ALAMEDA POLICE DEPARTMENT

Public Safety Dispatcher Training Program

INTRODUCTION

Each Public Safety Dispatcher is the product of a rigorous pre-employment selection process that evaluates a candidate's interpersonal 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 an assignment, to a two-way radio system, to the present-day Computer Aided Dispatch (CAD) system. Dispatching duties were originally handled by police officers until December 1982, when the center was transitioned to being fully staffed 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 the primary Public Safety Answering Point (PSAP) for the City of Alameda, fielding all types of calls including police, fire, and medical emergencies but is considered a police dispatch center.

PUBLIC SAFETY DISPATCHER TRAINING PROGRAM

Our goal is to develop the potential you displayed during the selection process into proficiency during the next 28 weeks. The Public Safety Dispatcher Training Program is organized in a way that will expose you to a comprehensive range of responsibilities. Our expectation is that you put forth the effort to succeed, not only in training, but every day as a Public Safety Dispatcher.

Training will be provided by experienced Public Safety Dispatchers, known as Communications Training Officers (CTOs). You will be assigned a Senior Public Safety Dispatcher, known as a Lead, who will work to ensure your day-to-day training needs are met. Your overall progress will be monitored by the Communications Manager who will provide your training assignments and adjust teaching objectives as needed.

The training program provides the basic body of knowledge needed to become a Public Safety Dispatcher for the Alameda Police Department. You will learn phone and radio procedures, how to utilize the Computer Aided Dispatch (CAD) system in conjunction with confidential criminal justice databases, local geography, and more.

Note: These training guidelines may be modified. Any recommendation to extend or remediate training will be made by the CTO, Lead, and Communications Manager.

ORIENTATION

Communications Center and Department overview.

IN-HOUSE

Modules 1, 2, and 3 focus on Communications Center fundamentals including equipment overview, incident and radio codes, geography, and call-taking principles.

NON-EMERGENCY

Modules 4, 5, and 6 focus on non-emergency call-taking and paperwork fundamentals.

911 EMERGENCY

Modules 7, 8, 9 and 10, 11, 12 focus on non-emergency call-taking, paperwork, and 911 Emergency procedures to include fire, medical, and in-progress crimes.

POLICE RADIO

Modules 13, 14, 15 | 16, 17, 18 | 19, 20, 21 and 22, 23, 24 focus on non-emergency call-taking, paperwork, 911 Emergency, and Police Radio fundamentals to include routine and emergency radio traffic.

OBSERVATION

Modules 25, 26, and 27 focus on evaluating the trainee's ability to perform all functions required of a Public Safety Dispatcher for the Alameda Police Department.

EXTENSION

Recommendation for extension can be made by the CTO, Lead, or Communications Manager for any training phase where minimum performance standards have not been met. An extension plan is assigned in 40-hour increments and focuses on areas requiring improvement.

REMEDIAL

Recommendation for remediation can be made by the CTO, Lead, or Communications Manager for any training phase where minimum performance standards have not been met. A remedial plan is assigned in 40-hour increments and focuses on areas requiring improvement.

COMMUNICATIONS TRAINING OFFICER

The Communications Training Officer (CTO) is an experienced dispatcher and essential to the success of the program. It is imperative to acknowledge that the performance of incoming dispatchers is substantially enhanced by the quality of personnel selected to staff this vital position. Each CTO is tasked with providing timely documentation of employee development, recommending permanent status, and proposing termination of probationary employees who are unable to meet performance standards. As these decisions have a lifetime impact on both the trainee and the organization, the CTO selection process is based on the candidate having:

- At least one year of experience in the Communications Center
- Completed a successful panel interview
- A current Meets Standards evaluation and on track to meet standards again
- Effective relationships with supervisors and current CTOs
- Effective stress management strategies
- An ability to distinguish between friendship and professional relationships
- A genuine desire to be a CTO and positive role model
- A strong foundational knowledge of the training materials

TRAINEE RESPONSIBILITIES

The responsibility of the trainee is to take copious notes, learn and perform assigned tasks at an acceptable level, and seek clarification when needed. While on duty, your training manual must always be readily available, as you will refer to it frequently.

CHAIN OF COMMAND

The CTO is immediately responsible for the assigned trainee. Additional supervision will follow the Chain of Command:

- Lead Dispatcher
- Communications Manager
- Bureau of Field Services Captain
- Chief of Police

DISPATCH BASICS

The fundamentals a public safety dispatcher must know before answering their first phone call for the Alameda Police Department.

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., transporting females, OC deployed, first aid initiated, etc.) A time announcement made for 0030 hours would be announced as "zero, zero, thirty hours" or for 2300 hours as "twenty-three 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	937R	290 Registrant
908D	Log off duty	937S	Stolen vehicle or property
908F	Out of service, follow up	937V	Vehicle warrant
908T	Traffic Stop	937X	Subject has possible terrorist hit
909	In service	938	Cancel last assignment
909A	In service from meal break	939	Computer system down/inoperative
909D	Log on duty	940	Contact or meet the officer or citizen
909T	In service traffic stop	940B	OFFICER NEEDS EMERGENCY HELP
910	Arrived at scene	947	AFD requesting APD assistance
912	Suspicious Circumstance	955	Stray Animal
912P	Suspicious Person	955A	Stray Animal/aggressive
912V	Suspicious Vehicle	955B	Barking Dog
914	Phone the station/person	955E	Bite Case (dog, cat, etc.)
924	Come to/at station/APD (PAB)	955F	Injured Animal
926	Give your location	968	Dead Animal
933A	Audible Alarm	968A	Inj/dead animal w/ citizen standing by
933F	False Alarm	970	Parking Problem
933S	Silent Alarm	970A	Abandoned Vehicle
933R	Robbery Alarm	988	Unable to copy transmission
933V	Vehicle Alarm	1199	*Not used by APD – Code used by agencies*
936	Warrant check		*that use the 10/11 Code system when requesting*
936P	Property check		*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   Gun in view/vehicle
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

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

CANADIAN PROVINCES

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

COMMON ABBREVIATIONS

Law enforcement frequently utilizes abbreviations, shortened forms of words or phrases, to identify common terminology and often for the purpose of speed in critical situations. Some of the abbreviations listed below are used daily.

ADW   Assault with a deadly weapon
AFD   Alameda Fire Department
AHA   Alameda Housing Authority
AHS   Alameda High School
AIO   All in Order
AKA   Also Known As
ALPR   Automated License Plate Reader
AMC   Alameda Municipal Court/Alameda Municipal Code
APB   All Points Bulletin
APD   Alameda Police Department
B&P   Business and Professions
BFI/HBI   Bay Farm Island/Harbor Bay Island
BOA   Bank of America
BWC   Body Worn Camera
CB   Callback
CDC   California Department of Corrections
CDL   California Driver's License
CL   Change Location
CIB   Central Identification Bureau
CII   Criminal Identification and Information Number
CIT   Cite/Cited/Citation
CNT   Crisis Negotiations Team
COA   College of Alameda
CPS   Child Protective Services
CTO   Communications Training Officer
DOB   Date of Birth
DOF   Direction of Flight
DUI   Driving Under the Influence
EB   Eastbound
ECC   Emergency Care Center (Alameda Hospital)
EHS   Encinal High School
EOC   Emergency Operations Center

EPO	Emergency Protective Order
ETA	Estimated Time of Arrival
F&G	Fish and Game
FCN	File Control Number
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/GSW	Gun Shot Residue/Gun Shot Wound
H&N	Harbor and Navigation
H&S	Health and Safety
HBD	Has been drinking
HR	Human Resources
IC	Incident Card
ID	Identification Bureau
IFO/IRO	In Front Of/In Rear Of
JGP	John George Psychiatric Hospital
LKA	Last Known Address
LPR	License Plate Reader
LS	Last Seen
LSW	Last Seen Wearing
LT	Lieutenant
MDT	Mobile Dispatch Terminal
MO/MOE	Modus Operandi/Method of Entry
MTF	More to Follow
MVP	Marina Village Parkway
NAS	Naval Air Station
NAT	Necessary Action Taken
NB	Northbound
OAN	Owner Applied Number
OCC	Occurred
OES	Office of Emergency Services
OIS	Officer Involved Shooting
OLN	Operator's License Number
OP	Other Party (do not use to reference a suspect)

ORI	Originating Agency Identifier
OV	On-view
P&R	Personnel and Recruiting
PAB	Police Administration Building
PC	Personnel Complaint/Penal Code/Probable Cause
PFN	Prisoner File Number
PJNL	Personal Juvenile Number Locator
P-LOT	Parking lot
PNO	Planned Non-Operation (DMV Registration Deferred)
POB	Place of Birth
POE	Point of Entry
POI	Point of Impact
PRCS	Post Release Community Supervision (Parole Information)
PU	Pickup Truck
PWT	Police Walk and Talk
RIP	Registration in Progress
RO	Registered Owner/Restraining Order
RP	Reporting Party
RTF	Report to Follow
RV	Recreational Vehicle
S or SUS	Suspect
SB	Southbound
SID	State Identification Number
SMT	Scars, Marks, Tattoos
SOW	Sent on Way
SQ	Single Query (stolen check only)
TTY/TDD	Teletypewriter/Telecommunications Device for the Deaf
TOT	Turned Over To
TRO	Temporary Restraining Order
USCG	United States Coast Guard
UTL	Unable to Locate
V OR VIC	Victim
VCU	Violent Crimes Unit
VEH	Vehicle
VM	Voicemail
WB	Westbound
W&I	Welfare and Institutions
X	Female

COMMON ACRONYMS

Law enforcement utilizes acronyms, an abbreviation formed from the initial letters of other words and pronounced as a word, to make identification swift. Some of the acronyms below will become part of your daily language.

ACRECC	Alameda County Regional Communications Center
ALCO	Alameda County
AMP	Alameda Municipal Power
ALI	Automatic Location Identifier
ANI	Automatic Number Identifier
BOLO	Be on the Lookout
CAD	Computer Aided Dispatch
CARE	Community Assessment Response & Engagement
CERT	Community Emergency Response Team
CIRT	Critical Incident Response Team
COMCEN	Communications Center
COPPS	Community Oriented Policing Preventive Services
DARE	Drug Awareness Resistance Education
ENRT	Enroute
ERV	Emergency Response Vehicle
FANON	Female Anonymous Caller
HACH	Highland Hospital
HITT	High Impact Traffic Team (replaced by STOP)
MAIT	Major Accident Investigation Team
MANON	Male Anonymous Caller
PAL	Parolee at Large
PAS	Preliminary Alcohol Screening Device
PIT	Police Intervention Tactics (spinning out cars – we are not authorized)
PSAP	Public Safety Answering Point
RAMP	Ralph Appezzato Memorial Parkway
SART	Sexual Assault Response Team
STOP	Safety Traffic Outreach Program
TRIP	Triple Query
VIN	Vehicle Identification Number

DATABASE ACRONYMS/ABBREVIATIONS

Law enforcement has access to several databases, software, and reporting systems. You will learn about each system as it pertains to the Communications Center and your responsibilities. Some are pronounced like "CAD" while others are simply an abbreviation like SVS.

ABS   Automated Boat System

ACHS   Automated Criminal History System

AFS   Automated Firearms System

APS   Automated Property System

APPS   Armed and Prohibited Persons System

ARIES   Automated Regional Information Exchange System (Contra Costa County)

AWS   Automated Warrant System (Local Bay Area Counties)

CAD   Computer Aided Dispatch

CARPOS   California Restraining and Protective Order System

CIBRS   California Incident Based Reporting System

CJIS   Criminal 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

DMV   Department of Motor Vehicles

ECaTS   Emergency Call Tracking System

III   Interstate Identification Index

MUPS   Missing and Unidentified Person System

NCIC   National Crime Information Center

NCRIC   Northern California Regional Intelligence Center

NIBRS   National Incident Based Reporting System

NLETS   National Law Enforcement Telecommunications System

RIPA   Racial and Identity Profiling Act of 2015

RMS   Records Management System (local)

SVS   Stolen Vehicle System

WPS   Wanted Persons System

RIDE-A-LONG PROGRAM

On duty ride-a-longs will be scheduled for Communications Center personnel in training at the discretion of the CTO. This component of the training program is aimed at providing familiarization with the city, sector boundaries, and police procedures. The following is a list of the requirements and expectations:

1. Ride-a-longs will be conducted with approval from the CTO, Lead, and Patrol Sergeant.
2. The trainee will be in a department uniform.
3. Ride-a-longs will not be permitted during off time while in training.
4. Only training-related materials are allowed on ride-a-longs.
5. The trainee will listen to and always follow officer instructions.
6. The trainee will ask questions when appropriate.
7. The trainee will fill out the appropriate ride-a-long form and attach a 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: _____

CTO: _____   DATE: _____

MANAGER: _____   DATE: _____

SECTOR 1

West side of Wilma Chan Way, westbound to the west edge of Alameda Point

OFFICER: _____

DATE: _____

- ☐ Naval Air Station, USS Hornet, Runways, Sofive, Skatepark, City Hall West
- ☐ Old Gymnasium (1101 West Red Line), Old Fire Station 5
- ☐ Officer's Club (641 West Red Line)
- ☐ Red Cross (K9 training location at West Midway/Rainbow)
- ☐ Bessie Coleman Center (2500 Barbers Point)
- ☐ Alameda Point Collaborative (650 West Ranger)
- ☐ Building 494 (APD evidence building - 1851 Monarch)
- ☐ Antiques Faire
- ☐ Ferry Terminals
- ☐ Main Street soccer field
- ☐ Coast Guard Housing
- ☐ Estuary Park
- ☐ College of Alameda
- ☐ Alameda Landing
- ☐ Posey & Webster Tube
- ☐ Pasta Pelican, Oakmont of Cardinal Point, Oakmont of Mariner Point
- ☐ Alameda Housing Authority
- ☐ Webster Street Business District, Bars, Hotels
- ☐ Parks
- ☐ Schools
- ☐ Post Office
- ☐ Ballena Bay
- ☐ Encinal Boat Ramp
- ☐ Summerhouse Apartments
- ☐ Fire Station 2
- ☐ Crab Cove, Crown Beach (EBRPD's jurisdiction)
- ☐ Ask officer to discuss the vehicle and portable emergency buttons

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

_____

_____

SECTOR 2

East side of Wilma Chan Way, eastbound to the west side of Park Street

OFFICER: _____

DATE: _____

- ☐ City Hall
- ☐ Library
- ☐ Parks
- ☐ Schools
- ☐ Wind River Campus
- ☐ Mastick Senior Center
- ☐ Marina Village Shopping Center
- ☐ Marinas
- ☐ Animal Shelter
- ☐ City Garage
- ☐ Grand Street Boat Ramp
- ☐ Corp Yard
- ☐ Navy Marine Reserve (2144 Clement Avenue)
- ☐ Midway Shelter (2181 Clement Avenue)
- ☐ Park Street Business District (west side)
- ☐ Fire Station 3/EOC
- ☐ Convalescent homes
- ☐ Alameda Hospital
- ☐ South Shore Shopping Center
- ☐ Alameda Municipal Court
- ☐ Ask officer to discuss the vehicle and portable emergency buttons

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

_____
_____

SECTOR 3

East side of Park Street, eastbound to the east edge of Bay Farm Island

OFFICER: _____

DATE: _____

- ☐ Park Street Business District (east side), Bars, Fire Station 1/AFD Headquarters
- ☐ Post Offices
- ☐ Bowling Alley
- ☐ Beach (EBRPD's jurisdiction)
- ☐ Parks
- ☐ Schools
- ☐ Hotels
- ☐ Bridges
- ☐ Coast Guard Island
- ☐ Blanding Shopping Center
- ☐ Convalescent homes
- ☐ Thompson Street (holiday celebration and calls regarding this location)
- ☐ Fernside Blvd. and Park St. (show where block numbers are not consecutive)
- ☐ Aeolian Yacht Club
- ☐ Bay Farm Island Bridge, Bicycle Bridge (under BFI Bridge), Bay Farm Island
- ☐ Walking trails (drivable by PD off Veterans Court)
- ☐ Harbor Bay Club
- ☐ Grandview Pavilion
- ☐ Golf Course
- ☐ Model Airplane Field, Mount Trashmore
- ☐ Water's Edge
- ☐ Harbor Bay Landing Shopping Center
- ☐ Fire Station 4
- ☐ Harbor Bay Parkway
- ☐ Old Raiders Training Camp
- ☐ Ferry Terminal
- ☐ Ask officer to discuss the vehicle and portable emergency buttons

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

_____

_____

INCIDENT TYPES

Each incident requires a Location and Incident Type. Your first assignment is familiarizing yourself with commonly used codes, understanding how they relate to the different types of crimes, and successfully identifying the difference so you can quickly generate calls for service.

TYPES OF CRIMES

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.

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.

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 (245 PC) and then may turn into a 187 if the person dies. Use 187ATT for attempt.

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>using 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). Use **SHOTS** for the report of shots heard in the area but nothing seen.

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 one's 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. Use **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, motorcycles, mopeds, and any vehicle that is registered by the California Department of Motor Vehicles. Use **10852 TAMPER WITH VEHICLE** for attempts.

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 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 commercial establishments during regular business hours with the intent to steal merchandise valued at $950 or less.

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 $950 or less.

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 or 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 the suspect knocks you down and takes your wallet that would be a strong arm robbery (211 PC).

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

503 (PC)   **EMBEZZLEMENT.** (five o three). Fraudulent appropriation of property by a person to whom it has been entrusted.

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 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 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/WEAPONS CRIMES

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

300 (WI)   **PROTECTIVE CUSTODY.** (three hundred w and i). For example, if someone finds a small child wandering the streets and we are unable to locate the parents, we will take the child into PROTECTIVE CUSTODY until the parents can be found. We would also take a child into protective custody if they were injured or required medical treatment, and a parent could not be located.

5150 (WI)   **INSANITY** (fifty-one fifty). A mentally disturbed person who poses a threat to themselves or others. Mental health crisis response calls, <u>unless</u> there is a CRIME, the subject is ARMED (includes personal body weapons), or there is ACTIVE VIOLENCE (subject is actively harming or attempting to harm someone, other than themselves) are classified as **AFD5150**. If either of the above criteria are met, the call is classified as **PD5150**. If a crime has been committed, use the appropriate call type, and include the mental health concerns in the text.

CARE TEAM
The Alameda Community Assessment Response & Engagement Team (CARE Team) was implemented on December 16, 2021, to respond to mental health calls for service. The CARE Team utilizes a mobile crisis team staffed by a licensed Paramedic and an Emergency Medical Technician (EMT) designed to provide mental health assessments and medical clearances for individuals experiencing a crisis that lean toward voluntary mental health services and are not demonstrating any violent behaviors. The CARE Team will not enforce an involuntary psychiatric hold for a community member who is not cooperative. However, CARE Team Paramedics are certified to initiate involuntary holds, but may do so with APD assistance.

AFD5150
Mental health call where the subject is not ARMED <u>and</u> there is no ACTIVE VIOLENCE. CARE Team is primary and dispatched by ACRECC. *Note, AFD5150 calls prior to June 1, 2023, were a joint CARE Team/PD response.*
PD generated requests for CARE Team are documented as AFD

PD5150

Mental health call where the subject is ARMED <u>or</u> there is ACTIVE VIOLENCE. PD is primary and CARE Team is dispatched by ACRECC for a joint response.

CALL-TAKING PROCEDURES
1. Determine if a CRIME has occurred (if yes, use appropriate call type)
2. Determine if the subject is ARMED or if there is ACTIVE VIOLENCE
    a. If YES to either, enter a **PD5150** call
    b. If NO to both, enter an **AFD5150** call
3. Document if drugs or alcohol are involved
4. Detail behaviors, actions, and statements made
5. Notify ACRECC (transfer only if pre-arrival medical attention required)
6. Advise the Patrol Supervisor of all PD5150 calls

601 (WI)   **RUNAWAY OR INCORRIGIBLE JUVENILE.** (six o one W and I). The first thing you will 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.

DISTURBANCE CALLS

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

415F   **FAMILY DISTURBANCE.** (four fifteen f). A report involving family members.

415H   **HOMELESS LIAISON.** (four fifteen h). A call for service related to homelessness.

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 14602 VC.

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 either public or private property. This includes cold reports. If just occurred, obtain full suspect vehicle/driver descriptions, direction of flight, **and notify ACRECC for medical.**

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 caller reports a reckless driver ascertain how cold it is, obtain full vehicle and driver description along with direction of travel. Specify what is reckless (e.g., speeding, swerving, etc.). If reporting party is following the vehicle advise them not to pursue 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 caller reports a drunk driver, ascertain how cold it is, obtain full vehicle and driver description along with direction of travel. If reporting party is following vehicle advise them not to 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 accidents to exchange information. **Notify CHP of all accidents 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.

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 it has 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 (e.g., 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 RP 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 RP.

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 RP must be the manager, the owner of the property, or the security guard unless there is a letter on file. The RP 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 violations (e.g., fire lane, red zone, handicap, etc.). Obtain vehicle description and plate if possible. No RP contact necessary.

970A   **ABANDONED VEHICLE.** (nine seventy a). Any vehicle parked on a city street more than 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 it if available. Notify ACRECC if medical treatment is 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.** Miscellaneous call that does not fall into one of the above incident types. Use **DOG** for Lost Dog reports.

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. **Use 911T for Text-to-911.**

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

933A **AUDIBLE ALARM.** (nine three three audible). Audible alarm ringing from a residence, business, school, etc. When these calls come in through 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, the call is cleared with disposition FA.

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 (e.g., from a bank or business). Get same details as audible. Use **933E** for 3SI Tracker electronic alarms.

933S   **SILENT ALARM.** (nine three three s). Should be reported as a silent burglary (459 PC) 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 incident type 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 incident type 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.

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 RP and OP information and the method used (e.g., gun, knife, hanging, gas, carbon monoxide, or overdose).

AVTOW   **ABANDONED VEHICLE TOW.** This incident type is used when the request for a tow is specific to the 970A violation.

BOAT   **BOAT.** Used for miscellaneous boat related incidents. Attempt to obtain the following: if the boat is docked, stranded or capsized, how many occupants are on board, the name of the boat, where the boat is birthed, owner of the boat, any visible landmarks, if the boat has an emergency beacon, if there is a flare.

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

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

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

CIRT   **CRITICAL INCIDENT RESPONSE TEAM.** 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.

DECOY   **DECOY VEHICLE.** Used to track the placement of police decoy vehicles used to deter thefts from local businesses.

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

FEL   **FELONIOUS OFFENSE.** Specify offense.

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.

IONLY   **INCIDENT ONLY.** Used for creating test calls in CAD. Incident type TEST <u>is used by RIMS only</u> as the generated incident does not display in the Incident Log.

LPR   **LICENSE PLATE RECOGNITION.** This incident type 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 police call that does not fit into any other category. Make sure in the text you explain the nature of the call.

MISD   **MISC 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. Officers will take a missing person report over the phone if the caller 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.

OD   **OVERDOSE.** Use this incident type for any intentional drug or alcohol overdose. Find out what subject overdosed on. If this just occurred, you would also contact ACRECC to have an ambulance dispatched.

OO1   **OUT ON ONE.** Use this incident type for officer initiated public contacts in the field (consensual).

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 incident type 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 message to all MOBILES and advise the Patrol Sergeant.

PERMIT   **PERMIT VERIFICATION.** This incident type is used when a caller needs their posted no parking sign(s) verified for a city issued parking permit.

PROTEST   **PROTEST.** This incident type is used for the report of a protest, generally peaceful, but where there may be a general concern about the gathering of individuals.

PWT   **POLICE WALK AND TALK.** This incident type 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 incident type 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.

SEARCH   **SEARCH WARRANT.** This incident type is used for search warrants and probation/parole searches.

SHARE911   **SHARE911.** This incident type is used to document Share911 activations. Share911 is used in schools and other facilities to quickly share emergency information by sending Lockdown, Shelter in Place, Evacuate, and All Clear messages which are monitored by the Communications Center.

SS   **SUBJECT STOP.** Use this incident type for officer initiated subject stops in the field (non-consensual).

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 has just occurred, you will also contact ACRECC to have an ambulance dispatched. Be sure to get full RP and OP information and the method used (e.g., 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.

T   **TRAFFIC STOP.** Use this incident type for officer-initiated traffic stops.

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   **TRANSPORTATION.** 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 callers to CHP or DMV.

UA   **UNLAWFUL ASSEMBLY.** Unlawful assembly may be declared only when the conduct poses a clear and present danger of imminent violence or when the demonstration or crowd is for the purpose of committing a criminal act.

WATER   **WATER INCIDENT.** Used for water incidents that police units respond to including a capsized boat or potential drowning incident in any water way (pool, lagoon, Estuary, or Bay). Consider additional required responses such as AFD, EBRPD, and/or USCG. Review Water Emergency Guide for further information.

WELFAR   **WELFARE CHECK.** We will do welfare checks on elderly persons, people with medical problems, or when 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.
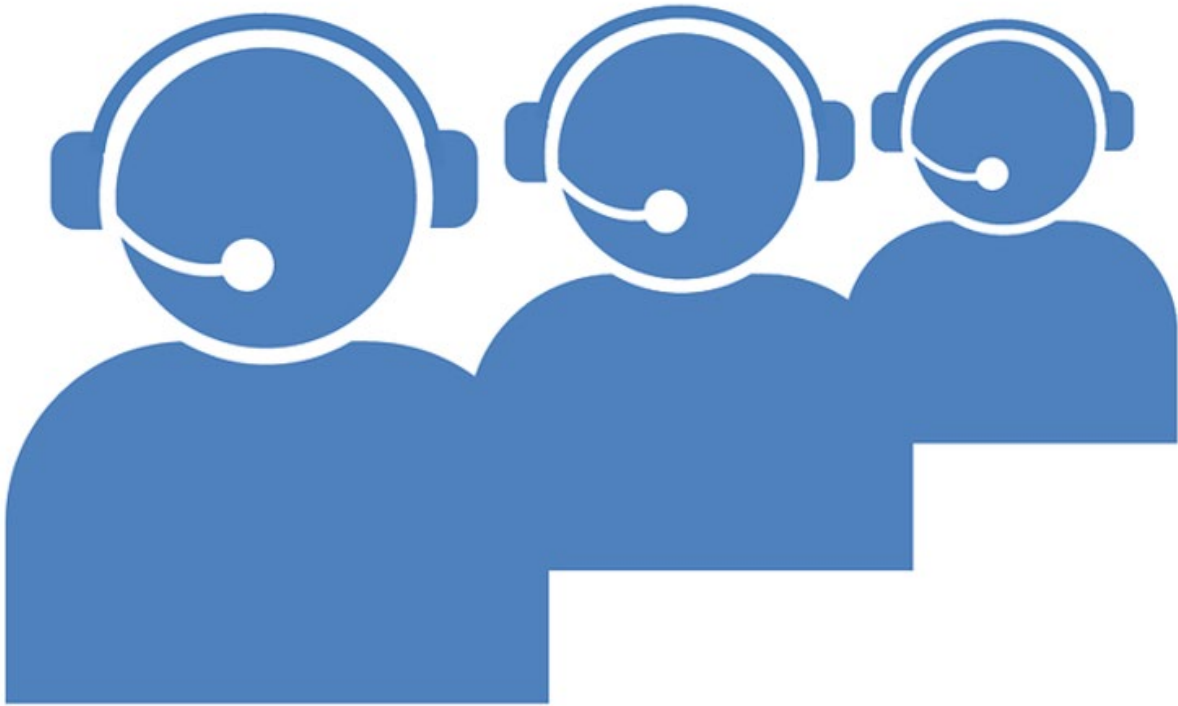
NON-EMERGENCY

Call-takers field incoming requests for public safety assistance by asking questions that determine the nature, validity, and priority of incidents. Calls requiring a public safety response are entered into the Computer Aided Dispatch (CAD) system and often include information collected from confidential criminal justice databases. The focus of this module is primarily on non-emergency call-taking. However, because emergencies can present on the administrative lines, there is a high level introduction to emergency call-taking included.

ANSWERING THE PHONE

All Admin lines shall be answered, "Good morning/afternoon/evening Alameda Police" along with your last name or badge number. All FIRE Ringdown lines shall be answered, "Alameda Police Dispatch." All other Ringdown lines, (AMP, BFI BRG, ACRECC) shall be answered, "Alameda." All Direct In (alternate emergency numbers) shall be answered, "Alameda Police" along with your last name or badge number. All 9-1-1 lines shall be answered, "9-1-1, what is your emergency?"

Public Safety Dispatchers are often the first person the public has contact with, therefore it is important that 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 "9-1-1, what is your emergency?"

ANSWER 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 always be prepared for any type of call.

