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WELCOME!

Welcome to the Fontana Police Department's Communications Team! Your training will be a demanding, yet rewarding time in your career. During the next several months, you will learn how important your role will be in the successful operation of the department. You will be the first contact many citizens have with the Police Department. It is vital to good public relations that you project an image of professionalism and competence at all times. You will be amazed at the vast amount of knowledge your Training Officer has to share with you.

Your training consists of five training phases. The first phase will be an introduction phase. This phase will cover the orientation and general information necessary to ease you into your new role. You will be introduced to several departmental policies as well as many different work rules specific to the Communications Center. You will also participate in a tour of the department, along with a tour of the city through a field ride-along.

Phase two will be the call-taking phase. Your Training Officer will begin to teach you how to properly screen and prioritize incoming calls for service. You will learn the correct use of the various codes used by the department and the Computer Aided Dispatch system.

Phase three will move you to the radio. As the Secondary Dispatcher, you will learn how to be a viable back-up to the Primary Dispatcher. In this phase, you will be the primary teletype operator for the patrol units in the field. Learning to recognize, decipher, and respond to radio traffic will be a crucial part of your training.

In phase four you will become the primary radio dispatcher where you will learn to dispatch, update, and complete calls for service. You will be the primary link between the officers in the field and the citizens of Fontana. During this phase, you will be responsible for making critical decisions that can affect the safety of many people. This can be a stressful, yet highly rewarding time for you.

Phase five will be an evaluation period or otherwise known as the shadow phase. You will be assigned to a Training Officer or, in some cases, a Dispatch Shift Supervisor for evaluation. During this phase, you will be evaluated on your knowledge and ability to perform as an independent dispatcher. You will be rated on your retention of all the information given you during your training program. To complete this phase, you must be able to assume the position of an independent dispatcher on an assigned shift.

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

Phase One

Chapter One

INTRODUCTION

The term "Public Safety Dispatcher" perhaps more appropriately describes today's professional whose skills combine those of a radio dispatcher, telephone call-taker and computer specialist.

The goal is *improved public safety by increasing communication accuracy and decreasing response time*. That goal very much involves you.

Welcome to the world of Computer Aided Dispatching (CAD). If you have never used a CAD system, you will be introduced to the most modern method of public safety dispatching today. Although it can appear intimidating at first, it is a user-friendly system. If you make a mistake, it can be fixed. You will find CAD to be faster, more exact, and much easier to use than manual dispatching.

The CAD system affords all terminal users quick access to a myriad of computer listed files. Users can also query the status of all units and calls from any terminal on the system. One can also view and/or print out a history of any incident in chronological order. What used to take hours of handwriting and typing now only takes seconds to notate, and the computer stores the data.

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

Your role in performing the communications function is the vital link between the public and the police department. It takes a special kind of person to be able to perform the required tasks necessary for call-taking and dispatching accurately and responsibly.

Your job requires a positive attitude, which will allow you to function continuously under pressure. You need the ability to make quick decisions and take necessary actions in following through on every call. A prime requirement is the ability to quickly comprehend what is read or heard, process that information, make quick and accurate decisions, and verbally relay that information in a clear and concise manner.

The telephone is the most available, and therefore the most important, means of access a citizen has of obtaining the services of a public safety agency. It is the primary link between them and the help they need. When you answer a phone line, you are about to meet someone and engage in a conversation as important as a face to face visit. The

dispatcher *is* the voice of the department; the link between someone who needs help and the public safety officers who can supply the assistance needed. The impression you make on each caller will determine the effectiveness of the department.

As a member of public safety communications, you are a part of the total public safety services team. You will be providing vital support functions while working toward the larger goals and objectives of our law enforcement agency, which include providing efficient law enforcement services to the citizens of Fontana

Upon accepting the responsibilities and challenges of the position, you will experience a level of personal satisfaction and achievement seldom encountered in a routine work environment. You have the right, and should take pride in a job well done.

BUILDING TOUR

FONTANA POLICE DEPARTMENT
17005 Upland Ave.
Fontana, CA 92335

PHONE NUMBERS

Emergency 911
Emergency/Dispatch (909) 822-1121
Dispatch/Inter-departmental (909) 350-7700
Records/Business (909) 350-7740

THE COMMUNICATIONS CENTER

The Communications Center is the primary link between emergency service personnel and the public. The Communications Center is a 24-hour operation and is supervised by civilian personnel.

RECORDS

The Records Department is responsible for the maintenance and security of all police records. They receive and disseminate information in the form of reports, logs and/or teletypes. The Records Department operates from 0700-1700 and is open to the public from 0800-1700 Monday - Thursday. The Records Unit is supervised by civilian personnel.

LIEUTENANTS OFFICE

The Lieutenants office is shared by all Lieutenants assigned to the Patrol Division. The on-duty Lieutenant is also the Watch Commander and is responsible for the day-to-day operations of the patrol unit. Lieutenants report to the Field Services Division Commander or Captain.

FIELD SERVICES DIVISION COMMANDERS (CAPTAINS) OFFICE

The Field Services Division commanded by a Captain whose primary responsibility is to provide general management direction and control for that Division. The Field Services Division consists of Uniformed Patrol, Traffic, Crime Analysis Unit, Forensic Services, Investigations, K9, Air Support, and SED.

ADMINISTRATIVE SERVICES DIVISION COMMANDERS (CAPTAINS) OFFICE

The Administration Division commanded by a Captain whose primary responsibility is to provide general management direction and control for the Administration Division. The Administration Division consists of Administrative Services, Communications Center, Aides/Assistants, Training and Recruitment, Internal Affairs, Range Master, Property Unit, and Records Unit.

SPECIAL OPERATIONS DIVISION COMMANDERS (CAPTAINS) OFFICE

The Special Field Services Division is commanded by a Captain whose primary responsibility is to provide general management direction and control for the Special Field Services Division. The Special Field Services Division consists of the Narcotics Unit, Bike Unit, Gang Unit, RRT, Code Enforcement, PIO, Crime Prevention, and Volunteers.

COMPUTER ROOM

The departments' main computers and servers are housed in the computer room located adjacent to the dispatch center.

MAILBOXES

Non-sworn personnel mailboxes are located on the 2nd floor in the hallway outside of the lunch room. Sworn personnel mailboxes are located downstairs.

FRONT LOBBY

The front lobby is where officers make contact with the public for station reports. The lobby is open Monday through Thursday from 0800-1700 and is primarily manned by a CSO. There is also a black phone located outside the front lobby doors that is accessible to citizens outside of normal business hours. The phone is a direct line that rings into dispatch.

ADMINISTRATION

Administration consists of:

The Office of the Chief
Captain of Administrative Services Division
Personnel & Training
Internal Affairs

INVESTIGATIONS UNIT

The Investigations Unit is responsible for investigating unsolved crimes. The unit is supervised by a Lieutenant.

BREAKROOM/KITCHEN

The Dispatch Center is equipped with a breakroom/kitchen. There is a refrigerator, microwave, sink, coffee pot, and restrooms available to all dispatchers. There is also a breakroom/kitchen on the 2nd floor of the building that is available to all employees. It is also equipped with a refrigerator, stove/oven, microwave, sink and an assortment of vending machines.

MENS LOCKER ROOM

The men's locker room is located downstairs. It is equipped with restrooms, lockers, and showers.

WOMENS LOCKER ROOM

The women's locker room is located downstairs. It is equipped with restrooms, lockers, and showers.

GYM

Equipment in the gym is supplied by the various police associations and is available to all employees.

REPORT WRITING ROOM

The Report Writing Room is set up for officers to complete any paperwork and/or reports.

BRIEFING ROOM

Prior to each patrol shift, briefing is conducted. Briefing is a way of sharing pertinent information from each shift, covering new policies/procedures, training, and the roll call of officers.

TRAFFIC OFFICE

The Traffic Unit is responsible for investigating traffic accidents. It is supervised by a Traffic Sergeant.

OFFICE OF EMERGENCY SERVICES (OES)

The Office of Emergency Services is activated when the City of Fontana experiences a large scale emergency. Instances when the center may be used include, but are not limited to: earthquakes, floods, fires, riots, or HAZMAT incidents.

EVIDENCE/PROPERTY ROOM

The Evidence Room is where police evidence is logged, tagged, sealed and stored. It is alarmed and is only accessible by authorized personnel.

JAIL

The department's jail is strictly a holding facility and should only be used to detain an arrestee while booking procedures and interviews and/or testing is completed, i.e. blood. Once completed, the prisoner is either released or transported to a local jail for housing by the jailer on-duty.

CITY HALL

Most city offices are located in the City Hall building located at 8353 Sierra Ave.

CRIME PREVENTION

The Crime Prevention Unit consists of and is responsible for: Volunteer Program, Neighborhood Watch, Media Relations, and the Explorer Program.

MET

The Multiple Enforcement Team (MET) responds to various types of crime problems throughout the community. The unit is responsible for, but is not limited to: gang suppression, narcotics enforcement, bike patrol, graffiti enforcement, and surveillance operations.

CITY TOUR / RIDE ALONG'S

During your training program, you will participate in a series of field ride-along's at your training officer's discretion. You will tour the city, including the various housing tracts, shopping centers, apartment complexes, the jail, major problem areas, etc.

Once you have completed training, all employees assigned to dispatch participate in a six (6) hour, on-duty, field ride-along once every six-months. The mandatory ride-along will be assigned by the communications supervisor in accordance with coverage in the dispatch center and availability of the police personnel on duty.

Dispatch personnel will be expected to conform to departmental grooming and dress standards.

The dispatcher shall refrain from expressing approval or disapproval of an officer's actions to any arrestee, victim, witness, etc. The dispatchers may feel free to question the officer later, in private. No cameras, tape recorders, or other recording devices shall be permitted during field training. The dispatcher will remain in the police unit unless otherwise advised and will be under the supervision of that officer.

EMPLOYEE ORIENTATION

DEPARTMENT PHILOSOPHY

A society free from crime and disorder remains an unachieved ideal; nevertheless, consistent with the values of a free society, it is the primary objective of the Fontana Police Department to, as closely as possible, approach that ideal. In doing so, the department's role is to enforce the law in a fair and impartial manner, recognizing both the statutory and judicial limitations of police authority and the constitutional rights of all persons. It is not the role of the department to legislate, render legal judgments, nor to punish.

We, the members of the Fontana Police Department, stand ready to serve the people of the City of Fontana by performing the law enforcement function in a professional manner, as it is to these citizens that the department is ultimately responsible.

GENERAL RESPONSIBILITY

The Police Department is responsible for the preservation of public peace and the protection of life and property against all unlawful action in the City of Fontana. It will discharge its responsibilities by taking all possible steps to prevent crime and accidents, to investigate thoroughly suspicious or criminal acts, and to apprehend offenders quickly in all cases where crimes are committed.

