☐ Card File (further review and begin to utilize)
☐ VEHR
☐ WANR
☐ DMV inquiry for vehicles owned
☐ DMV inquiry for driver's history

COMPLAINT
☐ Introduction and full review of the VESTA phone system
☐ Toolbar
☐ Dial Status
☐ Dial Directory
☐ Priority Answer
☐ Call Information Display
☐ Recent Calls
☐ Abandoned Calls
☐ Contact Search
☐ Agents
☐ TTY (initial review)
☐ Queues
☐ Master Volume
☐ Call Control
☐ Console Calls

- ☐ IRR Instant Retrieval
- ☐ Genovation Keypad
- ☐ System Log On/Off
- ☐ Review of handset/headset jacks and operation
- ☐ Call-taking Guidelines (2ⁿᵈ review Training Bulletin 11-0622)
- ☐ Continue review Complaint Station Duties
- ☐ Continue review workstation equipment
- ☐ Telephone operation/operation of non-emergency lines/basic telephone courtesy
- ☐ Answering non-emergency lines, "Alameda Police, your name or badge #"
- ☐ Operation of direct lines (ARD-auto ring down)
- ☐ Answering ARD lines, "Alameda Police Dispatch"
- ☐ 911 transfer policy (for emergencies that come in on non-emergency line)
- ☐ Taking control of conversations
- ☐ Repeating pertinent information for clarification and confirmation
- ☐ Positive call transfer, inform caller where and why prior to transfer
- ☐ Non release of criminal history information
- ☐ Giving advice over the phone or promising what you can't deliver
- ☐ Introduction to Com-Cen Operating Manual
- ☐ Begin processing paperwork and computer entries
- ☐ Follow along on CTO's calls
- ☐ VESTA TTY/TDD hearing impaired phone operation (Note: Scroll Scroll 1 Enter toggles to CAD and Scroll Scroll 2 toggles to VESTA) (TDD training tapes in CTO room)
- ☐ Hearing impaired calls via California Relay or Sorensen Video Relay
- ☐ Calls from On-Star
- ☐ Language Translator
- ☐ Manual Request to run a phone number in VESTA
- ☐ Continue processing paperwork and computer entries
- ☐ Incorporate multi-tasking (paperwork and phones)
- ☐ Begin answering/making calls
- ☐ CTO or Self-Assessment: Critique, correct, and verify the following standards are met:
    - ▪ Timeframe
    - ▪ Problem Code/Problem Nature
    - ▪ Priority
    - ▪ RP Information
    - ▪ Call Documentation
    - ▪ Abbreviations/Spelling/Grammar
    - ▪ Suspect/Vehicle/OP Descriptions
    - ▪ Processed Timely

ASSIGNMENTS
- ☐ POST Learning Portal video
    - ▪ Courtroom Testimony
- ☐ Study codes
- ☐ QUIZ 14 – PROBLEM CODES

☐ QUIZ 15 – GEOGRAPHY
☐ QUIZ 16 – PROBLEM CODES
☐ QUIZ 17 – PROBLEM CODES
☐ QUIZ 18 – PROBLEM CODES
☐ QUIZ 19 – RADIO CODES
☐ WORKSHEET – STATUTES AND CODES
☐ WORKSHEET – PENAL CODES
☐ WORKSHEET – WELFARE AND INSTITUTIONS
☐ WORKSHEET – HEALTH AND SAFETY CODES
☐ WORKSHEET – ALAMEDA MUNICIPAL CODES
☐ WORKSHEET – VEHICLE CODES
☐ WORKSHEET – PROBLEM CODES
☐ WORKSHEET – COMPLAINT 1
☐ WORKSHEET – COMPLAINT 2
☐ WORKSHEET – COMPLAINT PREPAREDNESS
☐ Geography Training - IE for 24 hour period, plot sector and coordinates

PERFORMANCE GOALS
☐ Demonstrate ability to retain codes
☐ Demonstrate ability to maneuver through CAD
☐ Demonstrate ability to maneuver through VESTA
☐ Demonstrate ability to utilize map
☐ Demonstrate ability to process basic CLETS commands
☐ Demonstrate ability to locate/utilize paperwork resources
☐ Demonstrate ability to process basic paperwork
☐ Demonstrate ability to handle routine calls
☐ Demonstrate ability to handle in progress and more dynamic calls

CTO TASKS
☐ Attach quizzes to DOR
☐ Attach checklist to last DOR of module

911 EMERGENCY (7, 8, 9)

DAILY TASKS
- ☐ Attend Patrol Line-up
- ☐ Com-Cen Bulletin Board
- ☐ DBRF
- ☐ Management Report
- ☐ Email (personal and communic)
- ☐ Schedule
- ☐ Review IE logs

COM-CEN REVIEW
- ☐ To be determined by CTO

TRAINING MANUAL REVIEW
- ☐ 911 EMERGENCY

CAD REVIEW
- ☐ To be determined by CTO

911 EMERGENCY
- ☐ Continue processing paperwork, computer entries, multi-tasking
- ☐ Continue making requests for Dispatcher
- ☐ Emphasis on more in progress calls
- ☐ Secondary review of 911 transfer system and policy
- ☐ Instruction on *when to* and *how to* trace a Wireless 911 call, required forms
- ☐ Retain copy of Wireless trace form and file
- ☐ Procedure to clear an "Abandoned 911 call"
- ☐ Toggle function for CAD to VESTA for TDD/TTY
- ☐ Using 911 TDD/TTY phone for emergency calls
- ☐ 911 calls requiring Language Translator
- ☐ Cellular 911 calls that have area code (911)
- ☐ Misroute 911 calls (wrong agency, wrong number, wrong address)
- ☐ Report of Misroute or Incorrect ALI information form, retain copy of form and file
- ☐ Continue answering/making calls
- ☐ CTO or Self-Assessment: Critique, correct, and verify the following standards are met:
  - ▪ Timeframe
  - ▪ Problem Code/Problem Nature
  - ▪ Priority
  - ▪ RP Information
  - ▪ Call Documentation
  - ▪ Abbreviations/Spelling/Grammar
  - ▪ Suspect/Vehicle/OP Descriptions
  - ▪ Processed Timely

☐ Initial review of 911 transfer system and policy "911 emergency, is this an emergency?

☐ VESTA phone system relative to 911 calls

☐ ALI/ANI screen information - ***NEVER TRUST ALI/ANI INFORMATION*** - verify all data

☐ Procedure for 911 transfers for fire/medical calls to ACRECC (Fire Dispatch)

☐ Procedures for non-911 transfers to ACRECC

☐ Procedures for 911 transfers to outside agencies

☐ How to identify residential, commercial and cellular 911 calls

☐ 911 system as it relates to ECT window

☐ 911 cell tower location and need to override

☐ "Hot" call procedures, keeping caller on the line, basic descriptions, supplementing call

☐ "Silent" 911 calls and TTY activation

☐ 911 callback policy and procedures

☐ Landline 911 hang ups **(do not leave message)**

☐ Payphone 911 calls and hang-ups

☐ Sending units out to check all Landline 911 calls

☐ Wireless (cellular) 911 calls and policy

☐ Wireless (cellular) 911 hang ups **(do not leave message)**

☐ Wireless WPH2 (Phase 2) 911 calls

☐ VESTA Retransmit functionality (wireless calls)

☐ Lat/Lon functionality (MapQuest) (wireless calls)

☐ Meters and Percent (wireless calls)

☐ VoIP 911 calls (Training Bulletin 07-0117)

☐ How to identify Wireless provider on ALI/ANI screen

☐ Exigent circumstance Wireless 911 calls/hang ups

☐ Text-to-911 procedures and policy

☐ RapidDeploy Radius procedures and policy

☐ Discuss Priority 1 calls for service

☐ Review Priority Incident Performance Standards

☐ Introduce and discuss Priority Incident Assessment Form

ASSIGNMENTS

☐ POST Learning Portal video
  ▪ Callers In Crisis: Suicidal Callers

☐ WEB Training
  ▪ VESTA SMS Agent
  ▪ RapidDeploy Radius Training for End Users

☐ Complete Daily Bulletin (if shift assignment allows)