ACTIVE LISTENING

It is imperative that you remain alert, focused, and engaged with each 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 on each call, even "routine" calls may become more than originally perceived. Improve active listening skills by capturing information when provided, as doing so will lessen the need to ask for information already relayed.

PERSONAL CONDUCT

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 a 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 elements of the job. To succeed, you must learn how to remain calm and courteous even 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. Your job is to try and control the conversation, directing it to relevant specifics, without appearing to hurry or criticize. As a call-taker, you have the latitude to guide callers, but this is <u>not</u> permission to raise your voice, express frustration, or use a tone that belittles or chastises them. Our goal is to always obtain information with professionalism and courtesy.

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 on them. Phrases such as, "Can you hold a moment?" or "I need to place you on hold" let callers know your intentions.

When transferring calls to another division, inform callers of the intended destination. For example, when a caller requests a copy of a police report, let them know you'll connect them with Records. If the call drops, they know what department to ask for upon calling back.

CUSTOMER SERVICE

Whether police, fire, or combined response, it is imperative that at the conclusion of each conversation, the caller has a clear understanding of what type of assistance can be expected. If a decision is made to not generate a call for service, the caller must be informed of such.

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

The caller's safety is paramount, and at times you may need to instruct them not to put themselves in harm's way. Callers should only be given instructions if they can follow them safely. As the call-taker you can only hear what is happening and cannot guarantee safety.

TELEPHONE CONVERSATIONS

Employees should be mindful that all telephone lines in the Communications Center are recorded. These recordings are discoverable by both Defense and Prosecution attorneys and are also subject to review by members of the department. Irreparable damage can be caused by a single careless remark.

EXPECTATIONS OF THE CALLER

To the caller reporting a problem, any delay is inconvenient. Extreme tact is required when explaining that critical calls for service must be handled first as a matter of public safety. Callers should be advised that an officer will respond as soon as possible and be recontacted after a delay beyond thirty minutes. Call-takers must be mindful of the time of day, impending shift changes, and may advise in advance of potential delayed response times. Most callers are receptive if the reason is properly explained. It takes a great deal of diplomacy to explain these delays and we must strive to leave the impression that we care about every caller's concern.

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 RP can provide updates for in-progress incidents involving weapons, violent situations, or threats to personal safety.
- The RP is a young child, hysterical, or requests to remain on the telephone.
- The RP can provide additional activity and/or direction of travel for in-progress property crimes (e.g., Sonitrol with voice activation and/or visual from camera).

The call-taker may hang up after the following:

- The officer contacts the RP.
- The officer or dispatcher advises that it is no longer necessary to remain on the line.
- The RP can no longer provide updates or does not want to stay on the line.

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 CALLERS

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 elsewhere 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, seek guidance from your CTO. There may be instances when you utilize the assistance of the Communications Manager, 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 entered in a timely manner. The call-taker must realize that 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 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 incident type
3. Basic information supporting the assigned incident type to allow for immediate dispatch

Once routed to the dispatcher, additional information (e.g., vehicle/suspect description, direction of travel, injuries, name/address/telephone number of RP 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 should take no longer than 30 seconds to screen and transfer to ACRECC.

When a non-emergency/routine call is received, the call-taker should process requests for information or create a call for service within three minutes whenever possible. Calls may not always fit within this time constraint due to intricacies and may take longer. 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 call-taker is to communicate effectively. It is imperative that you develop your skillset 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 personally.
- Be empathetic and show interest.
- 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 on 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 always 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 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) unit(s) will be dispatched or (2) unit(s) will not be dispatched 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 callers to another agency or resource that can assist.

CALL CONTROL	
<u>INEFFECTIVE</u>	**<u>EFFECTIVE</u>**
"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	
Where did it happen?	Who is involved?
What happened?	Weapons, drugs, alcohol involved?
When did this occur?	How did it occur?

QUESTIONING VICTIMS OF VIOLENT CRIMES

1. Understand the victim's level of fear. Your primary consideration is the victim's safety.
2. Use a calm, controlled voice. The victim's level of emotion may not correspond to the level of violence occurring.
3. Obtain the address and telephone number in the event the line is disconnected.
4. Is this physical or verbal?
5. Ask victim if they can talk freely. Use "code" to communicate if suspect is still present.
6. Use active listening techniques.

CALL-TAKER DEMEANOR

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

NON-EMERGENCY CALLS

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

1. Where did it happen? 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. What happened? 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. When did it happen? 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's 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 won't question 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, 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?** For example, if the caller is reporting a burglary in progress, ask what kind of vehicle is in the driveway or out front. Obtain color, make, and license plate when possible. It might just belong to the suspect. If they leave prior to the arrival of units, you will already have a vehicle description in the call. Always TRIP the plate.

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 eyewitness to the crime in progress, attempt to keep the caller on the telephone to provide continual and updated information for responding officers. <u>Emergency ambulance or fire calls</u>

do not normally require us to 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 calls on emergency lines must be answered immediately. Answer the call, "9-1-1, what is your emergency?" Wait for the caller to acknowledge and then begin your questioning.

1. **Where did it happen?** If outside our jurisdiction, the caller reporting a critical incident should never be told to hang up and call the correct agency. Obtain basic information and transfer caller to the correct agency, staying on the line to verify connection.
2. **What happened?** Immediately determine the nature of the call for proper prioritization. It is not unusual for call-takers to handle simultaneous critical calls. Careful evaluation must be made to accurately prioritize each one.
3. **When did it happen?** Is the crime in progress, or did it just occur? How cold?
4. **Who is involved?** Obtain suspect descriptions, including names and DOBs, if known. Description Format: race, sex, age, hair, eyes, clothing, etc. Any vehicles involved?
5. **Weapons?** Are there any weapons, if so, what kind? Are drugs or alcohol involved?
6. **How did it occur?** How was the crime committed?
7. **Stay on the line.** Keep caller on the line, whenever possible. If units have been dispatched, reassure them that units are on the way while you obtain additional details. When necessary, advise 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 when possible, do not raise your voice.

TEXT-TO-911

The Alameda Police Department deployed Text-to-911 on January 30, 2020. As the primary Public Safety Answering Point, it is important that we provide the ability to contact emergency services by text from mobile devices for the hearing or speech impaired and those who may compromise their safety making a voice call. The Short Message Service (SMS), or text message, provides wireless subscribers the ability to message using the single destination code 911. Text-to-911 provides access to emergency services and is an alternate method for reporting emergencies when traditional avenues are unavailable. Text-to-911 was deployed statewide January 1, 2021. In addition to the Text-To-911 Policy, the below Quick Reference Card is a useful tool in learning how text-to-911 integrates with your Vesta phone system. Text-to-911 is unavailable in Emergency Operations Mode.

TRANSFER AN ACTIVE TEXT CALL

1   Click **Dial Directory**.
2   Click **Text Call Transfers**.

Text Call Transfers
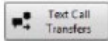
3   Perform one of the following actions:

a   To transfer the text conversation to another telecommunicator in your call center, click the name of the queue for your call center.

b   To transfer the text conversation to another agency (if you are sharing the system) click the queue for that agency.

4   Optional. Contact the other site to confirm that the text transfer was received.

RETRIEVING ABANDONED TEXT CALLS

A text call is abandoned if it has not been picked up after   minutes. The text call appearance shows the call as abandoned. The Text Calls window shows the abandoned status of a text call before it is picked up. The Text Conversations window shows the abandoned status of a text call after it is picked up.

Abandoned: Bench2
Wait Time: 01:56
Call Count: 1

▶   Click the Text call appearance or double-click the text call in the Text Call window.

▶   To contact an abandoned caller, follow your agency policy. You can call back the text caller by placing a voice call from the **Recent Calls** list or you can use an agency cell phone to send a text message.

Your agency's policy for handling abandoned text calls:

CALLING BACK A TEXT CALL

1   From the **Recent Calls** list, select the text call that you want to call back.

Text calls are indentified in the list by the text image 💬.

2   Click **Dial**.

Recent Calls							
Inbound	Outbound	Location		All	Admin	Emergency	Text
Indicators	Date	Time	CPN	Location			
☎	3/9/2017	2:45:04 PM	(571) 277-1661				
☎☎ ★	3/9/2017	2:44:40 PM	(703) 631-2057	4890 ALLIANCE DR FAIRFAX COUNTY			
☎☎ ★	3/9/2017	2:41:59 PM	(703) 631-1203	4890 ALLIANCE DR FAIRFAX COUNTY			
☎ ★	3/9/2017	2:41:40 PM	(703) 631-2057	4890 ALLIANCE DR FAIRFAX COUNTY			
☎ ★	3/9/2017	2:40:05 PM	(703) 631-2057	4890 ALLIANCE DR FAIRFAX COUNTY			
☎ ★	3/9/2017	2:37:57 PM	(703) 631-2057	4890 ALLIANCE DR FAIRFAX COUNTY			
☎ ★	3/8/2017	4:11:59 PM	(703) 631-2057	4890 ALLIANCE DR FAIRFAX COUNTY			
💬📶★	3/8/2017	1:38:35 PM	(819) 555-1111				
💬📶★	3/8/2017	11:15:32 AM	(819) 555-1111				
💬📶★	3/8/2017	8:58:01 AM	(819) 555-3333				
💬📶★	3/8/2017	8:52:32 AM	(819) 555-4444				
💬📶★	3/8/2017	8:21:22 AM	(819) 555-2222				

TRANSLATOR

There will be instances when you need to use translation services to gather information from a caller. From the VESTA 9-1-1 phone equipment, use the TRANSLATOR speed dial for both emergency and non-emergency calls. The established protocol is to speak to the translator as if speaking to the caller directly. The translator will repeat your questions and relay answers exactly as stated. Instances when you need to direct the translator to interrupt a caller must be done with tact, professionalism, and in the interest of obtaining information quickly.

TTY/TDD

Individuals who use telecommunications devices for the deaf, also known as TTY/TDDs, are provided direct access to telephone emergency services, including 9-1-1 services. When initially answering calls, follow the established phone answering procedures. However, if unable to immediately (within two attempts by voice) establish voice communications, but the line is silent (or open) or there are beeping tones, immediately initiate a TTY/TDD call response. Likewise, when a voice recording advises with a message of a TTY/TDD call, immediately respond by initiating a TTY/TDD call response. Further details on TTY/TTD listed below.

VOICE CARRY OVER

VCO is an acronym representing when a TTY/TDD caller uses their own voice to speak rather than type. The caller reads the reply from the dispatcher on the TTY/TDD screen. When a caller requests this format for their communications, the call-taker must listen to the caller speak, but then use the TTY/TDD to respond and requires a switch from voice to TTY mode on a single call.

HEARING CARRY OVER

HCO is an acronym for Hearing Carry Over when a TTY/TDD caller will listen with a telephone receiver rather than read the message. The caller types their side of the conversation. When a caller requests this format for their communications, the call-taker must use the TTY/TDD to receive the caller's message but should speak to the caller instead of typing. This method requires a switch from TTY to voice mode on a single call.

TELECOMMUNICATIONS RELAY SERVICE

On occasion, a TTY/TDD caller may use a Telecommunications Relay Service (TRS). PSAPs are prohibited from requiring callers to go through a third party (such as the TRS) to gain access to 911, however, if call-takers receive a call via a TRS it should be handled according to established

procedures for that call type. The call-taker should follow the established protocol of the TRS by speaking to the relay operator as if speaking to the caller directly and the relay operator will type exactly what is being said.

TTY/TDD ETIQUETTE

Call-takers shall use proper TTY/TDD etiquette/protocol while communicating using a TTY/TDD. Proper etiquette or protocol is as follows:

- It is extremely important to type the term GA when you are through with your statement and want a response from the person on the other end of the line. The term GA means go ahead, it's your turn to talk.
- Tone of voice is not transmitted on a TTY/TDD, so it is necessary to type the letter Q (or QQ) when asking a question (plus GA to request a response). Q GA is built into all pre-formatted questions.
- When getting ready to end the conversation, a caller may type GASK, which means I am through, do you have anything else to say?
- SKSK means, bye, I am hanging up now. The call-taker shall stay on the line with the caller as long as it is safe for the caller to do so. If it becomes unsafe for the caller to stay on the line, ask them to lay the receiver down and exit the area/building.

TTY TESTING

Call-takers are provided TTY training at least every six months. Unannounced tests to all workstations, using silent open line calls and calls transmitting TTY tones, are completed to ensure proficiency. The Communications Manager will keep record of all tests to include:

- Date and time of each call
- Identification of the workstation
- Whether the call was silent/transmitted tones
- Whether the caller received a TTY response and the content of the response
- The time elapsed and the number of rings from the initiation of the TTY call until the call-taker response by TTY
- Whether the call was processed according to standard operating procedures

To test TTY from a cell phone: Settings > Accessibility > enable Software RTT/TTY > dial 911.

GETTING TO KNOW YOUR CAD

The main RIMS window is displayed when you first sign on. The default configuration contains the five key elements of the RIMS window configuration:

1. The pull down menu items at the top referred to as the Menu Bar.
2. The work area at the top left where most RIMS windows initially display.
3. The Unit Status display (ours is split into Available and Assigned Units).
4. The Pending Incident list.
5. Message and status line at the bottom of the window. The center section is used for completion messages (displayed in blue) and error messages (displayed in red). The box at the bottom right displays the number of unviewed responses state message queries. The box at the bottom left displays the number of unviewed RIMS email messages with the color of the box representing the highest priority message (yellow, orange, red). Double-click on the status line to display the Status Updates window. Keep displayed to dynamically see all unit status changes as they occur.

Menu Bar
Employee logon information.

RIMS
Administrative utilities. Sign On/Sign Off.

People
People look up and entry.

CAD
CAD search functions.

Cases
Case Log.

Citations
Citation Log.

Vehicles
Vehicle Look Up.

Database

Miscellaneous system files.

Property

Property query and log.

Records

Miscellaneous records files.

Offenders

Offender Look Up.

Other

Miscellaneous resources.

Search

Targeted search function.

Help

Search help topics.

Command Line

While all RIMS functions are available through the menu system or mouse, many dispatchers prefer using the Command Line, function key F12. The RIMS Command Line consists of two fields. The first field, for the command code, is one character long. The second field, the data field, is where the additional information needed to complete the command is entered. When you type a command code the cursor automatically moves to the data field. Two other buttons accompany the Command Line:

1. The "I" Info button next to the Command Line lists all available commands.
2. The ▭ box next to "I" allows you to scroll through previous commands.

Pending Incidents

Displays pending calls for service.

ASSIGNED UNITS

Displays unit activity.

AVAILABLE UNITS

Displays available units.

RIMSMap

Google and RIMSMap.

Right Message Box

All CLETS returns will display in this window.

Left Message Box

All internal messages will display in this window.

CHOOSE RIMS

Each workstation has an additional icon called Choose RIMS. This launches RIMS, RIMS Training, and RIMS Tritech (data from the previous CAD system in place from 03/07/18 – 02/25/21).
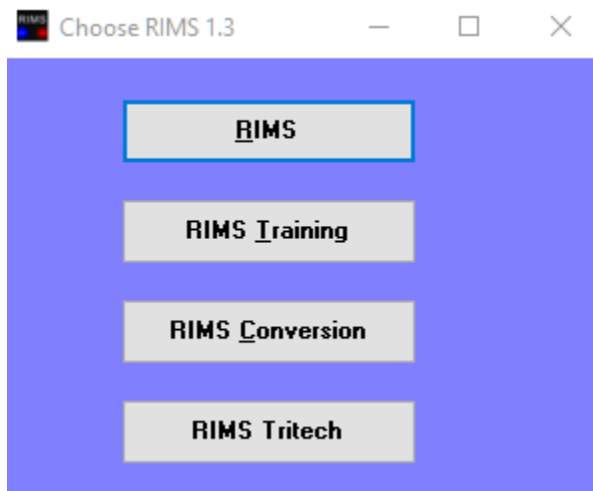
ENTERING CALLS FOR SERVICE

The following procedure will be followed by call-takers to ensure consistency in information entered into the CAD system. It is the responsibility of the call-taker to accurately complete the incident entry mask for each incident generated.

An incident 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 records purposes.

Call-takers shall refrain from using slang, racial slurs, or profanity in the text; use a generic term such as "racial epithet" to describe what the caller says. Use only approved common terms and abbreviations. Once a call is entered, while the Description can be modified, added comments cannot be altered or edited. Note, all modifications are tracked and visible in the Audit tab. Always attempt to obtain reporting party information. Include name, address, telephone number, and whether we can contact them. When RP information is obtained, it is presumed they will be contacted, unless text indicates otherwise (i.e., "NO RP CONTACT").

INCIDENT ENTRY

Location and Apt/Suite
This is where you enter the location where the incident occurred. It must be a street address, business name (known to Premises), or intersection. Enter location and tab to geo-verify.

Address format

Street address = 1555 Oak Street. Block number = .1500 Oak Street. Intersection = Oak/Lincoln. Apt/Suite = 1, A, Front, Rear, Upper, Lower, 1/2, etc. with no # sign. GPS coordinates = 37.7671779,-122.2424912.

Always verify the address and phone number

Address verification is critical to the delivery of emergency services. Nothing is worse than hanging up only to discover an address won't geo-validate.

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 (e.g., repeating each digit to clarify).

Place

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

Type

This is the incident type field. You must enter the appropriate incident type from our list. If you need assistance in choosing a code, click the drop-down tab.

Priority

This is the priority of the incident (1, 2, or 3) and is generally determined by the incident type; however, the priority can be upgraded or downgraded. The only incidents programmed as a Priority 1 are 901A, 933R, OD, and WATER. To enter a felony in progress, one that just occurred, or one that occurred within the last 10 minutes, change priority field to 1 to upgrade.

Caller

This field is where you put the name of the caller. The format is LAST, FIRST. All names are validated against a Master Person Record. When able to verify a caller is the same as a Master Person Record select it. When unable to verify, select Add as New Person. If the caller is anonymous use /FANON for female caller or /MANON for male caller. You may use /REFUSED if caller refuses to provide their name. The (/) eliminates the Master Person Record check and can be utilized during fast paced incidents when validating a name may be hazardous.

Address

This 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.

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.

RP Location

This field is used for additional details regarding the caller's location (e.g., IFO in a Blu Honda).

Description

This field is a synopsis of the incident. KEEP IT BRIEF/CONCISE. Consider what officers need to know prior to arriving, **KEEPING OFFICER SAFETY PARAMOUNT,** use the 5 Ws of call-taking:

WHERE?   Where is the incident happening? Is the RP at the scene or another location?

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

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

WHO?   Who is involved? Is there suspect information? Any vehicles 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 and the type of weapon. Are drugs or alcohol involved?

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 EYEBROWS, 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 officers looking for that subject would need the description repeated several times.

Working Description

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.

Vehicle

Used to add involved vehicle information. Only full license plates should be added, as a Master Vehicle Record is created from here. RIMS runs and attaches the plate to the call automatically.

Geo-Based Info

Beat = sector information

Area = reporting district

Source = method (T=Telephone, W=Wireless, 9=911 Landline, O=Officer Initiated, X=Text)

Save

This button sends the call for service to Pending Incidents and closes out the mask.

Cancel

This button cancels the initiated entry prior to sending to Pending Incidents.

More to Follow

This button allows you to send the call to Pending Incidents but leaves the mask open for the addition of further details.

INCIDENT NUMBER ASSIGNMENT

A unique incident number is assigned by RIMS as soon as you hit "Save" from the incident entry mask. The incident format is as follows: year+month+day+4-digit serial number for the day (YYMMDDXXXX). For example, the 14th incident for 04/19/2021 would be 2104190014:

21 is the year

04 is the month

19 is the day

0014 is the 14th incident

DISPOSITIONS

AI	All In Order	PC	Parking Citation
CA	Cancel	PO	Posted
CI	Cited	RT	Report To Follow
FA	False Alarm	SO	Sent On Way
FI	Field Interview	SU	Supplement
GO	Gone On Arrival	TE	Test
IC	Incident Card	TO	Towed Vehicle
ME	Merged	UT	Unable to Locate
NA	Necessary Action Taken	WA	Warning

*DU (Duplicate – inactivated 06/18/25)

DISPOSITION SPECIAL CIRCUMSTANCES

The **RT** disposition is most frequently used to assign a case number to an incident. However, there are times when a secondary case number is drawn, for example a collision and DUI arrest.

There are other instances where an arrest will be made but the **RT** disposition will not be used because the incident will be cleared with a **SU**. 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 case number. The incident is then closed with **SU** and a notation of the original case number is made in the call history.

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

CANCELLING INCIDENTS

Generally, incidents shall not be cancelled 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 cancelled by an alarm company representative but not a resident. If units are already on scene of an audible alarm, we do not cancel, but comments are added to the incident regarding the request rather than accepting the cancellation request.

Cold Priority 2 events that do not meet the above criteria and Priority 3 events may be cancelled 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 cancelling the event and who made the request.

DUPLICATING INCIDENTS

Duplicate this Incident allows you to copy a call. Data from the original incident (RP, Vehicle, Description and Weapon) is copied to a newly generated incident with a new date and time stamp. You can assign a different Incident Type and edit the Description, but because the other data is copied, this transaction is not appropriate for every situation. Generally, individual calls are created but below is a common scenario and the optional action to take:
  ➢ An incident requires a dual police and fire response. The police call is generated and ACRECC is notified for fire personnel. **Duplicate this Incident** is used; the Incident Type is updated to AFD and Description updated to include the advisement to ACRECC.

MERGING INCIDENTS

Merge with another Incident allows you to enter the Incident # of a related incident and merge it with another call. Data from the merged incident (RP, Vehicle, Description and Weapon) is copied to the current call and the merged incident is closed with a disposition of ME. Generally, only <u>active</u> incidents are merged. Below are a few common scenarios and the appropriate action to take:

➢ Two priority incidents are generated for the same call for service. The dispatcher assigns units to the most pressing or detailed incident. The second incident remains pending until all pertinent information is relayed. When appropriate, **Merge with another Incident** is completed to close the remaining call.

➢ Two routine incidents are generated. The dispatcher evaluates each and determines that the calls are the same and needs to keep only one. **Merge with another Incident** is completed to close the call with fewer details.

➢ A new incident is generated related to previous call for service and references the prior incident number and pertinent details. **Merge with another Incident** is <u>NOT</u> completed because any further information is accessible using <u>H</u>istory. It is imperative to retain the integrity of previously closed calls and under no circumstances would an incident be re-opened to merge details.

REOPENING INCIDENTS

Reopen immediately reopens an incident and sends it to the Pending Incident display. **Reopen Later** allows an incident to be reopened at a scheduled date and time (seldom used). Generally, incidents are not reopened. Below are a few common scenarios and the appropriate action to take:

➢ A repeat call for a previously handled incident is received. A new incident will be generated with details referencing the prior incident number.

➢ A reporting party calls back for an incident previously cancelled. A new incident will be generated.

➢ An incident requires a modification to the call for service data. Because RIMS allows for modifications without reopening the incident, most updates can be made without reopening the call for service.

CALL-TAKING GUIDES

The fundamentals covered so far are only the foundation of call-taking. The guides below provide additional information used for processing calls within our jurisdiction.

PUBLIC ASSISTANCE CALLS

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

Civil Complaints

Complaints where no crime has been committed are considered civil (e.g., property disputes). Police will respond to keep the peace where a civil disagreement could lead to a confrontation. In most other situations, callers are referred to the appropriate agency for assistance.

Sewer Calls

Follow sewer call-out procedures. Notify Public Works, enter a **CITY** call, notify PW over the radio or page if after hours, and update the call with response details.

Traffic Signals

Notify Public Works.

Power Failures

Notify Alameda Municipal Power (AMP).

Casualty Falls

Injuries that occur on City-owned property (e.g., sidewalk falls) are considered casualties. Officers are dispatched to write a casualty report. Medical shall be sent when needed.

Welfare Checks

Health or safety welfare checks on persons. Officers and/or medical dispatched.

Lockouts

Officers will assist with residential lockouts. Fire personnel will assist with vehicle lockouts with children inside or engine running. Officers 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.

Animal Calls

Animal Control handles animal related issues on public property. They generally do not handle animal matters on private property unless the animal is dangerous or poses a health hazard.

ALARMS

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

CALL-TAKING:
WHERE, WHAT, WHEN, WHO, SUPPLEMENTAL INFORMATION.

BEACHES

East Bay Regional Park District (EBRPD) must be notified of all incidents on their property: Crab Cove (1252 McKay), Crown Beach (601 Westline) and Shoreline Beach (various addresses). A Premise is on file for Crab Cove and Crown Beach but not for the beach along Shoreline because 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 Street) 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

Effective July 1, 2020, the Alameda County Sheriff's Department no longer provides law enforcement services to the College of Alameda. Alameda Police Department personnel will handle all calls for service on the campus.

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

CALL-TAKING:
If the call is of critical nature or in progress, keep the caller on the line until units arrive.

WHERE?   Place of occurrence and where complainant/victim is located for contact.

WHAT?   Sometimes difficult to ascertain due to age of child or parent emotions. Talk to a child calmly, using reassuring words they can understand.

WHEN?   Time element of crime.

WHO?   Suspect or responsible party; usually have a known suspect or responsible.

WEAPONS?   If weapon is involved, determine type.

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.

CALL-TAKING:
WHERE, WHAT, WHEN, WHO, WEAPONS, VEHICLE DESCRIPTION and DIRECTION OF TRAVEL.

MISSING PERSONS

California law requires police agencies to accept 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 RIMS as of 10/25/22 when dual MPS/AWS entries were ceased. Agencies are required to enter a missing person record into MUPS, even if the person is found before the entry is made. In such a case, enter a missing person record and immediately remove it. 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.

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

CALL-TAKING:
WHERE, WHAT, WHEN, WHO, WEAPONS, VEHICLE DESCRIPTION and DIRECTION OF TRAVEL.

SUSPICIOUS ACTIVITY

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

1. Open doors to residences or businesses
2. Sleepers in vehicles or businesses
3. Loiterers
4. Unusual noises heard
5. Subjects on roofs or in area of residences/businesses

CALL-TAKING:
WHERE, WHAT, WHEN, WHO, WEAPONS, DIRECTION OF TRAVEL.

HIT-AND-RUN ACCIDENTS

Determine injuries and notify ACRECC if fire personnel are 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, try to get a name, telephone number, and address for later contact.

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 parties to exchange information (driver's license, address, insurance, etc.) Units will be dispatched when:

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/herself 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 APD and towed at the property owner's expense. When the contacted tow company removes the vehicle, they call APD to report a Private Property Tow. The vehicle is then entered into SVS as Stored.

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

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

TRAFFIC ACCIDENTS

Police units are routinely dispatched to non-injury accidents that occur on public streets. Determine if all vehicles are still on scene. We do not accept late reported accidents unless an injury is involved. If involved vehicles have left the scene and drivers 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 whether vehicle(s) still present.

WEBSTER & POSEY TUBE INCIDENTS

The property lines of both the Webster and Posey Tube are in the middle, requiring 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 delivers traffic from Alameda to Oakland and has a pedestrian walkway. The Webster Tube delivers traffic from Oakland to Alameda and pedestrians are not allowed.

INCIDENT ENTRY SAMPLES
UNAUTHORIZED PARKING ON PRIVATE PROPERTY

Incident Entry

Location and Type

Adrs	**1328 PARK STREET**
Apt/Suite	City **ALAMEDA** Type **877**
Place	**CALIFORNIA HOTEL** Priority **3**

RP

Caller	**/JONES, FRED - MGR**
Address	Apt **101**
Phone	**510-522-1234** City St
RP Location	

Description

BLU HONDA UNK LIC.

Recommended Units

For unauthorized parking on private property the RP must be the manager, owner of property, or 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)

Incident Entry

Location and Type

Adrs	**3100 MARINA DRIVE**
Apt/Suite	City **ALAMEDA** Type **459**
Place	Priority **2**

RP

Caller	**/JONES, MARTIN**
Address	Apt
Phone	**510-522-1234** City St
RP Location	

Description

COLD.

Recommended Units

Note, minimum information is obtained from the caller. This is the same with most COLD reports. The officer will get details when they arrive 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)

Incident Entry

Location and Type

Adrs	**2201 SOUTH SHORE CENTER**
Apt/Suite	City **ALAMEDA** Type **484**
Place	**KOHLS** Priority **2**

RP

Caller	**/JOHNSON, MIKE - LOSS PREVENTION**
Address	Apt
Phone	**510-522-1234** City St
RP Location	**SECURITY OFFICE**

Description

FEMALE ADULT IN CUSTODY, NOT BEING COMBATIVE. CONTACT RP IN THE SECURITY OFFICE.