CITY HISTORY AND ORGANIZATION

The earliest recorded landowner in the Fontana area was Don Antonio Maria Lugo, who received a land grant in 1813. A second grant, secured the land known as Rancho de San Bernardino for his sons. The Lugo sons sold a portion of their land, which included part of what is now Fontana, to a group of Mormon settlers in 1851. The Mormon settlers eventually returned to Salt Lake City, and the Semi-Tropical Land & Water Company gained control of the rancho. Active development of the area, however, did not begin until the early 1900's when the Fontana Development Company acquired the acreage and began a community called Rosena - a name that was changed to Fontana in 1913.

A. B. Miller founded the town site of Fontana in 1913 and built it into a diversified agricultural area with citrus, grain, grapes, poultry, and swine being the leading commodities. He played a foremost part in the development of agriculture in Southern California.

The community faced a transition in 1942 when Fontana was selected as the site for a steel mill. The city was incorporated June 25, 1952, with a population of 13,695 and became Southern California's leading producer of steel and related products. The steel industry dominated the city's economy since the mill was built. In the late 1970's, however, Kaiser Steel began to cut down on production and manpower, and the steel mill closed in 1984. The plate steel and rolling mill plant was acquired by California Steel Company, which continues to produce steel products. In addition, railroad and trucking operations, a number of medium to heavy industrial facilities, and several warehousing/distribution centers are located in Fontana because of its convenient geographical location and excellent transportation network.

Currently the City covers about 36 square miles with a 55 square mile sphere of influence with approximately 110,000 residents. It is anticipated that by the year 2000 the population will be about 120,000 with approximately 75,000 people living in North Fontana, many in master planned communities such as Village of Heritage and Hunters Ridge.

Sierra Avenue is the City's main thoroughfare and is quite heavily traveled. It is estimated that 43,400 vehicles drive daily between San Bernardino Avenue and the I-10 Freeway.

In the Inland Empire area there are many fine colleges and universities. Our local communities (Big Bear, Lake Arrowhead, and Mt. Baldy) offer some of the finest skiing resorts in Southern California and are easily accessible within an hour.

For industries that come into our area, Fontana has a large labor pool. All the utilities are in place, and freeways crisscross the area for easy transportation by truck, air, or rail to any place in the county.

POLICE DEPARTMENT ORGANIZATION

CHAIN OF COMMAND

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

The **Chief of Police** is the administrative head of the department. He plans, directs, and reviews the work of the department, formulates departmental policies, and maintains discipline among the employees of the department. He maintains and promotes good public relations with the citizens and with all other law enforcement agencies.

A division **Captain** is a ranking officer designated by the Chief of Police to supervise and command a particular division of the department. He/she shall be generally responsible for the proper performance of all police duties by subordinates under his/her command. He/she shall, according to rank and seniority, assume the responsibilities and duties of the Chief of Police in his/her absence, and upon assignment.

A **Lieutenant** is subject to directions from a higher command. A lieutenant has direct control over all members and employees within their command and is administratively responsible for all work of the department within their respective areas.

Sergeants are responsible for the enforcement of the rules of the Fontana Police Department's General Orders (G.O.'s) and any special rules and regulations pertaining to their tours of duty. They shall carry on such inspectional procedures as they deem necessary to ensure that during their tour of duty their employees are doing a proper job of law enforcement and fulfilling job responsibilities.

A **Corporal** performs all duties relative to the rank of police officer. In addition, a corporal performs field training and/or complex investigation assignments; leads the work of others engaged in patrol, investigations or other special law enforcement activities; performs related duties as required.

Police Officers will be assigned to duties and responsibilities in connection with patrol areas, preliminary investigation of crimes and apprehension of law violators as well as other functions of the police department that may be assigned by the shift supervisor. Officers will also handle traffic related activities, specialized investigation functions, training matters and any other duties as specified by the Chief of Police.

The **Police Support Services Supervisor**, under direction of the Administrative Services Division Commander, plans, organizes and supervises personnel assigned to Records and Property and performs other related duties as required.

Communications Personnel, under direction of the Communications Supervisor will be responsible for answering the telephone, dispatching officers and other department employees to the location of calls for services and other related duties.

Records Clerks, under direction of the Police Support Services Supervisor will be responsible for such work on records, reports and statistics as may be assigned by their supervisor.

GENERAL ORDERS / LEXIPOL

The Fontana Police Department has a solid reputation for providing a level of service to its diverse community that is considered second to none. This service could not be achieved without the dedicated employees that make up the Fontana Police Department. The general orders contained in this manual will not only serve our employees as a resource guide, but will guarantee the service we provide is delivered in a fair and consistent manner. It is important for employees of the Fontana Police Department to take an active role in the evolution of the general orders contained in this manual. As the role of the police department evolves, so too must this manual. This manual must be viewed as an instrument to assist our employees in providing a level of service that our community has come to enjoy. It is our responsibility to maintain the public safety of the community and preserve the quality of life our citizens deserve. This is a responsibility the Fontana Police Department firmly recognizes and makes a priority on a daily basis. One of the most important aspects of this manual is to ensure the safety of our employees and residents. Adhering to the tenets of this manual will provide the best opportunity to provide this level of service in a safe and impartial manner

The manual of the Fontana Police Department is established and shall be referred to as "The Policy Manual." The Policy Manual is a statement of the current policies, procedures, rules, and guidelines of this department. All employees are to conform to the provisions of this manual. All prior and existing manuals, orders, and regulations which are in conflict with this manual are revoked, except to the extent that portions of existing manuals, orders, and other regulations which have not been included herein shall remain in effect where they do not conflict with the provisions of this manual.

Except where otherwise expressly stated, the provisions of this manual shall be considered as guidelines. It is recognized, however, that police work is not always predictable and circumstances may arise which warrant departure from these guidelines. It is the intent of this manual to be viewed from an objective standard, taking into consideration the sound discretion entrusted to members of this department under the circumstances reasonably available at the time of any incident.

MISSION AND VISION STATEMENT, CORE VALUES

MISSION STATEMENT

The Fontana Police Department is committed to protecting the community by providing quality "Service with Integrity." As an organization, we will continue to build diverse community based partnerships. These partnerships will be guided by innovation and perseverance to ensure Fontana's future as a well-developed, dignified, and respected community in the Inland Empire.

VISION

Dedicated to excellence and professionalism, we are committed to working with the people of Fontana to enhance the safety and security of our diverse community.

CORE VALUES

TRADITION: We are a tradition rich organization, respectful of past accomplishments, optimistic about current challenges, and inspirationally leading the way for Fontana's future.

EXCELLENCE: We strive for excellence in all we do. We work to identify our organizational vulnerabilities and are committed to improvement via training, communication, and initiative.

ACCOUNTABILITY: We hold ourselves accountable for our deeds. We are aware of the impact our actions have and are dedicated to providing service with integrity.

MINDFUL: We are mindful of the trust and confidence placed in us by the community. We honor this responsibility and strive for validation each and every day.

"TEAM" Fontana Police Department

PERFORMANCE STANDARDS

Performance standards are an important aspect of the training process. Your overall evaluation as a Communications Dispatcher will contain areas concerned with standards of performance. These standards are vital to effective and efficient operations within the Police Department.

PERFORMANCE

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

INTERPERSONAL SKILLS

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

JOB SKILLS

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

JOB READINESS

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

GENERAL WORK RULES

WORK HOURS/MEAL BREAKS

Employees working within the Communications Unit will work a regular work day consisting of 11 ½ hours, 3 days per week, alternating each week with a 4-day work week, which includes a 30 minute meal break.

SHIFT CHANGE

Dispatchers change shifts every six months. Shifts are chosen according to seniority.

ABSENCES

Any employee that cannot report for duty as scheduled due to illness or disability shall notify their immediate supervisor or the on-duty Watch Commander so Telestaff can be updated and staffing can be assessed.

Notification by an employee of their impending absence shall be made at least two (2) hours prior to the scheduled time for reporting to duty. Exceptions may be made for last minute emergencies.

TRAINING PROGRAM OVERVIEW

USE OF THE TRAINING MANUAL

The Communications Training Program is carefully planned and programmed in such a way that the new employee is exposed to as comprehensive a span of public safety communications experience as possible during the training period.

The information in this guide was written in small chapters, or phases, that coincide with the actual dispatch positions. This also means that several people can become involved in your training without duplication or gaps, ensuring standardization of the training procedures. It also provides a standard by which trainees can be measured as they progress through the program.

The training manual is to be used in conjunction with the training workbook. As the information in the training manual is completed, the corresponding section(s) of the training workbook will be signed off by the Training Officer and the trainee. At the completion of your training, the workbook will be placed in your training file in Personnel and Training within the department. The training manual is yours to keep for future reference.

Each chapter contains the information pertinent to the topic. Many chapters will contain self-tests that you may keep for reference. You will also receive written tests throughout your training program. Only after completion of the training manual and the appropriate tests, will you be considered competent in that specific topic.

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

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

It is the responsibility of the trainee, while on duty, to possess and maintain their training manual at all times during the training period and to present it for inspection upon the request of any authorized trainer or supervisor.

TRAINING PROGRAM

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

Although your trainer has a responsibility to teach, the ultimate responsibility to learn is yours. To be successful, you must make a commitment to learning that may seem uncommonly intense for the first few months.

The training program has been designed to maximize your exposure to the information, tasks, and equipment you will be expected to master. You will be trained on a one-on-one basis by your Training Officer. You will have adequate time to learn and develop the skills that you will need to perform proficiently. The mastery of specific tasks and information is not restricted to a set period of time, but rather a steady and gradual demonstration of progress. Individuals learn at varying rates depending upon a number of variables such as past experience, and time spent outside of work studying materials.

Previous experience has demonstrated that after the training process you should be able to assume a shift with minimal supervision. After a year, you should be relatively comfortable in any situation, but it will be almost two years before you will consider yourself a seasoned communications operator. Relax and allow yourself to learn. The purpose of the training program is to make you a competent and successful dispatcher.

Initially, you will undergo a brief orientation. You will then begin training on a one-on-one basis with an experienced Training Officer from the communications center. The essentials of dispatching are best learned through hands-on experience.

As you progress through the various phases of training, you will begin to perform more of the actual work, while the trainer assumes more of a coaching role. Part of your training will consist of field ride-along's with a patrol officer. You may also be required to review video and audio tapes as well as other assigned work.

Once trained, you will be part of a team that is the vital link between the Fontana Police Officers and the public they serve.

BASIC DUTIES AND RESPONSIBILITIES

CALL-TAKING POSITION

1. Handles all incoming calls (as many as possible).
2. Back-up to this position will be the secondary dispatch position (TAC1), when not actively dispatching.