☐ Complete Management Report (if shift assignment allows)

☐ Geography Training - IE for 24 hour period, plot sector and coordinates

PERFORMANCE GOALS

☐ Demonstrate ability to retain codes

☐ Demonstrate ability to maneuver through CAD

☐ Demonstrate ability to maneuver through VESTA

- ☐ Demonstrate ability to utilize map
- ☐ Demonstrate ability to process basic CLETS commands
- ☐ Demonstrate ability to locate/utilize paperwork resources
- ☐ Demonstrate ability to process basic paperwork
- ☐ Demonstrate ability to handle routine calls
- ☐ Demonstrate ability to handle in progress and more dynamic calls
- ☐ Demonstrate ability to utilize VESTA and CAD Integration:
    - Transfer from 522-2423/522-2425
    - Toggle from CAD to VESTA
    - Transfer to Language Translator
    - Recognize Landline 911 calls
    - Recognize Cellular 911 calls
    - Retransmit 911 calls
    - Explain Lat/Lon on 911 cell calls
    - Utilize MapQuest Lat/Lon
    - Recognize VoIP 911 calls
    - Clear abandoned calls

CTO TASKS
- ☐ Attach checklist to last DOR of module
- ☐ Incorporate Priority Incident Assessment Form

911 EMERGENCY (10, 11, 12)

DAILY TASKS
- ☐ Attend Patrol Line-up
- ☐ Com-Cen Bulletin Board
- ☐ DBRF
- ☐ Management Report
- ☐ Email (personal and communic)
- ☐ Schedule
- ☐ Review IE logs

COM-CEN REVIEW
- ☐ To be determined by CTO

TRAINING MANUAL REVIEW
- ☐ To be determined by CTO

CAD REVIEW
- ☐ To be determined by CTO

911 EMERGENCY
- ☐ Continue processing paperwork, computer entries, multi-tasking
- ☐ Continue making requests for Dispatcher
- ☐ Continue answering/making calls
- ☐ Emphasis on 911 and emergency calls
- ☐ CTO or Self-Assessment: Critique, correct, and verify the following standards are met:
  - ▪ Timeframe
  - ▪ Problem Code/Problem Nature
  - ▪ Priority
  - ▪ RP Information
  - ▪ Call Documentation
  - ▪ Abbreviations/Spelling/Grammar
  - ▪ Suspect/Vehicle/OP Descriptions
  - ▪ Processed Timely

ASSIGNMENTS
- ☐ POST DVDs
  - ▪ End of Life Option Act
  - ▪ Dispatcher: Suspicious Activity Reporting
- ☐ Complete Daily Bulletin (if shift assignment allows)
- ☐ Complete Management Report (if shift assignment allows)
- ☐ Geography Training - IE for 24 hour period, plot sector and coordinates
- ☐ Observe while Trainer dispatches (2 hours max daily)

PERFORMANCE GOALS
- ☐ Demonstrate ability to retain codes
- ☐ Demonstrate ability to maneuver through CAD
- ☐ Demonstrate ability to maneuver through VESTA
- ☐ Demonstrate ability to utilize map
- ☐ Demonstrate ability to process basic CLETS commands
- ☐ Demonstrate ability to locate/utilize paperwork resources
- ☐ Demonstrate ability to process basic paperwork
- ☐ Demonstrate knowledge of when to remain on line with caller
- ☐ Demonstrate ability to utilize resources on calls (PRIORS, NAME, PHONE, etc.)
- ☐ Demonstrate ability to access RMS Browser
- ☐ Demonstrate ability to complete Daily Bulletin (if shift assignment allows)
- ☐ Demonstrate ability to complete Management Report (if shift assignment allows)
- ☐ Demonstrate daily preparedness
- ☐ Demonstrate ability to handle routine calls
- ☐ Demonstrate ability to handle in progress and more dynamic calls
- ☐ Demonstrate ability to utilize VESTA and CAD Integration:
  - ▪ Transfer from 522-2423/522-2425
  - ▪ Toggle from CAD to VESTA
  - ▪ Transfer to Language Translator
  - ▪ Recognize Landline 911 calls
  - ▪ Recognize Cellular 911 calls
  - ▪ Retransmit 911 calls
  - ▪ Explain Lat/Lon on 911 cell calls
  - ▪ Utilize MapQuest Lat/Lon
  - ▪ Recognize VoIP 911 calls
  - ▪ Clear abandoned calls

CTO TASKS
- ☐ Incorporate Priority Incident Assessment Form
- ☐ Attach checklist to last DOR of module
- ☐ Trainer and trainee to meet with training coordinator

POLICE DISPATCH (13, 14, 15)

DAILY TASKS
- ☐ Attend Patrol Line-up
- ☐ Com-Cen Bulletin Board
- ☐ DBRF
- ☐ Management Report
- ☐ Email (personal and communic)
- ☐ Schedule
- ☐ Review IE logs

COM-CEN REVIEW
- ☐ 50% focus on Complaint/911 Emergency perishable skills
- ☐ Continue to review proper use of Problem Codes
- ☐ Continue Geography training
- ☐ Continue processing paperwork, computer entries, multi-tasking
- ☐ Continue making requests for Dispatcher
- ☐ Continue answering/making calls
- ☐ Continue focus on 911 Emergency calls
- ☐ CTO or Self-Assessment: Critique, correct, and verify the following standards are met:
  - ▪ Timeframe
  - ▪ Problem Code/Problem Nature
  - ▪ Priority
  - ▪ RP Information
  - ▪ Call Documentation
  - ▪ Abbreviations/Spelling/Grammar
  - ▪ Suspect/Vehicle/OP Descriptions
  - ▪ Processed Timely
- ☐ Observe while Trainer dispatches (2 hours max daily)
- ☐ Begin dispatching police

TRAINING MANUAL REVIEW
- ☐ POLICE DISPATCH

CAD REVIEW
- ☐ PowerLine
- ☐ Dispatch screen
- ☐ Logging units on and off
- ☐ Clearing units from calls with proper disposition
- ☐ Clearing calls with IC, FI and report numbers
- ☐ Address Overrides

POLICE
- ☐ 50% off-line training in CTO Room

☐ Use of phonetic alphabet
☐ Map (zoom in/out, search intersection, search address, etc.)
☐ Confidentiality of CORPUS criminal history information (secondary review)
☐ Non release of criminal history information (secondary review)
☐ MCC7500 Radio
  ▪ Folders
  ▪ Selecting Channels
  ▪ Code 33 activation/cancel
  ▪ Emergency radio activations and cancelation procedures
☐ Police dispatch procedures
☐ Voice clarity and speaking speed
☐ How and why to repeat addresses twice (i.e., 1555 Oak St, 1-5-5-5 Oak St)
☐ Primary and cover unit
☐ Assigning priority to incoming calls
☐ Organization of field requests and assigning priority (ex., TRIP on UNOCC VEH vs. 936)
☐ Do not acknowledge transmission unless understood!
☐ Breaking up long transmissions
☐ Giving out large groups of numbers – in 3's
☐ Officer status checks
☐ Additional review of Police Sectors
☐ Additional review Basic Dispatch Commands, including:
☐ Assist unit to unit (A, AA)
☐ Preempt unit (P)
☐ Replace units (REP)
☐ Code FOUR (C4, OK, C4ALL)
☐ Traffic Stops (T)
☐ Traffic Pursuits (TP) (brief review)
☐ Change unit's location (CL) and arrive (CLA)
☐ On-View unit (OV)
☐ 908A regulations
☐ Dispatching calls out of sector
☐ Maintaining accurate status of units at all times
☐ Clearing units with proper dispositions
☐ When to generate IC, FI, and report numbers
☐ NAT, I ONLY dispositions
☐ Traffic stops procedures
☐ Officer status checks on traffic stops
☐ Officer status checks on cold calls
☐ Officer status checks on hot calls
☐ BOLO transmission procedures
☐ Multiple units transmitting at the same time
☐ Code33 procedures initiated by Patrol
☐ Code33 procedures initiated by Dispatch
☐ Officer Safety