Recommended Units

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 Place field. On these calls we need to know if the person detained is male or female, adult or juvenile, and whether 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)

Incident Entry

Location and Type

Adrs	**2500 SANTA CLARA AVENUE**
Apt/Suite	City **ALAMEDA** Type **484**
Place	Priority **2**

RP

Caller	**/JONES, FRED**
Address	**1242 LINCOLN AVENUE** Apt **123**
Phone	**510-522-1234** City St
RP Location	

Description

(Hundred block.) COLD OF BICYCLE. CONTACT RP AT HOME ON LINCOLN.

Recommended Units

Notice the full RP information. In this case, the bicycle was stolen in the 2500 block 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

Incident Entry

Location and Type

Adrs	**WEBSTER STREET/BUENA VISTA AVENUE**
Apt/Suite	City **ALAMEDA** Type **484**
Place	Priority **2**

RP

Caller	**/JONES, JENNIFER**
Address	**525 BUENA VISTA** Apt **102**
Phone	**510-522-1234** City St
RP Location	

Description

10 COLD OF BIKE. SUS WM-15 BLU BBCAP, GRN SHIRT, BLU JEANS LS EB BV. LOSS IS A RED SCHWINN MTN BIKE. CONTACT RP AT HOME.

Recommended Units

4L11 **3L12**

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, timeframe, bicycle and suspect description, direction of flight, and where the RP is now.

ABANDONED VEHICLE

Incident Entry

Location and Type

Adrs	**2245 BUENA VISTA AVENUE**
Apt/Suite	City **ALAMEDA** Type **970A**
Place	Priority **3**

RP

Caller	**/SMITH, MR.**
Address	Apt
Phone	**510-522-1212** City St
RP Location	

Description

RED FORD LIC/1ABC123, PLATE 937C.

Recommended Units

2L31 **4L32**

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 can give you a license plate number, be sure to confirm the vehicle is not stolen and indicate this in the text. Note, add full vehicle information to Vehicle data fields as well.

NON-INJURY ACCIDENT

Incident Entry — □ ×

Location and Type
Adrs: SAINT CHARLES STREET/SANTA CLARA AVENUE
Apt/Suite: City: ALAMEDA   Type:
Place: Priority: 0

RP
Caller: /JONES, MARTHA
Address: Apt:
Phone: 510-337-1212   City: St:
RP Location: PASSING BY

Description
2 VEHS INV BLOCKING TRAFFIC. #1 BLU ACURA, #2 RED FORD PU. RP WITNESS ONLY.

Recommended Units

Sometimes we get several calls on the same incident. <u>ALWAYS</u> ask if there are any injuries. NEVER assume that since the first person 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 pertinent information, such as how many vehicles involved, brief descriptions, if they're blocking traffic, is someone trapped inside, etc. Sometimes vehicles pull off the road and are in a parking lot. Include this information otherwise officers may not be able to locate the parties.

INJURY ACCIDENT

Incident Entry — □ ×

Location and Type
Adrs: 2245 BUENA VISTA AVENUE
Apt/Suite: City: ALAMEDA   Type: 901A
Place: Priority: 1

RP
Caller: /SMITH, JANE
Address: Apt:
Phone: 510-555-1212   City: St:
RP Location:

Description
VEH VS PED. RP IS DRIVER OF RED MAZD. ACRECC NOTIFIED.

Recommended Units
2L31   4L32

If you have a reported injury accident, use incident type 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

Incident Entry — □ ×

Location and Type
Adrs: 1224 LINCOLN AVENUE
Apt/Suite: City: ALAMEDA   Type: 933A
Place: Priority: 2

RP
Caller: /BAY ALARM
Address: Apt:
Phone: 800-470-1000   City: St:
RP Location:

Description
WILLIAMS RESIDENCE 510-522-1234, INTERIOR MOTION DETECTOR, RESPONDER PENDING.

Recommended Units

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 premise phone number. 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

Incident Entry

Location and Type

Adrs: **1223 LINCOLN AVENUE**

Apt/Suite: City: **ALAMEDA**   Type: **WELFAR**

Place: Priority: **2**

RP

Caller: **/JONES, FRED**

Address: **987 EAGLE**   Apt:

Phone: **510-522-1234**   City: St:

RP Location:

Description

RP REQ CHECK ON WILLIAMS, EDNA WF-90 WHO HAS BEEN VERY ILL LATELY. OP SHOULD BE HOME BUT HASN'T BEEN ANSWERING THE PHONE (510-523-5667). NO ANS ON CALL TO RES. OP DOES NOT DRIVE AND LIVES ALONE.

Recommended Units

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 all information that might help the responding officer decide whether they should force entry or not. Check address, name, and phone number for history 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 number of additional duties which are evergrowing. Below are a few of the systems monitored or utilized on a daily basis.

FLOCK

Flock Safety is a web-based program used to capture license plates and vehicle data from license plate readers positioned throughout the city. Communications Center personnel monitor alerts from the CAD terminals and generate corresponding calls for service.

3SI

3SI Tracker Tool is a web-based program used by businesses to monitor smoke and dye GPS tracking devices concealed in bait money and merchandise that activate when the device is moved. Communications Center personnel monitor alerts from the COMM Computer and generate corresponding calls for service. 3SI must remain logged in at all times using the general communic login and password.

SHARE911

Share911 is a web-based mass notification system utilized by schools and City departments to notify of emergency situations. Communications Center personnel monitor alerts from the COMM Computer and generate corresponding calls for service. Share911 must remain logged in at all times using the communic email address and password.

Ideally, a 911 call would be initiated whenever a police response was needed. However, one of the Share911 broadcast alerts may be activated first in an effort to notify staff of a situation:

1. Lockdown: Immediate threat on or near school/facility.
2. Shelter in Place: Police or Fire incident near or around school/facility.
3. Evacuate: Immediate need to vacate premises.
4. Safety Check: Request to provide status.
5. All Clear: Clear to resume normal activity.

AC ALERT

AC Alert is an emergency notification system used within Alameda County for outbound telephone, email, and text notifications. During your training, you may encounter instances when community notifications are required to all or portions of the community.

VEOCI

Veoci is an emergency notification system used within the City of Alameda for outbound telephone, email and text notifications. During your training, you may encounter instances when internal notifications are required to department personnel, such as an emergency schedule recall or a Critical Incident Response Team (CIRT) callout. Veoci is also used to notify the Community Emergency Response Team (CERT), a nationally supported organization through the Federal Emergency Management Agency (FEMA), that is used to coordinate search and rescue or other disaster responses.

RIMS CASES

RIMS Cases is where police reports, supplements, and attachments pertaining to documented reports are stored. Department personnel may access information on a need-to-know basis for historical or statistical reasons or when necessary to complete daily tasks. During training you will also learn how to write a supplemental police report.

DAILY BULLETIN

Communications Center personnel are responsible for preparing the Daily Bulletin each day. Instructions detailed below and located in the Communications Center Resource Manual.

Before getting started review the following guidelines:
1. Dates typed without slashes (/) or dashes (-). Example: 040319

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. 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, April 4, 2019, start the 60-day count beginning with Friday, April 5th. 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 Thursday.

3. 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, April 4, 2019, start the 60-day count beginning with Friday, April 5th. It's okay to count holidays as part of the 60 business days. However, if the court date falls on a holiday use the next business day.

4. Run stolen vehicles to confirm 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 Missing Persons and Runaways to confirm subjects are still outstanding. If a subject has returned and is no longer in MUPS 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 allow more time.

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 added. Example: Williams #600 20-1234 0403

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

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

10. Print (1) copy for the Daily Bulletin clipboard in ComCen.

11. Use COMMUNIC email account to send DBRF
    - Create new email
    - To = POLICE
    - Subject Line = Daily Bulletin 120221 (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
    - Select 2021 Daily Bulletin (or appropriate year)
    - Select the current month
    - Select the date to be sent out

NON-EMERGENCY QUIZZES

QUIZ 1	INCIDENT TYPES	IN-HOUSE (1, 2, 3)
QUIZ 2	INCIDENT TYPES	IN-HOUSE (1, 2, 3)
QUIZ 3	INCIDENT TYPES	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	INCIDENT TYPES	IN-HOUSE (1, 2, 3)
QUIZ 9	GEOGRAPHY	IN-HOUSE (1, 2, 3)
QUIZ 10	INCIDENT TYPES	IN-HOUSE (1, 2, 3)
QUIZ 11	INCIDENT TYPES	IN-HOUSE (1, 2, 3)
QUIZ 12	GEOGRAPHY	IN-HOUSE (1, 2, 3)
QUIZ 13	INCIDENT TYPES & RADIO CODES	IN-HOUSE (1, 2, 3)
QUIZ 14	INCIDENT TYPES	NON-EMERGENCY (4, 5, 6)
QUIZ 15	GEOGRAPHY	NON-EMERGENCY (4, 5, 6)
QUIZ 16	INCIDENT TYPES & RADIO CODES	NON-EMERGENCY (4, 5, 6)
QUIZ 17	INCIDENT TYPES & RADIO CODES	NON-EMERGENCY (4, 5, 6)
QUIZ 18	INCIDENT TYPES & RADIO CODES	NON-EMERGENCY (4, 5, 6)
QUIZ 19	RADIO CODES	NON-EMERGENCY (4, 5, 6)
QUIZ 20	GEOGRAPHY	NON-EMERGENCY (4, 5, 6)

QUIZ 1 - INCIDENT TYPES

Identify the following Incident Types:

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 _____   AFD5150 _____

459 _____   653M_____

OUTASS _____   RECVEH _____

212.5 _____   215 _____

QUIZ 2 - INCIDENT TYPES

Identify the following Incident Types:

415 _____ 415F _____

415J _____ 415N _____

417 _____ 459 _____

470 _____ 484 _____

487 _____ PD5150 _____

594 _____ 601WI _____

647B _____ 647F _____

653M _____ 901 _____

647H _____ 496 _____

901A _____ 148 _____

647I _____ SUICID _____

14601 _____ TRFHAZ _____

243 _____ 968 _____

166-4 _____ 246 _____

187 _____ FEL _____

187ATT _____ 368 _____

ROAD _____ AGENCY _____

WATER _____ PERMIT _____

BOAT _____ TARA _____

QUIZ 3 - INCIDENT TYPES

Identify the following Incident Types:

912P _____

933R _____

968 _____

243E1 _____

DOA _____

415 _____

LWRNT _____

912V _____

417 _____

273A _____

MISC _____

SUICID _____

912P _____

532 _____

1199 _____

933A _____

933V _____

459 _____

970A _____

594 _____

955E _____

OWRNT _____

933S _____

11550 _____

912 _____

MISPER _____

WELFAR _____

940B _____

459V _____

459.5 _____

QUIZ 4 - 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 6 - 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 - INCIDENT TYPES

Identify the following Incident Types:

8-7.7 _____   8-7.9 _____

22500E _____   22500F _____

970 _____   970A _____

20002 _____   20001 _____

23152 _____   901 _____

901A _____   DOA _____

TRFHAZ _____   SUBP _____

FPROP _____   CITY _____

MISPER _____   CAS _____

SEARCH _____   TSO _____

ANIMAL _____   AFD _____

CIRT _____   MISC _____

ATSUIC _____   SUICID _____

WELFAR _____   OD _____

AMC _____   NARC _____

AVTOW _____   CIVIL _____

14601 _____   594 _____

QUIZ 9 - GEOGRAPHY

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

PARK ST/OTIS		THOMPSON FIELD	
LINCOLN/5TH		WOOD MIDDLE SCHOOL	
FRANKLIN SCHOOL		LINCOLN PARK	
PARK STREET BRIDGE		KRUSI PARK	
WEBSTER TUBE		EDISON SCHOOL	
MAYA LIN SCHOOL		BAY FARM ISLAND BRIDGE	
LOVE SCHOOL		POSEY TUBE	
GROVE/JACKSON		ATLANTIC/WEBSTER	
REGENT/SAN JOSE		4TH/MARSHALL	
WEST TOWER/LEXINGTON		SOUTHSHORE CENTER	
LITTLEJOHN PARK		HIGH STREET BRIDGE	
ENCINAL BOAT RAMP		8TH/SANTA CLARA	
BUENA VISTA/WOOD		USS HORNET	
GRAND STREET 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 POLICE DEPARTMENT	
NAVY/MAIN		MARINA VILLAGE SHOPPING CENTER	
HARBOR BAY LANDING SHOPPING CENTER		TILDEN/BUENA VISTA	

QUIZ 10 - INCIDENT TYPES

Identify the following Incident Types:

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

459	_____	487	_____
10851	_____	211	_____
415	_____	602L	_____
OUTASS	_____	OWRNT	_____
FEL	_____	MISD	_____
955E	_____	RECY	_____
TRANS	_____	TOW	_____
PWT	_____	947	_____
FWORKS	_____	AIRCRH	_____
LWRNT	_____	BOAT	_____
BOLO	_____	911	_____
NARC	_____	968	_____

QUIZ 11 - INCIDENT TYPES

Identify the following Incident Types:

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

459	_____	487	_____
10851	_____	211	_____
OUTASS	_____	MISD	_____
OWRNT	_____	FEL	_____
955E	_____	187	_____
RECY	_____	RECVEH	_____
TRANS	_____	TOW	_____
PWT	_____	207	_____
FWORKS	_____	BP	_____
LWRNT	_____	BOAT	_____
BOLO	_____	911	_____
NARC	_____	968	_____
470	_____	484	_____
496	_____	530.5	_____
532	_____	602L	_____
374	_____	166-4	_____
WATER	_____	CIVIL	_____

QUIZ 12 - GEOGRAPHY

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

ENCINAL HIGH SCHOOL		WILLIE STARGELL/MARINER SQUARE LOOP	
CENTRAL/WILLOW		CROWN BEACH	
WESTLINE/OTIS		BALLENA ISLE MARINA	
DAYTON/PARU		PADEN SCHOOL	
MCKINLEY PARK		RITTLER PARK	
CHOCHENYO PARK		PACIFIC MARINA	
ALAMEDA MARINA		MASTICK SENIOR CENTER	
DOG PARK (WESTLINE)		LINCOLN/OAK	
COLLEGE OF ALAMEDA		ALAMEDA MUNICIPAL POWER	
RUBY BRIDGES SCHOOL		FRUITVALE BRIDGE	
GODFREY PARK		SHORELINE PARK	
TILLMAN PARK		GRAND/SHORELINE	
CHESTNUT/ENCINAL		AMELIA EARHART SCHOOL	
WEST HORNET/SKYHAWK		OLD CASTLE/TIPPERARY	
OAK/POWELL		ORION/WEST TRIDENT	
MAIN/SINGLETON		ROBERT DAVEY/PACKET LANDING	
AUGHINBAUGH/MECARTNEY		DOC HARRINGTON PARK	
MARINA/WINDSOR		NORTHWOOD/GIBBONS	
TOWATA PARK		CHUCK CORICA GOLF COURSE	
MECARTNEY/BAYWOOD		HIGH/ENCINAL	

QUIZ 13 - INCIDENT TYPES & RADIO CODES

Identify the following Incident Types and Radio 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	_____
ANIMAL	_____	AFD	_____
CIRT	_____	MISC	_____
ATSUIC	_____	SUICID	_____
WELFAR	_____	OD	_____
AMC	_____	NARC	_____
AVTOW	_____	CIVIL	_____
14601	_____	594	_____

459	_____	487	_____
10851	_____	211	_____
OUTASS	_____	OWRNT	_____
FEL	_____	MISD	_____
955E	_____	RECY	_____
RECVEH	_____	TRANS	_____
TOW	_____	PWT	_____
LWRNT	_____	BOAT	_____
BOLO	_____	911	_____
NARC	_____	968	_____
947	_____	484	_____
470	_____	530.5	_____
532	_____	602L	_____
374	_____	166-4	_____
WATER	_____	CIVIL	_____
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	_____

QUIZ 14 - INCIDENT TYPES

Identify the following Incident Types:

10851	_____	OD	_____
20002	_____	220	_____
20001	_____	601WI	_____
22500E	_____	UA	_____
22500F	_____	PROTEST	_____
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	_____

QUIZ 15 - GEOGRAPHY

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

Location		Location	
WILMA CHAN/EAGLE		SHERMAN/CENTRAL	
WIND RIVER CAMPUS		CITY HALL WEST	
CITY HALL		LOWER WASHINGTON PARK	
CENTRAL/PAGE		HAIGHT/LINDEN	
WOODSTOCK PARK		OTIS/HIGH	
BARNHILL MARINA		VERSAILLES/MARINA	
BUENA VISTA/WEBSTER		GRAND STREET BOAT RAMP	
RALPH APPEZZATO/MAIN		MAIN LIBRARY	
OTIS SCHOOL		HARBOR BAY/DOOLITTLE	
CRAB COVE		LONGFELLOW PARK	
GRAND MARINA		CLEMENT/GRAND	
UPPER WASHINGTON PARK		HIBBARD/LINCOLN	
BLANDING/PARK		CYPRESS/2ND	
ISLAND HIGH SCHOOL		WEBSTER/LINCOLN	
VIKING/WEST PACIFIC		CROLLS GARDEN/CENTRAL	
FERRY POINT/WEST TICONDEROGA		WOODSTOCK CHILD DEVELOPMENT CENTER	
ISLAND/VETERANS		WEBER/CENTRAL	
ALAMEDA LANDING		SAN ANTONIO/BAY	
CEDAR/CLINTON		TODD/WEST ESSEX	
NASON/BUENA VISTA		WESTLINE/SHORELINE	

QUIZ 16 - INCIDENT TYPES

Identify the following Incident Types:

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

QUIZ 17 - INCIDENT TYPES & RADIO CODES

Identify the following Incident Types and Radio Codes:

417   _____

242   _____

273.5   _____

530.5   _____

601WI   _____

904   _____

Code 33   _____

Code 10   _____

Code 1   _____

Code 11   _____

Code 9   _____

Code 34   _____

415F   _____

148   _____

904   _____

940   _____

20002   _____

647F   _____

243E1   _____

422   _____

245   _____

940   _____

947   _____

Code 4   _____

Code 3   _____

Code 5   _____

Code 6   _____

Code 8   _____

415N   _____

901   _____

11350   _____

910   _____

RECVEH   _____

23152   _____

QUIZ 18 - INCIDENT TYPES & RADIO CODES

Identify the following Incident Types and Radio Codes:

647B	_____	647H	_____
459	_____	594	_____
10851	_____	374	_____
220	_____	314	_____
PD5150	_____	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	_____

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_____

QUIZ 20 - GEOGRAPHY

Geography - Use RIMSMap or ArcGIS to identify the Sector, Beat, and Area:

LOCATION	SECTOR	BEAT	AREA	LOCATION	SECTOR	BEAT	AREA
PARK ST/OTIS				THOMPSON FIELD			
LINCOLN/5TH				WOOD MIDDLE SCHOOL			
FRANKLIN SCHOOL				LINCOLN PARK			
PARK STREET BRIDGE				KRUSI PARK			
WEBSTER TUBE				EDISON SCHOOL			
MAYA LIN SCHOOL				BAY FARM ISLAND BRIDGE			
LOVE SCHOOL				POSEY TUBE			
GROVE/JACKSON				ATLANTIC/WEBSTER			
REGENT/SAN JOSE				4TH/MARSHALL			
WEST TOWER/LEXINGTON				SOUTHSHORE CENTER			
LITTLEJOHN PARK				HIGH STREET BRIDGE			
ENCINAL BOAT RAMP				8TH/SANTA CLARA			
BUENA VISTA/WOOD				USS HORNET			
GRAND STREET 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 POLICE DEPARTMENT			
NAVY/MAIN				MARINA VILLAGE SHOPPING CENTER			

NON-EMERGENCY WORKSHEETS

WORKSHEET - STATUTES AND CODES	NON-EMERGENCY (4, 5, 6)
WORKSHEET - IDENTIFY THE INCIDENT	NON-EMERGENCY (4, 5, 6)
WORKSHEET - TRUE OR FALSE	NON-EMERGENCY (4, 5, 6)
WORKSHEET - INCIDENT ENTRY	NON-EMERGENCY (4, 5, 6)
WORKSHEET - ARE YOU PREPARED?	NON-EMERGENCY (4, 5, 6)

WORKSHEET - STATUTES AND CODES

A statute implies a law enacted by a legislative body. The code refers to the specific violation.

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, dictates law regarding possession and dispensing of federally restricted drugs.

BUSINESS & PROFESSIONS

Deals with the legislation that regulates business operations, 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, 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 _____

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 training. The 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 training that may be reviewed during the program.

148   _____

148.1   _____

148.9* _____

166-4   _____

187   _____

207   _____

211   _____

220   _____

242   _____

243   _____

243D   _____

245   _____

246   _____

261   _____

273A   _____

273D   _____

273.5   _____

459   _____

459V   _____

278.5   _____

288   _____

288A   _____

314   _____

374   _____

417   _____

451   _____

470   _____

484   _____

487   _____

496   _____

594   _____

532   _____

WELFARE AND INSTITUTIONS

300   _____
601   _____
602   _____
5150   _____

HEALTH AND SAFETY CODES

11350   _____
11550   _____

ALAMEDA MUNICIPAL CODES

8-7.7   _____
8-7.9   _____
8-7.11   _____

VEHICLE CODES

10851   _____
14601   _____
20001   _____
20002   _____
22500E   _____
23103   _____
23152   _____

WORKSHEET - IDENTIFY THE INCIDENT

Determine the correct incident type for each call for service:

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

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

3. Caller states a blue Ford has broken down in 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 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 his vehicle was broken into and his $900 stereo was stolen. _____

8. Caller states when he went out to his vehicle this morning, he noticed another vehicle had backed into his causing $200.00 in damage. The other vehicle is gone. _____

9. Caller is the Principal of Love School. She states 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 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. _____

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 hears loud music from the apartment below his.   _____

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

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

20. Caller reports that someone parked a vehicle on the sidewalk in front of his residence that is creating a hazard for the kids riding bikes outside.   _____

WORKSHEET - TRUE OR FALSE

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

2. F4 is the 10-28 mask and checks 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 is entered by the incident 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 caller.   **T   F**

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

8. South Shore 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 used to enter a vehicle as stolen is located by launching F9 CLETS.   **T   F**

11. You use the F4 10-28 mask to get a registration check on a moped.   **T   F**

12. The Bay Farm Island Bridge is west of Park St.   **T   F**

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

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

15. 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**

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

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

WORKSHEET - INCIDENT ENTRY

Fill out the incident entry mask with the correct information.

Audrey Farber is calling from 2432 Buena Vista #302. Her phone number is 510-522-1234. She states yesterday she came home to find several bags of garbage over her fence. She went through the garbage and determined it belongs to her neighbor Mr. Jones at 2436 Buena Vista. Yesterday evening she saw him watering his front yard and she walked over to confront him about the trash. Mr. Jones called her several names and sprayed her with a hose. He told her to never set foot on his property again or she would regret it.

Location and Type				RP	
Location				Caller	
Apt/Suite	City **ALAMEDA**	Type		Address	Apt
Place		Priority **0**		Phone City St	
				RP Location	

Description	Recommended Units

BAY ALARM 800-470-1000 is reporting a burglar alarm at the Nelson Residence at 1923 Central. The phone number 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.

Location and Type				RP	
Location				Caller	
Apt/Suite	City **ALAMEDA**	Type		Address	Apt
Place		Priority **0**		Phone City St	
				RP Location	

Description	Recommended Units

A man calls to report a three-car accident that just happened at the intersection of Santa Clara and Oak. 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.

Location and Type				RP	
Location				Caller	
Apt/Suite	City **ALAMEDA**	Type		Address	Apt
Place		Priority **0**		Phone City St	
				RP Location	

Description	Recommended Units

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 #Lower, 510-522-7778. The bicycle is a boys 18 speed, red with a black seat 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 bike. Chuck denies taking part in the theft. A police report was taken at the time. Now Chuck keeps calling Hugh threatening to beat him up because Hugh told the police that he was a possible suspect. Mr. Rotundo says he is getting tired of receiving these threats and he will get a gun and shoot Chuck if he doesn't stop calling.

Location and Type

Location			
Apt/Suite	City **ALAMEDA**	Type	
Place		Priority **0**	

RP

Caller		
Address		Apt
Phone	City	St
RP Location		

Description

Recommended Units

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

Location and Type

Location			
Apt/Suite	City **ALAMEDA**	Type	
Place		Priority **0**	

RP

Caller		
Address		Apt
Phone	City	St
RP Location		

Description

Recommended Units

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.

Location and Type
- Location:
- Apt/Suite: City **ALAMEDA**   Type:
- Place: Priority **0**

RP
- Caller:
- Address: Apt:
- Phone: City: St:
- RP Location:

Description

Recommended Units

Susan Smith calling from 542 Taylor #Upper, 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 in the door. Her TV, toaster, and microwave are missing. She says a few days ago she noticed a suspicious man hanging around her neighborhood. He was 25-35 years old wearing a red baseball cap, a white T shirt, and green shorts. She thinks he might be the responsible.

Location and Type
- Location:
- Apt/Suite: City **ALAMEDA**   Type:
- Place: Priority **0**

RP
- Caller:
- Address: Apt:
- Phone: City: St:
- RP Location:

Description

Recommended Units

Mr. Albert Haynsworth 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. Haynsworth 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. Haynsworth sees what looks like a Black male wearing a green shirt going into their backyard.

Location and Type
- Location:
- Apt/Suite: City **ALAMEDA**   Type:
- Place: Priority **0**

RP
- Caller:
- Address: Apt:
- Phone: City: St:
- RP Location:

Description

Recommended Units

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 aliens 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, 5 feet tall, wearing a green dress and much too much makeup for this time of day. Miss Wainscott does not want contact.

Location and Type
Location
Apt/Suite   City **ALAMEDA**   Type
Place   Priority **0**

RP
Caller
Address   Apt
Phone   City   St
RP Location

Description

Recommended Units

Betty Jones lives at 1427 Sherman #F, 510-523-7744. She works part time at Kohl's at 2201 South Shore Center, 510-865-4488. Mrs. Jones states 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 2019 Nissan Altima 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 left his golf clubs in the trunk. His name is Mike Tracy. He lives at 2264 Pacific, 510-522-2277. The clubs are worth $750.00.

Location and Type
Location
Apt/Suite   City **ALAMEDA**   Type
Place   Priority **0**

RP
Caller
Address   Apt
Phone   City   St
RP Location

Description

Recommended Units

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. Mr. Benson parked his blue 2015 Ford Taurus license plate ABC123 in front of Sarah's house at about midnight. He had his laptop in the trunk and when he went back to his vehicle this morning, he noticed that during the night someone backed into his vehicle causing major front end damage. Mr. Benson has been unable to locate the other car. He would like to make a report and is waiting at the front counter.

Location and Type

Location					
Apt/Suite		City **ALAMEDA**	Type		
Place			Priority **0**		

RP

Caller			
Address			Apt
Phone		City	St
RP Location			

Description

Recommended Units

WORKSHEET - ARE YOU PREPARED?

BFJ	_____	HMA	_____
ANI	_____	ID	_____
APB	_____	IFO	_____
APS	_____	IRO	_____
BBCAP	_____	LIC	_____
BMA	_____	LKA	_____
BOLO	_____	GRY	_____
LS	_____	OFC	_____
CAD	_____	LSW	_____
CLETS	_____	MC	_____
DL	_____	MDT	_____
DOB	_____	MO	_____
DOF	_____	MOE	_____
DOJ	_____	OP	_____
POE	_____	T	_____
USCG	_____	POI	_____
RP	_____	UNK	_____
RO	_____	UTL	_____
SUSP	_____	TDD	_____
ADW	_____	VEH	_____
VIN	_____	WMJ	_____

ABBREVIATED SENTENCES

RP reports a WMA loitering IFO her residence LSW a red BBCAP.

_____

_____

RP requests a PERMIT verification; he will be standing IRO his address.

_____

_____

RP reports a theft of bicycle just occ., susp is a WMA "Badboy" LSW Blu sweatshirt, jeans, LKA 1555 Oak St., Loss is a Whi mountain bike, no weapons, DOF NB Park from San Jose.

_____

_____

CRIMINAL LAW

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

DEFINITION

Crime:

_____

_____

CLASSIFICATION OF CRIMES

Felony:

_____

_____

Misdemeanor:

_____

Infraction:

_____

_____

PERSONS INVOLVED IN CRIMES

Complainant:

_____

Victim:

_____

Subject:

_____

Suspect:

_____

Witness:

_____

COMMONLY USED ABBREVIATIONS

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

Abbreviations are used in call-taking because they are more expedient and use less space in the incident entry mask. Dispatchers are taught the same abbreviations for uniformity.