PRIMARY DISPATCH POSITION

1. Handles dispatching to all units
2. Primary function is the radio traffic, as it requires all of your attention. Do not unnecessarily use the telephone while working this position. Common sense will be a factor for determination of instances where you can readily handle any necessary telephone calls, once you are fully trained.
3. You should not make, nor receive, personal phone calls while dispatching to field units. If it becomes necessary to do so, you may ask to have someone relieve you until your call is completed.
4. Remain calm while dispatching. The dispatcher controls the momentum of the radio traffic. If you allow yourself to become excited or agitated, it will be noticeable on the air, as well as affecting your co-workers.
5. When you need something done (a tow rolled, Comm Center notification, telephone notification, etc.) name the person you want to do it. This will eliminate the possibility of other dispatchers assuming someone else is going to take care of it.

SECONDARY DISPATCH POSITION/TAC 1

1. This position works as a back-up position to the Primary Dispatcher.
2. This position is the primary radio dispatcher for both Code Enforcement and Animal Services Officers.
3. When a Code 33 is called on the primary radio channel, this position takes over primary dispatching for the field units not involved in the Code 33.
4. Handles requests for records checks and teletype inquiries.

SHIFT SUPERVISOR POSITION

1. The shift supervisor is there to monitor the daily operations of the center and to assist everyone working in the center whenever needed. The supervisor should be aware of what is occurring within the center at all positions as well as any immediate staffing issues.

GENERAL INFORMATION

1. If a priority call is received, verbally tell the dispatcher. Do not assume the primary dispatcher will instantaneously see it on the display monitor.
2. If you need to talk to the primary dispatcher, but the primary dispatcher is busy at that moment, send a message.
3. Anyone who rolls a tow, notifies a responsible person, notifies Comm Center, etc., shall be responsible for updating the appropriate call card with such information. After updating, if it consists of information vital to the primary dispatcher, verbally advise the primary dispatcher or send him/her a message advising of the call you updated.
4. When there are visitors in the communications center (including officers), it is preferred that they speak to the on duty Shift Supervisor first. The supervisor can take care of the matter, or refer them to the proper person. This will eliminate dispatchers from being distracted.
5. The primary dispatcher should not be distracted by other persons in the center talking to them. There may, at times, be exceptions.
6. You must always be aware of background noise. All talking, laughing, etc., from within the communications center can be heard on the radio when the microphone is keyed. All employees must keep this in mind at all times. Background noises can also be heard by citizens on the phone and this is not acceptable in a professional work environment.
7. Always keep the supervisor and/or watch commander advised of pertinent information.
8. Dispatchers rotate positions within the center ideally every 3 hours. It is imperative that you enter the center quietly and take your position. If there is any reason you are unable to handle a certain position on any given day, advise the on duty supervisor and wait for direction.

MAINTENANCE OF THE COMMUNICATIONS CENTER

Each person shall be responsible for maintaining the center in a neat, clean, and professional manner.

As you prepare to go off duty, make certain your work area is clean for the oncoming shift.

Eating and drinking in the center is permitted although it is extremely important to keep food and drink away from the computer keyboards. Spills can seriously damage computer components. All food related trash shall be disposed of as soon as possible.

Dispatchers break times are taken at the convenience of the center. Dispatchers will be compensated if they do not receive a lunch break during their shift.

We are all working towards the same goal - to have the center run as smoothly and efficiently as possible. If any problems develop, you are encouraged to discuss them. If you have a personal problem that may reflect a change in your attitude, it is suggested you discuss this with your supervisor. The specific reason need not be given; just make them aware of an existing problem. In the end, we must try and put aside personal problems and feelings as much as possible to maintain a pleasant and professional working environment.

SUGGESTED TRAINING PROGRAM

The following suggested training program is a *guideline only* of what you can expect throughout your training. Progression in each area will depend on several factors, some that may be out of your control as well as your trainers. These factors include but are not limited to; your dedication to the training program, your ability to retain information, your progression, your ability to develop your “radio ear”, call volume, staffing levels, critical incidents, etc.

FIRST WEEK

Monitor different positions and observe. The trainee will be with a trainer in order for the trainee to receive answers to any questions they may have while observing a position.

Review the Fontana Police Department General Orders / Lexipol.

Study and learn phonetic alphabet, radio ten-code, activity type codes, commonly used Penal and Vehicle Codes.

Orientation of the basic duties of each position.

Learn basic computer commands and practice keyboard typing. Again, this will be done with a trainer present, as it is more readily absorbed if you are shown the commands, instead of reading the computer manual and trying to learn on your own.

Set aside some time for the trainee to present any questions they may have regarding what has been learned or observed each day.

SECOND WEEK

Study and learn phonetic alphabet, radio ten codes, activity codes, commonly used Penal and Vehicle Codes. The trainee should spend as much time as possible learning these codes and should have them committed to memory by the end of the third week of training.

Continue practicing computer commands and keyboard typing.

Monitor incoming phone calls and observe computer entry on calls for service.

Observe TC1 and Channel 1 radio positions. It is vital that the trainee has an understanding of each position in order to be more effective at obtaining pertinent information at the call-taking position.

Trainee should be sent on a ride-along only if the trainer feels it will enable them to better understand dispatching duties or assist in geography of the city. They may receive more insight on a ride-along if it is conducted after they have learned the basics of the positions within the communications center and have some basic knowledge of the geography of the city.

While observing, the trainee should write down all radio requests to start developing their "radio ear". They should also begin learning the various teletypes and how returns are given out on TC1. During slow periods, the trainee should attempt to run CLETS queries and review the returns with their training officer. The sooner they understand how to read returns, the better.

THIRD & FOURTH WEEKS

Trainee can now begin taking incoming phone calls with a trainer monitoring at the same console. Trainees should try entering calls for service, but may need assistance in entering and handling "in progress" or "just occurred" calls.

At the secondary radio position/TC1, have the trainee log all requests along with the trainer; query the teletype for requests when it's not a busy period, and let the trainee broadcast returns if radio traffic permits.

At the primary radio position/channel 1, have the trainee monitor the trainer. Have the trainee write down all traffic stops, ped checks, etc. The trainee should closely observe computer commands and radio transmissions. The trainee will be learning how various calls are handled and dispatched. If call volume permits, have the trainee begin dispatching basic calls over the radio. This will help develop their radio ear and eliminate any fear they may have of the radio.

FIFTH & SIXTH WEEKS

At the call-taking position, with the trainer monitoring at the same console as the trainee, have the trainee handle incoming calls. The trainee should begin handling the telephone conversation as well as entering the calls for service into the computer. The trainer will continue to assist when necessary.

At the secondary radio position/TC1, have the trainee log requests, operate teletype, telephone various agencies for want/warrant requests, and broadcast returns on the radio. Trainer will continue to assist when necessary.

At the primary radio position/channel 1, have the trainee monitor the trainer at the same console. The trainee will continue to learn methodology of the dispatch position. If the trainer feels the trainee has achieved a basic understanding of computer commands, radio codes, and radio transmissions, have the trainee type and/or talk on the radio during slower periods. The trainer will assist when necessary.

SEVENTH – TENTH WEEKS

The trainee should now be able to handle incoming phone calls with minimal assistance, still sitting with the trainer at the same console.

Radio, teletype, and telephone related training on TAC 1 should continue. Allow the trainee to handle as much as they can at this position.

Training at the primary radio position/channel 1 should continue, with the trainee typing and/or talking for the trainer whenever possible. If they are able to handle both at this stage in their training, allow them to do so during slower periods.

ELEVENTH – THIRTEENTH WEEKS

Trainee should now be able to handle the call-taking position with a minimum of assistance. However, the trainer should still be “plugged in” and monitoring at the same console.

Trainee should understand the basics of the primary radio position/channel 1 and be able to dispatch for the trainer with minimum of assistance during slow to moderate periods.

FOURTEENTH – SIXTEENTH WEEKS

Trainee should be able to handle call-taking and TAC1 positions with little or no assistance. The trainer can use their discretion on monitoring at the same console for either of these positions, once they feel the trainee has mastered them.

Trainee should be dispatching on primary on their own with minimal assistance during slow to moderate periods. If the trainee is unable to keep up with both the radio traffic and the computer commands/typing during moderate to busy periods, have the trainer type with the trainee handling the radio traffic or vice versa.

SEVENTEENTH – TWENTIETH WEEKS

By this point in time, the trainee should be able to handle call-taking and TAC1 positions with no assistance. To ensure that this is the case, the trainer should monitor the trainee

at these positions intermittently, and make certain there are no problem areas left unresolved.

Continue training at primary dispatch position, encouraging the trainee to handle the radio traffic. If the trainee is progressing well, they should be able to handle primary dispatching duties with little or no assistance during slow to moderate periods. The trainer should begin putting them on primary during busier periods, in order to begin evaluating their full potential at the primary position. . Let the trainee handle as much as they can, with the trainer assisting when necessary. The trainer should pay close attention to any problem areas and work with the trainee to overcome them.

TWENTY FIRST– TWENTY THIRD WEEKS

Unless a trainee is still having trouble at call-taking and TAC1, they should be handling these positions independently.

Continue having the trainee handle radio traffic. Trainer will assist whenever necessary but should encourage the trainee to try and handle as much as they can on their own. The trainee should be steadily progressing to the point of handling primary dispatching with minimal or no assistance. Some trainees may have this area mastered within these remaining weeks of training, while others may need a week or two of additional, in-depth training.

TWENTY FOURTH – TWENTY EIGHTH WEEKS

At this point in time, the trainee should have mastered all working positions within the dispatch center. If there are any problems at any of the positions, this is the time to **resolve them**. The trainee should be able to function independently at all positions. The trainer may again want to intermittently monitor the trainee at the various positions. This will ensure both trainee and trainer that the trainee is fully capable of handling each position effectively and professionally.

EVALUATIONS

A very important part of your training process is the documentation of job performance through written evaluations. They serve as an indicator of strengths and weaknesses and provide guidance on how to correct any deficiencies that may exist.

Should any problems arise, they will be documented in written evaluations. Although it is sometimes difficult to accept criticism, it is in your best interest to accept it in a constructive spirit in which it is given. After all, it is impossible to correct a problem if it is never mentioned.

Positive progress will also be documented in evaluations. It is as important (if not more so) that the trainee be recognized for a job well done, as it is for the trainee to be aware of any problems.

Each trainee will be evaluated on a daily basis during the training program, with an additional weekly evaluation to monitor your progress. The trainee will also be asked to fill out a bi-weekly trainee input sheet. This will allow the trainee the opportunity to express their thoughts on their progress and/or anything that can be done to assist them in their training program.

Examples of the evaluation forms are included in the training workbook.

MISCELLANEOUS POLICIES

SENIORITY

Seniority is defined as; A position of precedence over others because of length of service. Seniority is based upon your hire date. There are many situations that are based upon seniority, such as, vacation requests and choice of shifts.

SHIFT CHANGE

The Fontana Police Department Dispatchers change shifts every six months. Shifts are chosen by seniority and are subject to change based on departmental needs. Patrol also changes shifts every four months.