☐ Code EIGHT requests and procedures
☐ Code EIGHT expedite requests and procedures
☐ 940B requests and procedures
☐ Difference between Code EIGHT and 940B

ASSIGNMENTS
☐ POST Learning Portal video
  ▪ How Do You Copy? Dispatch Radio Technology
☐ WORKSHEET – RADIO CODES 1
☐ WORKSHEET – RADIO CODES 2
☐ WORKSHEET – DISPOSITIONS 1
☐ WORKSHEET – DISPOSITIONS 2
☐ WORKSHEET – PHONETIC ALPHABET
☐ WORKSHEET – POLICE DISPATCH 1
☐ WORKSHEET – POLICE DISPATCH 2
☐ WORKSHEET – POLICE DISPATCH 3
☐ WORKSHEET – POLICE DISPATCH 4
☐ WORKSHEET – POLICE DISPATCH 5
☐ Complete Daily Bulletin (if shift assignment allows)
☐ Complete Management Report (if shift assignment allows)
☐ Geography Training - IE for 24 hour period, plot sector and coordinates

PERFORMANCE GOALS
☐ Demonstrate ability to handle all aspects of Complaint/911 Emergency
☐ Demonstrate ability to utilize MCC7500 radio
☐ Demonstrate ability to use appropriate basic dispatch commands
☐ Demonstrate ability to log units on and off
☐ Demonstrate ability to use appropriate basic dispatch commands

CTO TASKS
☐ Incorporate Priority Incident Assessment Form
☐ Attach quizzes to DOR
☐ Attach checklist to last DOR of module

POLICE DISPATCH (16, 17, 18)

DAILY TASKS
- ☐ Attend Patrol Line-up
- ☐ Com-Cen Bulletin Board
- ☐ DBRF
- ☐ Management Report
- ☐ Email (personal and communic)
- ☐ Schedule
- ☐ Review IE logs

COM-CEN REVIEW
- ☐ 50% focus on Complaint/911 Emergency perishable skills
- ☐ Continue to review proper use of Problem Codes
- ☐ Continue Geography training
- ☐ Continue processing paperwork and computer entries
- ☐ Continue multi-tasking
- ☐ Continue making requests for Dispatcher
- ☐ Continue answering/making calls
- ☐ Continue focus on 911 Emergency calls
- ☐ CTO or Self-Assessment: Critique, correct, and verify the following standards are met:
  - ▪ Timeframe
  - ▪ Problem Code/Problem Nature
  - ▪ Priority
  - ▪ RP Information
  - ▪ Call Documentation
  - ▪ Abbreviations/Spelling/Grammar
  - ▪ Suspect/Vehicle/OP Descriptions
  - ▪ Processed Timely
- ☐ Continue dispatching police

TRAINING MANUAL REVIEW
- ☐ To be determined by CTO

CAD REVIEW
- ☐ To be determined by CTO

POLICE REVIEW
- ☐ The importance of the "What if" scenario
- ☐ Dispatch procedures for Priority 1 calls
- ☐ When to break units for "hot" calls
- ☐ Procedures for when and how to put calls out in the blind
- ☐ Dispatching unknown trouble calls
- ☐ Traffic pursuit policy and dispatch procedures (need to know want and speed)

☐ Foot pursuit procedures
☐ Setting up a perimeter
☐ Injury accident calls
☐ Code 9 issues
☐ Stolen vehicle hits on TRIP requests/Occupied stolen vehicle procedures
☐ LOJACK hits and procedures
☐ When to give time checks (Female transports, K-9 tracks, OC, wrap, etc.)
☐ Adding starting/ending mileage to UAL

ASSIGNMENTS
☐ To be determined by CTO
☐ Geography Training - IE for 24 hour period, plot sector and coordinates

PERFORMANCE GOALS
☐ Demonstrate ability to handle all aspects of Complaint/911 Emergency
☐ Demonstrate ability to utilize MCC7500 radio
☐ Demonstrate ability to utilize proper dispatch commands
☐ Demonstrate ability to log units on and off
☐ Demonstrate proper use of phonetic alphabet
☐ Demonstrate ability to handle routine radio traffic
☐ Demonstrate ability to maintain accurate unit status
☐ Demonstrate ability to select appropriate units
☐ Demonstrate ability to use resources (Dispatch)
☐ Demonstrate ability to use map
☐ Demonstrate ability to dispatch Priority 2, 3 & 4 calls
☐ Demonstrate ability to put calls out in the blind
☐ Demonstrate ability to manage heavier radio traffic without assistance
☐ Demonstrate officer safety knowledge
☐ Demonstrate ability to make quick decisions
☐ Demonstrate more independent decision making
☐ Demonstrate ability to send correct cover units
☐ Demonstrate ability to clear calls with proper dispositions

CTO TASKS
☐ Incorporate Priority Incident Assessment Form
☐ Attach quizzes to DOR
☐ Attach checklist to last DOR of module

POLICE DISPATCH (19, 20, 21)

DAILY TASKS
- ☐ Attend Patrol Line-up
- ☐ Com-Cen Bulletin Board
- ☐ DBRF
- ☐ Management Report
- ☐ Email (personal and communic)
- ☐ Schedule
- ☐ Review IE logs

COM-CEN REVIEW
- ☐ 50% focus on Complaint/911 Emergency perishable skills
- ☐ Continue to review proper use of Problem Codes
- ☐ Continue Geography training
- ☐ Continue processing paperwork and computer entries
- ☐ Continue multi-tasking
- ☐ Continue making requests for Dispatcher
- ☐ Continue answering/making calls
- ☐ Continue focus on 911 Emergency calls
- ☐ CTO or Self-Assessment: Critique, correct, and verify the following standards are met:
  - ▪ Timeframe
  - ▪ Problem Code/Problem Nature
  - ▪ Priority
  - ▪ RP Information
  - ▪ Call Documentation
  - ▪ Abbreviations/Spelling/Grammar
  - ▪ Suspect/Vehicle/OP Descriptions
  - ▪ Processed Timely
- ☐ Continue dispatching police

TRAINING MANUAL REVIEW
- ☐ To be determined by CTO

CAD REVIEW
- ☐ To be determined by CTO

POLICE REVIEW
- ☐ Continue review of "What if" scenarios
- ☐ Continue review of dispatch procedures for Priority 1 calls
- ☐ Continue review of when to break units for "hot" calls
- ☐ Practice documenting a traffic pursuit
- ☐ Practice documenting a foot pursuit
- ☐ Practice setting up a perimeter

ASSIGNMENTS
- ☐ Geography Training - IE for 24 hour period, plot sector and coordinates

PERFORMANCE GOALS
- ☐ Demonstrate ability to handle all aspects of Complaint/911 Emergency
- ☐ Demonstrate ability to utilize MCC7500 radio
- ☐ Demonstrate ability to maintain accurate unit status
- ☐ Demonstrate ability to utilize proper dispatch commands
- ☐ Demonstrate ability to log units on and off
- ☐ Demonstrate ability to handle routine radio traffic
- ☐ Demonstrate ability to select appropriate units
- ☐ Demonstrate ability to prioritize calls without assistance
- ☐ Demonstrate ability to use resources (Dispatch)
- ☐ Demonstrate ability to use map
- ☐ Demonstrate ability to break units for "hot" calls
- ☐ Demonstrate ability to put calls out in the blind
- ☐ Demonstrate ability to manage heavy radio traffic without assistance
- ☐ Demonstrate officer safety knowledge
- ☐ Demonstrate ability to make quick decisions
- ☐ Demonstrate independent decision making
- ☐ Demonstrate ability to send correct cover units
- ☐ Demonstrate ability to give appropriate time checks (Female transports, K-9 tracks, OC, wrap)
- ☐ Demonstrate knowledge and ability to dispatch Priority 1 calls
- ☐ Demonstrate ability to work MCC7500 radio functions without assistance
- ☐ Demonstrate ability to clear calls with proper dispositions