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

COLORS

Beige	_____	Maroon	_____
Black	_____	Multicolor	_____
Blue	_____	Orange	_____
Dark Blue	_____	Yellow	_____

Light Blue	_____	Purple	_____
Brown	_____	Red	_____
Gold	_____	White	_____
Green	_____	Tan	_____
Silver	_____	Gray	_____

Some less frequently used vehicle colors, aluminum, chrome, bronze, copper, ivory, and turquoise can 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 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 these 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 Street Bridge: _____

_____

KEYBOARD FAMILIARITY   X IF COMPLETED

Put the cursor in the Command Line   _____
Recall a unit   _____
Pull up a call history   _____
Print the call history   _____
Receive your message (your trainer will send you one)   _____
Run a DL check for Annie Driver 07/06/45   _____
Check an address for premise history   _____
Retrieve information for all the 415 calls for the day   _____
Run license plate BBB123   _____
Run a People check for Annie Driver 07/06/45   _____
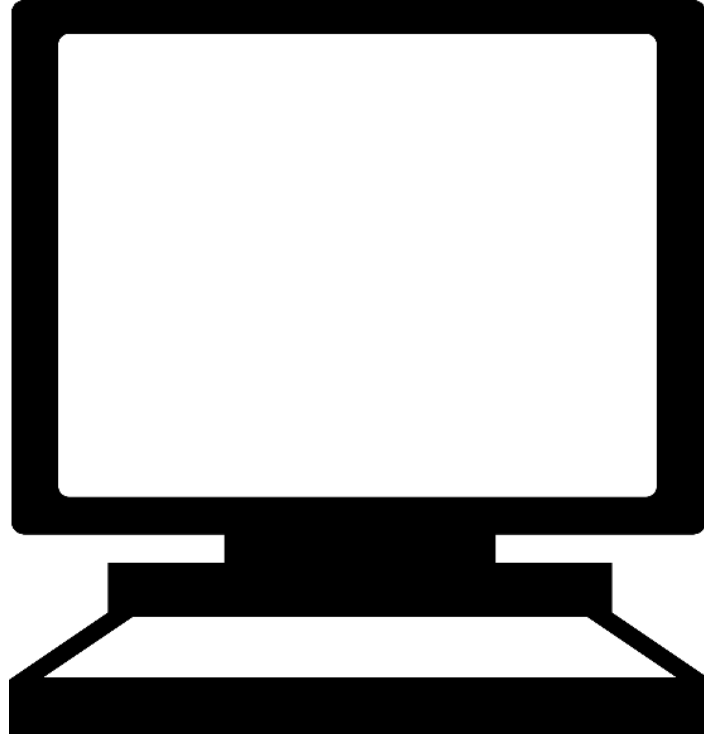
CLETS / PAPERWORK

The California Law Enforcement Telecommunications System (CLETS) is a computerized high-speed message switching system used by law enforcement and criminal justice agencies to access law enforcement information. Files from 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) have all been made available to law enforcement since 1970 from the CLETS.

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 nationwide basis. Dispatchers are not required to fully understand the technology behind CLETS but must be mindful of the vast amount of information readily accessible when using the system.

Using preformatted forms in CAD, dispatchers query and enter data into various systems governed by the California Department of Justice (DOJ) housed in the Criminal Justice Information System (CJIS) to include:

1. Stolen Vehicle System (SVS)
2. Automated Boat System (ABS)
3. Wanted Persons System (WPS)
4. Automated Firearms System (AFS)
5. Automated Property System (APS)
6. California Restraining and Protective Order System (CARPOS)
7. Missing Persons System (MPS)
8. Unidentified Persons System (UPS)
9. Sex and Arson Registration File (SAR)
10. Supervised Release File (SRF)
11. Criminal History System (CHS)

CLETS is used in conjunction with the Automated Warrant System (AWS) to obtain the maximum amount of information in a short period of time. Counties that contribute to and use AWS are Alameda County, San Francisco County, Santa Clara County, and San Mateo County.

All inquiries into CLETS are on a right-to-know, need-to-know basis, are not for public information, and are recorded by the Department of Justice.

Right-to-know - The right to obtain the CA DOJ or the FBI information pursuant to court order, statute, or decisional law by an authorized user with an Operator ID.

Need-to-know - The necessity to obtain the CA DOJ or the FBI information to execute official responsibilities for an authorized purpose.

CLETS Network Diagram

CLETS
- CJIS (DOJ)
- DMV (State)
- FBI NCIC
- NLETS (Interstate)

CJIS (DOJ)

Armed & Prohibited Persons – System
Automated Archive System
Automated Boat System
Automated Criminal History - System
Automated Firearms System
Automated Property System
CA Restraining & Protective - Order System
CA Sex & Arson Registry
Criminal History System
Manual Criminal History
Mental Health Firearm - Prohibition System
Name and Number Inquiry
Missing & Unidentified Persons - System
Stolen Vehicle System
Supervised Release File
Wanted Persons System

DMV (State)

Driver License/Identification - Card
International Registration Plan
Occupational Licensing
Parking/Toll Violation
Vehicle/Vessel Registration File

FBI/NCIC

Article File
Boat File
Foreign Fugitive File*
Gang File*
Gun File
Identity Theft File*
Image File
Immigration Violator File
Interstate Identification - Index*
Known or Appropriately - Suspected Terrorist File*
License Plate File
Missing Persons File
National Sex Offender - Registry
NICS Denied Transaction – File*
ORI File
Protection Order File
Protective Interest File*
Securities File*
Supervised Release File
Unidentified Persons File
Vehicle File
Vehicle/Boat Parts File
Violent Person File
Wanted Persons File

NLETS (Interstate)

Administrative Messages
Canadian Police Information - Centre
Commercial Vehicle – Information*
Concealed Weapons - Information*
Criminal History
Driver's License/Driver History
FAA Aircraft Registration*
Hazardous Material File*
Help Files*
Fixed Format Hit Confirmation
INTERPOL*
Law Enforcement Support – Center*
National Center for Missing and - Exploited Children*
National Insurance Crime Bureau
ORION File*
Parole/Probation/Corrections*
Sex Offender Registration*
Vehicle/Boat/Snowmobile - Registration
Wildlife Violation File

CLETS can be accessed through:
Message Switching Computer
CAD/LAN/WAN – Interfaces
LEAWEB – Direct Connect

*Non-Corollary Files and Systems

NOTE

Oregon LEDS is no longer available via the CLETS. Inquires intended for LEDS will need to be performed through the International Justice and Public Safety Network using the National Law Enforcement Telecommunications System (NLETS).

CLETS OVERVIEW

The CLETS network is a high-speed message switching system that provides access to the following systems:

- Criminal Justice Information System (CJIS - CA DOJ)
- California Department of Motor Vehicles (DMV - State)
- National Crime Information Center (FBI/NCIC - Federal)
- National Law Enforcement Telecommunications System (NLETS - Interstate)

CA DOJ

The CA Department of Justice is the state department that maintains/operates CLETS and the criminal justice databases; acts as the NCIC and NLETS control terminal agency for CA and performs numerous service functions for law enforcement agencies; responsible for investigating allegations of CLETS misuse; develops technical requirements for access.

CJIS

The Criminal Justice Information System is a computerized file containing records of interest to the criminal justice community. CJIS is maintained by CA DOJ and is available to authorized local, state, and federal criminal justice agencies via the CLETS network.

DMV

The CA Department of Motor Vehicles maintains the state's data files containing driver license, automated name index, and vehicle registration information.

FBI/NCIC

The National Crime Information Center is the nationwide computerized data files maintained by the Federal Bureau of Investigation and is composed of data files similar to those in the CA DOJ criminal justice databases, but at the national level.

INTERSTATE IDENTIFICATION INDEX (III)

The Interstate Identification Index (III) is an index pointer system that ties computerized criminal history record files of the FBI, and the centralized files maintained by each III participating state into a national system.

NLETS

The National Law Enforcement Telecommunications System links local, state, federal, and international agencies together providing the capability to exchange criminal justice and public safety related information. NLETS serves each of the 50 states, the District of Columbia, Puerto Rico, U.S. Virgin Islands, Guam, Canadian Police Information Center (CPIC), Interpol, and 25 Federal law enforcement agencies.

CRIMINAL OFFENDER RECORD INFORMATION (CORI)

Criminal history arrest information regarding a subject or subjects retained by/at any governmental entity therein is considered CORI and falls under the CORI rules and regulations. The term CORI is defined in Penal Code Section 11075 as:

a. Records and data compiled by criminal justice agencies for purposes of identifying criminal offenders and of maintaining as to each such offender a summary of arrests, pretrial proceedings, the nature and disposition of criminal charges, sentencing, incarceration, rehabilitation, and release;
b. Such information shall be restricted to that which is recorded as the result of an arrest, detention, or other initiation of criminal proceedings or of any consequent proceedings related thereto.

The DOJ maintains summary criminal history records commonly referred to as "rap sheets." Data submitted on fingerprints, Live Scan, and disposition of arrest and citation forms create the entries on the rap sheet. Agencies are mandated by state law to submit fingerprint cards on almost all arrests and a disposition form which shows the outcome of that arrest.

RELEASE OF CLETS INFORMATION

The release of CLETS information is authorized on a right-to-know, need-to-know basis and under the following conditions:

- Authorization exists for the agency to access CLETS information.
- Personnel have completed the required background check.
- Personnel have been trained in CLETS operations, policies, and procedures.
- Printed CORI information is destroyed in a manner that the subject's identity is no longer legible.
- When releasing information over the telephone, a call back to the agency at the public number listed is completed to prevent releasing information to unauthorized persons.

- Instances of misuse are brought to the administrator's attention. DOJ notified when disciplinary action taken. Misuse severe in nature may prohibit employee access and/or agencies may lose access to the criminal offender information maintained by the DOJ.

CLETS FULL ACCESS OPERATORS

As CLETS Full Access Operators, dispatchers not only query the CLETS system, but also enter data such as stolen vehicles, property, missing persons, etc. The first step to learning the system is to have a basic understanding of how the system functions, how to query information, and how to enter data. The information below is intended to provide some basic background on the structure of the CLETS system and to help you become familiar with the system you'll access daily.

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

PRIME MNEMONIC

Each agency has a prime mnemonic that is the default destination for unsolicited messages to that agency. Our Prime mnemonic is **AMP0**. Some agencies have their prime mnemonic defined as a mainframe terminal with an attached printer. Other agencies have their prime mnemonic defined in their CAD/RMS system and receive messages at a workstation. Our prime mnemonic for many years was set to a printer however, on October 26, 2023, we transitioned to receiving messages electronically at the COMM Computer CAD workstation. It is imperative that this terminal is logged into RIMS and monitored frequently, as urgent Hit Confirmation Requests and other important messages such as LOCATES on stolen vehicles route here. If this terminal is unexpectedly out of service, the redundancy in place is to route messages to the first signed on CAD workstation in the following order: Position 1, 2, 3, 4, 5, and then 6. Immediately notify your supervisor if the COMM Computer is down for any reason.

CLETS MNEMONICS

A CLETS mnemonic represents an originator or destination. A unique mnemonic assigned to each authorized device (e.g., CAD Positions 1-7) allow the terminals to initiate law enforcement service requests, such as inquiries to databases. The responses to these requests are then returned to the same device.

CRIMS MNEMONICS

CRIMS has one or more mnemonics assigned for each agency. At the moment, each agency has one CRIMS mnemonic to run queries against CLETS.

AWS IDENTIFIER

Our Automated Warrant System (AWS) Identifier – **0101** – is an abbreviated version of the ORI used by the nine local bay area counties (Alameda, Contra Costa, San Francisco, San Mateo, Solano, Santa Clara, Marin, Napa, and Santa Cruz) who are part of the AWS network.

AWS TRANSACTIONS

AWS transactions have been transitioned to CRIMS, but it is a good idea to maintain some familiarity with the terminology, as they may still be referred to at times.

LEVI	Vehicle query
LEWI	Wanted Persons query
LEEY	Missing Person Entry (no longer used by APD as of 10/25/22)
LESM	AWS Subject Menu

CLETS COMMANDS

RIMS uses pre-formatted commands to query <u>and</u> log details into an incident in one step. To access the Command Summary, click the "I" button from the RIMS Command Line.

RIMS FORM MANAGER (F9)

All CLETS forms are available with the use of the F9 button. You may use F3 for persons and F4 for vehicles, but F9 gives you access to all forms in one place. Over time you may develop a preference which is often related to figuring out how to accomplish a task the quickest way possible.

DEPARTMENT OF MOTOR VEHICLES

The California Department of Motor Vehicles allows access to automated vehicle registration and driver's license files. Information supplied to law enforcement from DMV is strictly intended for the purpose of enforcing the law and may not be given to any unauthorized second party, including the licensee.

ACCESSING DMV

Access to DMV is on a right to know and need to know basis. Do not run yourself, friends or relatives. Even though some DMV information is public record, we access it through CLETS, which means it is for **OFFICIAL USE ONLY** and **UNAUTHORIZED ACCESS TO INFORMATION OBTAINED THROUGH CLETS IS A CRIMINAL OFFENSE.**

DMV TEST RECORDS

The following test records have been placed into the system for practice and testing and can be used at any time. **DO NOT PRACTICE BY RUNNING YOURSELF, FRIENDS, OR RELATIVES.**

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:
1. A stolen check
2. A registration check (1028)
3. A check for warrants

Plate/VIN from 10-28 mask (F4):

PLATE/VIN from Command Line:

E unit or inc#,V,PLATE or VIN

Example: E 3L31,V,BBB123 (query by badge number E /400,V,BBB123)

Example: E 3L31,V,VEHICLEIDNUMBER

NOTE: Out of state PLATE or VIN must include the state from the State/Prov drop down.

NOTE: TLP must include Info Code = Any License (4) and Temporary License Plate from the dropdown.

DMV QUERY BY NAME

Running a subject's name through DMV returns their driver's license record which includes a physical description, license status, departmental actions, and driver's history information. <u>These files must be read carefully</u>. A subject could have numerous suspensions, but the suspension may 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 EXACT. The spelling of the last name, the birthday, the address, and the city could all be exact, but if the first name is spelled one letter off, you will not even get the correct person as a similar on the list of possible matches. DMV uses a "sound alike" system on the last name, but the first name must be the EXACT SPELLING.

California driver's licenses have 8 digits, and the first digit is always a letter. The letter X usually indicates 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 is issued using the same number as the previous license.

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

DL by NAME from 10-27 mask (F3):
Name: LAST,FIRST
DOB: MMDDYYYY
Sex: M or F
Note, uncheck Run <u>E</u>verywhere*

DL by NAME from Command Line:
E unit or inc #,N,last name,first name, DOB, sex, DLO (DLO parameter = Driver's License Only)
Example: E 3L31,N,DRIVER,ANNIE,070645,F,DLO

DMV QUERY BY NUMBER

DL by NUMBER from 10-27 mask (F3):
Driver's Licenses: DL Number
Note, uncheck Run <u>E</u>verywhere*

DL by NUMBER from Command Line:

E unit or inc #,D,drivers license,state

Example: E 3L31,D,A0025506

WANTED PERSON QUERY

Wanted Person Query from the 10-27 mask (F3):

Name: LAST,FIRST

DOB: MMDDYYYY

Sex: M or F

Wanted Person Query from Command Line:

E unit or inc #,N,last,first,DOB,sex

Example: E 3L31,DRIVER,ANNIE,070645,F

ENTRY LEVELS

When entering paperwork, dispatchers may be tasked with identifying the appropriate Entry Level. The classifications below are general guidelines. Consult each system's Operator Guide to verify, as entry levels may differ depending on the system and type of entry.

ENT/1 California Only - used for general entries

ENT/2 California and NCIC - used with specific criteria (e.g., associated with a violent crime)

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.

COLOR

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

MAKE

Honda	HOND
Toyota	TOYT
Chevy	CHEV
Trailer	TRLR

MODEL

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

*Refer to NCIC Code manual for full list

LICENSE TYPE

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

LICENSE YEAR

Temp Plate	NX

*Refer to 1028 for all others

STYLE

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	Minibike	MK
Motorcycle	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. The TP format is AANNANN.

To run a TLP from CRIMS: **C.IV.4K***temporary plate number* (e.g., **C.IV.4K**AC37U60).

To run a TLP from CAD: Info Code = Any License (4) and Temporary License Plate from dropdown.

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 separately to determine registered owner information.

DEALER PLATES

Special plates issued to licensed dealers, manufacturers, and distributors to operate vehicles owned or lawfully possessed by the company. To query a dealer plate, check the Occupational License box and the Info Codes automatically change to Most Licensee Types and Firm Record.

VEHICLE QUERY
Plate/VIN from 10-28 mask (F4):

PLATE/VIN from Command Line:

E unit or inc #,V,PLATE or VIN

Example: E 3L31,V,BBB123 (query by badge number E /400,V,BBB123)

Example: E 3L31,V,VEHICLEIDNUMBER

Note: Out of state PLATE or VIN must include the state from the State/Prov drop down.
Note: TLP must include Info Code = Any License (4) and Temporary License Plate from the dropdown.

GOVERNMENT PLATE QUERY

GOVERNMENT PLATE from Command Line:
E unit or inc #,V,PLATE/GS
Example: E 3L31,V,G432394U/GS

Note: Per DOJ, to enter a government plate use License State/US and License Type/US

STORED VEHICLE PROCEDURES

Vehicle - Entry

Field	Value
Unit ID or Inc #	
ORI:	CA0010100
Purpose	Criminal Justice

Entry Type	Stored Vehicle Entry	Caution Code	
License	State	Lic Year	Type
VIN		Engine Code	
Make		Model	
Style		Vehicle Color	
Vehicle Year		☐ Notify Originating Agency
Date of Trans.		Agency Case #	
Entry Code		Supp. Case #	
XRef Number		Owner Applied	

Misc Info

Victim Name
Victim Address   City
Victim State   Zip
Vict. Day Phone   Night Phone
Reference

Enter   Cancel

REQUIRED FIELDS	DESCRIPTION	FORMAT
Entry Type	Stored Vehicle Entry	Dropdown
License (LIC)	License Plate Number	See 1028
State (LIS)	Registration State	e.g., CA
Lic Year (LIY)	Registration Expiration Year	YYYY (see 1028)
Type (LIT)	Type of License Plate	e.g., PC (see CJIS)
VIN	Vehicle Identification Number	See 1028
Make (VMA)	Manufacturer of Vehicle	e.g., FORD
Model (VMO)	Vehicle Model	e.g., MUS
Style (VST)	Body Style of Vehicle	e.g., 2D
Vehicle Color (VCO)	Vehicle Color	e.g., BLU
Vehicle Year (VYR)	Manufacturer Year of Vehicle	YYYY (see 1028)
Date of Trans. (DOT)	Current Date	MMDDYYYY
Agency Case # (OCA)	Our Case (or Incident Number)	e.g., 23-00001
Misc Info	Location towed from, tow company name/phone #, and reason towed	

**NOTE: For 14602 tows use Entry Type Impounded Vehicle
**NOTE: Refer to CJIS Manual Code Tables for appropriate Make/Model/Style/Color Codes
1. Mark 1028 and SVS ENTRY as Requires Review
2. Send Tow Notifications to both Registered and Legal Owners
3. Complete TOW LOG entry
4. Attach approved transactions to Case or Incident

14602 or 30 DAY IMPOUND PROCEDURES

1. Enter vehicle as Impounded
2. Mark 1028 and SVS ENTRY as Requires Review
3. Send Impound Letter with tow notification to R/O and L/O by certified mail
4. Complete certified mail forms; put case number below return address on form and attach to envelope
5. Highlight "30 Day Hold" in yellow on tow sheet
6. Notate log entry/badge #/Impound Letter Sent on bottom of CHP 180
7. Complete TOW LOG entry
8. Attach approved transactions to Case

14602 REQUIREMENTS FOR VEHICLE RELEASE

1. R/O must have a valid license
2. R/O must show proof of insurance
3. R/O must show valid vehicle registration

ABANDONED VEHICLE TOW PROCEDURES

1. Enter vehicle as Stored
2. Mark 1028 and SVS ENTRY as Requires Review
3. Complete NOTICE OF STORED VEHICLE and send original to the R/O and a copy to the L/O
4. Complete TOW LOG entry
5. Attach approved transactions to Incident

PRIVATE PROPERTY TOW PROCEDURES

Obtain the following information from the tow company:
1. Location vehicle towed from and the name/phone number of the tow company
2. Enter PVT CAD incident, Tow Company as RP, and vehicle data
3. Verify vehicle information against 1028, including plate, VIN, year, make, model, color, etc.
4. Enter vehicle as Stored
5. Mark 1028 and SVS ENTRY as Requires Review
6. Complete TOW LOG entry
7. Attach approved transactions to Incident
No letter sent to R/O. SVS entry made in case R/O reports vehicle missing. Provide R/O tow company #.

REPOSSESSED VEHICLE PROCEDURES

Obtain the following information from the repossession company:
1. Location vehicle repossessed from
2. Name and phone number of company
3. Enter REPO CAD incident, Repossession Company as RP, and vehicle data
4. Verify vehicle information against 1028, including plate, VIN, year, make, model, color, etc.
5. Enter vehicle as Repossessed
6. Mark 1028 and SVS ENTRY as Requires Review
7. Complete TOW LOG entry
8. Attach approved transactions to Incident
No letter sent to R/O. SVS entry made in case R/O reports vehicle missing. Provide R/O REPO company #.

STOLEN VEHICLE ENTRY

REQUIRED FIELDS	DESCRIPTION	FORMAT
Entry Type	Stolen Vehicle Entry	Dropdown
License (LIC)	License Plate Number	See 1028
State (LIS)	Registration State	e.g., CA
Lic Year (LIY)	Registration Expiration Year	YYYY (see 1028)
Type (LIT)	Type of License Plate	e.g., PC
VIN	Vehicle Identification Number	see 1028
Make (VMA)	Manufacturer of Vehicle	e.g., FORD
Model (VMO)	Vehicle Model	e.g., MUS
Style (VST)	Body Style of Vehicle	e.g., 2D
Vehicle Color (VCO)	Vehicle Color	e.g., BLU
Vehicle Year (VYR)	Manufacturer Year of Vehicle	YYYY (see 1028)
Date of Trans. (DOT)	Date of theft or date reported if unknown	MMDDYYYY
Agency Case # (OCA)	Our Case (or Incident Number)	e.g., 23-00001
Misc Info (MIS)	Location stolen from, if both plates were on vehicle, suspect information	
Victim Name		LAST, FIRST
Victim Address		1555 OAK ST
City		ALAMEDA
Victim State		CA
Zip		94501
Vict. Day Phone	Victim Day Phone	5103378340
Night Phone	Victim Night Phone	5105222423

1. Mark DOJ STOP (1028) and SVS ENTRY as Requires Review
2. Attach approved transactions to Case

NOTE, Omitting the Entry Level Code Field (ENT) from the record automatically forwards entry to NCIC. The entry acknowledgement will indicate ON CA FILE ONLY and the plate must be re-run to show ON CA AND NCIC FILES and the DOJ STOP on the 1028*

LOST/STOLEN LICENSE PLATE ENTRY

REQUIRED FIELDS	DESCRIPTION	FORMAT
Record Type	One, two, or felony vehicle plate	Select one
License Plate Number (LIC)	License Plate Number	See 1028
License Plate State (LIS)	Registration State	e.g., CA
License Plate Year of Expiration (LIY)	Registration Expiration Year	YYYY (see 1028)
License Plate Type (LIT)	Type of License Plate	e.g., PC (see CJIS)
Date of Transaction (DOT)	Current Date	MMDDYYYY
Originating Agency Case Number (OCA)	Our Case Number	23-00001
Misc Information (MIS)	Additional Details	Front or Rear and Lost or Stolen
1. Mark 1028 and SVS ENTRY as Requires Review 2. Attach approved transactions to Case		

*All out-of-state lost or stolen license plates must be ENT/2

FOUND EVIDENCE PLATE

REQUIRED FIELDS	DESCRIPTION	FORMAT
License Plate # (LIC)	License Plate Number	See 1028
License State (LIS)	Registration State	e.g., CA
License Plate Type (LIT)	Type of License Plate	e.g., PC (see CJIS)
License Year of Exp (LIY)	Registration Expiration Year	YYYY (see 1028)
Date of Trans (DOT)	Current Date	MMDDYYYY
OCA	Our Case Number	23-00001
MIS	Additional Details	Front or Rear / Found or Evidence
1. Mark 1028 and SVS ENTRY as Requires Review 2. Attach approved transactions to Case		

CANCEL VEHICLE

Use to cancel our towed, impounded, or repossessed vehicle

Use to cancel our stolen vehicle ONLY when the entry was a MISTAKE or the case UNFOUNDED

REQUIRED FIELDS	FORMAT
File Control Number (FCN)	See entry for FCN
Originating Agency Case Number (OCA)	23-00001
Date of Cancellation (DOC)	MMDDYYYY
Reason for Cancellation (REASON)	Dropdown, usually ADMIN
1. Mark SVS CANCEL as Requires Review 2. Remove vehicle from TOW/REPO LOG 3. Attach approved transaction to Case or Incident	

CLEAR RECOVERED STOLEN VEHICLE

Use to CLEAR our stolen vehicle record

REQUIRED FIELDS	FORMAT
File Control Number (FCN)	See entry for FCN
Originating Agency Case Number (OCA)	23-00001
Date of Clear (DCL)	MMDDYYYY
Recovering Agency Identifier (RRI)	CA0010100
Status (STA)	See CJIS Manual
1. Mark SVS CLEAR as Requires Review 2. Mark RECOVERED VEHICLE as Requires Review 3. Notify victim of recovery, status of vehicle and release procedures. Victim must come to APD for a Vehicle Release to take to the tow company to pick up the vehicle. 4. If the vehicle is towed, do not enter a Stored Vehicle record over the Recovered Vehicle record. 5. Send copies of the tow notifications to the R/O and L/O 6. Complete TOW LOG entry 7. Attach approved transactions to Case	

CLEAR LOCATED STOLEN VEHICLE

Use to CLEAR our LOCATED stolen vehicle record

REQUIRED FIELDS	FORMAT
File Control Number (FCN)	See entry for FCN
Originating Agency Case Number (OCA)	23-00001
Date Cleared (DCL)	MMDDYYYY
1. Mark SVS LOCATE as Requires Review 2. Mark SVS CLEAR as Requires Review 3. Mark SVS RECOVERED VEHICLE as Requires Review 4. Notify victim of recovery, status of vehicle and release procedures. Victim must come to APD for Vehicle Release and take form to recovering agency to pick up vehicle 5. Complete a Supplement 6. If recovered vehicle is missing any license plates, the stolen plates need to be entered into SVS. Send plate entries through the approval process. 7. Attach approved transactions to Case	

LOCATE STOLEN VEHICLE

Use to LOCATE an Outside Agency's stolen vehicle

ALWAYS confirm stolen vehicle before placing locate!!

REQUIRED FIELDS	DESCRIPTION	FORMAT
File Control Number (FCN)		See entry for FCN
Originating Agency Case Number (OCA)		See entry for case #
Date of Recovery (DOR)	Current Date	MMDDYYYY
Recovering Agency's Case Number (RCA)	Our RECVEH case #	23-00001
Status (STA)	Status of Vehicle	See CJIS Manual

1. Mark DOJ STOP (1028), STOLEN return, and SVS LOCATE as Requires Review
2. Mark LOCATED STOLEN VEHICLE as Requires Review
3. Notify victim of recovery, status of vehicle and release procedures. Victim must bring a Vehicle Release from entering agency, obtain our release form, and go to tow company to pick up vehicle.
4. Do not enter a Stored Vehicle record over the Recovered Vehicle record
5. Send copies of the tow notifications to R/O, L/O and entering Agency Auto Theft Division
6. Complete TOW LOG entry
7. Attach approved transactions to case
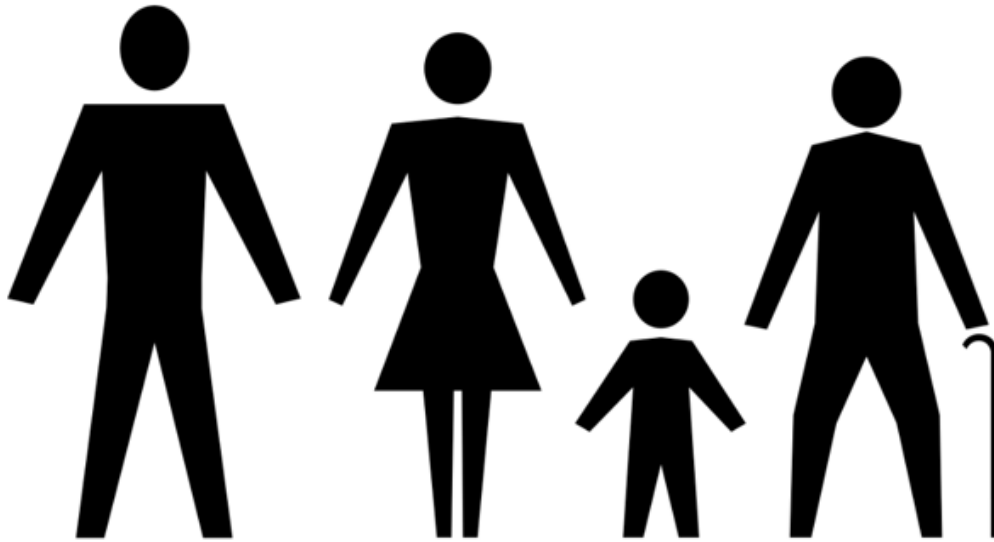
MISSING PERSONS

There are two sources of missing persons information available from CLETS. The California Department of Justice (DOJ) maintains the Missing/Unidentified Persons System (MUPS) and the FBI's National Crime Information Center (NCIC) maintains the Missing Person File. While "MUPS" is an acronym for both Missing and Unidentified Persons, terminology will often refer to "MPS" - the Missing Persons System portion of "MUPS" - when referring to CLETS entries.