T.V. POLICY

It has been determined that the television in dispatch is an effective tool in keeping dispatchers, patrol supervisors, and the Watch Commander up to date on news worthy events. For this reason, the television in dispatch can be turned on and viewed by dispatch personnel. The following guidelines must be adhered:

1. The television will remain on a news channel, preferably a local news channel, CNN, Fox News, or MSNBC, etc. as long as it does not interfere with duties.
2. The volume on the television must be off or on mute at all times as to not interfere with radio and phone traffic. Closed captions may be used.
3. If the television is a distraction to anyone at any time, the television must be turned off.
4. The Watch Commander, the Communications Supervisor, or a Dispatch Shift Supervisor may order the television off at any time if it becomes apparent it is interfering with duties.
5. Training videos may be viewed when appropriate.
6. The primary dispatcher MUST remain focused on his/her position at all times.

LEAVE POLICY

Purpose:

The primary responsibility of the Police Department is the protection of life and property. This goal presents an extraordinary challenge. To successfully meet this goal requires our personnel to effectively respond to calls for service in a prompt and adequate manner. After rapid response, we must establish an intelligent means to resolve problems as they arise. We must therefore have available human and logistical resources necessary to bring a situation to a satisfactory conclusion.

A response of this caliber requires adequate staffing levels of all police employees. The level of service necessary to meet the demand placed on any given unit within the police department must be therefore established in advance. Sworn and non-sworn employees are dependent on one another for this mission. Support services for example are essential to the responding personnel and equipment. Detectives, MET, Traffic, FET's, CPT's and CSO's to name a few play an important role in the overall objective of public safety.

In order to maintain a level of service that meets the needs of the community, leave will be permitted routinely as long as the integrity of the police operation is not minimized to a level where there is possible jeopardy to the public and other personnel. Public safety needs are difficult to estimate and can fluctuate depending on the time of the year. Although calls for service vary from time to time, we must be able to respond to natural disasters, serious crimes along with other calamity. In addition to the aforementioned incidents, we must be available to respond to everyday requests for assistance by the public we serve and be always ready to react to incidents without reservation.

This policy will be subject to review as our department and community continues to grow.

Communications Unit:

- a. One Dispatch Shift Supervisor may be on leave per day.
- b. One Dispatcher/ Call Taker may be on leave per day.
- c. For Winter and Summer annual leave or short term leave, if no Shift Supervisor is off, two Dispatchers/ Call Takers may be off in one day, but not on the same shift. This is dependent upon filling the position with voluntary overtime.
- d. The above restrictions do not apply on holidays granted to each employee per their MOU. The Unit Commander or designee may forgo these exceptions if departmental needs dictate otherwise. Any allowances specifically authorized by a current MOU will supersede any and all applicable leave guidelines.

Definitions:

1. Annual Leave It is the intent of this department to define annual leave as two regularly scheduled work weeks or more.
2. Short-term Leave It is the intent of this department to define short-term leave as at least one regularly scheduled work week but less than two regularly scheduled work weeks.
3. Convenience Leave It is the intent of this department to define convenience leave as any leave totaling less than one regularly scheduled work week.
4. Compensatory Time (ETO) Will be considered as leave time for the purposes of this policy.
5. Leave Priority Annual leave requests will be given priority over other types of leave as long as they meet the request deadlines. Short term leave requests will be given priority over convenience leave as long as they meet the request deadlines.

Obligation:

1. It is the responsibility of the affected employee to contact the District Attorney's Office, Civil Attorney's Office, or other issuing agency to re-schedule any court or civil appearances that could or will take place during a leave request. In addition, the requesting employee will be required to complete all reports prior to departing on leave.
2. The requesting employee will also be required to inform his/her immediate supervisor if they plan to miss any previously scheduled meetings or assignments during the leave period.
3. Employees shall not be absent from work or duty unless supervisory approval has been obtained.
4. Employees shall not apply for leave when the requested leave would place them in a negative leave balance or leave without pay condition. It is the employee's responsibility to ensure they will have adequate leave before requesting time off.
5. Division Commanders are responsible to determine if a guideline listed in this policy is adversely affected by current staffing levels of any departmental job classification during the time the leave is requested. The Division Commander at his/her discretion may reject a request for leave based on these findings.

Leave Procedure:

1. Leave requests shall be granted based on department seniority within the team and by division or unit seniority for non-patrol units. The affected employee will access Telestaff and formally request leave whenever practical.
2. Requests for convenience leave in order to take a payback shift off shall not be considered more than two weeks before the date or dates desired off.
3. Requests for leave that fall within the 48-hour window prior to the employee leave request shall be submitted to the employee's supervisor for approval whenever practical.
4. To reduce conflicts in leave requests, employees are encouraged to contact their co-workers to discuss leave requests in advance whenever practical. The employee should also use the advanced calendar window in Telestaff to check if the date/hours are available prior to contacting a supervisor for convenience leave approval.
5. On occasion, exceptions to this policy may exist. Special requests for FMLA, bereavement, vacation, and ETO will be examined by the Unit Commander on a case-by-case basis.
6. Due to Department needs, there will be two different rotation periods each year; the current 6-month rotation and a new 4-month rotation. The 6-month rotation will change rotations twice a year while the new 4-month rotation will change rotation three times a year. It will be up to the Division Commander to determine which units, assignments or individual people will work under which rotation period.

The 6-month rotation will be defined as having a summer rotation and a winter rotation. The summer rotation period is defined as the deployment period beginning the second pay period in April and ending with the first pay period in October. The winter deployment period is defined as beginning the second pay period in October and ending with the first pay period in April. These rotation periods a subject to a 2 week variance on each end.

- A. Annual 6-month rotation summer leave requests shall be submitted no later than the second Monday in March annually. All leave requests submitted on or before this date will be approved by seniority. All leave requests submitted after the second Monday in March may be granted on a first come first serve basis.
- B. Annual 6-month rotation winter leave requests shall be submitted no later than the first Monday in September annually. All leave requests submitted on or before this date will be approved by seniority. All leave requests submitted after the first Monday in September may be granted on a first come first serve basis.

7. The new 4-month rotation will be defined as a having a summer and winter rotation. The summer rotation is generally defined as the deployment period starting the second pay period in April and ending the last pay period in July. The winter rotation is generally defined as the first pay period in August and ending the first pay period of January. The winter rotation will be extended to always include the period of Christmas and New Year's Eve Holidays. The spring rotation will generally be defined as the second pay period of January, ending the first pay period in April. While having accurate, exact 4-month rotations is impossible, the best intentions will be made to keep them as close to 4-month rotations.

A. Summer and Winter leave requests shall be submitted no later than 1 month prior to the start of the rotation. The Administrative Sergeant will make each rotation start date known to all department members a minimum of 1 year prior to the start date. All leave requests submitted on or before this date will be approved by seniority. All leave requests submitted after this date may be granted on a first come first serve basis.

8. Once granted annual leave, leave may not be cancelled or reduced without Unit Commander or Watch Commander approval.
9. The requesting employee should ensure he/she will have the appropriate leave hours available prior to their summer or winter annual leave. Questions regarding leave amounts should be directed to the Administrative Division.
10. It is acknowledged that no leave policy can predict all possible conflicting situations that might arise within the organization, nor can all such conflicts be resolved to everyone's satisfaction. Factors such as temporary assignments, light duty assignments and other changes in staffing practices can all contribute to unanticipated conflicts in leave scheduling. Moreover, since staffing needs change from shift to shift and even hour-by-hour, past practices are frequently inapplicable or irrelevant. Should conflicts occur that are not addressed by this policy, they shall be referred to the Division Commander or designee for resolution.

Additional Considerations:

1. Personnel may be transferred temporarily to other shifts to permit coverage to offset extended leaves of absence.
2. Overlapping leave requests of two days may be authorized if it determined the unit or assignment will not be affected by the employee's absence.
3. Any allowances specifically authorized by a current MOU will supersede any and all applicable leave guidelines.

4. All leave related to the Family Medical Leave Act (FMLA) will follow the City of Fontana Personnel Rules and Regulations outlined in Rule XI Section 12.

OVERTIME / ETO (COMP TIME)

Overtime shall be calculated at the rate of time and one-half for all time worked in excess of forty (40) hours in a work week. There shall be no "pyramiding" of overtime (e.g., if an employee receives a minimum two hours call back pay at the overtime rate and those hours worked also result in their working in excess of forty (40) hours in a work week, double overtime will not be paid.). Absence due to sick time shall **not** be regarded as time worked in calculating eligibility for overtime. Notwithstanding the aforementioned provision, any employee who is "ordered" to work overtime shall have personal leave, compensatory time off (so long as it is not used for sick leave or bereavement purposes) counted as "hours worked" for purposes of overtime calculations in that work week. No overtime will be recognized except with the prior approval of the Department Head.

Employees may accumulate compensatory time in lieu of overtime pay on the basis of one and one-half compensatory time (ETO) for each hour of overtime worked. Any overtime worked must be approved by the appropriate supervisor.

ETO requests must be submitted forty-eight (48) hours in advance. This notice may be waived in emergency situations. The request must be documented on the appropriate leave request form and presented to the affected shift supervisor.

All time sheets indicating a claim for overtime worked shall include the name and initials of the supervisor authorizing the overtime. If, however, the authorizing supervisor will not be on watch to initial the time sheet containing the overtime, the authorizing supervisor shall communicate the circumstances to the oncoming supervisor or on-duty watch commander, e.g., amount of overtime to expect and any other important fact relevant to the overtime claim.

BREAKS

Employees within the Communications Unit are allowed a 30 minute meal break. Since communications personnel have limited ability for breaks, they can take their two 15 minute breaks in conjunction with their meal break, totaling 1 hour. Meal breaks shall not be taken before the first two hours of the shift or after the last hour prior to end of shift, unless authorized by the watch commander or their direct supervisor.

In an attempt to provide consistent, equitable working conditions, the foremost consideration must be the public being served. It is essential that adequate coverage be available to provide the community with its public safety needs. Therefore, lunch breaks are not guaranteed and must be taken at the communication centers convenience. If meal

breaks are unable to be taken, the employee will be compensated with .5 hours of overtime per the department's overtime policy

SICK CALL OFFS

Any employee that cannot report for duty as scheduled due to illness or disability shall notify the on-duty Supervisor or Watch Commander. This notification is usually accepted by dispatch personnel but may be accepted by any employee of the department. The employee accepting the notification shall complete a City of Fontana Request for Leave form making sure the nature and circumstances relative to the absence are appropriately noted. The completed form shall immediately be brought to the attention of the Watch Commander or other appropriate supervisor.

Notification by an employee of their impending absence shall be made at least two (2) hours prior to the scheduled time for reporting to duty. Exceptions may be made for last minute emergencies.

GOSSIP

No employee while on duty shall publicly or while in the presence of other employees speak of the official actions of a fellow employee in a derogatory, degrading or disparaging manner. Employees shall treat those in the department of a superior or lesser rank with the respect due to them as fellow employees. Employees shall not make false or malicious statements with intent to harm or destroy the reputation, authority, or official standing of the department or individual members thereof.