CTO TASKS
- ☐ Incorporate Priority Incident Assessment Form
- ☐ Attach quizzes to DOR
- ☐ Attach checklist to last DOR of module

POLICE DISPATCH (22, 23, 24)

DAILY TASKS
- ☐ Attend Patrol Line-up
- ☐ Com-Cen Bulletin Board
- ☐ DBRF
- ☐ Management Report
- ☐ Email (personal and communic)
- ☐ Schedule
- ☐ Review IE logs

COM-CEN REVIEW
- ☐ 50% focus on Complaint/911 Emergency perishable skills
- ☐ Continue to review proper use of Problem Codes
- ☐ Continue Geography training
- ☐ Continue processing paperwork and computer entries
- ☐ Continue multi-tasking
- ☐ Continue making requests for Dispatcher
- ☐ Continue answering/making calls
- ☐ Continue focus on 911 Emergency calls
- ☐ CTO or Self-Assessment: Critique, correct, and verify the following standards are met:
    - ▪ Timeframe
    - ▪ Problem Code/Problem Nature
    - ▪ Priority
    - ▪ RP Information
    - ▪ Call Documentation
    - ▪ Abbreviations/Spelling/Grammar
    - ▪ Suspect/Vehicle/OP Descriptions
    - ▪ Processed Timely
- ☐ Continue dispatching police

TRAINING MANUAL REVIEW
- ☐ To be determined by CTO

CAD REVIEW
- ☐ To be determined by CTO

POLICE REVIEW
- ☐ Continue review of "What if" scenarios
- ☐ Continue practicing traffic pursuits
- ☐ Continue practicing foot pursuits
- ☐ Continue practicing setting up a perimeter

ASSIGNMENTS
- ☐ WORKSHEET – POLICE DISPATCH PREPAREDNESS
- ☐ Geography Training - IE for 24 hour period, plot sector and coordinates

PERFORMANCE GOALS
- ☐ Demonstrate ability to handle all aspects of Complaint/911 Emergency
- ☐ Demonstrate ability to utilize MCC7500 radio
- ☐ Demonstrate ability to utilize proper dispatch commands
- ☐ Demonstrate ability to log units on and off
- ☐ Demonstrate ability to handle routine radio traffic
- ☐ Demonstrate ability to maintain accurate unit status
- ☐ Demonstrate ability to select appropriate units
- ☐ Demonstrate ability to prioritize calls without assistance
- ☐ Demonstrate ability to use resources (Dispatch)
- ☐ Demonstrate ability to use map
- ☐ Demonstrate ability to break units for "hot" calls
- ☐ Demonstrate ability to put calls out in the blind
- ☐ Demonstrate ability to manage heavy radio traffic without assistance
- ☐ Demonstrate officer safety knowledge
- ☐ Demonstrate ability to make quick decisions
- ☐ Demonstrate independent decision making
- ☐ Demonstrate ability to send correct cover units
- ☐ Demonstrate ability to give appropriate time checks (Female transports, K-9 tracks, OC, wrap)
- ☐ Demonstrate knowledge and ability to dispatch Priority 1 calls
- ☐ Demonstrate ability to work MCC7500 radio functions without assistance
- ☐ Demonstrate ability to clear calls with proper dispositions

CTO TASKS
- ☐ Incorporate Priority Incident Assessment Form
- ☐ Attach quizzes to DOR
- ☐ Attach checklist to last DOR of module

OBSERVATION (25, 26, 27)

DAILY TASKS

- ☐ Attend Patrol Line-up
- ☐ Com-Cen Bulletin Board
- ☐ DBRF
- ☐ Management Report
- ☐ Email (personal and communic)
- ☐ Schedule
- ☐ Review IE logs

COM-CEN REVIEW

- ☐ Attend Patrol Line-up
- ☐ Review DBRF daily
- ☐ Review Management Report daily
- ☐ Check Bulletin Board daily
- ☐ Check email daily
- ☐ Review IE logs daily

PERFORMANCE GOALS

- ☐ Successfully handle non-emergency calls independently
- ☐ Successfully handle 911 Emergency calls independently
- ☐ Successfully handle all Police Dispatch Functions independently

ASSIGNMENTS

- ☐ Trainer shadows trainee

CTO TASKS

- ☐ Attach checklist to last DOR of module

EVALUATIONS

Your Communications Training Officer (CTO) will prepare a Daily Observation Report (DOR) at the end of each shift based on the following categories. The purpose of the DOR is to identify areas of proficiency and to determine areas where additional training is needed.

The following information will explain what is expected of you. Under the categories KNOWLEDGE and PERFORMANCE, you will be compared to a seasoned dispatcher and your scores will initially be low. As your level of expertise increases your ratings should go up. A rating of 4 indicates a minimum level of performance.

SPECIFIC EXAMPLES MUST BE CITED IN THE NARRATIVE SECTION OF THE EVALUATION FOR ALL AREAS MARKED UNACCEPTABLE (SCORES 1-2) OR SUPERIOR (SCORES 5-6).

PERFORMANCE SCALE

1   **Need for serious improvement;** Trainee's performance does not meet performance standards. CTO has to perform nearly all of the required tasks.
SPECIFIC EXAMPLES MUST BE CITED.

2   **Need for significant improvement;** Some of the tasks performed by the trainee generally meet performance standards, however the CTO still has to perform and/or prompt the trainee during most tasks. **SPECIFIC EXAMPLES MUST BE CITED.**

3   **Need for improvement;** Some of the tasks performed by the trainee meet performance standards, the trainee is able to perform some (not all) of the tasks without the CTO's assistance and/or prompting. **SPECIFIC EXAMPLES MUST BE CITED.**

4   **Minimum performance standards;** Trainee demonstrates the ability to perform all required tasks with minimal assistance from the CTO.

5   **Meets performance standards;** Trainee thoroughly meets performance standards for a competent dispatcher. Trainee demonstrates the ability to perform all tasks with no assistance from the CTO. **SPECIFIC EXAMPLES MUST BE CITED.**

6   **Exceeds performance standards;** Trainee's performance exceeds standards for a competent dispatcher. Trainee demonstrates initiative by doing more than what is required by the standards and/or the CTO. **SPECIFIC EXAMPLES MUST BE CITED.**

N/O   **Not Observed;** Instruction not provided by CTO or not demonstrated by trainee.

NRT   **Not Responding to Training;** Extensive training has been given by the CTO, including remedial training however the trainee is not showing any progress within the problem area. **SPECIFIC EXAMPLES AND THOROUGH DOCUMENTATION MUST BE CITED.**

1 – PUNCTUALITY

UNACCEPTABLE
- Late for an assigned shift
- Not at the assigned work station ready to begin at the assigned time
- Late on one or more occasions when no extenuating circumstances are present

ACCEPTABLE
- On time for each assignment
- Generally early enough to be briefed at the console prior to the start of shift

2 – ATTENDANCE

UNACCEPTABLE
Attendance indicates lack of commitment to shift and department:
- Abuses sick leave
- Questionable excuses for absences due to illness
- Refusal to produce a doctor's certificate when requested

ACCEPTABLE
Attendance indicates commitment to shift and department:
- Absences due to illness do not exceed the average for dispatch

3 – ACCEPTANCE OF FEEDBACK

UNACCEPTABLE
Unable to accept constructive feedback in a positive manner:
- Argumentative; gives reasons for or against something when they are clearly wrong regarding policy/procedure
- Rationalizes; provides plausible but untrue reasons for conduct
- Defensive; constantly in the state of being prepared for expected criticism
- Hostile; when corrected, behavior indicates opposition or resistance in thought or principle
- Immature; exhibits less than an expected degree of emotional maturity, pouts, sighs, groans, sullen expression, etc.
- Refuses to make corrections; after specifically being corrected regarding some action trainee continues to perform as he/she wishes on two or more occasions

ACCEPTABLE
Able to accept criticism in a positive manner:
- Generally applies criticism in future efforts
- Mature
- Ability to be criticized without being argumentative, defensive, hostile, etc.