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 perpetuate the TV myth that a person must be missing for 24 hours before an agency can take a report

The forms below have extensive information available under each tab. It is imperative that vital information from the report is included in the MPS entry. **Don't forget to pack the record**

MISSING PERSON QUERY

REQUIRED FIELDS	DESCRIPTION	FORMAT
Name	Missing Person's Name	LAST, FIRST
Sex	Missing Person's Sex	Select from dropdown
DOB	Missing Person's Date of Birth	MMDDYYYY

MISSING PERSON ENTRY

REQUIRED FIELDS	DESCRIPTION	FORMAT
OCA	Case Number	23-00001
TYP	Report Type for MP	Select from dropdown
NAME	Name of MP	LAST, FIRST MIDDLE
SEX	Sex of MP	Select from dropdown
RAC	Race of MP	Select from dropdown
HGT	Height of MP	501 (5 feet 1 inch)
WGT	Weight of MP	100 (pounds)
HAI	Hair color of MP	Blk
EYE	Eye color of MP	Bro
DOB	Date of Birth of MP	MMDDYYYY
Dental Chart	Yes or No	Select from dropdown
DLC	Date of Last Contact	MMDDYYYY
MIS	Any additional vital information	Free form, no punctuation
Additional Entry Fields	Complete known fields	
NOTE, **DOJ** requires we "pack the record" which means include ALL identifying information from the report in the entry. Additional updates to the record may be required using the forms on the page below. 1. Mark MPS Entry as Requires Review 2. Attach approved transaction to Case		

Common additional information can be found in the following masks. The Missing Identifiers is used to add Clothing Description, Operator License, and Residence Address:

Vehicle information is added using the Missing Vehicle Entry:

MISSING PERSON LOCATE
Use to place a locate on a MISPER from an outside agency

REQUIRED FIELDS	DESCRIPTION	FORMAT
FCN	File Control Number	Obtain from MP hit
Name	Subject's name	LAST, FIRST MIDDLE
Reason Report Inactivated (RIC)	Reason cancelled	Select from dropdown
Date Report Inactivated/Canceled (DTI)	Current date	MMDDYYYY
Locating Agency's OCA (OCA)	Our Case Number	23-00001

1. Mark MPS LOCATE as Requires Review
2. Run subject and mark LOCATED SUBJECT as Requires Review
3. Attach approved transactions to Case

MISSING PERSON LOCATED BY OUTSIDE AGENCY

A locate message from an outside agency is sufficient documentation for a missing person cancellation. Run MISPER, mark LOCATE as Requires Review, complete a supplement documenting the subject was located, and attach approved transaction to Case.

MISSING PERSON CANCEL

Use to cancel our MISPER entry when we find subject

REQUIRED FIELDS	DESCRIPTION	FORMAT
FCN	File Control Number	Obtain from MP hit
Name	Subject's name	LAST, FIRST MIDDLE
Reason Report Inactivated (RICS)	Reason cancelled	Select from dropdown
Date Report Inactivated/Canceled (DTI)	Current date	MMDDYYYY
1. Mark MPS CANCEL as Requires Review 2. Attach approved transaction to Case		
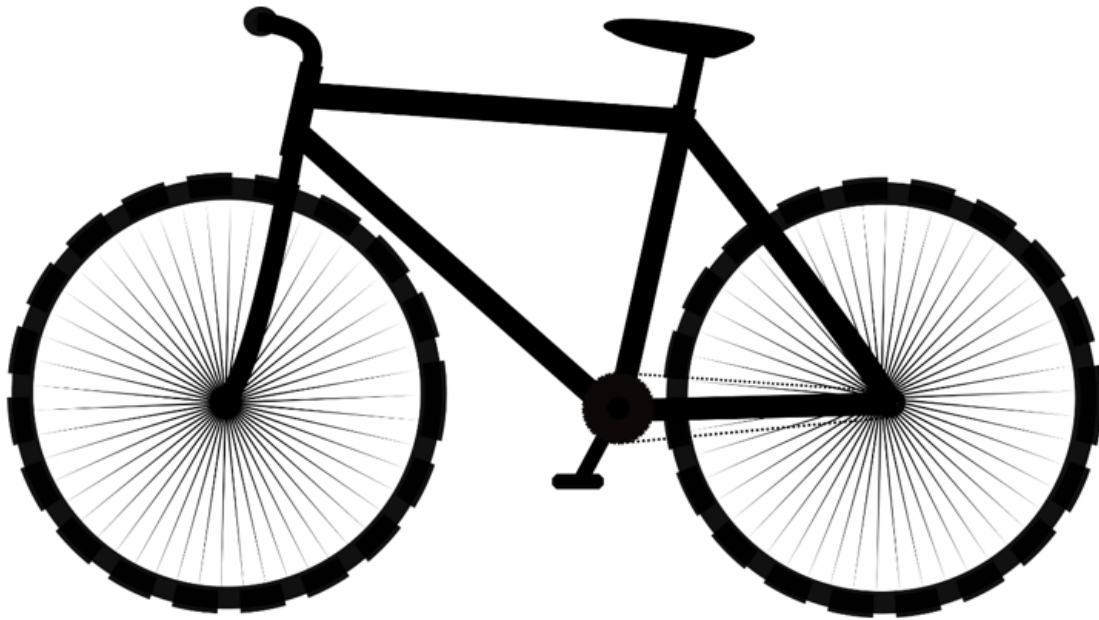
PROPERTY

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 database.

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
Serial No.	Serial Number from item	Free form alpha/numeric
OAN	Owner Applied Number	Free form alpha/numeric
Article	Type of Item	Select from dropdown

PROPERTY ENTRY

REQUIRED FIELDS	DESCRIPTION	FORMAT
Serial # (SER)	Serial Number from item	Free form alpha/numeric
Brand (BRA)	Brand of item	See ART/BRA/CAT Manual
Document Code	Type of record being entered	(S) stolen, (L) lost, etc.
Owner Applied #		Free form alpha/numeric
Type (TYP)		Select from dropdown
Entry Cd (ENT)	Determines if entry is (1) CA only or (2) CA and NCIC	
Case # (OCA)	Case Number	23-00001
Date of Trans (DOT)	Date of loss or received by agency	MMDDYYYY
OPTIONAL FIELDS - While considered optional, these fields are very useful in describing an item and should be included when detailed in the report.		
Model (MOD)	Model Number from item	Free form alpha/numeric
Misc Info	Misc. information regarding item	Free form alpha/numeric

1. Mark APS ENTRY as Requires Review
2. Attach approved transaction to Case

Note, Property can be entered from the F9 mask or if already entered in the property tab of the case, can be entered by using the Query/Enter tab at the bottom of the item screen.

PROPERTY MODIFY

Use to modify a previous entry (e.g., updating the model field)

REQUIRED FIELDS	DESCRIPTION	FORMAT
FCN	File Control Number	See APS entry for FCN
Originating Agency Case #	Case Number	23-00001

MODIFIABLE FIELDS - Any of the fields listed may be modified. However, you may not modify a serial number so you would need to cancel the entry and re-enter correctly.

1. Mark APS MODIFY as Requires Review
2. Mark new APS ENTRY as Requires Review
3. Attach approved transaction to Case

PROPERTY LOCATE
Use to LOCATE property from an Outside Agency

REQUIRED FIELDS	DESCRIPTION	FORMAT
FCN	File Control Number	See APS entry for FCN
Originating Agency Case # (OCA)	Outside Agency's Case #	See APS entry for OCA
Date of Recovery (DOR)	Current date	MMDDYYYY
Recovering Agency Case # (RCA)	Our Case #	23-00001

NOTE: If we find our own property, we must CANCEL the entry (cannot locate our own entry – see Property Cancel)

1. Mark APS LOCATE as Requires Review
2. Attach approved transaction to Case

PROPERTY CANCEL
Use to CANCEL our property entry

REQUIRED FIELDS	DESCRIPTION	FORMAT
FCN	File Control Number	See APS entry for FCN
Originating Agency Case # (OCA)	Our case number	23-00001
Date of Cancel (DOC)	Date of Cancellation	MMDDYYYY

NOTE: If we locate our own property, we must CANCEL the entry (cannot locate our own property entries).

1. Mark APS CANCEL as Requires Review
2. Attach approved transaction to Case
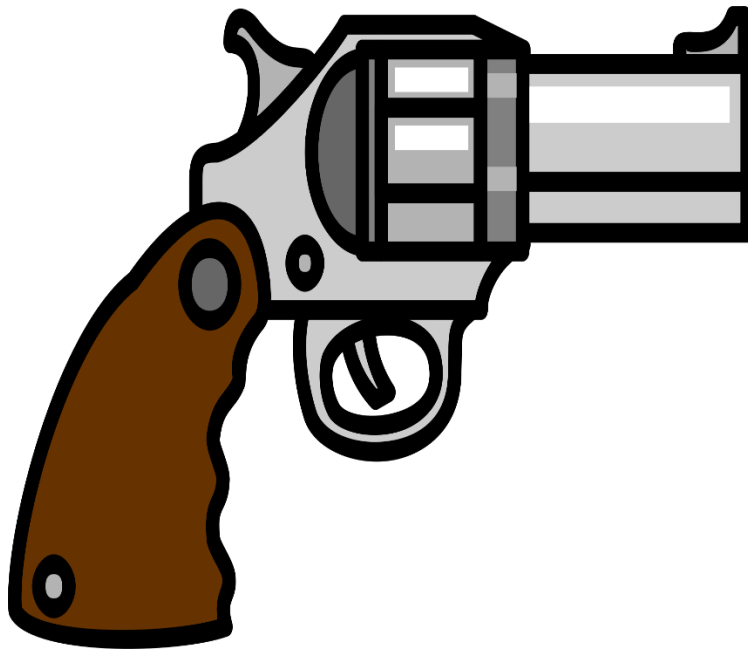
FIREARMS

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 database. 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.

FIREARM QUERY

A firearm query executes a Triple Query:

1. NCIC – Nationwide
2. AFS HISTORICAL – Registration and Dealer Report of Sale (DROS)
3. AFS LAW ENFORCEMENT – Gun Status (stolen, lost, evidence, etc.)

Enter Serial # or By Person Name for guns registered

FIREARM ENTRY

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

Entry Level (ENT) 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).

REQUIRED FIELDS
SER, MAK, CAL, COL, TYP, DCD, DOT, OCA, ENT, MOD, BBL, MIS
CRIME GUNS - Complete Crime Gun Record (Required) tab <u>and</u> Crime Gun Record (Optional) tab
1. Mark AFS ENTRY as Requires Review 2. Attach approved transaction to Case

CRIME GUN RECORD (REQUIRED) TAB

Firearms Entry - 16.6

Requesting Unit: [   ]   Case Number: [   ]   Purpose: [Criminal Justice ▼]

☐ Send Test Transaction (TEG)   Version 16

Firearms Information

Originating Agency Identifier (ORI): [CA0010100]

Type of Firearm (TYP)

Type: [▼]   Description (CAT): [▼]

Serial Number (SER): [   ]

Gun Make (MAK): [▼]   Caliber (CAL): [▼]   Color (COL): [▼]

Document Code (DCD): [▼]   Crime Gun Record (CGR): [▼]

Date of Transaction (DOT): [__/__/____]   Originating Agency Case # (OCA): [   ]

Type of Firearm Record - Law Enforcement OR Historical

○ Law Enforcement   ○ Historical

| Law Enforcement | Historical | **Crime Gun Record (Required if CGR=Y)** | Crime Gun Record (Optional if CGR=Y) |

NCIC Offense Code (OFF): [   ]   Recovery Officer's Name (OFN): [   ]

Weapon Reported Stolen (WPA): [   ]   Illegally Possessed Weapon (IPW): [   ]

County of Occurrence (COT): [   ]   City of Occurrence (CTY): [   ]

[Clear]   [Send]   [Cancel]   [Form Help]   [View Send String]

County Code for Alameda = 01

CRIME GUN RECORD (OPTIONAL) TAB

Firearms Entry - 16.6   — □ ✕

Requesting Unit: | ‾‾‾‾‾ | Case Number: | ‾‾‾‾‾‾‾ | Purpose: | Criminal Justice ▼ |

☐ Send Test Transaction (TEG)   Version 16

┌─ Firearms Information ──┐
│   ┌─ Type of Firearm (TYP) ──────┐ │
│ Originating Agency Identifier (ORI): | CA0010100 | │ Type: | ▼ | Description (CAT): | ▼ | │ │
│ Serial Number (SER): | ‾‾‾‾‾‾‾‾‾ | └──────────────────────────────┘ │
│   │
│ Gun Make (MAK): | ▼ | Caliber (CAL): | ▼ | Color (COL): | ▼ | │
│   │
│ Document Code (DCD): | ▼ | Crime Gun Record (CGR): | ▼ | │
│   │
│ Date of Transaction (DOT): | __/__/____ | Originating Agency Case # (OCA): | ‾‾‾‾‾‾ | │
└───┘

┌─ Type of Firearm Record - Law Enforcement OR Historical ─────────────────┐
│ ○ Law Enforcement   ○ Historical   │
└───┘

| Law Enforcement | Historical | Crime Gun Record (Required if CGR=Y) | **Crime Gun Record (Optional if CGR=Y)** |

┌─ Recovery Data ──┐
│ Street   Number (RSB): | | Pre-Direction (RPD): | | Name (RSN): | | Suffix (RSS): | | │
│ Route Number (RRN): | | Apt Number (RAN): | | Zip Code (RZP): | | Impoter (IMP): | | │
└───┘

┌─ Suspect Data ───┐
│ Name (NAM): | | Date of Birth (DOB): | __/__/____ | Operator's License Number (OLN): | | │
│ Street   Number (SSB): | | Pre-Direction (SPD): | | Name (SSN): | | Suffix (SSS): | | │
│ Route (SRN): | | Apt # (SAN): | | City (STY): | | State (SST): | | Zip Code (SZP): | | │
└───┘

| **Clear** | | **Send** | **Cancel** | **Form Help** | **View Send String** |

FIREARM MODIFY

Use 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. However, you may not modify a serial number so you would need to cancel the entry and re-enter correctly.

1. Mark AFS MODIFY as Requires Review
2. Attach approved transaction to Case

FIREARM LOCATE

Confirm all stolen firearms before placing locate!!

Firearms Locate - 3.2

Requesting Unit: [ ]   Case Number: [ ]   Purpose: Criminal Justice ▼

☐ Send Test Transaction (TLG)

Firearms Information - Required

Originating Agency Identifier (ORI): CA0010100   FCN: [ ]   Serial Number (SER): [ ]

Recovering Agency Case # (RCA): [ ]   Date of Recovery (DOR): __/__/____

Additional Information

Reason for Property Record Removal (RPP): [ ]   Number of Persons Apprehended (NPA): [ ]

# of Missing Persons Found (NPF): [ ]   Value of Recovered Property (VNP): [ ]

Value of Other Recovered Property (VOR): [ ]   Value of Recovered Contraband (VRC): [ ]

| Clear | Send | Cancel | Form Help | View Send String |
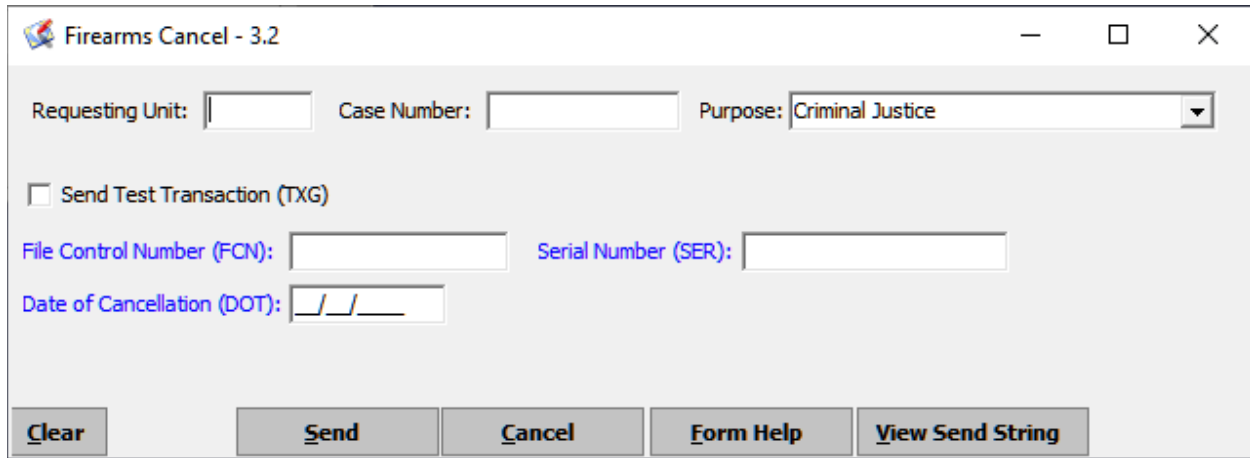
REQUIRED FIELDS

Originating Agency Identifier (ORI)
FCN
Serial Number (SER)
Recovering Agency Case # (RCA)
Date of Recovery (DOR)

1. Mark AFS LOCATE as Requires Review
2. Attach approved transaction to Case

FIREARM CANCEL

Use to cancel ENT/1 records, entries completed in error, or when record no longer reflects the status of the firearm.

REQUIRED FIELDS

FCN
Serial Number (SER)
Date of Cancellation (DOT)

1. Mark AFS CANCEL as Requires Review
2. Attach approved transaction to Case

CRIMS CLETS Free Format: C.UG.XG.FCN.SER.DOC

FIREARM CLEAR

Used to clear ENT/2 records or when record entered in error.

REQUIRED FIELDS

File Control Number (FCN)
Serial Number (SER)
Date of Clear (DOT)

1. Mark AFS CLEAR as Requires Review
2. Attach approved transaction to Case

CRIMS CLETS Free Format: C.UG.CG.FCN.SER.DCL

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

Boats	☒

Requesting Unit [   ]   Purpose **Criminal Justice** ▼

Reg [   ]
State **CA**
OAN [   ]
FCN [   ]
BHN [   ]
Engine # [   ]
AID [   ]

↵ Enter   ☒ Cancel   ⊡ OK

Fill in REG with CF # of Boat (DO NOT include CF at beginning)

*To run boat from Command Line and attach, query VIN from CF return: E unit or inc#,V,VIN

BOAT ENTRY

Automated Boat System Entry - 5.1

Requesting Unit: [____] Case Number: [_____] Purpose: Criminal Justice [▼]

☐ Send Test Transaction (TEB)   Version:

Message Information

Message Key (MKE): [___] [▼] Caution Code (CAU): [___] [▼] Originating Agency Identifier (ORI): CA0010100

Registration Information

Registration Number (REG): [_____] Registration State (RES): [____] Registration Year of Exp. (REY): [____]

| Vessel Information | Entry Information | Victim Information | Linkage Information |

Outer Hull Material (HUL): [___] [▼] Boat Hull Number (BHN): [_____] Engine Number (ENG): [_____]

Propulsion (PRO): [___] [▼] Boat Make (BMA): [_____] [▼] Boat Type (BTY): [_____] [▼]

Boat Length (BLE): [____] Boat Color (BCO): [_____] Date of Theft (DOT): [__/__/____]

Boat Model Year (BYR): [____] Boat Model Name (BMO): [_____] Boat Name (BNM): [_____]

Coast Gaurd Document Number (CGD): [_____] Hull Shape (HSP): [___] [▼] Home Port (HPT): [_____]

[Clear]   [Send]   [Cancel]   [Form Help]   [View Send String]

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

1. Mark 1028 and ABS ENTRY as Requires Review
2. Attach approved transactions to Case

BOAT MODIFY

Fill in FCN, OCA, and field to be updated

1. Mark ABS MODIFY as Requires Review
2. Attach approved transaction to Case

BOAT LOCATE

Automated Boat System Locate LB - 5.0 — □ ✕

Requesting Unit: | Case Number: [   ]   Purpose: [Criminal Justice ▼]

☐ Send Test Transaction (TLB)

Message Information

Orig Agency Ident (ORI): [CA0010100]   File Control # (FCN): [   ]   Orig Agency Case # (OCA): [   ]

Recovery Information

Status Code (STA): [▼] [▼] [▼]

Date of Recovery (DOR): [__/__/____]   Recovering Agency Case # (RCA): [   ]

Reference Field (REF): [   ]

Reason for Property Record Removal (RPP): [   ]

Number of Persons Apprehended (NPA): [   ]   Number of Missing Persons Found (NPF): [   ]

Value of Recov. Prop. (VNP): [   ]   Value of Other Recov. Prop. (VOR): [   ]

Value of Recovered Contraband (VRC): [   ]

[Clear]   [Send]   [Cancel]   [Form Help]   [View Send String]

Fill in FCN, OCA, STA, DOR, RCA

1. Mark 1028 and ABS LOCATE as Requires Review
2. Attach approved transactions to Case

BOAT CANCEL

Fill in FCN, OCA, DOC, REASON

1. Mark ABS CANCEL as Requires Review
2. Attach approved transaction to Case

RESTRAINING ORDERS

There are two sources of restraining/protective order information available from the CLETS terminal. The California Department of Justice (DOJ) maintains the California Restraining and Protective Order System (CARPOS) and the FBI National Crime Information Center (NCIC) maintains the Protection Order File (POF).

The Alameda County Restrained and Protective Orders Unit is responsible for entering the majority of Alameda County issued Restraining Orders. APD does not automatically receive orders issued for persons in our jurisdiction. Therefore, when an order is received, the Communications Center is responsible for processing and retaining the order on file, see Restraining Order Procedures for complete instructions.

The exceptions are Emergency Protective Orders (EPO) and Temporary Gun Violence Orders (TGV) when the Communications Center is responsible for entering these orders into CARPOS, see Restraining Order Procedures for complete entry procedures.

The forms below have extensive information available under each tab. It is imperative that vital information from the report be included in the CARPOS entry. **Do not forget to pack the record**

EMERGENCY PROTECTIVE ORDER

REQUIRED FIELDS	DESCRIPTION	FORMAT
NAM	Name of Restrained Person	LAST, FIRST MIDDLE
SEX	Sex of Restrained Person	Select from dropdown
RAC	Race of Restrained Person	Select from dropdown
DOB	Date of Birth of Restrained Person	MMDDYYYY
TYP	EPO	Select from dropdown
OCA	Case Number	23-01234
ISS	Issue Date	MMDDYYYY
EXP	Expiration Date	MMDDYYYY
CRT	Court	01440 = Wiley or 01450 = Hayward
CCN	Court Case Number	Our case # again
PRS	Present in Court Y or N	Select from dropdown
FAP	Firearms Provisions	Select from dropdown
CON	Contact Protected Person Y or N	Select from dropdown
PPN	Protected Person Name	LAST, FIRST MIDDLE
PPS	Sex of Protected Person	Select from dropdown
Restrained Person Information 1	Complete known fields	
Miscellaneous Information MIS	Any additional vital information	
Restrained Person Information 2	Complete known fields	
Restraining Order Information 1	Complete service information	
Restraining Order Information 2	Complete known fields	
1. Mark EPO entry as Requires Review		
2. Attach approved transaction to Case		

TEMPORARY GUN VIOLENCE ORDER

REQUIRED FIELDS	DESCRIPTION	FORMAT
RSP	Respondent	LAST, FIRST MIDDLE
SEX	Sex of Respondent	Select from dropdown
RAC	Race of Respondent	Select from dropdown
DOB	Date of Birth of Respondent	MMDDYYYY
PTN	Name of Petitioner	LAST, FIRST MIDDLE
PTR	Relationship to Respondent (F=Family, L=Law Enforcement, C=Coworker, E=Employer, S=School)	If L is used, AGY must be entered
GVT	EGV	Select from dropdown
OCA	Case Number	23-00001
ISS	Issue Date	MMDDYYYY
EXP	Expiration Date	MMDDYYYY
CRT	Court	01440 = Wiley 01450 = Hayward
CCN	Court Case Number	Our case # again
PRS	Present in Court Y or N	Select from dropdown
Restrained Person Information 1	Complete known fields	
Miscellaneous Information MIS	Details from section 7 of EPO-002	
Restrained Person Information 2	Complete known fields	
Vehicle	Complete known fields	
Service Information	Complete known fields	
1. Mark TGV entry as Requires Review 2. Attach approved transaction to Case		

PREMISE ENTRY

The Premise Entry is used to detail Officer Safety information that would be useful to responding units. Use the steps below to enter a premise hazard for all Emergency Protective and Temporary Gun Violence Orders processed, see Premise Entry Procedures for complete instructions.

1. Database / Premises
2. Prior to entry, confirm no active Premise Entry on file
3. Enter Name LAST NAME RESD (e.g., SMITH RESD)
4. Enter Address, Click Add Premise
5. Select Type (e.g., Residence)
6. Click Add Hazard, Select Hazard Type (Note, Safety = High Priority), Add Text, click Save
7. Click Save
8. Inactivate when appropriate, never delete

RESTRAINING ORDER BINDER FORM

The Restraining Order Binder Form is a coversheet used for orders processed by the Communications Center. Use the steps below to complete the form for all Restraining Orders received and Emergency Protective and Temporary Gun Violence Orders processed, see CARPOS Procedures for complete instructions.

1. RESTRAINED PERSON NAME: Last, First
2. RESTRAINED PERSON DESCRIPTORS: Race, Sex, DOB, HGT, WGT, Hair, Eye
3. PROTECTED PERSON NAME: Last, First
4. PROTECTED PERSON ADDRESS: Residence or business address if party does not reside in Alameda. In cases where no address is provided, run subject for a CDL and attempt to locate local address for the Premise History Entry.
5. EXPIRATION DATE: List the expiration date found on the order, if none listed, check the CARPOS printout. The OAH and FINAL boxes are for subsequent orders.
6. PURGE DATE: The purge date is calculated three years after the expiration date of the order. Modify purge date when subsequent orders received.
7. PREMISE HISTORY ENTRY: Complete CAD entry for the Protected Person's address. Include details from the order (e.g., SMITH, JANE HAS A TRO AGAINST SMITH, JOHN WM-010160 600 180 BRO BRO THAT EXPIRES 050122.) Sign and date form.
8. PREMISE HISTORY ENTRY: Complete Zone Haven entry for the Protected Person's address. Include details from the order. Sign and date form.
9. ACTIVE ORDER BINDER: Sign and date form, file appropriately.
10. EXPIRED ORDERS: Inactivate entry, sign and date form, file appropriately.

WARRANTS

Alameda Police Department warrants are generally entered only into the Automated Warrants System (AWS) by the courts but may be entered statewide or nationwide at the request of the detective. The exception to the entry process is Ramey Warrants which are entered by the Communications Center, see Warrant Procedures for complete warrant entry details.

RAMEY WARRANT

A Ramey arrest warrant, also known as a "Warrant of Probable Cause for Arrest" may be issued when there is probable cause to arrest but prosecutors have not yet filed a criminal complaint against the arrestee. By submitting a Ramey Affidavit to a judge for approval, officers can obtain an arrest warrant without having to wait for charges to be brought. Ramey arrest warrants are entered into the Automated Warrants System (AWS) via the Consolidated Records Information Management System (CRIMS). Sample masks below, see Warrant Procedures for complete warrant entry details.

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 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.
- Incident type 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, incident type **911.**
- Include details provided. Text example: "MISDIAL FROM JOHN."

SILENT 9-1-1 CALL

In compliance with the Americans with Disabilities Act, all silent voice calls SHALL be interrogated with a TTY/TDD to determine if the caller is attempting to report an emergency using a special communications device for deaf, hard of hearing, or speech impaired individuals. See NON-EMERGENCY, TTY/TDD for further.