CONFIDENTIALITY OF INFORMATION

Federal and state law authorizes release of specific information reports, and parts of reports. Whenever possible, records information (except routine record checks for other law enforcement agencies) shall be released by records personnel who are trained to know what can be released. Release of unauthorized information could result in lawsuits against the responsible individual, the department and the city.

Rap sheets shall not be released to anyone outside this department, including other law enforcement agencies, except to the district attorney's office for official purposes. The reason for this is that the laws relating to release of rap sheets are very stringent, and an audit trail is kept by DOJ on every rap sheet issued and every criminal record requested. We are held accountable and must maintain control over who has copies of raps sent to this department.

Section 6254 (f) of the government code identifies certain information which must be made available to certain persons regarding specified crime unless release of the information would:

1. Interfere with the law enforcement proceedings
2. Deprive a person of a fair trial

3. Constitute an unwarranted invasion of privacy
4. Disclose the identity of a confidential source
5. Disclose confidential information provided only by a confidential source
6. Disclose secret investigative techniques and procedures
7. Endanger the safety of law enforcement personnel

The information shall be provided to the following persons:

1. The victim
2. An authorized representative of the victim
3. An insurance carrier against which a claim has been or might be made
4. Any person suffering bodily injury or property damage as a result of the incident.

CITIZENS COMPLAINT PROCEDURE

It is the policy of the Fontana Police Department to encourage citizens to bring to the attention of the department complaints about the conduct of its members whenever a citizen believes that a law enforcement act is improper. Complaints will be received courteously at any hour of the day or night.

The department will make every effort to insure that no adverse consequences occur to any person or witness as a result of having brought a complaint or having provided information in any investigation of a complaint. Any department employee who subjects a complainant or witness to recrimination shall incur appropriate disciplinary action.

The Fontana Police Department has prepared complaint forms in both English and Spanish summarizing the procedures and providing sufficient space to record citizen reports of alleged misconduct. The forms are available to the public at the department.

A non-supervisory employee receiving a citizen's complaint, shall direct the complaining party to the on-duty watch commander. If this is not possible, the employee shall obtain the complaining party's name, address and phone number, advise the complaining party that they will be contacted by the watch commander who will complete the preliminary interviews and accept the citizen's complaint form.

ILLNESS/INJURY ON DUTY

Any time an employee of this department is involved in an on-duty accident, they must report the incident to a supervisor immediately. A supervisor will, as soon as practical, prepare a detailed report relating the circumstances of the incident.

Should an injured employee require medical attention, the supervisor will complete an authorization slip directed to the particular medical facility to perform the treatment. The slip should be in duplicate giving a copy to the employee and forwarding the other with the Safety Committee report.

The injured employee's supervisor will also prepare a Safety Committee Accident Report, and submit it to the appropriate division commander.

No employee having suffered injury while on duty and having been removed from duty by physicians order shall be permitted to return to duty without authorization from an attending physician.

PAYROLL / TIME SHEETS

Payroll sheets must be completed daily. At the end of the pay period each employee must calculate their payroll sheets and have them completed and signed. Supervisors will review the time sheets and have the employee make the appropriate corrections if needed. After review, the supervisor will sign them and forward them to the payroll department. Any corrections made on the time sheets must be crossed out and initialed. No white-out can be used. Your trainer will demonstrate the correct way to fill out your payroll sheet.

PERFORMANCE EVALUATIONS

Probationary employees will receive an employee performance evaluation every six (6) months. Once the employee has completed their probationary period, they will receive annual evaluations.

When your annual performance evaluation is due, you will be asked by your supervisor to take the time to prepare a list of all awards, certificates and accomplishments you received or achieved during the rating period. You will also be asked to prepare a list of specific job-related goals and/or objectives you would like to achieve during the upcoming rating period. Your supervisor will meet with you in a pre-evaluation interview to review your performance during the rating period. Your supervisor will also discuss the goals set for you during the last evaluation period to determine your progress in achieving or working towards the goals, and to establish and/or modify both personal and departmental goals for your next rating period. You will also be asked to complete and/or sign several necessary forms in addition to reviewing specified general orders sections.

DRESS CODE/GROOMING STANDARDS

An employee, sworn or non-sworn, shall be neat and clean at all times while on duty unless he/she receives specific exemption from the chief of police. The department dress code / uniform policy must be followed at all times.

All employees of this department shall present a professional image at all times while in a courtroom. Male civilian personnel shall wear appropriate conservative dress, i.e. business suit, shirt and tie or uniform if appropriate. Female civilian personnel shall wear conservative feminine attire appropriate to the courtroom setting.

At no time shall casual attire such as shorts, sandals, denim or corduroy slacks, etc. be worn in the courtroom. All employees shall only appear in court in a well-groomed condition, comparable to the standard required by their daily work assignment.

ADDRESS/NAME CHANGE

Members of the department shall keep the department informed of their address and telephone number at their place of residence. Any exceptions to this rule must have the approval of the chief.

RELIEF CALL OUT LIST / OVERTIME LIST

Both the patrol overtime call out list and the dispatcher overtime call out list are maintained through the use of Telestaff.

MATRON DUTIES

When necessary, and only when there is no female officer available, female staff services employees may be called upon to serve as matron. These employees should never be knowingly placed in a situation which jeopardizes their safety, i.e. suspect displaying propensity toward violence or being openly aggressive and uncooperative. In these cases, it may be necessary to call in an off duty female sworn police officer.

RELATED AGENCIES

CALIFORNIA HIGHWAY PATROL

California Highway Patrol is responsible for all freeways, on-ramps, off-ramps, and any accidents or traffic related matters within the unincorporated areas of the county. Any criminal activity on the freeways will be handled by the Police/Sheriffs Agency handling that jurisdiction. The CHP also investigates all accidents involving school buses which were carrying at least (1) pupil at or below the 12th grade at the time of the collision, and all accidents involving police vehicles at the Watch Commander's request.

DMV

The DMV is not a law enforcement agency. The DMV is responsible for issuance and maintenance of driver's license, vehicle registration, identification cards, etc.

CALIFORNIA DEPARTMENT OF JUSTICE

California DOJ is made up of several bureaus. To name a few, Bureau of Narcotics, Bureau of Investigations, and Forensic Services. DOJ is set up to supplement local law enforcement agencies in cases where expertise or assistance is needed due to the complex or sensitive nature of the investigation being handled by the smaller agency.

FEDERAL BUREAU OF INVESTIGATIONS

The FBI investigates robberies that occur at federally insured financial institutions. The FBI is also responsible for the investigation of federal crime.

MARSHAL'S OFFICE

The Marshal's Office operates out of the municipal court houses. They provide bailiff services in court rooms and deal with civil matters and disputes pertaining to evictions, etc.

SAN BERNARDINO COUNTY SHERIFF

The San Bernardino County Sheriff's Department is primarily responsible for the law enforcement functions that take place in the unincorporated areas of the county, such as Bloomington, and contracts with other incorporated cities for their law enforcement (i.e. Chino Hills, Rancho Cucamonga) when such cities have no municipal law enforcement. The Sheriff's department also maintains the West Valley Detention Center at 9500 Etiwanda in Rancho Cucamonga, several detention facilities, and work camps, a county crime lab, and various other units such as a bomb squad, SWAT, K9, and helicopter units that may be called upon in times of mutual aid.

CORONER

The Coroner's Office is charged with determining manner and cause of death in unidentified bodies, victims of foul play, bodies of those not under a doctor's care where unusual circumstances exist.

COMM CENTER / FIRE DEPARTMENT

The City of Fontana receives fire services from the San Bernardino County Fire Department. They are responsible for firefighting, fire prevention and paramedic services. Their dispatch center is located within the San Bernardino Counties Communication Center, otherwise known as Comm Center.

CHILD PROTECTIVE SERVICES

CPS is responsible for the supervision of children who, through neglect or abuse are unable to be left in the custody or supervision of their parents or legal guardian. CPS has no jurisdiction over minors who have committed criminal offenses.

ADULT PROTECTIVE SERVICES

APS is responsible for the suitable placement of dependent adults who have no resources to provide for their own care. APS is also responsible for investigation of allegations of abuse against elderly persons.

BUREAU OF ALCOHOL, TOBACCO, AND FIREARMS

Federal agency that is responsible for enforcement of laws pertaining to the use, distribution and regulations of alcohol, tobacco and firearms.

DEPARTMENT OF CORRECTIONS

Charged with housing and confining individuals sentenced to prison. Parole Officers monitor inmates released into the community to complete their sentences.

PAROLE BOARD

Charged with reviewing a prisoner's record and making recommendations regarding the termination or continuation of sentence. Also charged with monitoring parolees (prisoners released before completion of sentence).

AGENCY FORMS

SICK RELIEF / VACATION / ETO SLIPS

Any employee requesting vacation leave, ETO, or an employee accepting a sick call off request, must fill out this form and submit it to the on duty supervisor or watch commander. You must include the employee number of the employee requesting the leave, and the time they called in. Telestaff should also be updated.

DISPATCH CARD

In the event that the main CAD computer should fail, familiarize yourself with the manual system. The dispatch cards are similar with the call screen of CAD. It is important to note that the call taker now becomes responsible for completing the beat and the time the call was received. The manual system will be explained in more depth in coming chapters.

INSPECTION SHEET/GREEN FORM

Mainly used by patrol. Dispatch will only use the form when clearing missing persons and RAJ reports. An inspection sheet must be attached to a print out of the call card and the appropriate teletypes. The case number must also be included on the face sheet for approval.

9-1-1 MIS-ROUTE FORM

In the event a wrong address is received via 9-1-1, a 9-1-1 misroute form must be completed at your VIPER workstation and forwarded to the Communications Supervisor. There are occasions when a person has just moved from one location to another but kept the same phone number and for some reason the telephone company has yet to update the new information. Accuracy of the 9-1-1 system is of utmost importance. If the caller is unable to speak but needs emergency help, the police and fire departments need to know where they are calling from. Our diligence in seeing that the information we received is accurate benefits overall, our citizens.

PUBLIC WORKS CALL OUT FORM

Anytime the city yards/public works stand-by employees are called out after hours, this form must be completed. All fields on the form should be completed including the name of the on-call employee responding and a brief description of the problem they were called out for. This form is then emailed to the City Yards Standby group email list (yards_standby).

INTRODUCTION SELF-TEST

1. Now that you have had a tour of the Police department, can you tell your training officer where the investigations unit is located?
2. Explain to your Training Officer the location of your mailbox.
3. Explain to your Training Officer the chain of command from you to the Chief of Police.
4. Where is the briefing room?
5. Where is the lieutenant's office?
6. Where is the property unit?
7. Demonstrate to your Training Officer how you request a day off.