SUPERIOR
Willing to solicit criticism to assist personal growth:

- Accepts responsibility for all acts
- Confident

4 – ATTITUDE TOWARDS PUBLIC SAFETY ASSISTANCE

UNACCEPTABLE

Shows minimal interest or dedication to Public Safety Assistance:
- "Job not career" attitude; avoids being involved in the problems of others, seldom goes out of his/her way to assist citizens, puts forth minimal effort on any assigned task
- Indifferent; behavior indicates apathy, lack of interest or concern for the job
- Lack of initiative; fails to properly prepare for shift, seldom studies off duty, has tunnel vision

ACCEPTABLE

Shows interest and dedication toward Public Safety Assistance:
- Does the job and generally gets involved in call for services, shows empathy with citizens, strives to gain more job knowledge
- Participatory; becomes involved as an individual
- Willingly complies with supervision; maintains professional demeanor when taking directed action

SUPERIOR

Shows active interest in and dedication to Public Safety Assistance:
- Enthusiastic; tends to give him/herself completely to whatever engages his/her interest
- Highly motivated; greater than average incentive, drive, etc. to excel as a competent Public Safety Dispatcher
- Professional demeanor; always projects good image, self-confidence, etc.

5 – ATTITUDE TOWARDS POLICE PERSONNEL

UNACCEPTABLE

Belittles and rejects the duties, roles and responsibilities of other department personnel:
- Abrupt; curt, terse, rude, or suddenly terminates a conversation
- Aloof; acts removed or distant in interest or feelings
- Arrogant; exaggerates his/her worth or importance in an overbearing manner
- Belligerent; inclined to or exhibits assertiveness, hostility, or combativeness in an offensive tone or manner
- Insensitive; tends to lack feelings and tact when dealing with others
- Insubordinate; unwilling to submit to authority
- Racist; behavior indicates belief that race is the primary determinant of human traits and these differences produce superiority of a particular race
- Sexist; behavior indicates a prejudice based on sex
- Sarcastic; bitter, caustic language that is directed against an individual

ACCEPTABLE
Respects and supports the duties, roles and responsibilities of other department personnel:
- Considerate; thoughtful of the rights and feelings of others
- Empathetic; has the capacity to understand another's feelings
- Friendly; shows interest and goodwill towards others
- Non-discriminatory; behavior indicates all classes of people are unconsciously treated equal
- Sincere; honest, truthful, wholehearted, free of hypocrisy
- Team worker; exhibits cooperative effort
- Willing participant in training when requested to do so

SUPERIOR
Actively assists other department personnel in their duties, roles, and responsibilities:
- Assumes leadership role
- Supportive of all personnel
- Always sincere, impartial, friendly, etc.
- Volunteers to assist with training

6 – ATTITUDE TOWARDS CITIZENS

UNACCEPTABLE
Unable to establish competent, courteous interpersonal contacts:
- Abrupt, curt, terse, rude, or suddenly terminates a conversation
- Arrogant; exaggerates his/her worth or importance in an overbearing manner
- Belligerent; inclined to or exhibits assertiveness or hostility in an offensive tone or manner
- Inflexible; tends to be unyielding, incapable of change
- Insensitive; tends to lack empathy for others
- Racist; behavior indicates belief that race is the primary determinant of human traits and these differences produce superiority of a particular race
- Sexist; behavior indicates a prejudice based on sex
- Shy; tends to be hesitant to commit his/herself to a specific course of action, reserved, timid, distrustful, etc.

ACCEPTABLE
Generally establishes competent, courteous, interpersonal contacts:
- Empathetic; has the capacity to understand another's feelings
- Fair; free from self-interest, prejudice, or favorites when dealing with the community
- Flexible; is capable of changing or conforming to new situations
- Friendly; shows interest and goodwill towards others
- Impartial; treats all citizens equally

- Non-discriminatory; behavior indicates all classes of people are unconsciously treated equal

7 – INITIATIVE

<u>UNACCEPTABLE</u>

Unwilling to accept the responsibility of taking action without being specifically directed to do so:

- Attention to duty; wanders away from the console, requires close supervision, cannot be relied upon to complete assigned tasks
- Quantity of work; does not handle an equal amount of workload, avoids 911 lines, fails to prioritize the workload
- Willingness to accept assignments; shies away from work, finds other reasons why the task could not be accomplished, reluctant to accept responsibility for actions, becomes defensive
- Inquisitive; reluctant to ask questions, does not explore research materials to learn new information, performs only assigned duties
- Logical; unable to think through problems to a logical conclusion, undisciplined thought pattern, lack of concentration, irrational
- Quality of work; refrains from practicing learned skills, lacks effectiveness due to inaccuracies in the work output

<u>ACCEPTABLE</u>

Willingness to accept the responsibility of taking action without being specifically told to do so:

- Attention on duty; remains at console unless excused for a break, requires minimal supervision, can be depended upon to complete assigned tasks
- Quantity of work; handles an equal share of the workload, prioritizes workload, handles all inquiries
- Willingness to accept assignments; accepts responsibility, accepts constructive criticism, acts upon the assignments immediately
- Inquisitive; asks questions, explores research materials in an effort to broaden knowledge, handles more than assigned duties
- Logical; able to think through problems to logical conclusion, disciplined thought patterns, good concentration and rational
- Quality of work; reinforces learned work skills, accurate, precise, well organized

<u>SUPERIOR</u>

Willingness to accept the responsibility of taking action without being specifically directed to do so:

- Volunteers for new duties
- Takes a leadership role

8 – VERSATILITY AND ADAPTABLITY

<u>UNACCEPTABLE</u>

General inability to adapt to surroundings, inability to be versatile:

- Inability to adapt to the environment in the Communications Center
- Becomes overwhelmed with constant telephone calls, inability to place callers on hold to answer other in-coming calls

- Becomes overwhelmed with radio traffic, unable to handle more than one transmission at a time
- Inability to be flexible with other tasks as assigned, becomes confused or irritable when asked to do other tasks
- Inability to use resources available in the Communications Center
- Uncooperative in regards to teamwork, does not assist co-workers with other duties (i.e., calling for tows, entering paperwork, etc.)

ACCEPTABLE
Willingness to be versatile and is able to adapt to surroundings in an acceptable manner:
- Remains calm when multiple phone lines are ringing
- Remains calm when multiple radio transmissions are broadcast
- Is able to handle more than one task at a time, uses resources that are available
- Assists co-workers with telephone calls, entering paperwork, etc.
- Is not confused with telephones ringing, radio transmissions and other functions going on all at once in the Communications Center

SUPERIOR
Helps to create a versatile environment and is adaptable to the surroundings at all times:
- Takes the initiative to create an environment of stability and adaptability
- Makes telephone calls and enters paperwork without being asked to do so
- Handles multiple telephone calls with a calm demeanor and professional tone
- Handles multiple radio transmissions with a professional demeanor at all times
- Is able to multi-task and assist co-workers with other duties
- Always keeps a positive attitude, even when in adverse situations

9 – SELF-CONFIDENCE

UNACCEPTABLE
Behavior indicates lack of self-confidence:
- Timid; lacks self-confidence
- Indecisive; tendency to avoid making decisions
- Overly aggressive; tendency to quickly and incorrectly initiate a course of action without knowing all the facts
- Extremely critical of self/others
- Clingy; tendency to depend on trainer for decisions

ACCEPTABLE
General behavior indicates self-confidence:
- Confident; demonstrates the quality or state of being certain
- Self-reliant; has confidence in and exercises his/her own powers of judgment
- Decisive; after consideration, a prompt and firm conclusion is reached
- Self-image; concept of oneself or of one's role is positive