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 incident type **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. Additional systems such as ZetX, RapidDeploy, RapidSOS, and What3Words may be used to narrow down a caller's location.
- If you speak with the caller and they report it as an accidental call, enter call using incident type **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 incident type **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 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 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 the original 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, you must expeditiously screen the call before transferring to ACRECC. The goal is to screen and transfer the call within 30 seconds. Once transferred, the fire department <u>will be</u> dispatched, as ACRECC does make referrals for non-emergency requests.

FIRE AND MEDICAL CALLS WITH <u>NO CRIME</u>

1. Location of incident, location of caller if different, and telephone number.
2. Nature of emergency (e.g., 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 caller to, "Go ahead" to Fire Dispatch. Callers often begin talking before you have an opportunity to relay the information 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 <u>INVOLVING A CRIME</u>

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. Text will include nature of call, PD incident, and ACRECC notified "HEAD INJURY, RELATED TO INC #10. ACRECC NOTIFIED."

TYPES OF CALLS AFD RESPONDS TO

1. Structure fire (send PD)
2. Extinguished fire
3. Outdoor fire including beach, vehicle, grass, dumpster, electrical pole (notify AMP), mailbox (notify Post Office), pier, boat, rubbish, etc. (send PD)
4. Smoke inside or out (including odor)
5. Electrical emergency
    a. Smoking or arcing appliances
    b. Electrical arcing inside or out
    c. Down overhead power lines (send PD)
6. Explosion (send PD)
7. Building or structure collapse (send PD)
8. Radiological/Hazardous materials incident (send PD and use Hazardous Materials or Pipeline Emergency guide)
9. Plane crash (send PD)
10. Medical
    a. Medical emergencies
    b. Patient assist, person fell out of bed, wheelchair
    c. Overdose or suicide, including attempts (send PD)
    d. DOA (send PD)
11. Injury vehicle accident (send PD)
12. Fuel spill or vehicle leaking oil, coolant, fluid
13. Flooded basement with gas or electrical hazard
14. Gas leak inside or out (including odor)
15. Residential lockout with potential emergency
    a. Food cooking on stove
    b. Iron on or other hazardous appliance left on
    c. Elderly, disabled person, or young child locked inside
16. Vehicle lockout when one of these conditions exists
    a. Person or animal trapped inside
    b. Engine running
    c. Other hazard involved
17. Elevator malfunction with person trapped inside
18. Fire hydrant leaking or sheared off
19. Boat or ship emergency (send PD, EBRPD, and USCG when appropriate)
    a. Sinking or taking on water
    b. Capsized
    c. Disabled vessel with trapped person(s)
    d. Water rescue
20. Fire alarm

TYPES OF CALLS AFD <u>DOES NOT</u> TYPICALLY RESPOND TO

1. Residential lockout with no emergency conditions (refer to locksmith)
2. Vehicle lockout with no emergency conditions (refer to tow company or locksmith)
3. Elevator malfunction with <u>no one</u> trapped inside (refer to elevator repair company)
4. Animal related (cat in tree/on a roof, animal hit by a vehicle – refer to emergency vet)

POLICE <u>AND</u> FIRE COMBINED RESPONSE CALLS

1. Structure Fire – PD may be needed for traffic control, evacuation, arson report, etc.
2. Injury accident
3. Overdose – <u>PD first to secure scene</u>
4. Attempt/Suicide – <u>PD first to secure scene</u>
5. DOA
6. Medical calls with crime <u>(PD first to secure scene)</u>, suspicious or unusual circumstance involved (e.g., young child/person not breathing)
7. Explosion
8. Hazardous materials incident (use Hazardous Materials or Pipeline Emergency guide)
9. Building or structure collapse
10. Plane crash
11. Boating emergency (send EBRPD and USCG when appropriate)
12. Webster/Posey Tube 901 or hazardous vehicle inside. Automatic notification to OPD/OFD/Caltrans (tube incidents are a mutual response area).

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 <u>or</u> 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 call is a dual POLICE/FIRE incident, complete steps to transfer and generate PD incident
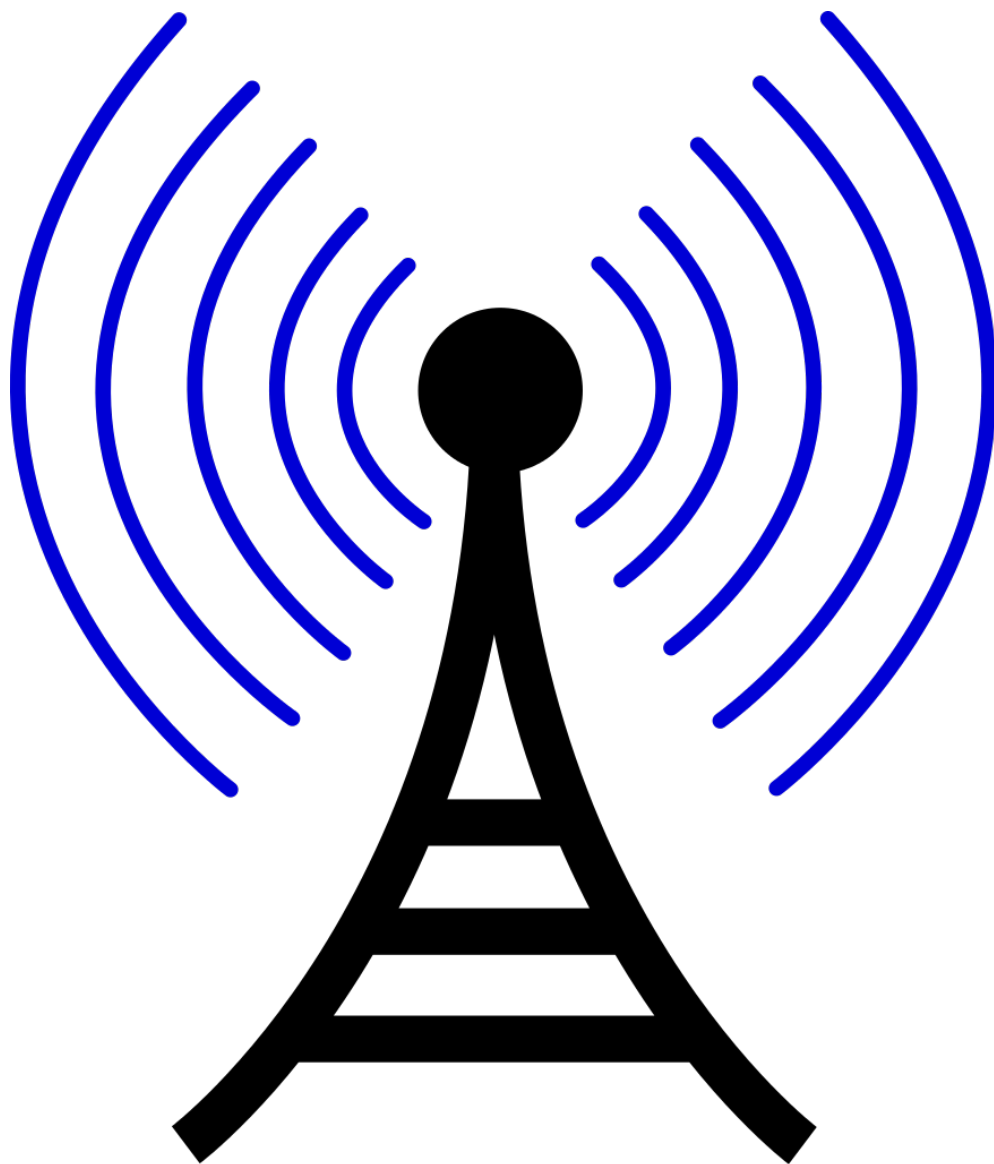
POLICE RADIO

The police radio is the primary point of communication between public safety dispatchers and field personnel.

PRIMARY DUTIES

Dispatch PD Channel 1
Monitor PD Channel 2

When you are sitting at the Police Radio 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 Radio 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 taken; you can make a hash mark next to the unit's name for each one handled.

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.

POLICE DISPATCHER

Police dispatchers manage radio transmissions, coordinate police units, and use the CAD system to process confidential requests. A police dispatcher must demonstrate initiative, independent judgment, and the ability to coordinate simultaneous activities and manage critical requests.

EBRCSA

The Alameda Police Department is on the East Bay Regional Communications System Authority (EBRCSA), a P25 compliant radio communications system. P25 standards provide technical specifications for emergency communications equipment to ensure interoperability. Following 9/11, legislation passed to improve public safety communications systems and mandated that public safety equipment be interoperable regardless of manufacturer. EBRCSA provides coverage and interoperability to Alameda and Contra Costa County participating agencies that are grouped into three main cells. Alameda is part of the Northwest Cell.

East Cell	Northwest Cell	Southwest Cell
Doolan	Glen Dyer	San Leandro Hills

RECORDING OF RADIO TRAFFIC

Like all calls handled from the VESTA 9-1-1 workstations, all radio traffic is recorded. Channels APD1, APD2, INV1, and SWAT are accessible locally from the Audiolog/Insight Center recorder and radio console for immediate retrieval when needed.

RADIO TECHNOLOGY

As with most technology, scheduled maintenance or system failure can significantly impact operations. It is imperative to prepare for these scenarios by understanding the most common functionalities and features of the system, some of which are detailed below.

APX CONSOLETTES

Two APX Consolettes are wired to our EBRCSA equipment, one for the Northwest and the other for the Southwest Cell which covers parts of Bay Farm Island. During a minor outage, these units allow use of the radio console and backup channel (APD Backup APD 1), allowing the dispatcher to continue to use the headset and foot pedal. In a full outage, communication is done from a portable radio.

TRUNKING

Wide Area Site Trunking allows any radio or dispatch center on EBRCSA to talk to one another. Site Trunking is when we are no longer part of Wide Area Communications, radios become local communication only, and personnel from outside are unable to communicate with us.

RADIO OUTAGES

While infrequent, there are disruptions to all technology and our radios will go into two separate modes, FAILSOFT MODE and IDLE MODE. In both instances, the radio has limited functionality, and we must adjust quickly to maintain uninterrupted radio communication.

FAILSOFT MODE

In FAILSOFT MODE the radios will display a YELLOW ! To continue radio communications, select the APD Backup APD 1 from the radio console and continue using your headset and foot pedal. The backup channel is transmit only and will no longer display radio aliases. Notify on duty personnel and County Radio that the radios are partially down. When resolved, return to APD 1, and notify units to resume normal communication.

IDLE MODE

In IDLE MODE the radios will display a RED X. To continue radio communications, use the portable radio in the kitchen or supervisor's office and begin dispatching on Zone A, APD 1. You will not have access to your headset or foot pedal. Notify on duty personnel and County Radio that the radios are fully down. When resolved, return to APD 1, and notify units to resume normal communication. If backup channel <u>and</u> portable down, communication is by MDT/Cell.

DISPATCH PRIORITY OVERRIDE

By holding the mic for 2 seconds, Dispatch Priority Override allows a police dispatcher to override an incoming transmission when there is a need to broadcast emergency information. The unit transmitting will not hear the broadcast and will continue to come through the dispatcher's headset. That unit will need to be advised of the emergency traffic.

UNIT PRIORITY OVERRIDE

If there is a need for a unit to broadcast emergency information, the unit can transmit while the police dispatcher is transmitting BUT the traffic will ONLY be heard by the dispatcher and NOT other units. The dispatcher must re-broadcast the information accordingly.

ALCO APB TALKGROUP

The radio consoles are equipped with talkgroups for the purpose of sharing eminent life-threatening situations, BOLOs for suspects in violent crimes that have just occurred and where specific suspect vehicle and suspect descriptions are available, incidents with officers down or in need of immediate assistance, and SNARE activations for participating agencies. The below talkgroups are used to broadcast information to area dispatch centers with a single broadcast rather than individual phone call notifications. All broadcasts begin with an alert tone, agency identifier, and nature of broadcast. Broadcasts are in plain English and free of radio codes.

EAST APB	NW APB	SW APB	ALCO APB
ACSO 2 (Dublin)	Alameda	ACSO 1	EAST
EBRPD	Albany	EBRPD	NW
Livermore	Berkeley	Fremont/Union City	SW
Pleasanton	EBRPD	Hayward	
	Emeryville	Newark	
	Oakland	San Leandro	
	Oakland Housing		
	Piedmont		
	San Leandro		
	UC Berkeley		

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."*

CROSS BORDER EVENTS

While talkgroups are primarily used to share information during cross border events, EBRCSA consoles are equipped with mutual aid channels and patching abilities for the limited purpose of interagency communications during incidents that cross jurisdictional boundaries. All broadcasts are in plain English, preceded by the agency identifer, and free of radio codes. The initiating agency retains control of the incident until the watch commander requests the agency with immediate jurisdiction take control.

Permission <u>must</u> be obtained from ACSO to use a mutual aid channel or to patch APD1. When granted, units can switch to the designated channel, <u>or</u> the dispatcher can complete the patch.

To patch:

- From the Mutual Aid folder select Patch 1 from the Msel 1/Patch 1 box
- Select the Patch Edit icon to activate (box will turn blue)
- Select APD 1 and ALCOLAW3 (or designated channel)
- ❖ Remove patch when appropriate

To remove patch:

- Unselect APD1
- Unselect ALCOLAW3 (or designated channel)
- Select the Patch Edit icon to deactivate (box will turn gray)

EBRCSA RADIO CHANNELS

The EBRCSA assignment list below provides further information on available channels and functionality.

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.

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.

SECTOR STRUCTURE

The City of Alameda is divided into geographical zones for the deployment of resources and statistical purposes. The largest jurisdictional boundary is called a Sector (1,2,3). Sectors are divided into four smaller segments called Beats (11-14, 21-24, 31-34). Beats are divided into smaller segments called Areas (100-515 and 910). Effective 09/12/21, Alameda's original five sectors were condensed into three. Effective 01/01/22, the neighborhood beat assignments were implemented. Note, Beat 9 and Area 910 are used for locations outside of the city limits.

SECTOR 1

West side of Wilma Chan Way, westbound to the west edge of Alameda Point

Beat 11	Neighborhoods west of Main Street
Beat 12	Neighborhoods north of Willie Stargell Avenue
Beat 13	Neighborhoods between Willie Stargell Avenue and Lincoln Avenue
Beat 14	Neighborhoods south of Lincoln Avenue

SECTOR 2

East side of Wilma Chan Way, eastbound to the west side of Park Street

Beat 21	Neighborhoods north of Central Avenue and west of Grand Street
Beat 22	Neighborhoods north of Central Avenue and east of Grand Street
Beat 23	Neighborhoods south of Central Avenue and east of Grand Street
Beat 24	Neighborhoods south of Central Avenue and west of Grand Street

SECTOR 3

East side of Park Street, eastbound to the east edge of Bay Farm Island

Beat 31	Neighborhoods north of Central Avenue + Area 350 (CGI)
Beat 32	Neighborhoods south of Central Avenue
Beat 33	Neighborhoods north of Mecartney Road
Beat 34	Neighborhoods south of Mecartney Road

GENERIC BEATS

There are 7 generic beats used for pending street additions and separating resources in RIMS

Beat 1	Generic Sector 1
Beat 2	Generic Sector 2
Beat 3	Generic Sector 3
Beat 6	Patrol Sergeants
Beat 7	Animal Control, Police Assistants
Beat 8	Abandoned Vehicle Technician, Motors, Parking Technicians
Beat 9	Outside City Limits (must be used in conjunction with Area 910)

SECTOR MAP
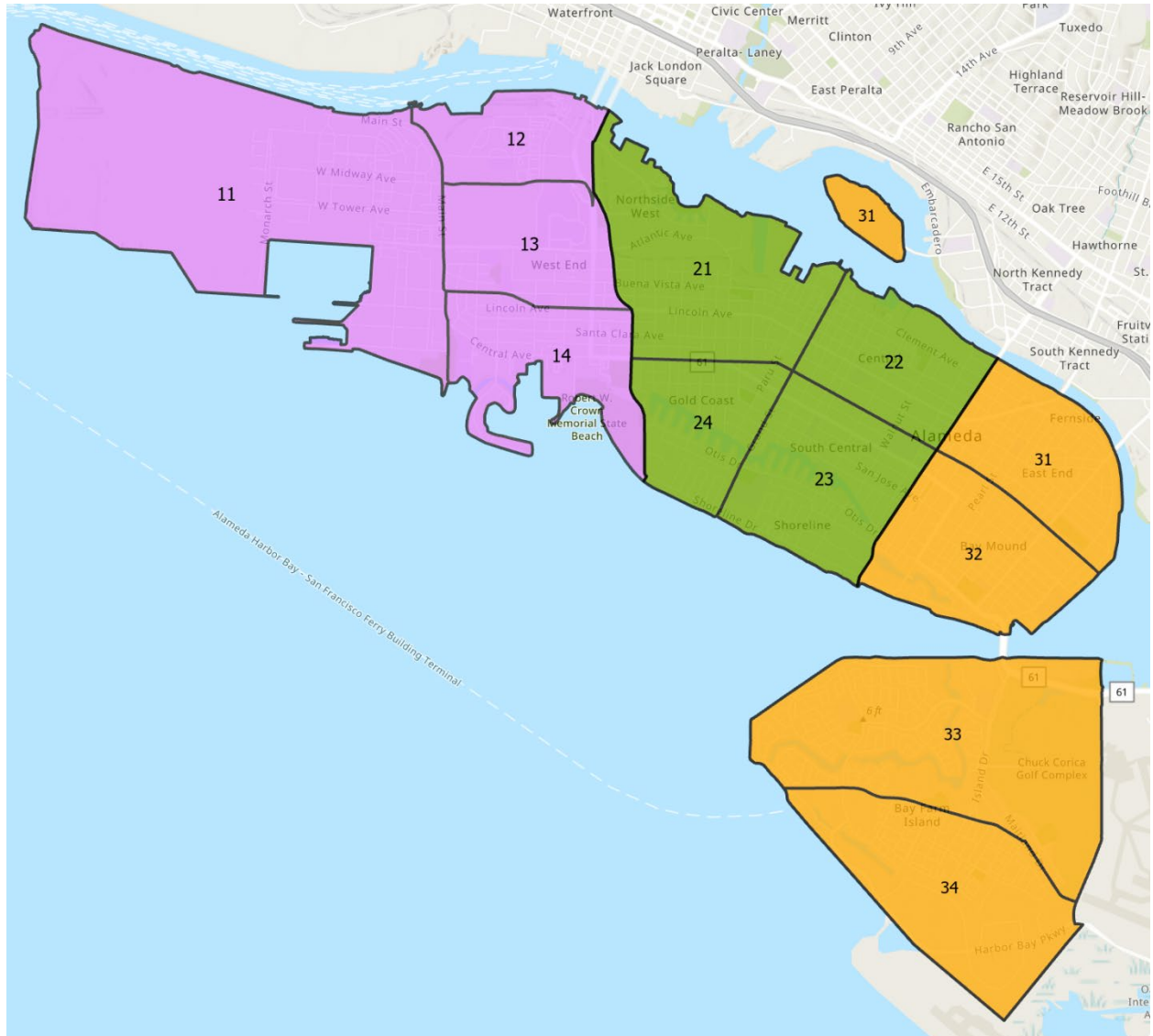
SECTOR - BEAT - AREA

Sector 1				Sector 2				Sector 3			
Beat 11	Beat 12	Beat 13	Beat 14	Beat 21	Beat 22	Beat 23	Beat 24	Beat 31	Beat 32	Beat 33	Beat 34
140	102	101	126	201	207	230	216	320	315	401	413
501	103	110	127	202	208	233	217	321A	316	402	414
502	104	111	128	203	209	235	222	322	317	404	415
503	105	112	129	204	210	236	223	323	318	405	416
504	106	113	130	205	211	237	224	324	319	406	417
505	107	114	131	206	243A	238	225	326C	321	407	418
506	108	115	132	211A	244	239	226	327	325	408	422
507	109	117	133	212	245	240	227	329	326	409	424
508		118	134	213	301	241	228	330	333	410	425
509		119	135	214	302	242	229	331	334	411	430
511		120	136	215	303	243	231	332	335	412	
515		121	137	218	304	254	232	333A	336	419	
		122	138	219	305	306	233A	342A	337	420	
		123	139	220	306A	309		343	338	421	
		124	141	221	307	310		347	339	422A	
		125	142	222A	308	311		350	340	423	
		143		246	326A	312			341	424A	
		144		250		313			342	426	
		145		251		314			345	427	
		146		252		315A			346	428	
		147		253		325A			375	429	
		148				326B					
		149									

GENERIC BEATS

Generic Beat 1, 2, 3 used for locations not known to CAD and are to be properly geo-validated as soon as practical. Beat 6, 7, 8 used solely to sort units in CAD. Beat 9 in conjunction with Area 910 used for locations outside the city limits.

Beat	Area	Assignment
1	100	Sector 1
2	200	Sector 2
3	300	Sector 3
6	600	Patrol Sergeants
7	700	Animal Control, Police Assistants, 70 Units
8	800	Abandoned Vehicle Technician, Motors, Parking Technicians
9	910	Outside City Limits

SECTOR STAFFING

Each sector is provided with at least one patrol officer. Even though an officer is assigned to a particular sector, that officer is not exempt from moving to other sectors to handle calls. New callsign designations and platoon re-naming effective 02/15/2025.

1L11	1st Platoon (0510-1500), Patrol, Sector One, first officer
1L12	1st Platoon, Patrol, Sector One, second officer
1L21	1st Platoon, Patrol, Sector Two, first officer
1L32	1st Platoon, Patrol, Sector Three, second officer
2L61	2nd Platoon (1010-2000), Patrol, Sergeant, first sergeant
2L72	2nd Platoon, Patrol, Special Enforcement
3L21	3rd Platoon (1210-2200), Patrol, Sector Two, first officer
3L32	3rd Platoon, Patrol, Sector Three, second officer
3L62	3rd Platoon, Patrol, Sergeant, second sergeant
4L13	4th Platoon (2010-0600), Patrol, Sector One, first officer
4L22	4th Platoon, Patrol, Sector Two, second officer
1A11	1st Platoon, two-officer unit, Sector One, first car
1A12	1st Platoon, two-officer unit, Sector One, second car
2R11	2nd Platoon, recruit unit, Sector One, first car
2R12	2nd Platoon, recruit unit, Sector One, second car
M51	Motor Unit
M61	Motor Sergeant
I1	Investigation Unit
I61	Investigation Sergeant
T1-T3	Identification Unit
T4	Property Unit
C1	Chief of Police
C2-C4	Captain
C5-C13	Lieutenant
A Unit	Traffic Civilian Personnel
AC Unit	Animal Control Unit
T Unit	Police Assistant
10-99	Badge Number Assignments

UNIT STATUSES

Status Description	Long-Name	Short Name	Avail?
CLEAR	909	IN	Y
DISPATCHED BY MC	DISP	D	N
EN ROUTE	ENRT	CL	N
ON SCENE	910	OS	N
ON DUTY	909D	L	Y
OFF DUTY	908D	LO	N
Meal Break	908A	8A	N
Transport	TRANS	TR	N
Code 4	CD4	OK	N
Out Of Service	908	8	N
Bathroom Break	908B	B	N
Detained	DETAIN	DE	N
In Custody	INCUST	CU	N
5150 EVAL	EVAL	EV	N

Unit Statuses - 14 records

Units on calls for service are generally in one of the following STATUSES:
1. Dispatched = Assigned
2. Enroute = Responding
3. On Scene = Arrived
4. Code 4 = Situation stabilized
5. Detained = Subject detained
6. In Custody = Subject taken into custody
7. Transport = Transporting related subject
8. Clear = Call completed, back in service

Units can also be in several OUT OF SERVICE statuses which are not generated incidents.

When units go back in service you won't need a disposition and can put them back in service:
1. Meal Break = 40 minute lunch + 10 minutes enroute time.
2. Out Of Service = Detail that takes unit temporarily out of service (FUEL, MTG, etc.)
3. Bathroom Break = Detail that takes unit temporarily out of service.

UNIT COMMANDS

Unit Commands cover functions having to do with field units (i.e., updating status, assigning or reassigning, exchanging, freeing, and putting units on and off duty).

Unit Commands	
Change unit status	U unit, new status, comment, unit location
Return to Scene	U unit, RS, comment, unit location
Change status of multiple units	U unit1/unit2/unit3, new status, comment, unit location
Dispatch a unit	U unit, unit ID of an already assigned unit, comment, unit location
All en route	U unit, ERALL, comment, unit location
All on scene	U unit, OS, ALL (where OS is your code for on scene or ,OSALL)
All code 4 (OK)	U unit, CODE4ALL, comment, unit location
Clear a unit	U unit, clear code, dispo, comment
Clear unit w/special circumstances	U unit, clear code, dispo, special circumstance code 1/2/3,comment
Clear all units w/special circumstances	U unit, ALL, dispo1/dispo2/dispo3, special circumstance code 1/2/3,comment
Clear all units except listed units	U unit, ALL, dispo1/dispo2/dispo3, EXCEPT unit1/unit2/unit3,comment
Clear all units and close incident	U unit ID of an assigned unit, ALL, dispo
Unit on duty	U unit, ON
Unit off duty	U unit, your code for off duty
Change Radio Channel for Units	U unit, CCHANNEL, new channel, unit1/unit2/unit3/unit4
Change Cross Staffed Units	U unit, XSTAFF, unit1/unit2/unit3/unit4
Un-Cross Staff Units	U unit, USTAFF
Change Unit Location	U unit, ULOC, address or intersection or place, city #apt/suite or @ any location comment
Clear Unit Location	U unit, ULOC, CLEAR
Team sign on	U TEAM
Free a unit	F unit
Free and hold a unit	F unit, H
Reassign a unit	R unit, new incident number, additional units
Exchange units	X current unit, new unit
Swap assigned units	X current unit, new unit, S
Change beat assignment	B unit, beat beat beat
Hold Incident for Unit	H incident #,unit

Unit On Duty

U 2L21,L (our "ON" command is L). Logs 2L21 on duty.

Outside Agency Unit On Duty

Same command, acknowledge YES to message that says, "ID is not a valid unit - should RIMS create the unit and sign it on anyway?"

Unit Off Duty

U 2L21,LO (our "OFF DUTY" command is LO). Logs 2L21 off duty.

Dispatch a Unit

U 2L22,2L21 assigns 2L22 to assist on the call.

Note, a primary unit must be assigned to the call first (I 100,2L21 assigns 2L21 to incident #100).

CHANGE UNIT STATUS

On scene

U 2L21,OS puts 2L21 on scene. U 2L21,OS,924 puts unit OS 924.

Code 4

U 2L21,OK tags call green to show unit is Code 4.

In Service

U 2L22,IN puts 2L22 in service (non-handling units only).

Change Location

U 2L21,CL,ADDRESS puts unit enroute to a new location.

Clear a Unit

U 2L21,IN,NA clears 2L21 with DISPO Necessary Action Taken. Generated calls for service must be cleared with a disposition by the handling unit.

Exchange Units

X 2L22,2L11 exchanges assigned unit with an available unit.

Swap Units

X 2L21,2L11,S swaps assigned calls for service. If 2L21 is on Inc. 100 and 2L11 is on Inc. 101, it will swap their calls.

Free a Unit

F 2L21 removes 2L21 from the call they were dispatched to and places them in service. Call is returned to pending status.

INCIDENT COMMANDS

Incident Commands cover functions for managing incidents, such as canceling an incident, adding a comment, officer initiated activities, assigning case numbers, etc.

Incident Commands	
Display an incident	I incident number or assigned unit
Display last displayed incident	I .
Display last created incident	I ;
Display last incident of the day	I ,
Dispatch an incident	I incident #,unit
Add comment to an incident	I incident # or assigned unit, comment
Add comment to a law incident	I incident # or assigned unit,P, comment
Add comment to a fire incident	I incident # or assigned unit,F, comment
Add comment to law&fire incidents	I incident # or assigned unit,B, comment
Add comment as important	I incident # or assigned unit,I, comment (or vertical "|" in cmt)
Cancel an incident	I incident #, dispo1/dispo2/dispo3,comment
Print an incident	I incident #, PRINT
Incident Task Dashboard	I incident #, DASHBOARD
Change Status of an Incident Task	I incident #, TASKSTAT,Task #,Status Code,Comment
Duplicate Incident	I incident #, DUPE or DUPECALL, new incident type
Traffic Stop	T unit,location,license state,color,make model,comment,ER (enroute)
Officer Initiated Activity	T unit,location,incident type,license state,color,make model,cmt,ER (enroute)
Assign a case number	C inc# or assigned unit, number of case numbers to assign

Dispatch an Incident

I 100,2L21 assigns 2L21 to Incident 100.