PHASE TWO

CHAPTER TWO

GENERAL INFORMATION

The following pages are information you will need to function as a valued member of this team. It includes the various codes, city geography, beat plans and information that will make you feel more comfortable in the police environment. This chapter is intended to be a resource for you in your on-going training and not a chapter of information to be memorized verbatim.

BOOK RESOURCES

DEPARTMENT GENERAL ORDERS / LEXIPOL

The department's General Orders are maintained within Lexipol and contains the department's expectations in handling certain matters. Although many of the procedures in this manual are for the sworn officer they will impact your day to day duties. Violating a general order can be punishable up to, and including, termination from your job with the police department. You will be held responsible for knowing these orders as they apply to your job.

MAPS

Become familiar with the city map, including major streets and intersections, hundred blocks and city boundaries. There is also a Thomas Bros Map Book available for finding locations outside of the city as well as various online mapping programs.

SVS / CJIS MANUAL

The SVS manual contains all the information needed for the Stolen Vehicle System. It also contains lists of all the make/model/style/color codes of vehicles you will need for entering them in the Stolen Vehicle System.

AMIS/CLETS

This is a DMV teletype reference manual which lists all of the codes necessary to access the system and an explanation of what information is available to you.

NCIC OPERATING MANUAL

This is another teletype reference manual which contains all of the codes and explanations for the National Crime Information Center / NCIC system.

PENAL CODE

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

VEHICLE CODE

The Vehicle Code lists the definitions of, and punishment for, various vehicle code violations in the State of California. The back of the book contains a list of the codes, and identifies whether it is an infraction, misdemeanor or felony. It is very helpful when trying to determine the severity of traffic warrants.

FONTANA MUNICIPAL CODE BOOK

This book lists the "FCC" violations which have been passed by the City Council and approved by the City Attorney. Municipal Codes are generally misdemeanor violations and are as arrestable as any of the penal or vehicle codes. You will learn the most common violations, such as noise abatement, stealing recyclable materials from City supplied trash bins, door to door peddling, etc. A complete list can be found in the Fontana City Code Manual online on the city's website.

MISCELLANEOUS

There are numerous books in the dispatch center for your reference. Be sure to take your time and know what they are and where they are. You will be responsible to know where they are, and what type of information is contained in each book. You will be expected to use them for reference on a continual basis.

CRIMINAL LAW

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

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

Questions related to legal issues, unless clear cut, should be referred to the Watch Commander. Legal advice and recommendations should not be made. Often times, referrals to attorneys, courts, or legal aid are all that the calling party may be soliciting.

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

Criminal law deals with crimes and crimes are defined as illegal acts which are punishable by fine, imprisonment, or removal from public office, or a combination thereof. Criminal law deals with injury to the State or to the people of the State. The criminal court then passes a sentence of imprisonment and/or fines as established by State law. Only the State, acting through the courts, can impose fines or imprison a violator.

Fines are paid to the State. Crime victims do not have a right to the fine, however, through Victim-Witness programs, specified victims may receive some form of compensation.

Civil law deals with non-criminal legal proceedings such as marriage, divorce, adoption, custody, contracts, law-suits, etc. Proceedings that prove injury to the individual can result in restitution or compensation for loss or injury.

There are many instances where the distinction between injuries to the individual as "people of the state" is not clear. However, when the victim is interested in recovering their loss, or damages, they may accomplish this action through the civil court system. If the victim desires prosecution, and there is a statute or law that applies to the situation, it is a matter for law enforcement.

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

CRIME CATEGORIES

Crimes are categorized by the nature of the crime, the punishment by imprisonment in State Prison, and fines over \$500.

The following definitions do not indicate the actual complexity of the law, for crimes may be plea-bargained from Felony to Misdemeanor, and sometimes a Misdemeanor will become a Felony if there is a previous conviction for the same or similar offense.

FELONY

A crime that is very serious in nature which can be punished by imprisonment in State Prison.

MISDEMEANOR

A crime which can be punished by up to, but not exceeding, one year in County Jail.

INFRACTION

A minor offense which can be punished by fines.

CODES

Crimes as defined in the California Penal Code most often come to the attention of law enforcement. The California Penal Code (PC) contains the majority of the statutes that are enforced by Peace Officers. It also contains laws that establish Peace Officers' powers, jurisdiction, and training. However, there are several other California codes that contain sections enforced by City Police.

VEHICLE CODE (VC)

This is a body of laws that regulate vehicular traffic within the State of California.

HEALTH & SAFETY CODE (H&S)

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

BUSINESS & PROFESSIONS CODE (B&P)

These codes regulate the ethics of the business community regarding truth in advertising, marketing, and controls sales of certain substances. They also contain statutes concerning the sales of alcoholic beverages.

WELFARE & INSTITUTIONS CODE (WIC)

This is the body of regulations governing the treatment of children or others that are unable to care for themselves. All juvenile criminal affairs are directed by this authority. Included in the WIC are statutes regarding child neglect, incorrigibility, and delinquency.

ADMINISTRATIVE CODE

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

MUNICIPAL CODE

This body of regulations has been enacted by the City Council to regulate the actions of the persons within a given City boundary which are not already covered by any other Code.

JUDICIAL AGENCIES

COUNTY/CITY ATTORNEY'S OFFICE

This is the legal representative for the County or City and is responsible for the presentation of the prosecution information in any criminal case. The actual responsibility in San Bernardino County for all criminal prosecutions rests with the County District Attorney's Office (except City Municipal Code violations). All matters that Law Enforcement agencies seek to pursue must be filed with the District Attorney's Office for review.

MUNICIPAL COURTS

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

SUPERIOR COURT

Handles all felony criminal filings that the Municipal Court has reviewed and forwarded to the Superior Court. Superior Court also handles all appeals from the Municipal Court.

APPELLATE COURT

Handles appeals from the Superior Court.

STATE SUPREME COURT

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

ADJUNCTS TO THE COURT

There are several agencies that are adjunct to the court in that they are charged with the responsibility to carry out the judgments of the court, review, confine, release, and otherwise control the lives of individuals in any way deemed appropriate by the court.

DEPARTMENT OF CORRECTIONS

They are charged with housing and confining individuals sentenced to prison.

CALIFORNIA YOUTH AUTHORITY

They are charged with housing and confining juvenile offenders.

PAROLE BOARD

They are charged with reviewing a prisoner's record and making recommendations regarding the termination or continuation of sentence. Also charged with monitoring parolees (prisoners released before completion of sentence).

PROBATION DEPARTMENT

They are charged with making recommendations regarding sentencing of offenders. Supervise misdemeanor offenders not serving time in the County jail.

GRAND JURY

The Grand Jury is a judicial body appointed by each County that assists that judicial system by making citizen reviews.

CRIME ELEMENTS

PENAL CODES

- | | |
|-------|---|
| 148 | Resisting Arrest (M) <ol style="list-style-type: none">1. Willfully resisting, delaying or obstructing2. A peace officer |
| 148.1 | False Bomb Report (M) <ol style="list-style-type: none">1. Falsely reporting a bomb threat |
| 148.5 | False Police Report (M) <ol style="list-style-type: none">1. Knowingly reporting a false crime report |
| 148.9 | Falsely Representing Self As Another Person (M) <ol style="list-style-type: none">1. False representation or identification2. To a police officer3. To evade the process of the court |
| 166.4 | Criminal Contempt (M) <ol style="list-style-type: none">1. Disobeying any process or order issued by any court |
| 187 | Murder (F) <ol style="list-style-type: none">1. Unlawful killing2. Of a human being |

3. With malice aforethought
- 203 Mayhem (F)
1. Unlawfully and maliciously depriving a human being of a member of his body
- 207 Kidnapping (F)
1. Forcibly stealing, taking or arresting
 2. Any person in this state
 3. Into another part of the state or county
- 211 Robbery (F)
1. Taking of personal property
 2. In the possession of another
 3. From his person or immediate presence
 4. Against his will
 5. By means of force or fear
- 220 Assault With Intent To Commit (F)
1. Assault another with the intent to commit
 2. Mayhem, rape, sodomy or oral copulation
- 240 Assault (M)
1. Unlawful attempt
 2. Coupled with the present ability
 3. To commit a violent injury to another
- 241 Assault On A Peace Officer (M)
1. Unlawful attempt
 2. Coupled with the present ability
 3. To commit a violent injury to a peace officer, fire fighter, EMT, paramedic, lifeguard, process server, or animal control officer
- 242 Battery (M)
1. Wilfully and unlawfully
 2. Use of force or violence
 3. On the person of another
- 243 Battery On A Peace Officer (M)
1. Willfully and unlawfully
 2. Use of force or violence
 3. On the person of a peace officer, firefighter, EMT, paramedic, lifeguard, process server, or animal control officer
- 243.4 Sexual Battery (F)

1. Touching an intimate part of another
 2. While the person is unlawfully restrained
 3. Against the will of the person touched
 4. For the purpose of sexual arousal
 - * "Touch" means physical contact with the skin of another person
- 244 Assault With A Caustic Chemical (F)
1. Willfully and maliciously places or throws
 2. Upon the person of another
 3. A caustic chemical of any nature
 4. With intent to injure the flesh or disfigure the body
- 245(a) 1 Assault With A Deadly Weapon Or Instrument (F)
1. Assault upon the person of another
 2. With a deadly weapon or instrument
 3. By any means of force likely to produce great bodily harm
- 245(b)1 Assault With A Deadly Weapon or Instrument Upon a Peace Officer (F)
1. Assault upon a peace officer or fireman
 2. With a deadly weapon or instrument
 3. By any means force likely to produce great bodily harm
- 246 Discharge Of Firearm At Inhabited Dwelling Or Vehicle (F)
1. Maliciously and willfully discharge a firearm
 2. At an inhabited dwelling house, occupied building, occupied motor vehicle or inhabited camper
 - * "Inhabited" means currently being used for dwelling purposes whether occupied or not
- 261 Rape (F)
1. Act of sexual intercourse
 2. Against a persons will
 3. By means of force, violence or fear of immediate and unlawful bodily injury
- 261.5 Unlawful Sexual Intercourse (F)
1. Unlawful sexual intercourse
 2. Accomplished with a juvenile not the spouse of the perpetrator
 3. The victim is under the age of 18
- 270 Failure To Provide (M)
1. Parent of a minor child
 2. Willfully omits
 3. Without lawful excuse