SUPERIOR

Generates self–confidence and positive attitude in him/herself and in others:

- Always confident
- Always decisive
- Excellent self-image
- Self-starter

10 – POLICY AND PROCEDURES

UNACCEPTABLE

Inability to interpret and apply policies and procedures:

- Fails to properly prepare for shift by reading Daily Bulletin and other clipboards
- Unwilling to adhere to set policy
- Requires a personal briefing on new procedures, unable to read and carry through a procedure without assistance, interprets written procedure to his/her own benefit rather than the benefit of the department
- Unable to maintain confidentiality of information, circumvents the "need to know" rule, shares confidential job information with outsiders

ACCEPTABLE

Ability to appropriately interpret and apply policy and procedure:

- Reads the Daily Bulletin and other clipboards prior to shift
- Adheres to set policy, may object to the theory, but implements the procedure as directed
- Correctly interprets the intent of new policy and procedure without a personal briefing
- Maintains strict confidentiality

SUPERIOR

Ability to appropriately interpret and apply policies and procedures:

- Maintains an awareness of department policies and procedures
- Recommends changes when contradictions are noted
- Retains copies of directives and bulletins in a personal reference manual

11 – CODES

UNACCEPTABLE

Inability to utilize and communicate with radio and problem codes:

- Unfamiliar with code definitions
- Misinterprets code sections
- Unable to demonstrate knowledge of frequently used codes, abbreviations, acronyms, state abbreviations, phonetic alphabet and makes minimal effort to memorize them

ACCEPTABLE

Ability to utilize and communicate with radio and problem codes:

- Interprets codes correctly

- Demonstrates knowledge of frequently used codes, abbreviations, acronyms, state abbreviations, and phonetic alphabet

SUPERIOR

Ability to utilize and communicate with radio and problem codes:

- Familiar with seldom used radio and problem codes, researches new codes and commits them to memory

12 – DEPARTMENTS AND STAFFING

UNACCEPTABLE

Unaware of the functions of units and divisions in the Police Department:

- Unable to effectively refer misdirected calls to the appropriate unit or division
- Unable to recognize management personnel or civic leaders

ACCEPTABLE

Aware of the functions of units and divisions in the Police Department:

- Properly refers misdirected calls to the appropriate unit or division
- Recognizes management personnel or civic leaders

13 – EQUIPMENT

UNACCEPTABLE

Inability to describe and satisfactorily demonstrate the function of the equipment used in the Com-Cen:

- Reluctant to take the initiative to learn about the equipment used in the Com-Cen

ACCEPTABLE

Ability to describe and satisfactorily demonstrate the function of the equipment used in the Com-Cen:

- Takes the initiative to learn the function of unfamiliar equipment and maintains proficiency

SUPERIOR

Ability to describe and satisfactorily demonstrate the function of the equipment used in the Com-Cen:

- Exhibits a desire to know more about the capabilities of the equipment used in the Com-Cen and is able to trouble shoot malfunctions

14 – DATABASE

UNACCEPTABLE

Inability to describe and manipulate the rapid research and retrieval intelligence systems:

- Inability to take the initiative to learn the functions of the data base systems

ACCEPTABLE

Ability to describe and manipulate the research and retrieval intelligence systems during the certification period:

- Takes the initiative to learn the function of unfamiliar database systems, maintains proficiency, recognizes file errors

SUPERIOR

Ability to describe and manipulate research and retrieval intelligence systems during the certification period:

- Voluntarily maintains proficiency
- Exhibits a desire to know more about the capabilities of the database systems, able to recognize errors and recommend corrections

15 – GEOGRAPHY

UNACCEPTABLE

General inability to use a map:

- Unable to relate officer's location to his/her destination when making a deployment decision
- Unaware of officer's locations when provided
- Unaware of sector boundaries for police
- Unfamiliar with fire station locations
- Unfamiliar with geography source materials

ACCEPTABLE

Demonstrates the ability to use a map:

- Ability to read and verbally interpret a map
- Generally cognizant of the officer's locations when provided
- Demonstrates knowledge of sector boundaries
- Knowledge of fire station locations
- Familiar with geography source material

SUPERIOR

Readily uses maps and geography source materials:

- Quickly reads and comprehends maps
- Always cognizant of the officer's locations when provided
- Ability to direct officers to call destinations by the quickest routes
- Demonstrates knowledge of sector boundaries

16 – RESOURCES

UNACCEPTABLE

General inability to utilize the resources available in the Communications Center:

- Lack of knowledge in regards to the resources available and what resources can be used
- After extensive training is still unsure where to find available resources

ACCEPTABLE

Ability to use the resources available:

- Retains and has acceptable knowledge of available resources
- Ability to use resources when asked to do so

SUPERIOR

Has superior ability in using the resources available:

- Assists others in obtaining information and using available resources
- Takes the initiative to use resources without asking for assistance
- Retains resources for own use and makes updates when necessary

17 – RETENTION OF INFORMATION

UNACCEPTABLE

Inability to retain and recall pertinent information relating to calls for service during shift:

- Frequently has to refer to notes in order to fulfill majority of tasks when extensive training has already been given
- Frequently has to be reminded to complete tasks and/or requests

ACCEPTABLE

Ability to retain and recall pertinent information relating to calls for service (i.e., which unit handled a particular call) during shift:

- Refers to notes occasionally and usually only when the training received on the task presented has been minimal

SUPERIOR

Ability to retain and recall pertinent information relating to calls for service (i.e., addresses, names, etc.) during their shift and from previous shifts:

- Frequently recalls information regarding calls for service that were handled by different call-takers
- Rarely refers to notes regarding tasks where training has already been given
- Actively seeks out and retains information given by the CTO that is not necessarily relative to their particular phase of training

18 – MULTI-TASKING

UNACCEPTABLE

Inability to perform multiple tasks in an accurate and expeditious manner:

- Frequently becomes overwhelmed when having to prioritize events and or requests
- Fails to consistently demonstrate the ability to effectively handle several tasks in a timely manner

ACCEPTABLE

Ability to routinely handle multiple requests efficiently with minimal assistance from the CTO:

- Consistently prioritizes multiple requests properly and is able to handle those requests in a timely manner
- Demonstrates perseverance when handling multiple requests without succumbing to the pressure

SUPERIOR

Rarely needs assistance in prioritizing requests and is able to handle them independently:
- Seeks out and takes immediate initiative when multiple tasks are presented
- Actively listens to the radio traffic and or other dispatchers and fulfills requests accordingly without having to be asked to do so

19 – TEAM WORKER

UNACCEPTABLE

Unable to function as a team worker:
- Reluctant to assist co-workers when instructed to do so
- Questions the need for assistance, "Why do I have to help?"
- Does not remain alert to potential problems
- Unconcerned that individual actions reflect on the entire team

ACCEPTABLE

Functions as a member of the team:
- Concerned about team image
- Willing to assist co-workers but may not be aware of problems until they are brought to attention
- Assists all co-workers, probationary and permanent without questioning the request

SUPERIOR

Takes a leadership role as a team member:
- Recognizes potential problem situations and willingly offers assistance without being asked

20 – COMMON SENSE AND GOOD JUDGMENT

UNACCEPTABLE

General inability to reach reasonable conclusions:
- Fails to use sound and prudent
- Fails to use previous experiences or instructions in the decision making process
- Naive; lacks worldly wisdom creating a tendency to make improper decisions
- Reacts without reason
- Fails to solicit opinions or views of others when situation dictates
- Inflexible decision making process

ACCEPTABLE

General ability to reach reasonable conclusions:
- Uses sound judgment

- Uses previous experiences or instruction in decision making process
- Flexible
- Perceptive
- Reacts with reason
- Solicits opinions

SUPERIOR
Exceptional ability to perceive potential problems and seek decisive independent solutions:
- Utilizes foresight in problem solving
- Analytical in making decisions