Display an Incident

I 100 recalls Incident 100. I 2L21 recalls incident for 2L21.

Add Comment

I 100,NO RESPONDER adds that notation to Incident 100.

I 2L21,RESIDENCE IS SECURE adds that notation to 2L21's incident.

Traffic Stop

T 2L21,OAK/LINCOLN,SAM123,BLU,HOND ACC puts 2L21 on a traffic stop.

Officer Initiated Activity

T 2L21,OAK/LINCOLN,TSO puts 2L21 on a Ticket Sign Off.

Assign a Case Number

C 2L21 assigns a case number to the unit.

C 100 assigns a case number to the incident.

Cancel an Incident

I 100,CA,PER RP cancels incident (pending calls only) and notates reason. Best practice is to ALWAYS provide the reason a call was cancelled.

STATE QUERY COMMANDS

State Query Commands	
Vehicle query	E unit or inc#,V,license,state,license type,parameters,color,make,model
Drivers license query	E unit or inc#,D,drivers license,state,parameters
Wanted person query	E unit or inc#,N,last name, first and middle names, DOB,
	sex, parameters, state
	Use AV instead of V to add the vehicle to the incident
	Use AD or AN instead of D,N to add the DL/Person to the inc.
	parameters: DLO-Drivers License Only, DNA - Do Not Attach to Inc
	RP-Run Person, RV-Run Vehicle, RC-Run Collaborate.
	Use a space for multiple parameters.
Firearm query	E unit or inc#,G,serial #,last name,first name,DOB
Property query	E unit or inc#,P,serial #,article code,last name,first name,DOB
State Command Line	E unit or inc#,C
	E unit or inc#,C,state command (Data Validation Table) code
	E unit or inc#,C,,state command string
Clear all unviewed State messages	E CLEAR - this workstation only
State Message Routing	E RROUTE, parameter 1, parameter 2, parameter 3
	parameter 1: workstation # or
	SHOWALL - Show all routings
	parameter 2: destination workstations # <separate with /> or
	DISPATCH - Route to any dispatch workstation
	SHOW - Show routing for this workstation (param 1)
	REMOVE - Remove routing for this workstation (param 1)
	parameter 3: one or more of the following options <separate with space>
	SON - Route even if someone is signed on at this workstation
	SOFF - Route even if someone is signed off at the destination workstation
	LOFF - User must change or remove routing before logging off

OTHER COMMANDS

Other Commands	
Send a message	M destination, message
Display next message	D
Person lookup	N name
Case Display	K case number
Phone List	P
Activity Log	L unit (or blank), comment - or blank for the Log Screen
Address/location history	A location,city,apt
Reset unit or all timed out unit timers	Z unit (or All),#of minutes
Ready Reference	Y three character ready reference ID
Change Threat Level	V LEV, new threat level or blank to clear
Change (fire) station	V STN, unit id, fire station
Change Units to Perm. Station	V STN, RESETALL
Query Collaborate Incident	Q C,I,agency code,incident #
Query Phone #	Q P,phone number
Query Fire Run Card #	Q R,incident type,fire run card #
Query Citation #	Q T,citation #
Query Vehicle Plate	Q V,vehicle license #, state
Query Warrant #	Q W,warrant #
Open Website	W id or website URL

MAP COMMANDS

Zoom Map Commands	
Zoom map to these coordinates	G C,latitude,longitude (either decimal or degrees min sec)
Zoom map to this unit	G U,unit ID (zoom map to this unit)
Zoom map to incident location	G I,incident number (zoom map to incident location)
Zoom map to this address	G L,address,city (zoom map to this address)
Zoom map to premise	G L,,,place name (zoom map to premise)
Follow a Unit	G F,unit ID (follow this unit)
Reset map to default view	G R (reset map to default view)

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 should heighten the dispatcher's awareness, but remember: **ANY** call could result in violence to a police officer. When we discuss Officer Safety, we will review how 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 Radio.

- 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, stay calm. 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 callers, 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 were called? Any past violence towards police?
5. Any injuries?
6. Have 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?

PRIORITY ONE

A PRIORITY ONE assignment 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, and WATER incidents are also PRIORITY ONE assignments. All PRIORITY ONE incidents will be dispatched immediately however, not all PRIORITY ONE incidents require a tone alert (e.g., a just occurred 10851 as of February 2023).

EXAMPLE

ACTIVATE THE 3 ALERT TONE AND HOLD FOR 3 BEEPS

DISPATCHER   "All units, armed 211 just occurred at AMPM 1260 Park Street., that's AMPM, one two six zero Park Street. 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, blue shirt and dark pants, weapon was a handgun, suspect fled on foot northbound Park Street. No further.

If you have no units available and none you feel can cancel 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:

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

CODE 3 RESPONSE

A Code 3 response to a PRIORITY ONE incident is immediate and the use of lights and siren is authorized. Dispatchers shall not assign codes to calls unless instructed to do so by a

supervisor. Dispatchers shall provide officers with sufficient information as to the severity of the situation so they can make the best decision relative to the mode of response. Officers responding Code 3 shall immediately advise Dispatch 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 starting location in the incident, provide a time check, and advise the patrol sergeant of the Code 3 response.

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 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.

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.

Code 33 is cancelled 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

SAMPLE CODE 33 ANNOUNCEMENTS

SCENARIO: **Felony car stop on 10851 at Park Street and Lincoln Avenue.**
Unit: "3L31 Code 33"
Dispatcher Action: Activate 3 Alert Tone
Dispatcher: "Code 33 Park and Lincoln"

SCENARIO: **Vehicle pursuit of 211 suspect vehicle.**
Unit: "3L31 behind 211 suspect vehicle, Red Ford, Adam, Mary, Union, 3-3-3 northbound Webster from Central"
Dispatcher Action: Activate 3 Alert Tone
Dispatcher: "Code 33, northbound Webster from Central"
Dispatcher Action: Assign appropriate cover unit(s)
Unit: "Passing Santa Clara"
Dispatcher: "Passing Santa Clara"
Unit: "Vehicle stopped Webster and Lincoln"
Dispatcher: "Copy, vehicle stopped Webster and Lincoln"
Unit: "Code 34"
Dispatcher Action: Activate 3 Alert Tone
Dispatcher: "Code 34 Webster and Lincoln, 1815 hours"

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 and are normally assigned to the Sector Unit. If one is not available, the call will be assigned to the closest unit when serious trouble exists.

A PRIORITY TWO assignment also covers all "cold" reports. Most incidents are programmed as PRIORITY TWO in CAD and require assessment by the Dispatcher. Calls held 30 minutes or longer should be dispatched out of sector (when appropriate to the incident type) and/or brought to the attention of the Lead Dispatcher or Patrol Sergeant.

The following are examples of PRIORITY TWO calls:

> Misdemeanor crime in progress
> Suspicious person (912P)
> Disturbance (415)

Mentally ill subject (5150)
Alarm call (933A, 933S)
Intoxicated subject (647F)
Cold crime report (459, 484, 487, 532, etc.)

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. PRIORITY THREE calls will be dispatched to the appropriate Sector Unit by both voice and MDT. Basic information (nature of the call, address, and reporting person's name and location) is provided over the radio and additional particulars sent via MDT.

The following are examples of PRIORITY THREE calls:
Parking Problems
TSO
ROAD

EXAMPLE

DISPATCHER   "A1"

UNIT   "A1"

DISPATCHER   "A1, 8-7.7 at 2225 Buena Vista, two two two five Buena Vista, RP last of Jones."

UNIT   "904"

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

TRAFFIC STOPS

Officer initiating a traffic stop:
Format: Unit 908T location (dispatcher acknowledges), license plate, make, and color of vehicle.
Example: 2L11 908T LINC/OAK (go ahead), 1 Sam Adam Mary 123, Blue Honda.

Officer clearing a traffic stop:
Example: 2L11 909T CITE
Example: 2L11 909T WARNING

Dispatcher entry would look like this:
Example: U 2L11,IN,CI
Example: U 2L11,IN,WA

Note: Traffic stops cleared with a report will be set to the proper Incident Type and the disposition will be RT.

RACIAL and IDENTITY PROFILING ACT OF 2015

AB 953 and its regulations collectively referred to as "RIPA" requires all city and county law enforcement agencies in California to collect perceived demographic and other detailed data regarding pedestrian and traffic stops.

Stop Data is collected in RIMS and transferred to the California DOJ – Stop Data Division. Collection of test data began September 30, 2021. Official reporting began January 1, 2022.

STOP DATA LOG

The process begins with (3) trigger points: Incident Type, Disposition, and Unit Status. These pre-determined elements send incidents to the log for completion of Stop Data Records.

1. Incident Types: Traffic Stop (T), Subject Stop (SS)
2. Dispositions: Cited (CI), Field Interview (FI), Warning (WA)
3. Unit Statuses: Detained (DE), In Custody (CU), Transport (TR), 5150 Eval (EV)

STOP DATA COMCEN RESPONSIBILITIES

Stop Data begins with the CAD Incident. It is imperative that the correct incident type, disposition, and unit statuses are used to compile an accurate Stop Data Log.

Incident Type OO1 (Out On One) to be used for consensual contacts that <u>DO NOT</u> require Stop Data. Officers will identify Subject Stop or Out On One to differentiate the two.

Disposition PC (Parking Cite) to be used to separate traffic stop citations and parking cites.

Unit Status CL (Change Location) to be used to separate TR (Transport) which is generally associated with a detention.

POLICE PURSUITS

Your trainer will have you read the Vehicle Pursuits Policy and review it with you. Upon completion, 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 into 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

The dispatcher needs to know the violation, description of vehicle, license plate, location, speed, and direction of travel from the initiating pursuit officer.   **True   False**

The secondary unit joining the pursuit may take over radio communications.   **True   False**

Patrol units will always ask for aerial assistance.   **True   False**

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.

True   False

STATUS CHECKS

When an officer or field unit keys their mic but does not respond, the dispatcher must attempt to raise them to confirm their status. If they do not respond, the dispatcher will identify their last known location and have units respond to physically confirm their status. Simultaneously, a call-taker will try calling the unit's assigned cell phone in case their radio volume is turned down. Officers not responding to the check on the unit will refrain from transmitting unless they are handling an emergency. The dispatcher will hold non-priority traffic until the unit is located and notify the Patrol Supervisor or Watch Commander without delay.

ROLL CALL PROCEDURES

When an unknown portable or car radio keys the mic but does not respond, the dispatcher must attempt to identify the unit. This is often completed by stating, "Last unit with traffic identify." If no one responds, the dispatcher must try again while comparing the radio alias to on duty units. If the unit can't be identified, the dispatcher must conduct a roll call to check the status of every unit on duty. It is important to complete a short alert tone and announce that a roll call is being conducted. Start with the first unit, make your way down to the list, and keep track of each unit that acknowledges. If the radio cannot be identified and all units are Code 4, refer the radio alias to the Communications Manager for further investigation.

BE ON THE LOOKOUT (BOLO)

There are instances when the dispatcher will have to broadcast a BOLO. For active calls, the officer will ask the dispatcher to copy a BOLO who then logs the details into the incident. The dispatcher acknowledges the BOLO by re-broadcasting the details and ends with a time check. BOLO requests from an outside agency begin with a short alert tone and a request for all units to prepare to copy a BOLO. Details are broadcast and closed with a time check. BOLO incidents are closed NA with a notation that it was broadcast.

FLOCK ALERTS

Flock Safety License Plate Readers are positioned throughout the city to capture license plates and vehicle data used to reduce crime and streamline investigations. The Communications Center is tasked with monitoring alerts and generating corresponding calls for service for broadcast. After confirming in CLETS that the vehicle is stolen, enter an LPR incident. The broadcast does not require an alert tone or "attention all units." Sample broadcast: "Flock alert at LOCATION, on a COLOR, MAKE, MODEL, LICENSE PLATE, returns 937S out of AGENCY, LAST DIRECTION OF TRAVEL, TIME CHECK." No additional time check required. Memo into the incident "broadcast" or "broadcast completed" and hold incident for 30 minutes and close NA.

LPR NOTIFICATIONS

Patrol vehicles equipped with Automated License Plate Readers send audible tone notifications to field units when a matching license plate number listed in NCIC is read by the system. When an officer advises of an LPR notification, generate a call for service by on-viewing the unit to an incident or by stacking a pending LPR call for service for later investigation. Close the incident with the disposition provided by the unit or hold for 30 minutes and close NA.

WARRANT CHECK RETURNS

Below you will find examples of how to provide warrant check return information to a requesting officer. ***Adhering to these procedures is essential to Officer Safety.***

CLEAR SUBJECT

Use the appropriate 937 response (937C) for initial notification.

Dispatcher:	2L31
Unit:	2L31 go ahead
Dispatcher:	2L31 937C (Charles)
Unit:	2L31 904

SUBJECT ON PAROLE/PROBATION

Use the appropriate 937 response and advise of parole or probation status to include violation and terms.

Dispatcher:	2L31
Unit:	2L31 go ahead
Dispatcher:	2L31 937C on County Probation for 459 PC with an S7
Unit:	2L31 904
Dispatcher:	2L21 cover 31 2200 Lincoln

SUBJECT WITH A WARRANT

Use the appropriate 937 response (937F, 937M, 937V, 937I) for initial notification. Officer will request warrant details at their discretion, upon which complete information is provided. ***Failing to adhere to this procedure creates a potential Officer Safety hazard.***

Dispatcher:	2L31
Unit:	2L31 go ahead
Dispatcher:	2L31 937F (Frank)
Unit:	2L31 904
Dispatcher:	2L21 cover 31 2200 Lincoln

Dispatcher:	*Wait for officer to request the warrant details*
Unit:	2L31 what is the count and amount?
Dispatcher:	2L31 937F (Frank) for 211 459 and 245(A)(1) PC, bail is $405,000.00.
Unit:	2L31 is it in AWS?
Dispatcher:	2L31 affirm, out of OPD <u>or</u> negative, we'll have to call to confirm

SUBJECT OWNS A FIREARM

CLETS inquiries by name or DL automatically search the Automated Firearms System for weapons owned. Use the appropriate 937 response and advise of AFS history.

Dispatcher:	2L31
Unit:	2L31 go ahead
Dispatcher:	2L31 937, known to AFS
Unit:	2L31 904
Dispatcher:	2L21 cover 31 2200 Lincoln

SUBJECT IS A RESTRAINED PARTY

Use the appropriate 937 response for the initial notification. Advise if the order is served or unserved, type of order (Criminal Protective Order, Civil Harassment Order, Domestic Violence Order, Emergency Protection Order, Elder or Dependent Adult Abuse Order, etc.), protected party name, and stay away specifics. Be mindful that a "No HAM" order prohibits harassing, annoying, or molesting the protected party, but may allow for peaceful contact. Any language prohibiting contact <u>or</u> to stay away should be closely evaluated and relayed.

ARMED and PROHIBITED PERSONS SYSTEM (APPS)

The APPS database identifies individuals who procured firearms and later became prohibited from legally owning them. The database is the result of records and information originating in the Dealer Record of Sale (DROS) database and the Automated Firearms System (AFS) database. Individuals are entered into the APPS database as soon as they legally purchase or acquire a firearm. They are moved to the Prohibited Armed Persons File within the database if they later become prohibited. Prohibitions may be due to a felony conviction, domestic violence conviction, a qualifying misdemeanor conviction, mental health-based event, various types of civil or criminal restraining orders, as well as other prohibitory categories based on state and federal law. New individuals are added daily, creating a constantly changing dataset. Use the Police G drive | APPS – FDAS folder |APPS Current Year | Current Month to view the list of individuals in Alameda County prohibited from possessing or owning a firearm.

POLICE RADIO WORKSHEETS

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 RADIO 1	POLICE (13, 14, 15)
WORKSHEET - POLICE RADIO 2	POLICE (13, 14, 15)
WORKSHEET - POLICE RADIO 3	POLICE (13, 14, 15)
WORKSHEET - POLICE RADIO 4	POLICE (13, 14, 15)
WORKSHEET - POLICE RADIO 5	POLICE (13, 14, 15)
WORKSHEET - POLICE RADIO 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 _____

988 _____

937H _____

937X _____

1199 _____ (10-code)

Fill in the appropriate radio codes for the following:

Wanted, misdemeanor   _____

Officer needs help   _____

Surveillance/Stake Out   _____

Clear Radio Channel   _____

Accident, no injuries   _____

Arrived at Scene   _____

Audible alarm   _____

Suspicious vehicle   _____

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

For a dispatcher to close out a call, a two digit disposition code is used. These codes are part of the main portion of Dispatch-Patrol Communications, and you must know them all.

RT _____

UT _____

IC _____

PO _____

FI _____

SU _____

DU _____

FA _____

TE _____

GO _____

SO _____

AI _____

CI _____

NA _____

CA _____

TO _____

WA _____

PC _____

WORKSHEET - DISPOSITIONS 2

For a dispatcher to close out a call, a two digit disposition code is used. These codes are part of the main portion of Dispatch-Patrol Communications, and you must know them all.

IC   _____

FI   _____

RT   _____

NA   _____

UT   _____

SU   _____

CA   _____

GO   _____

CI   _____

AI   _____

SO   _____

DU   _____

PO   _____

FA   _____

TE   _____

TO   _____

PC   _____

WORKSHEET - PHONETIC ALPHABET

A: _____

B: _____

C: _____

D: _____

E: _____

F: _____

G: _____

H: _____

I: _____

J: _____

K: _____

L: _____

M: _____

N: _____

O: _____

P: _____

Q: _____

R: _____

S: _____

T: _____

U: _____

V: _____

W: _____

X: _____

Y: _____

Z: _____

WORKSHEET - POLICE RADIO 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 free a unit from a call?   _____

5. How do you place a unit back in service?   _____

6. How do you add to an Activity Log?   _____

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 RADIO 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 – RT 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 – The command I 123,3L21 means that 3L21 is being dispatched to incident 123?

8. T or F – I 3L22 means that you are recalling the incident that 3L22 is assigned to?

9. T or F – A time check should be given for both male and female in custody transports?

10. T or F – The command to search for history at an address is A?

WORKSHEET - POLICE RADIO 3

1. What should you do if you miss part of an officer's transmission on the radio?

2. What does F5 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 with an IC what disposition is used?

9. If an officer clears a 22500E with a citation what disposition is used?

WORKSHEET - POLICE RADIO 4

1. When an officer says, "I am 909 from a 459 I have the numbers" what are they 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
    Place: Café Jolie
    Type: 211
    Caller: Sanchez, Fred
    Desc: Just occurred. S#1 WM-15, Blu shirt, jeans. S#2 BM-18, Drk sunglasses, Grn plaid shirt, Blk jeans. Suspect #1 hit the RP in the head with a crowbar 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 RADIO 5

The city is divided into sectors 1, 2, and 3. What sector are the following addresses in?

1250 Park Street: _____

525 Buena Vista Avenue: _____

Island Drive/Mecartney Road: _____

1537 Saint Charles Street: _____

Set up a perimeter for a residential 459 in progress at 36 Steuben Bay:
_____
_____
_____

There is an accident at Park/Buena Vista. What is the sector assignment and who would you send? You have 2L11, 4L21, 2L32, and 4L34 available. Are there other considerations?
_____
_____
_____

M51 makes a traffic stop at Island/Doolittle and needs a cover unit. Who do you send? You have 2L13, 2L33, and 2L21 available.
_____
_____
_____

It is 1650 hours, and you have a non-injury accident at Central/Webster. You have 2L11 and 4L13 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 Center. Who is closer 3L31 at Broadway/Encinal or 3L33 at High/Encinal?

_____

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 2L32 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 the units or should they all go?

_____
_____
_____

List 5 Alameda schools and their addresses:

_____
_____
_____
_____
_____

What city borders Alameda?

_____

How would you enter a call to meet an EBRPD officer at Crown Beach?

_____
_____
_____

WORKSHEET - POLICE RADIO PREPAREDNESS

Vehicle Incident Types – 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 – What Function Keys run the following queries?

Vehicle license plate check   _____

Warrant and driver's license check   _____

Check on a firearm   _____

Check on a laptop   _____

Warrants

Is verification required for 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 it 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 occur 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 cancelling alarm calls? _____

What mask is used to enter a stolen vehicle? _____

How do you run a gun for stolen and history?_____

3L31 asks you to run a 1028. How do you reply? _____. When you receive the return
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 reported runaway calls and informs you that their daughter returned, what do
you do? _____
_____

OPD calls and tells you a female was on 911 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 Department's Warrants Section 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 CLETS returns to this inquiry?
1. _____
2. _____
3. _____

A warrant check is done by using the _____ mask.

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.

The command to clear an officer with the disposition of Report To Follow is _____

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 or _____ function key for officers who have on-viewed a crime or incident.

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.**

PUNCTUALITY

UNACCEPTABLE
- Late for an assigned shift
- Not at the assigned workstation 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

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

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

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.

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

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

INITIATIVE

UNACCEPTABLE
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

ACCEPTABLE
Willing 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

SUPERIOR
Willing to accept the responsibility of taking action without being specifically directed to do so:
- Volunteers for new duties
- Takes a leadership role

VERSATILITY AND ADAPTABILITY

UNACCEPTABLE
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
Willing 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

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

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

CODES

UNACCEPTABLE

Inability to utilize and communicate with radio and incident types:
- 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 incident types:
- 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 incident types:
- Familiar with seldom used radio and incident types, researches new codes and commits them to memory

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

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

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

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

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

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

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

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

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

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

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 lack 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

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

STRESS CONDITIONS

UNACCEPTABLE
Inability to adjust to extended periods of heavy workload:
- Outwardly emotional and unable to maintain composure
- Loses temper; becomes verbally aggressive
- Visibly nervous and agitated; acts uneasy, apprehensive, erratic, or disoriented
- Cannot control situation; fails to take an assertive role when circumstances dictate
- Instigator of conflict; goads, provokes, or incites conflict
- Becomes ineffective under sustained pressure, and is unable to cope with even routine matters that follow
- Refuses to continue, becomes ill

ACCEPTABLE
Ability to adjust to extended periods of heavy workload:

- Exhibits a controlled attitude and ability to maintain order
- Controls temper
- Ability to manage situation
- Ability to work under pressure, but recognizes when it is building up and may request assistance or relief for a short break away from the position

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

INCIDENT 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 entry format; unable to satisfactorily explain the function of the field in the incident entry mask, omits fields
- Manipulation of incident entry 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 incident type, 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 (1028s 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 entry process
- Utilization of entry format; able to explain the function of the fields of the incident entry mask, enters all mandatory fields
- Manipulation of incident entry 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 incident types
- 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 1028s
- 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

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

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

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

CONCERN FOR OFFICER SAFETY

UNACCEPTABLE

Apathetic towards Officer Safety:
- Unaware of potentially 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
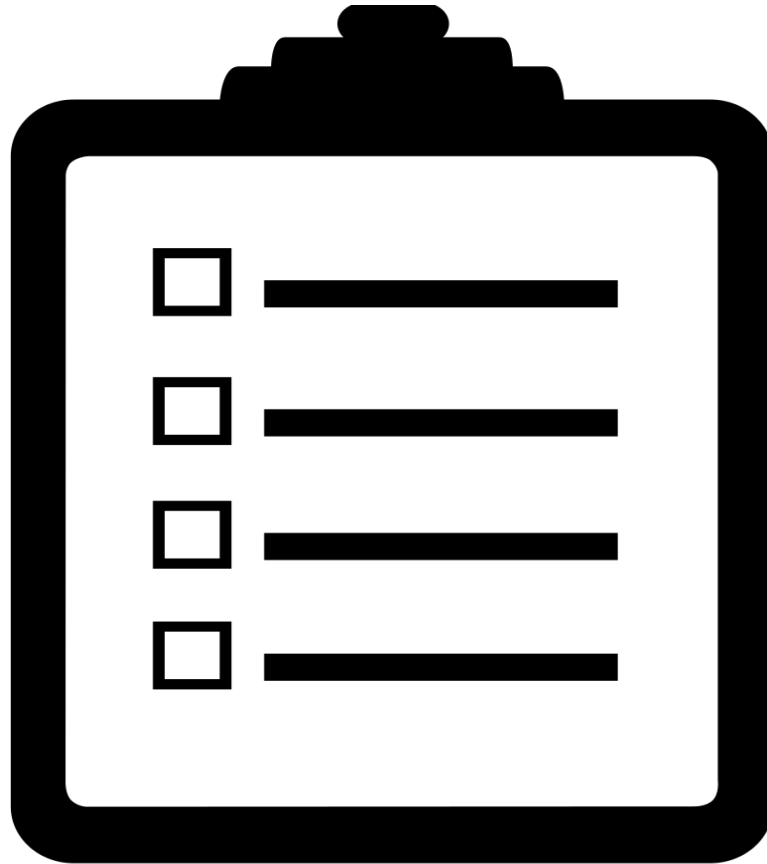
CTO GUIDES

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 to 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.

TRAINING SCHEDULE

A 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.

IN-HOUSE

The In-House phase of training consists of 3 weeks of off-line and live instruction. At the beginning of the module the CTO will make a copy of the checklist and mark off items as they are reviewed. The checklist will be attached to the last DOR for the module.

NON-EMERGENCY

The Non-Emergency phase of training consists of 3 weeks of live instruction. At the beginning of the module the CTO will make a copy of the checklist and mark off items as they are reviewed. The checklist will be attached to the last DOR for the module.

911 EMERGENCY

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 module the CTO will make a copy of the checklist and mark off items as they are reviewed. The checklist will be attached to the last DOR for the module.

POLICE RADIO

The Police Radio phase of training consists of 12 weeks of instruction and will be a combination of off-line and live training. At the beginning of each module the CTO will make a copy of the checklist and mark off items as they are reviewed. The checklist will be attached to the last DOR for the module.

OBSERVATION

The Observation phase of training consists 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 will make a copy of the checklist and mark off items as they are reviewed. The checklist will be attached to the last DOR for the module.

RATING GUIDE AND EVALUATIONS

The Rating Guide is a crucial tool that is utilized by the CTO to ensure the trainee is being evaluated fairly, accurately, and consistently. The rating guide provides the evaluation standards identified along with examples of Unacceptable, Acceptable, and Superior performance. The CTO will utilize the rating guide when completing DORs.

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.

DOR ACTIVITIES

Used to document the variety of activities completed throughout a shift (paperwork, front counter assistance, supplemental reports, training videos, etc.) It is important to provide positive and constructive feedback to the trainee specific to the tasks completed.

DOR SUMMARY

Used to note overall daily activities and 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.

COMPLETION OF TRAINING

The Communications Manager will notify the Office of the Chief of Police that the trainee has completed the Public Safety Dispatcher Training Program. A memo will be generated to affirm the successful completion of the program.