4. To furnish necessary clothing, food, shelter or medical attendance
 5. To his or her child
- 272 Contributing To The Delinquency Of A Minor (M)
1. Commit any act which would cause
 2. Any person under the age of 18
 3. To come within the provisions of sections 300, 601 or 602 WIC
- 273(a) Willful Cruelty Toward Child (F)
1. Any person under circumstances or conditions likely to produce
 2. Great bodily harm or death
 3. Willfully causes or permits
 4. Any child to suffer or inflict thereon
 5. Unjustifiable physical pain or mental suffering
- 273.5 Infliction of injury on spouse or cohabitant (F)
1. Willfully inflict upon his or her spouse or upon any person of the opposite sex with whom he or she is cohabitating
 2. Corporal injury resulting in a traumatic condition
- * "Traumatic condition" is a condition of the body such as a wound/external/internal injury of a minor or serious nature caused by a physical force
- 278 Child Stealing (F)
1. Every person not having a right of custody who
 2. Maliciously takes, detains, conceals or entices away
 3. Any minor child
 4. With intent to detain or conceal the child from a person having lawful charge of the child
- 278.5 Violation Of Custody Decree (F)
1. Takes, detains, conceals or retains the child with the intent to deprive another
 2. Of his or her rights to physical custody or visitation
 3. Violation of the physical custody or visitation provisions
 4. Of a custody order, judgement or decree
- 286(a) Sodomy (F)
1. Sexual conduct
 2. Between the penis of one person and the anus of another
- 288(a) Lewd Or Lascivious Acts (F)
1. Willfully and lewdly commit any lewd or lascivious act
 2. Upon or with the body of a child under the age of 14

3. With intent of arousing, appealing to or gratifying the lust or passions or sexual desires
 4. Of such child or the perpetrator of the crime
- 288a Oral Copulation (F)
1. Act of copulating the mouth or one person
 2. With the sexual organ or anus of another
- 290 Registration Of A Sex Offender-Definition
1. Any person convicted in this state of any sex crime
 2. Must register with the local police agency of their residence
 3. Within 5 days of coming into the city
- 314.1 Indecent Exposure (M)
1. Exposes his person or private parts
 2. In any public place or in any place where there are present other persons
 3. To be offended or annoyed thereby
- 415 Disturbance (M)
- 415(1) * Unlawfully fight or challenge to fight in a public place
- 415(2) * Maliciously and willfully disturb another person by loud and unreasonable noise
- 415(3) * Using offensive words in a public place which are likely to provoke an immediate violent reaction
- 417(a)1 Exhibiting A Firearm (M)
1. Draws or exhibits any deadly weapon
 2. In a rude, angry or threatening manner
 3. In the presence of another person
- 417(b) Exhibiting A firearm In The Presence Of A Peace Officer (F)
1. Draws or exhibits any deadly weapon
 2. In a rude, angry or threatening manner
 3. In the presence of a peace officer
- 451 Arson (F)
1. Willfully and maliciously sets fire to or burns or causes to be burned
 2. Any structure, forest land or property

- 459 Burglary (F)
1. Enters any structure or locked vehicle
 2. With intent to commit petty or grand theft or any other felony
- 466 Possession Of Burglary Tools (M)
1. Possessing tools with intent to feloniously break or enter any building or vehicle
- 470 Forgery (F)
1. Every person who, with intent to defraud
 2. Signs the name of another or fictitious person
 3. Having no authority to do so
- 476(a) Insufficient Funds (M)
1. Willfully makes or draws any check
 2. With intent to defraud
 3. Knowing at the time that non sufficient funds exist
- 484 Theft defined
1. Feloniously steal, take, carry, lead or drive away personal property or another
- 484g Fraudulent Use Of Credit Cards (F/M)
1. Use of a stolen credit card(s) with the intent to defraud
- 485 Misappropriation Of Lost Property (M)
1. One who finds lost property
 2. Has the ability to locate the owner and fails to do so
 3. Appropriates such property to his own use
 4. Without first making reasonable and just efforts to locate the owner
- 487 Grand Theft (F)
1. Theft of personal property valued in excess of \$400
- 488 Petty Theft (M)
1. Theft of personal property valued less than \$400
- 496(a) Receiving Or Possessing Stolen Property (F/M)
1. Buy or receive any property
 2. Which as been stolen
 3. Knowing the property is stolen
 4. Without permission of the owner
- 503 Embezzlement (F/M)
1. Fraudulent appropriation of property
 2. By a person to whom it has been entrusted

- 537(a) Defrauding An Innkeeper (F/M)
1. Obtaining food, fuel, services or accommodations
 2. With the intent not to pay
- 537e Altered Or Obliterated Serial Number (F/M)
1. Knowingly buy, sell, receive or possess any equipment
 2. From which the manufacturer's nameplate, serial number or any other distinguishing number or identification mark
 3. Has been removed, defaced, covered, altered or destroyed
- 594 Vandalism (F/M)
1. Maliciously defaces with paint or any other liquid or
 2. Permanently damages or
 3. Destroys and real or personal property not his own
- 597(a) Cruelty to Animals (F)
1. Maliciously and intentionally maims, mutilates, tortures or wounds a living animal
 2. Which is the property of another
 3. Kills an animal which is the property of the person
- 602 Trespass (M)
1. Entering the land or occupying real property
 2. Without the consent of the owner
- 626.9 Firearms On Public School Campuses (F)
1. Bring or possess a firearm
 2. Upon the grounds of any public school, university or community college
- 647(a) Disorderly Conduct (M)
1. Solicit anyone to engage in or who engages in lewd or dissolute conduct
 2. In any public place or in any place open to the public or exposed to public view
- 647(f) Public Intoxication (M)
1. A person in any public place
 2. Under the influence of intoxicating liquor or drug
 3. Unable to exercise care for his own safety or the safety of others
- 647(h) Prowling (M)
1. Loiter, prowl or wander upon
 2. The private property of another
 3. At any time

4. Without visible or lawful business with the owner
- 647(i) Voyeur (M)
1. While loitering, prowling or wandering upon
 2. The private property of another
 3. At any time
 4. Peeks in the door or window
 5. Without visible or lawful business with the owner
- 653k Possession Of A Switchblade (M)
1. Possesses a switchblade
 2. In a vehicle or in a public place
- 664 Unsuccessful attempt to commit a crime (F/M)
1. Attempt to commit any crime, but fails
- 853.7 Failure To Appear (M)
1. Willfully violated his written promise to appear in court
- 12020(a) Manufacture, Sell, Possess Weapons (F)
1. Manufacture, sell, give, lend, possess
 2. Cane gun, wallet gun, any firearm which is not immediately recognizable as a firearm
 3. Any ammunition which contains or consists of any flechette dart, any bullet containing or carrying an explosive agent, any ballistic knife
 4. Any weapon commonly known as a blackjack, slingshot, billy, nunchaku, sandclub, sandbag, sawed-off shotgun or metal knuckles
 5. Or who carries concealed upon his person any explosive substance or any dirk or dagger
- 12025 Possession Of A Concealed Firearm (M)
1. Carry concealed within any vehicle or upon his person
 2. Any firearm capable of being concealed
- 12031(a) Carrying A Loaded Firearm (M)
1. Carry a loaded firearm on his person or in a vehicle
 2. In a public place

BUSINESS AND PROFESSIONS CODES

- 4149 Possession Of A Hypodermic Needle/Syringe (M)
1. Possess needle/syringe without a prescription
- 4390 Possession Of A Forged Prescription (M)
1. Forging the name on a prescription
2. Passes or attempts to pass prescription
3. To obtain any prescription drug
- 25658a Furnishing, Giving Or Sales Of Alcohol To A Minor (M)
1. Obtaining alcohol
2. Furnishing, giving or selling to a minor
- 25662 Possession Of Alcohol By A Minor (M)
1. Possession of alcohol by persons under the age of 21
2. In a public place

HEALTH AND SAFETY CODES

- 11350 Possession Of A Controlled Substance (F)
1. Possession of following drugs:
Codeine
Cocaine
Demerol
Dilaudid
Heroin
Mescaline
Methadone
Percodan
Peyote
Quaalude
- 11357a Possession Of Concentrated Cannabis (F)
1. Possession of hashish or hash oil
- 11357b Possession Of Less Than 1 OZ. Of Marijuana (M)
- 11357c Possession Of More Than 1 OZ. Of Marijuana (M)
- 11357d Possession Of Less Than 1 OZ. Of Marijuana On School Grounds (M)

- 1. Violator must be over 18 yrs to be in violation
- 11377a Possession Of A Controlled Substance (F)
- 1. Possession of the following:
 - Amphetamines
 - Barbituates
 - LSD
 - Methamphetamine
 - Phencyclidine (PCP)
 - Preludin
 - Psilocydin (Mushrooms)
 - Ritalin
- 11550a Under Influence Of A Controlled Substance (M)
- 1. Influence of the following:
 - Heroin
 - Cocaine
- 11559b Under the influence of a specified controlled substance (M)
- 1. Influence of the following:
 - Phencyclidine (PCP)

WELFARE AND INSTITUTIONS CODES

- 300 Persons Subject To The Jurisdiction Of The Juvenile Court
- 1. Any minor who may be adjudged to be a dependant child of the juvenile court
- 300a Dependant Child
- 1. Minor has suffered or there is substantial risk that the minor will suffer serious physical harm inflicted by the minor's parent or guardian
- 300b Dependant Child
- 1. Lack of parental control
- 300c Dependant Child
- 1. Mental abuse and/or neglect by parent or guardian
- 300d Dependant Child
- 1. Failure by parent or guardian to adequately protect minor from sexual abuse

- 602 Juvenile Offender
1. Violation of any state statute by a person under 18 years of age (does not include truancy and curfew violations)

VEHICLE CODES

- 31 Supply False Information To A Peace Officer (M)
1. Give false information to peace officer
 2. During the course of enforcing the vehicle code
- 4000a Expired Vehicle Registration (I)
1. Drive or park a vehicle upon a public roadway
 2. Without current registration
- 2800.1 Evading (M)
1. Knowingly evade a peace officer
 2. In a motor vehicle
- 2800.2 Evading (M)
- Flee or attempts to elude a peace officer
In a willful or wanton disregard for the safety of persons or property
- 10851 Grand Theft Auto (F)
1. Permanently or temporarily deprive the owner of his vehicle
 2. Without consent of the owner
- 10852 Vehicle Tampering (M)
1. Injure or tamper with vehicle and/or contents
 2. Without consent of the owner
- 12500a Unlicensed Driver (M)
1. Drive a vehicle upon a roadway
 2. Without a current drivers license
- 12500d Driving Out Of Classification (I)
1. Drive a vehicle upon a highway
 2. That is not a type for which the person is licensed
- 12951a No License In Possession (I)
1. Drive a vehicle upon a highway
 2. Without a drivers license in possession