21 – DECISION MAKING AND PROBLEM SOLVING

UNACCEPTABLE
Inability to make a decision and/or solve any issues that may arise:
- Poor decision making skills, inability to make a decision
- After extensive training still seeks out direction without first making an attempt at a decision on their own
- Unable to solve any problems that may arise, seeks direction before making any attempt to work it out themselves
- Constantly makes poor decisions after repetitive training on the same issue

ACCEPTABLE
Ability to make a decision with minimal supervision; problem solving skills are acceptable:
- Ability to solve problems and make decisions with minimal supervision
- Decisions are acceptable and are of good common sense
- Shows problem solving skills in dealing with customers on the telephone
- Makes decisions in regards to radio transmissions and units being dispatched with minimal supervision
- Ability to make clear and concise decisions quickly

SUPERIOR
Consistently shows an ability to handle problems and makes quick and concise decisions:
- Decisions are always accurate and thorough
- Problem solving techniques are consistently accurate
- Always takes the initiative to handle problems without seeking approval or direction prior
- Always takes the appropriate action when a quick decision is needed

22 – VERBAL COMMUNICATION (GENERAL)

UNACCEPTABLE
Verbal expression inconsistent and inappropriate to the given situation:
- Poor voice command; lacks assertiveness

- Poor voice inflection; changes in pitch or loudness of voice which inappropriately emphasizes the statement being made, overly friendly tone, unintended sarcasm
- Poor enunciation; too loud or too soft spoken, words are garbled, delivery attracts attention, characteristics such extreme nervousness are evident
- Inarticulate; unable to clearly explain or paraphrase detailed or complex instructions
- Irregular rate; words are spoken too fast or too slow, statements lacks continuity
- Erratic cadence; statements fade out at the end, sing-song delivery, words or numbers grouped improperly
- Unprofessional language, use of vulgar or profane expletives

ACCEPTABLE
Verbal expression appropriate to the given situation:
- Command voice; instills confidence, generally assertive in tone
- Voice inflection; controlled, neutral tones, changes in pitch or loudness appropriately emphasize the statement being made
- Enunciation; statements are clear and concise
- Articulate; able to clearly explain or paraphrase detailed or complex instructions
- Moderate rate; statements are readily understood, few requests for a repeat
- Even cadence; words or numbers are grouped so as to be easily understood

SUPERIOR
Verbal expression consistent and appropriate in all situations:
- Voice inflection; statements are always controlled and neutral no matter the circumstances
- Enunciation; statements are always clear and concise
- Even cadence; words and numbers are always grouped so as to be easily understood, delivery does not attract attention

23 – NON-STRESS CONDITIONS

UNACCEPTABLE
General inability to complete a routine call for service:
- Seems confused and disoriented as to what action should be taken on a routine call for service
- Fails to control situation; does not take appropriate action when the situation dictates
- Visibly nervous; acts uneasy, apprehensive, erratic, or displays irregular behavior
- Instigator of conflict; on one or more occasions he/she goads, provokes, or incites conflict by verbal behavior
- Inability to adjust to slow periods of workload, perpetuates unnecessary telephone conversations, slouches or dozes in the chair, engages in loud conversation, demonstrates uneasiness or fidgety demeanor

ACCEPTABLE
Exhibits a controlled attitude; ability to reason a call for service to a satisfactory conclusion:

- Adjusts to slow periods of workload, relaxed alert demeanor, reads job related materials and assists in maintaining automated files

SUPERIOR

Exhibits a composed and professional demeanor:

- Able to resolve or defuse situations without any assistance
- Ability to coordinate actions of other team members
- Adjusts to slow periods of workload; relaxed, alert demeanor, volunteers to do extra work during slow periods, reviews and studies new policies and procedures

24 – STRESS CONDITIONS

UNACCEPTABLE

Inability to put together circumstances and/or descriptions from seemingly unrelated incidents:

- Unable to remember details of an incident which occurred earlier in the shift
- Fails to retain names, numbers and/or descriptions relevant to calls for service handled as separate calls for service
- Allows two incidents which are clearly related to be handled as separate calls for service
- Fails to relate unit numbers to incident locations

ACCEPTABLE

Ability to put together circumstances or descriptions from seemingly unrelated incidents:

- Able to remember the details of an incident which occurred in the recent past
- Retains names, numbers and descriptions relevant to calls for service which were handled personally
- Readily identifies call duplicates or related incidents thereby preventing dual dispatches
- Readily relates unit numbers to incident locations

SUPERIOR

Ability to put together circumstances or descriptions from seemingly unrelated incidents:

- Retains incident information for long periods of time
- Identifies call duplicates or related incidents which are not obviously associated, thereby preventing dual dispatches

25 – CORRELATES INFORMATION

UNACCEPTABLE

Inability to put together circumstances and/or descriptions from seemingly unrelated incidents:

- Unable to remember details of an incident which occurred earlier in the shift
- Fails to retain names, numbers and/or descriptions relevant to calls for service handled as separate calls for service
- Allows two incidents which are clearly related to be handled as separate calls for service
- Fails to relate unit numbers to incident locations

ACCEPTABLE

Ability to put together circumstances or descriptions from seemingly unrelated incidents:

- Able to remember the details of an incident which occurred in the recent past
- Retains names, numbers and descriptions relevant to calls for service which were handled personally
- Readily identifies call duplicates or related incidents thereby preventing dual dispatches
- Readily relates unit numbers to incident locations

SUPERIOR

Ability to put together circumstances or descriptions from seemingly unrelated incidents:

- Retains incident information for long periods of time
- Identifies call duplicates or related incidents which are not obviously associated, thereby preventing dual dispatches

26 – COMPLAINT ENTRY

UNACCEPTABLE

Inability to process a call for service in an accurate and expeditious manner:

- Assertiveness; fails to take charge of the conversation, allows the reporting party to ramble
- Utilization of complaint format; unable to satisfactorily explain the function of the field in the complaint format, omits fields
- Manipulation of complaint format; unable to retrieve, supplement, cancel or change a call for service, performs system functions too slowly
- Logging information; unable to effectively manipulate the cursor, loses track of the cursor, writes information on a scratch pad when it should have been entered directly into the computer
- Classifying calls; chooses an incorrect problem code, fails to upgrade the type
- Attitude; does not show interest in the caller's predicament, lacks empathy, fails to offer alternatives, fails to fully explain alternate courses of action to the satisfaction of the caller
- Call text; fails to enter significant details in the text, fails to obtain Officer Safety information, fails to obtain subject or vehicle descriptions, text entries cannot be easily read or understood by dispatcher, fails to run backup information (1028's etc.)
- Priorities; fails to adjust the preprogrammed call priority when it is no longer appropriate
- Call processing; does not identify department or self when answering the phone, requires complainant to repeat information more than once, disconnects callers, does not place calls on hold to answer emergency lines, makes significant number of typos
- Keyboard skills; unable to satisfactorily describe and manipulate the function keys, unfamiliar with keyboard functions
- Coordination; not cognizant of other conversations in the room, has tunnel vision, unable to handle more than one task at a time, fails to comprehend instructions while simultaneously handling a call for service

ACCEPTABLE

Ability to process a call for service in an accurate and expeditious manner:

- Assertiveness; takes charge of the conversation, guides the reporting party through the complaint format
- Utilization of complaint format; able to explain the function of the fields of the complaint mask, enters all mandatory fields
- Manipulation of complaint format; able to retrieve, supplement, cancel or change a call for service, performs functions at an adequate rate of speed
- Logging information; able to effectively manipulate the cursor, not distracted by cursor movement, seldom uses scratch pad for information that should be entered directly into the computer
- Classifying calls; generally selects the appropriate problem codes
- Attitude; shows interest in the caller's predicament, empathetic, generally offers satisfactory alternatives to the caller
- Call text; enters all pertinent information, mindful of Officer Safety aspects of the incident, subject and vehicle descriptions are entered for appropriate calls, text entries are generally easy to read and understood by dispatcher
- Priorities; generally adjusts the preprogrammed call priority when it is no longer appropriate
- Call processing; always identifies the department and self when answering the phone, comprehends information heard only once, places cold calls on hold to answer emergency calls, minimal typos
- Keyboard skills; is familiar with all keyboard functions