QUIZ 9 KEY - GEOGRAPHY

PARK ST/OTIS	Sector 3 (10,H)	THOMPSON FIELD	Sector 2 (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 STREET 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 2 (6,E)	BAY FARM ISLAND BRIDGE	Sector 3 (9,L)
LOVE 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)
WEST TOWER/LEXINGTON	Sector 1 (2,C)	SOUTHSHORE CENTER	Sector 2 (9-10,J-H)
LITTLEJOHN PARK	Sector 2 (8-9,D)	HIGH STREET BRIDGE	Sector 3 (14,G)
ENCINAL BOAT RAMP	Sector 1 (4,F)	8TH/SANTA CLARA	Sector 2 (6,E)
BUENA VISTA/WOOD	Sector 2 (7,D)	USS HORNET	Sector 1 (2,E)
GRAND STREET BOAT RAMP	Sector 2 (10,D)	ALAMEDA POINT	Sector 1 (1-3,A-E)
BAY FARM SCHOOL	Sector 3 (4,N)	COAST GUARD ISLAND	Sector 3 (10,B-D)
HARBOR BAY FERRY TERMINAL	Sector 3 (2,R)	ALAMEDA HOSPITAL	Sector 2 (9,H)
FORTMAN MARINA	Sector 2 (9,D)	ALAMEDA HIGH SCHOOL	Sector 2 (10,G)
LINCOLN MIDDLE SCHOOL	Sector 3 (13,K)	ALAMEDA POLICE DEPARTMENT	Sector 2 (11,F)
NAVY/MAIN	Sector 1 (1,A)	MARINA VILLAGE SHOPPING CENTER	Sector 2 (6,B)
HARBOR BAY LANDING SHOPPING CENTER	Sector 3 (8,R)	TILDEN/BUENA VISTA	Sector 3 (12,G)

QUIZ 12 KEY - GEOGRAPHY

ENCINAL HIGH SCHOOL	Sector 1 (3,E)	WILLIE STARGELL/MARINER SQUARE LOOP	Sector 1 (6,C)
CENTRAL/WILLOW	Sector 2 (10,F-G)	CROWN BEACH	Sector 1 (6,F)
WESTLINE/OTIS	Sector 2 (6-7,F)	BALLENA ISLE MARINA	Sector 1 (4,F)
DAYTON/PARU	Sector 2 (8 F-G)	PADEN SCHOOL	Sector 1 (5,E)
MCKINLEY PARK	Sector 2 (10-11,E-F)	RITTLER PARK	Sector 2 (8,G)
CHOCHENYO PARK	Sector 3 (10-11,H)	PACIFIC MARINA	Sector 2 (7,C)
ALAMEDA MARINA	Sector 2 (10-11,D)	MASTICK SENIOR CENTER	Sector 2 (8,E)
DOG PARK (WESTLINE)	Sector 2 (6,F)	LINCOLN/OAK	Sector 2 (11,F)
COLLEGE OF ALAMEDA	Sector 1 (5,C)	ALAMEDA MUNICIPAL POWER	Sector 2 (9-10,D)
RUBY BRIDGES SCHOOL	Sector 1 (4,C)	FRUITVALE BRIDGE	Sector 3 (13,F)
GODFREY PARK	Sector 3 (10,S)	SHORELINE PARK	Sector 3 (2-5,R-V)
TILLMAN PARK	Sector 3 (4,N)	GRAND/SHORELINE	Sector 2 (8,H)
CHESTNUT/ENCINAL	Sector 2 (9,F)	AMELIA EARHART SCHOOL	Sector 3 (8,N)
WEST HORNET/SKYHAWK	Sector 1 (3,E)	OLD CASTLE/TIPPERARY	Sector 3 (N,2)
OAK/POWELL	Sector 2 (10,H)	ORION/WEST TRIDENT	Sector 1 (3,C)
MAIN/SINGLETON	Sector 1 (3,B)	ROBERT DAVEY/PACKET LANDING	Sector 3 (7,N)
AUGHINBAUGH/MECARTNEY	Sector 3 (4,R)	DOC HARRINGTON PARK	Sector 3 (7-8,T)
MARINA/WINDSOR	Sector 3 (14,G)	NORTHWOOD/GIBBONS	Sector 3 (13,G)
TOWATA PARK	Sector 3 (12,K)	CHUCK CORICA GOLF COURSE	Sector 3 (10,Q)
MECARTNEY/BAYWOOD	Sector 3 (5,R)	HIGH/ENCINAL	Sector 3 (12,H)

QUIZ 15 KEY - GEOGRAPHY

WILMA CHAN/EAGLE	Sector 2 (6,D)	SHERMAN/CENTRAL	Sector 2 (8,E)
WIND RIVER CAMPUS	Sector 2 (8,C)	CITY HALL WEST	Sector 1 (2,B)
CITY HALL	Sector 2 (11,G)	LOWER WASHINGTON PARK	Sector 1 (6,E)
CENTRAL/PAGE	Sector 1 (6,E)	HAIGHT/LINDEN	Sector 1 (5,E)
WOODSTOCK PARK	Sector 1 (4,D)	OTIS/HIGH	Sector 3 (11,J)
BARNHILL MARINA	Sector 2 (6,A)	VERSAILLES/MARINA	Sector 3 (13,F)
BUENA VISTA/WEBSTER	Sector 1 (6,D)	GRAND STREET BOAT RAMP	Sector 2 (10,D)
RALPH APPEZZATO/MAIN	Sector 1 (3,C)	MAIN LIBRARY	Sector 2 (11,F)
OTIS SCHOOL	Sector 3 (12,J)	HARBOR BAY/DOOLITTLE	Sector 3 (11,N)
CRAB COVE	Sector 1 (5,F)	LONGFELLOW PARK	Sector 1 (5,D)
GRAND MARINA	Sector 2 (9,D)	CLEMENT/GRAND	Sector 2 (10,E-F)
UPPER WASHINGTON PARK	Sector 1 (6,E)	HIBBARD/LINCOLN	Sector 2 (9,E)
BLANDING/PARK	Sector 3 (12,E)	CYPRESS/2ND	Sector 1 (3,D)
ISLAND HIGH SCHOOL	Sector 1 (5,C)	WEBSTER/LINCOLN	Sector 1 (6,D)
VIKING/WEST PACIFIC	Sector 1 (3,D)	CROLLS GARDEN/CENTRAL	Sector 1 (6,F)
FERRY POINT/WEST TICONDEROGA	Sector 1 (2,E)	WOODSTOCK CHILD DEVELOPMENT CENTER	Sector 1 (4,B)
ISLAND/VETERANS	Sector 3 (8,N)	WEBER/CENTRAL	Sector 2 (7,F)
ALAMEDA LANDING	Sector 1 (5,A-B)	SAN ANTONIO/BAY	Sector 2 (8,F)
CEDAR/CLINTON	Sector 2 (10,H)	TODD/WEST ESSEX	Sector 1 (2,B)
NASON/BUENA VISTA	Sector 2 (6,D)	WESTLINE/SHORELINE	Sector 2 (6,G)

QUIZ 20 KEY - GEOGRAPHY

LOCATION	SECTOR	BEAT	AREA	LOCATION	SECTOR	BEAT	AREA
PARK ST/OTIS	3	32	325	THOMPSON FIELD	2	22	304
LINCOLN/5TH	1	13	125	WOOD MIDDLE SCHOOL	2	23	238
FRANKLIN SCHOOL	2	24	224	LINCOLN PARK	3	31	320
PARK STREET BRIDGE	3	31	323	KRUSI PARK	3	32	339
WEBSTER TUBE	1	12	104	EDISON SCHOOL	3	31	332
MAYA LIN SCHOOL	2	21	215	BAY FARM ISLAND BRIDGE	3	32	375
LOVE SCHOOL	2	22	244	POSEY TUBE	1	12	104
GROVE/JACKSON	3	32	333	ATLANTIC/WEBSTER	1	13	112
REGENT/SAN JOSE	3	32	318	4TH/MARSHALL	1	14	128
WEST TOWER/LEXINGTON	1	11	508	SOUTHSHORE CENTER	2	23	314
LITTLEJOHN PARK	2	21	220	HIGH STREET BRIDGE	3	31	343
ENCINAL BOAT RAMP	1	11	501	8TH/SANTA CLARA	2	21	214
BUENA VISTA/WOOD	2	21	213	USS HORNET	1	11	501
GRAND STREET BOAT RAMP	2	21	205	ALAMEDA POINT	1	12	102
BAY FARM SCHOOL	3	33	428	COAST GUARD ISLAND	3	31	350
HARBOR BAY FERRY TERMINAL	3	31	424	ALAMEDA HOSPITAL	2	23	230
FORTMAN MARINA	2	21	205	ALAMEDA HIGH SCHOOL	2	23	309
LINCOLN MIDDLE SCHOOL	3	32	345	ALAMEDA POLICE DEPARTMENT	2	22	307
NAVY/MAIN	1	11	507	MARINA VILLAGE SHOPPING CENTER	2	21	250

CALL-TAKING SELF AUDIT

Call-Taking Self Audit			
Incident Number:			
Performance Task:	**YES**	**NO**	**N/A**
Confirmed Location			
Determined Timeframe			
Correct Incident Type			
Correct Priority			
Obtained RP Info			
Asked Relevant Questions			
Obtained/Included Complete Details			
Call Text Clearly Formatted			
Determined Drugs/Alcohol/Weapons			
Ran Vehicle/Warrant Check			
Active Listening	Needs Improvement	Meets Standards	
Verbal Communication	Needs Improvement	Meets Standards	
Processing Time	Needs Improvement	Meets Standards	
Notes:			

Call-Taking Self Audit			
Incident Number:			
Performance Task:	**YES**	**NO**	**N/A**
Confirmed Location			
Determined Timeframe			
Correct Incident Type			
Correct Priority			
Obtained RP Info			
Asked Relevant Questions			
Obtained/Included Complete Details			
Call Text Clearly Formatted			
Determined Drugs/Alcohol/Weapons			
Ran Vehicle/Warrant Check			
Active Listening	Needs Improvement	Meets Standards	
Verbal Communication	Needs Improvement	Meets Standards	
Processing Time	Needs Improvement	Meets Standards	
Notes:			

CHECKLIST GUIDELINES

Each checklist was developed to ensure trainees are provided with consistent information. At the beginning of each module, the CTO will 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 will be attached to the last DOR for each module. If at the end of a module, review items remain, a copy of the checklist shall be forwarded to the next module/CTO. When the checklist is complete, it should be attached to that day's DOR.

ORIENTATION

BUILDING TOUR

☐ Entrances/exits

☐ Restrooms

☐ Gym/Locker Room

☐ Break Rooms

☐ Briefing

☐ Unit Offices

DEPARTMENT MEETINGS

☐ APOA

☐ Investigations

☐ Inspectional Services

☐ ID Bureau

☐ Records

☐ Property

☐ Traffic

COM-CEN ORIENTATION

☐ Employee Parking

☐ Uniform Regulations

☐ Trainee expectations/conduct on and off duty

☐ Standards of Performance

☐ Conflict Resolution

☐ Disciplinary Procedures

☐ Schedule (printed and electronic)

☐ Watch Sign-up/Duty Hours/Days Off

☐ Lunch Break/40 minutes paid and subject to callback/leaving city limits, snacks

☐ Compensatory Time (COMP)

☐ Overtime (OT)

☐ Representation Time (REP)

☐ Sick Leave/mandatory notification to supervisor

☐ Vacation Sign-up/Vacation Day(s)

☐ Holidays/Free Dress

☐ Employee Grievance - Formal process for resolving disputes for alleged violations of collective bargaining agreements or rules and regulations

ITEMS TO BE ISSUED

☐ Building Key

☐ Locker

☐ Training Manual

☐ Cubby/Com-Cen Locker

☐ Headset

☐ PANS Memorandum of Understanding (MOU)

PASSWORDS

☐ DORs

☐ Email

☐ PlanIt/PowerTime

☐ RIMS

☐ RapidDeploy Radius/RapidSOS

☐ FirstTwo

☐ ArcGIS

☐ VESTA

☐ Audiolog/Insight Center

☐ CRIMS/ARIES

☐ AC Alert/Veoci

☐ Flock

☐ POST Learning Portal

☐ ISO ClaimSearch

TRAINING MANUAL

☐ INTRODUCTION

☐ INCIDENT TYPES (Flashcards)

ASSIGNMENTS

☐ City Cyber Security Training / Harassment Training / Illness & Injury Prevention Training

☐ CLETS Training / nexTEST

☐ Flock Training

☐ AC Alert / Veoci Training

☐ Did You Know? "Public Safety Dispatcher: Calm in the Chaos" video (Manager's Office)

☐ Lexipol

IN-HOUSE (1, 2, 3)

DAILY TASKS

- ☐ Attend Patrol Line-up
- ☐ Com-Cen Bulletin Board
- ☐ DBRF
- ☐ Email (employee and communic)
- ☐ Schedule
- ☐ Review CAD 24 Hour Incident Summary

COM-CEN ORIENTATION

- ☐ Dispatch duties
- ☐ Workstation equipment (CAD, VESTA, Radio)
- ☐ Lineups
- ☐ Call Signs
- ☐ Communications Center Resource Manual
- ☐ Civil Issues (ROs, TROs, EPOs)
- ☐ POST Learning Portal (lp.post.ca.gov)
- ☐ Information Bulletin Binder

TRAINING MANUAL

- ☐ DISPATCH BASICS
- ☐ INCIDENT TYPES
- ☐ NON-EMERGENCY
- ☐ CALL-TAKING GUIDES
- ☐ ANCILLARY DUTIES
- ☐ CLETS / PAPERWORK (if lateral)

CAD

- ☐ Basic Introduction to CAD
- ☐ System Sign-On
- ☐ Menu Bar
- ☐ Available Units
- ☐ Pending Incidents
- ☐ Assigned Units
- ☐ Incident Summary

- ☐ 24 Hour Incident Summary
- ☐ RIMSMap
- ☐ Send Mail
- ☐ People Look Up and Entry (F3)
- ☐ Vehicle Look Up (F4)
- ☐ Officer Initiated Incident (F5)
- ☐ Incident Entry (F6), required fields, address overrides
- ☐ Command Line (F12)
- ☐ CAD screen setup
- ☐ How to move/open/close windows
- ☐ Keyboard functions
- ☐ Mouse functions
- ☐ Display an Incident or Unit
- ☐ Add a comment to an Incident or Unit
- ☐ Add a comment as important
- ☐ Unit Incident Log
- ☐ Activity Log
- ☐ Phone List
- ☐ Address/Location History
- ☐ Send a Message
- ☐ Ready Reference
- ☐ Cases
- ☐ Folders on the Desktop
- ☐ How to restart CAD
- ☐ How to reboot CAD from CPU

NON-EMERGENCY

- ☐ Online Police Reports (alamedapolice.org /Information Bulletin 12-0614)
- ☐ When to run license plates, names, etc.
- ☐ Audit routine calls
    - ☐ 970, 970A, 8-7.7, 22500E
    - ☐ 933A, 933S, 933R
    - ☐ 484, 487, 459, 459V
    - ☐ FPROP, LPROP
    - ☐ 415
    - ☐ 10851

WEEK 1

☐ Entry Level - Process calls in Training CAD
☐ Lateral - Monitor CTO

WEEK 2

☐ Entry Level - Monitor CTO
☐ Lateral - Begin answering calls/completing requests at the direction of CTO

WEEK 3

☐ Entry Level - Begin answering calls/completing requests at the direction of CTO
☐ Lateral - Continue answering calls/completing requests

CALL ENTRY REVIEWS

☐ Timeframe
☐ Incident Type
☐ Priority
☐ RP Information
☐ Call Documentation
☐ Abbreviations/Spelling/Grammar
☐ Suspect/Vehicle/OP Descriptions
☐ Processed Timely

ASSIGNMENTS

☐ POST Learning Portal - Dispatchers: Career Resiliency
☐ Study codes
☐ Verbal test of flashcards
☐ QUIZ 1 - INCIDENT TYPES
☐ QUIZ 2 - INCIDENT TYPES
☐ QUIZ 3 - INCIDENT TYPES
☐ QUIZ 4 - MILITARY TIME
☐ QUIZ 5 - PHONETIC ALPHABET
☐ QUIZ 6 - STATE ABBREVIATIONS
☐ QUIZ 7 - RADIO CODES
☐ QUIZ 8 - INCIDENT TYPES
☐ QUIZ 9 - GEOGRAPHY

- ☐ QUIZ 10 - INCIDENT TYPES
- ☐ QUIZ 11 - INCIDENT TYPES
- ☐ QUIZ 12 - GEOGRAPHY
- ☐ QUIZ 13 - INCIDENT TYPES & RADIO CODES
- ☐ RIDE-A-LONG SECTOR 1, 2, and 3
- ☐ Geography - 24 Hour Incident Summary, plot sector, coordinates, and street direction

PERFORMANCE GOALS

- ☐ Demonstrate ability to retain codes
- ☐ Demonstrate ability to maneuver through CAD
- ☐ Demonstrate ability to utilize map

CTO TASKS

- ☐ Attach quizzes, ride-a-long forms, or other documents to DOR
- ☐ Attach checklist to last DOR of module

NON-EMERGENCY (4, 5, 6)

DAILY TASKS

☐ Attend Patrol Line-up

☐ Com-Cen Bulletin Board

☐ DBRF

☐ Email (employee and communic)

☐ Schedule

☐ Review CAD 24 Hour Incident Summary

COM-CEN ORIENTATION

☐ Call-taker responsibilities (requests, notifications, etc.)

☐ MCC7500 radio console / APD backup channel / Portable radio operation

☐ Thomas Guide

☐ Printer/Fax/Copy machine

☐ Paperwork flow/Supplements

☐ VIN Assist

☐ Location of reference books (SVS, APS, ABS, AFS, MPS, etc.)

☐ Location and purpose of Tow/Repo Log

☐ How to contact Public Works via radio system

☐ Police parking lot gates operations

☐ Monitoring cameras

☐ Fire Alarm Board

☐ Panic Alarms (Operator, Records, and Front Counter)

☐ AC Alert/Veoci procedures

☐ Share911

☐ 3SI

☐ Audiolog/Insight Center

☐ CIRT Callouts

☐ Amber Alerts

☐ CRIMS procedures

☐ Warrant verifications/updates

☐ Teletypes

☐ Hit Confirmation Requests

☐ Restraining Order Binder(s) and entries

☐ Emergency Protective Orders

TRAINING MANUAL

- ☐ CLETS/PAPERWORK
- ☐ CLETS is **STRICTLY CONFIDENTIAL**, for POLICE use only, need to know basis
- ☐ Confidentiality of criminal history information
- ☐ Non release of criminal history information
- ☐ ORI and Mnemonics (CA0010100 and AMP0)
- ☐ SVS entries RIMS Form Manager
- ☐ Police Tow procedures, paperwork, and SVS entry
- ☐ Private Tow procedures, paperwork, and SVS entry
- ☐ Abandoned Vehicle Tow procedures, 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
- ☐ APS entries RIMS Form Manager
- ☐ AFS entries RIMS Form Manager
- ☐ ABS entries RIMS Form Manager
- ☐ MPS entries RIMS Form Manager

CAD

- ☐ Premise Entry
- ☐ Ready Reference (further review and begin to utilize)
- ☐ Vehicles Check
- ☐ People Check
- ☐ DMV inquiry for vehicles owned
- ☐ DMV inquiry for driver's history

NON-EMERGENCY

- ☐ VESTA
- ☐ 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
- ☐ Continue review of Non-Emergency duties and workstation equipment
- ☐ Telephone operation/operation of non-emergency lines/basic telephone courtesy
- ☐ Answering non-emergency lines, "Good morning/afternoon/evening, Alameda Police and last name or badge number."
- ☐ Operation of direct lines (ARD-auto ring down to BFI BRG and ACRECC). Inability to transfer to a ring down, must dial full phone number.
- ☐ 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
- ☐ Com-Cen Operating Manual
- ☐ Begin processing paperwork and computer entries
- ☐ Follow along on CTO's calls
- ☐ VESTA TTY/TDD phone operation/Calls via California Relay or Sorensen Video Relay
- ☐ Calls from On-Star
- ☐ Language Translator
- ☐ VESTA Manual Request to run a phone number
- ☐ Continue processing paperwork and computer entries
- ☐ Incorporate multi-tasking (paperwork and phones)

CALL ENTRY REVIEWS

- ☐ Timeframe
- ☐ Incident Type

- ☐ Priority
- ☐ RP Information
- ☐ Call Documentation
- ☐ Abbreviations/Spelling/Grammar
- ☐ Suspect/Vehicle/OP Descriptions
- ☐ Processed Timely

ASSIGNMENTS

- ☐ POST Learning Portal - Courtroom Testimony
- ☐ Study codes
- ☐ QUIZ 14 - INCIDENT TYPES
- ☐ QUIZ 15 - GEOGRAPHY
- ☐ QUIZ 16 - INCIDENT TYPES
- ☐ QUIZ 17 - INCIDENT TYPES & RADIO CODES
- ☐ QUIZ 18 - INCIDENT TYPES & RADIO CODES
- ☐ QUIZ 19 - RADIO CODES
- ☐ QUIZ 20 - GEOGRAPHY
- ☐ WORKSHEET - STATUTES AND CODES
- ☐ WORKSHEET - IDENTIFY THE INCIDENT TYPE
- ☐ WORKSHEET - TRUE OR FALSE
- ☐ WORKSHEET - INCIDENT ENTRY
- ☐ WORKSHEET - ARE YOU PREPARED?
- ☐ Geography - 24 Hour Incident Summary, 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

☐ Email (employee and communic)

☐ Schedule

☐ Review CAD 24 Hour Incident Summary

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"

☐ 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

☐ Initial review of 911 transfer system and policy "9-1-1, what is your 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 Incident Entry

☐ 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 (Information 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
- ☐ RapidSOS procedures and policy
- ☐ Discuss Priority 1 calls for service
- ☐ Quality Assurance & Quality Improvement Program/Performance Assessment Form

CALL ENTRY REVIEWS

- ☐ Timeframe
- ☐ Incident Type
- ☐ Priority
- ☐ RP Information
- ☐ Call Documentation
- ☐ Abbreviations/Spelling/Grammar
- ☐ Suspect/Vehicle/OP Descriptions
- ☐ Processed Timely

ASSIGNMENTS

- ☐ POST Learning Portal - Callers In Crisis: Suicidal Callers
- ☐ POST Learning Portal - Dispatcher Wellness
- ☐ VESTA SMS Agent Training
- ☐ RapidDeploy Radius Training for End Users
- ☐ RapidSOS Training
- ☐ Complete Daily Bulletin (if shift assignment allows)
- ☐ Geography - 24 Hour Incident Summary, 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
  - ▪ 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 Performance Assessment Form

911 EMERGENCY (10, 11, 12)

DAILY TASK

☐ Attend Patrol Line-up
☐ Com-Cen Bulletin Board
☐ DBRF
☐ Email (employee and communic)
☐ Schedule
☐ Review CAD 24 Hour Incident Summary

911 EMERGENCY

☐ Continue processing paperwork, computer entries, multi-tasking
☐ Continue making requests for dispatcher
☐ Continue answering/making calls
☐ Emphasis on 911 and emergency calls

CALL ENTRY REVIEWS

☐ Timeframe
☐ Incident Type
☐ Priority
☐ RP Information
☐ Call Documentation
☐ Abbreviations/Spelling/Grammar
☐ Suspect/Vehicle/OP Descriptions
☐ Processed Timely

ASSIGNMENTS

☐ POST Learning Portal - End of Life Option Act
☐ POST Learning Portal - Dispatcher: Suspicious Activity Reporting
☐ Complete Daily Bulletin (if shift assignment allows)
☐ Geography - 24 Hour Incident Summary, 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 the line with callers

☐ Demonstrate ability to utilize resources on calls (History, People, Vehicles, etc.)

☐ Demonstrate ability to access Cases

☐ Demonstrate ability to complete Daily Bulletin (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
- 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 Performance Assessment Form

☐ Attach checklist to last DOR of module

☐ Trainer and trainee to meet with Communications Manager

POLICE RADIO (13, 14, 15)

DAILY TASKS

☐ Attend Patrol Line-up

☐ Com-Cen Bulletin Board

☐ DBRF

☐ Email (personal and communic)

☐ Schedule

☐ Review CAD 24 Hour Incident Summary

COM-CEN ORIENTATION

☐ 50% focus on Non-Emergency/911 Emergency perishable skills

☐ Continue to review proper use of Incident Types

☐ 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

☐ Observe while Trainer dispatches (2 hours max daily)

☐ Begin dispatching police

CALL ENTRY REVIEWS

☐ Timeframe

☐ Incident Type

☐ Priority

☐ RP Information

☐ Call Documentation

☐ Abbreviations/Spelling/Grammar

☐ Suspect/Vehicle/OP Descriptions

☐ Processed Timely

TRAINING MANUAL

☐ POLICE RADIO

CAD

- ☐ Command Line
- ☐ 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 RADIO

- ☐ 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 (e.g., 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:
- ☐ I and U
- ☐ X
- ☐ F
- ☐ Code FOUR (OK, CODE4ALL)
- ☐ Traffic Stops (T)
- ☐ Traffic Pursuits (brief review)

- ☐ Change unit's location (CL)
- ☐ On-View (T)
- ☐ 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
- ☐ NA, 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 - How Do You Copy? Dispatch Radio Technology
- ☐ POST Learning Portal - Stress Management
- ☐ WORKSHEET - RADIO CODES 1
- ☐ WORKSHEET - RADIO CODES 2
- ☐ WORKSHEET - DISPOSITIONS 1
- ☐ WORKSHEET - DISPOSITIONS 2
- ☐ WORKSHEET - PHONETIC ALPHABET
- ☐ WORKSHEET - POLICE RADIO 1
- ☐ WORKSHEET - POLICE RADIO 2
- ☐ WORKSHEET - POLICE RADIO 3
- ☐ WORKSHEET - POLICE RADIO 4
- ☐ WORKSHEET - POLICE RADIO 5
- ☐ Complete Daily Bulletin (if shift assignment allows)
- ☐ Geography - 24 Hour Incident Summary, plot sector and coordinates

PERFORMANCE GOALS

☐ Demonstrate ability to handle all aspects of Non-Emergency/911 Emergency

☐ Demonstrate ability to utilize MCC7500 radio

☐ Demonstrate ability to use appropriate basic dispatch commands

☐ Demonstrate ability to log units on and off

CTO TASKS

☐ Incorporate Performance Assessment Form

☐ Attach quizzes to DOR

☐ Attach checklist to last DOR of module

POLICE RADIO (16, 17, 18)

DAILY TASKS

- ☐ Attend Patrol Line-up
- ☐ Com-Cen Bulletin Board
- ☐ DBRF
- ☐ Email (employee and communic)
- ☐ Schedule
- ☐ Review CAD 24 Hour Incident Summary

COM-CEN REVIEW

- ☐ 50% focus on Non-Emergency/911 Emergency perishable skills
- ☐ Continue to review proper use of Incident Types
- ☐ 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
- ☐ Continue dispatching police

CALL ENTRY REVIEWS

- ☐ Timeframe
- ☐ Incident Type
- ☐ Priority
- ☐ RP Information
- ☐ Call Documentation
- ☐ Abbreviations/Spelling/Grammar
- ☐ Suspect/Vehicle/OP Descriptions
- ☐ Processed Timely

POLICE RADIO

- ☐ 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

ASSIGNMENTS

☐ Geography - 24 Hour Incident Summary, plot sector and coordinates

PERFORMANCE GOALS

☐ Demonstrate ability to handle all aspects of Non-Emergency/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 and independent decisions
☐ Demonstrate ability to send correct cover units
☐ Demonstrate ability to clear calls with proper dispositions

CTO TASKS

☐ Incorporate Performance Assessment Form
☐ Attach quizzes to DOR
☐ Attach checklist to last DOR of module

POLICE RADIO (19, 20, 21)

DAILY TASKS

- ☐ Attend Patrol Line-up
- ☐ Com-Cen Bulletin Board
- ☐ DBRF
- ☐ Email (employee and communic)
- ☐ Schedule
- ☐ Review CAD Incident Summary
- ☐ Review 24 Hour Incident Summary

COM-CEN ORIENTATION

- ☐ 50% focus on Non-Emergency/911 Emergency perishable skills
- ☐ Continue to review proper use of Incident Types
- ☐ 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
- ☐ Continue dispatching police

CALL ENTRY REVIEWS

- ☐ Timeframe
- ☐ Incident Type
- ☐ Priority
- ☐ RP Information
- ☐ Call Documentation
- ☐ Abbreviations/Spelling/Grammar
- ☐ Suspect/Vehicle/OP Descriptions
- ☐ Processed Timely

POLICE RADIO

- ☐ 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 - 24 Hour Incident Summary, plot sector and coordinates

PERFORMANCE GOALS

☐ Demonstrate ability to handle all aspects of Non-Emergency/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 and independent decisions

☐ 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 Performance Assessment Form

☐ Attach quizzes to DOR

☐ Attach checklist to last DOR of module

POLICE RADIO (22, 23, 24)

DAILY TASKS

- ☐ Attend Patrol Line-up
- ☐ Com-Cen Bulletin Board
- ☐ DBRF
- ☐ Email (employee and communic)
- ☐ Schedule
- ☐ Review CAD Incident Summary
- ☐ Review 24 Hour Incident Summary

COM-CEN ORIENTATION

- ☐ 50% focus on Non-Emergency/911 Emergency perishable skills
- ☐ Continue to review proper use of Incident Types
- ☐ 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
- ☐ Continue dispatching police

CALL ENTRY REVIEWS

- ☐ Timeframe
- ☐ Incident Type
- ☐ Priority
- ☐ RP Information
- ☐ Call Documentation
- ☐ Abbreviations/Spelling/Grammar
- ☐ Suspect/Vehicle/OP Descriptions
- ☐ Processed Timely

POLICE RADIO

- ☐ Continue review of "What if" scenarios
- ☐ Continue practicing traffic and foot pursuits
- ☐ Continue practicing setting up a perimeter

ASSIGNMENTS

☐ WORKSHEET - POLICE RADIO PREPAREDNESS
☐ Geography - 24 Hour Incident Summary, plot sector and coordinates

PERFORMANCE GOALS

☐ Demonstrate ability to handle all aspects of Non-Emergency/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 and independent decisions
☐ 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 Performance 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

☐   Email (employee and communic)

☐   Schedule

☐   Review 24 Hour Incident Summary

PERFORMANCE GOALS

☐   Successfully handle Non-Emergency calls independently

☐   Successfully handle 911 Emergency calls independently

☐   Successfully handle all Police Radio functions independently

CTO TASKS

☐   Attach checklist to last DOR of module