SUPERIOR

Ability to process a call for service in an accurate and expeditious manner:
- Call text; always runs backup information such as 1028's
- Priorities; always adjusts the preprogrammed call priority when it is no longer appropriate
- Call processing; able to handle multiple calls for service at one time
- Initiative; volunteers to assist co-workers on emergency call processing

27 – VERBAL COMMUNICATION - DISPATCH

UNACCEPTABLE

Inability to communicate over the radio system in a clear, concise, professional manner:
- Voice control; reluctant to speak up, too long winded, overbearing, lacks confidence, fails to take charge, unable to maintain broadcast discipline
- Poor volume
- Humor; makes inappropriate remarks which lack seriousness and professionalism
- Abrupt; curt, terse, rude comments
- Belligerent; hostile, offensive comments
- Racist; comments have racial overtones
- Sarcastic; bitter, caustic language that is directed against field personnel, an individual or group
- Sexist; comments indicate a prejudice based on sex

ACCEPTABLE

Ability to communicate over the radio system in a clear, concise, professional manner:

- Voice control; responds to transmissions in an expeditious manner, concise, instills confidence, takes charge of the frequency, generally maintains broadcast discipline
- Broadcasts are unaffected and reflect a neutral position
- Transmitter control; keys switch on foot pedal long enough to convey the entire message
- Moderate volume, not too loud, not too soft

SUPERIOR

Ability to communicate over the radio system in a clear, concise, professional manner:

- Channel control; immediately sets the pace for all future transmissions, maintains strict broadcast discipline
- Broadcast voice always neutral, even in emergency situations, volume always at correct level
- Voice control; always responds to transmissions in an expeditious manner, controls radio traffic

28 – DISPATCH TECHNIQUES

UNACCEPTABLE

Inability to manage the rapid deployment of resources while maintaining accurate unit and call status':

- Resources; inability to relate the staffing and beat assignment to the unit identifier, unfamiliar with special assignment units
- Dispatch commands; unfamiliar with the dispatch and message commands, enters commands which do not adequately reflect the unit's status, unable to expand the commands to their full potential, misunderstands system responses, enters commands too slowly to be effective
- Decision making; accepts insufficient information to adequately select personnel to handle the incident, repeatedly requests supervisory confirmation of dispatch decisions, procrastinates until it is too late to be effective, easily intimidated by field personnel
- Deployment; fails to search for a unit to respond when recommended units are not available, reluctant to break units from lower priority calls to respond to emergencies, fails to apprise units responding into the vicinity of another emergency, dispatches a distant unit when a closer unit is available, selects inappropriate unit for the incident
- Manipulative skills; unable to use the foot pedal and type at the same time, unable to readily locate information on the status monitor, unable to concentrate on one task and selectively absorb other data
- Logging information; unable to enter information directly into the system when appropriate without first writing it on a scratch pad, unable to listen to radio transmissions and enter data at the same time, only enters minimal information
- Keyboard skills; unable to describe and satisfactorily manipulate the keyboard, lacks manual dexterity, unfamiliar with function keys
- Status keeping; fails to log all unit status changes, only enters minimal unit information

- Incident coordination; fails to keep supervisory personnel apprised of field activity, fails to keep backup units apprised of primary unit's activity, fails to initiate a Code 33 when appropriate, unaware of Code 100 procedure
- Broadcasts; fails to read the call for service before attempting to broadcast, reads every word instead of paraphrasing the text, alters the call content to make it more palatable to the field units, omits Officer Safety information, reads descriptions too quickly to comply

ACCEPTABLE
Ability to manage the rapid deployment of resources while maintaining accurate unit and call status':

- Resources; able to relate staffing and beat assignments to unit identifiers, familiar with special assignment units
- Dispatch commands; ability to utilize all dispatch commands and message formats to their full potential, selected commands appropriately reflect the unit's status, understands system responses, enters commands at an effective rate of speed
- Decision making; pursues sufficient information to adequately select personnel to handle the incident, seldom requests supervisory confirmation of dispatch decisions, takes action in an expeditious manner, generally not intimidated by field personnel
- Deployment; searches for a unit to dispatch when recommended units are not available, breaks units from lower priority calls to respond to emergencies, keeps units aware of all emergency incidents in their vicinity, generally dispatches closest units to the incident, selects the appropriate unit to handle the call for service
- Manipulative skills; able to use the foot pedal for broadcasts and type at the same time, able to readily locate information on the status monitor, ability to concentrate on one task and selectively absorb other data
- Logging information; ability to enter information directly into the system when appropriate without first writing it on a scratch pad, able to listen to radio transmissions and accurately enter data at the same time, generally enters all pertinent unit and call information
- Incident coordination; keeps supervisory personnel informed of field activity, keeps back up units informed of primary unit's activities, initiates Code 33 or Code 100 procedures when appropriate
- Broadcasts; reads call for service before attempting to broadcast, paraphrases text for good readability, always includes Officer Safety information, reads descriptions at a rate which can be easily copied

SUPERIOR
Ability to manage the rapid deployment of resources while maintaining accurate unit and call status':

- Resources; totally aware of the roster assignments for the shift, recognizes units by voice, aware of the strengths and weaknesses of the shift field personnel
- Decision making; does not request supervisory confirmation of most dispatch decisions, not intimidated by field personnel
- Deployment; always dispatches the most appropriate units

- Logging information; enters all pertinent information, keeps an accurate running log of lengthy incidents
- Status keeping; logs all unit status changes, enters all pertinent information
- Incident coordination; keeps all personnel informed of emergency incidents
- Broadcasts; always keeps the field aware of Officer Safety information

29 – TYPING/CAD SKILLS

UNACCEPTABLE

Inability to accurately input information in a manner needed to expedite information:

- Unable to type without looking at the keyboard
- Unable to maneuver around the keyboard in an expeditious manner
- Reluctant to take initiative to learn the numerous functions of the CAD system
- Inability to retain information needed to access and utilize the CAD system

ACCEPTABLE

Ability to accurately input information in an appropriate manner needed to expedite information:

- Ability to type expeditiously without looking at the keyboard
- Ability to maneuver around the keyboard accurately and in an expeditious manner
- Consistently takes the initiative to learn the numerous functions of the CAD system
- Consistently shows the ability to retain information needed to access and utilize the CAD system

30 – CONCERN FOR OFFICER SAFETY

UNACCEPTABLE

Apathetic towards Officer Safety:

- Unaware of potential hazardous conditions existing for field personnel, naïve, indifferent
- Fails to initiate action to prevent hazardous situations from arising, fails to ask appropriate questions from the reporting party
- Fails to perform welfare checks on officers
- Summarizes the situation to the point where the officer gets a false sense of security
- Fails to provide all known pertinent information
- Initially dispatches insufficient manpower to handle the incident
- Fails to respond to calling units
- Fails to initiate Code 100 procedure when emergency signal is sent by a unit
- Fails to rebroadcast unit location on field initiated incidents
- Fails to check premise history information
- Unaware of officer's location in relationship to an emergency in their vicinity

ACCEPTABLE

Demonstrates concern for Officer Safety:

- Gathers as much information possible from the reporting party relative to Officer Safety
- Provides all known pertinent information to officers

- Performs welfare checks when required
- Dispatches sufficient units to handle the incident or advises the unit of insufficient assistance
- Always rebroadcasts unit locations on field initiated incidents
- Always checks premise history

SUPERIOR

Possesses an intuitiveness regarding potential Officer Safety situations:

- Presses the reporting party for all information relative to Officer Safety
- Anticipates hazardous field activity and initiates steps to prevent same
- Adequately aware of the personalities of officers to perceive an emergency in their voice
- Apprises officers of possible related description/incident which happened earlier
- Aware of officer location in relationship to an emergency in their vicinity
- Routinely performs welfare checks on officers