- 12951b Fail To Present License (I)
1. Fail to present drivers license upon demand of a peace officer
- 14601.1a Drive With Suspended License (M)
1. Drive a vehicle
 2. After driving privileges have been suspended or revoked
- 16000 Reporting Of Traffic Collisions
1. Driver of a vehicle involved in a traffic collision causing over \$500 damage or injury
 2. Shall report the collision to the Department Of Motor Vehicles (DMV) within 10 days
- 16028A Proof Of Financial Responsibility
1. Driver of any vehicle registered in this state
 2. Required to possess current proof of financial responsibility
- 20001 Felony Hit And Run (F)
1. Driver of any vehicle involved in an accident
 2. Resulting in injury or death to any person other than himself
 3. Shall immediately stop the vehicle at the scene of the accident and render aid
- 20002a Misdemeanor hit and fun (M)
1. Driver of any vehicle involved in an accident
 2. Resulting in property damage (including vehicles)
 3. Shall immediately stop the vehicle at the scene of the accident and render aid
- 22651 Authority to Tow Vehicles On Public Property
- a. Left unattended on a bridge or causeway obstructing traffic
 - b. Left unattended on a roadway obstructing traffic
 - c. Parked on highway and previously reported stolen or embezzled
 - d. Parked blocking entrance to a private driveway
 - e. Parked blocking access to a fire hydrant
 - f. Parked over 4 hours on a freeway
 - g. Parked and driver incapacitated or physically unable to move the vehicle
 - h. Driver is arrested
 - i. Parked without current registration and has received 5 or more parking violations over 5 or more days
 - j. Illegally parked with no plates or evidence of registration displayed
 - k. Parked over 72 hours
 - l. Parked blocking cleaning, repair or construction of the highway (after being posted)

- m. Parked blocking street to be used for other than normal flow of traffic
 - n. Parked in violation of local ordinance when previously posted
 - o. Parked with registration expired over 1 year and not occupied
 - p. Driver is cited for being an unlicensed driver or driving on a suspended/revoked license
- 22658 Authority to Tow from Private Property
- 1. Authority for private person to tow a vehicle off private property
- 23109 Speed Contest (M)
- 1. Engage in a speed contest
 - 2. Upon a highway
- 23110a Throwing Objects at a Vehicle (M)
- 1. Throw any substance at a vehicle or occupant
 - 2. On a highway
- 23110b Throwing Objects at a Vehicle Causing Injury (F)
- 1. Throw any substance at a vehicle or occupant
 - 2. With intent to do great bodily injury
- 23103 Reckless Driving (M)
- 1. Drive any vehicle on a highway
 - 2. With willful or wanton disregard for the safety of persons or property
- 23152a Driving Under the Influence (M)
- 1. Driving a vehicle on a public or private property
 - 2. Under the influence of an alcoholic beverage/drug
- 23152b Driving Under the Influence (M)
- 1. Driving a vehicle on a public or private property
 - 2. Under the influence of an alcoholic beverage or any drug
 - 3. With blood alcohol level of .08 or over
- 23153a Felony Driving Under the Influence (F)
- 1. Driving a vehicle on a public or private property
 - 2. Under the influence of an alcoholic beverage or any drug
 - 3. Causing bodily injury to anyone other than the driver
- 23222b Possession of Marijuana in a Vehicle (M)
- 1. Possession of less than 1 oz. of marijuana
 - 2. In a vehicle upon a highway

- 40508a Failure to Appear (M)
1. Failure to appear in court in violation of a written promise to appear
 2. For a violation of a vehicle code
- 40508b Failure to Pay Fine (M)
1. Failure to pay a fine
 2. For a violation of a vehicle code

FONTANA MUNICIPAL CODES

ANIMALS

- FCC-4-2 Animals at Large
- FCC-2.2.A Dog Restrained/Leash Law
- FCC-18-63.4 Noisy Animal
- FCC-4-6 Possess Non-Domestic Animal
- FCC-4-96 Unlicensed Dog
- FCC-4-7 Grazing Sheep

LICENSES, PERMITS

- FCC-15-1 Charity Solicit License Required
- FCC-15-2 Yard Sale Permit Required
- FCC-15-2 Yard Sale Sign/Prohibited
- FCC-15-602 Fireworks Sales Days
- FCC-15-706 Peddler (Selling) License Required
- FCC-15-680 Peddler In Unsafe Position
- FCC-15-771 Solicitor License Required
- FCC-15-817 Transient Merchants Prohibited

FCC-15-106	Dance Halls Permit Required
FCC-15-241	Fontana Days Non-Compliance
FCC15-351	Carnival/Circus Permit Required
FCC-15-307A6	Safety Inspection Every 4 Hours
FCC-15-307E	Post Prize Required/Clear

MOTOR VEHICLES

FCC-16-1B	Repair Vehicle on Property
FCC-17-144B	Repair Vehicle on Roadway
FCC-17-1374	Park Within Parkway
FCC-17-1375	Park In Alley
FCC-17-139D	Commercial Vehicle Parked 0200-0400
FCC-17-139E	Park/Time Limit
FCC-17-96A	Off Road Vehicle Prohibited
FCC-17-156	Permit Park Only
FCC-17-140	Park/Painted Curbs
FCC-30-1033	Boat/Trailer Public Right of Way
FCC-30-1213	Commercial Vehicle Parked in Residential
FCC-17-426Bq	Drive Off Truck Route
FCC-30-203	Vehicle For Sale on Vacant Lot

JUVENILES/GRAFFITI

FCC-16-2	Curfew (Under 18) 2200 Hrs.
FCC-16-3	Parental Responsibility
FCC-16-11	Loiter On Property
FCC-16-4	Offensive Lang In Public
FCC-18-94	Minor Possess Spray Paint
FCC-18-95	Sale Spray Paint to Minor
FCC-18-96	Display Paint Restriction

WEAPONS

FCC-16-108	Discharge of Firearm
FCC-16-109	Sale Weapon/Ammo to Minor
FCC-16-132	Possess Knife 3 Inches +

BICYCLES

FCC-17-4K	Skateboard Ramp/Jump
FCC-17-331	Bicycle License Required

NOISE

FCC-18-63	Loud and Unusual Noise
FCC-18-63.1	Horns, Signals, Device, Etc.
FCC-18-63.2	Radios, Phonographs, Etc.
FCC-18-63.3	Loudspeaker/Amplifiers
FCC-18-63.4	Animals, Birds
FCC-18-63.5	Steam Whistles

FCC-18-63.6	Exhausts
FCC-18-63.7	Defect in Vehicle or Load
FCC-18-63.8	Load, Unload, Open Boxes
FCC-18-63.9	Construction/Repair
FCC-18-63.10	Noise by School, Court
FCC-18-63.11	Hawkers, Peddler Noises
FCC-18-63.12	Drums
FCC-18-63.13	Transport Metal Rails, Etc.
FCC-18-63.14	Piledrives, Hammers, Etc.
FCC-18-63.15	Blowers

PARKS

FCC-19-1	Prohibited Acts
FCC-19-1.1	Animals
FCC-19-1.3	Loud Conduct/Obscene Language
FCC-19-1.7	Play/Engage in Game
FCC-19-1.8	Alcoholic Beverage
FCC-19-1.9	Park Vehicle Where Prohibited
FCC-19-1.14	Propel Vehicle/Cycle on Path
FCC-19-2	Special Permit for Picnic
FCC-19-4	Loiter/Public Toilet
FCC-19-5	Closed 2200-0700 Hours

POLICE

FCC-22-62	Prohibit Similar Uniform
FCC-22-86	Private Security License Required

SEWER AND REFUSE

FCC-23-6	Unlawful Dispose of Waste
FCC-24-9E	Receptacle Hours
FCC-24-10	Remove from Receptacle
FCC-24-74C	Collection Hours
FCC-24-138	Deposit in City Property
FCC-14-140	Sweep Litter into Street
FCC-24-143	Vehicle Scattering Load
FCC-24-150	Maintain Private Property
FCC-24-147	Litter Occupied Private Property

HANDBILLS/SIGNS

FCC-3-27	Place on Vehicles/Prohibit
FCC-3-30	On Inhabited Property
FCC-24-146	Post on Tree, Pole, Prohibited

VEHICLES FOR HIRE

FCC-29-71	Taxi, Ambulance, Permit Required
FCC-29-141	Driver For Hire/Permit Required

PEDDLERS/HAWKERS

FCC-16-5	Peddler Beg in Public
FCC-16-11	Loiter on Property
FCC-18-63.11	Hawkers, Peddler Noise
FCC-15-706	Peddler (Selling) License Required
FCC-15-680	Peddler/Unsafe Position
FCC-15-771	Solicitor/License Required
FCC-817	Transient Merchants Prohibited

GEOGRAPHICAL INFORMATION

FONTANA ARTERIAL STREETS

(The following streets are listed in the order they run through the city beginning from the West (North/South streets) and the North (East/West streets.)

NORTH/SOUTH

MULBERRY AVE.
CHERRY AVE.
BEECH AVE.
CITRUS AVE.
CYPRESS AVE.
JUNIPER AVE.
CITRUS AVE.
SIERRA AVE.,
MANGO AVE.
PALMETTO AVE.
TAMARIND AVE.
ALDER AVE.
LAUREL AVE.
LOCUST AVE.

EAST/WEST

HIGHLAND AVE.
BASELINE RD.
FOOTHILL BLVD.
ARROW BLVD.
MERRILL AVE.
RANDALL AVE.
SAN BERNARDINO AVE.
MARYGOLD AVE,
VALLEY BLVD.
SLOVER AVE.
SANTA ANA AVE.
JURUPA AVE.
MARLAY AVE.

STATE HIGHWAYS

U.S. 66 (Foothill Blvd.)
Rte. 30 (Highland Ave.)

FREEWAYS

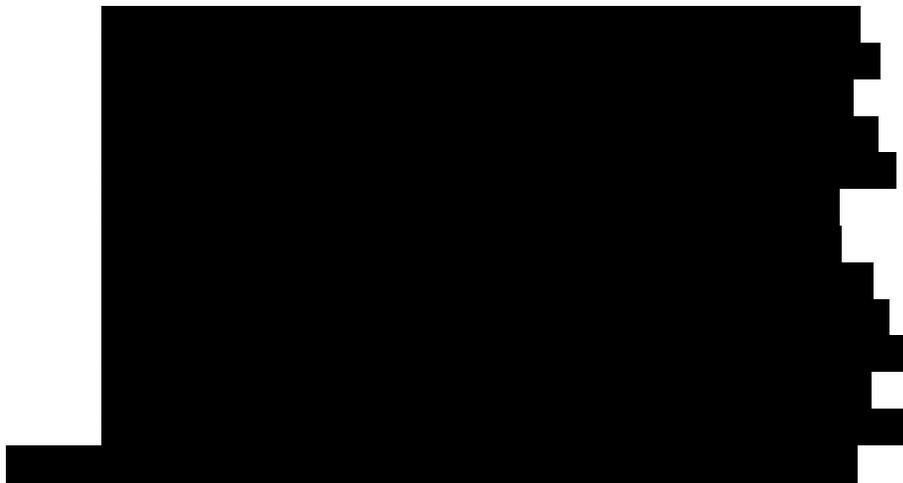
IS 10 FWY - Interstate 10 Freeway
IS 15 FWY - Interstate 15 Freeway
SR210 FWY-State Route 210 Freeway

CODES

In order to communicate the greatest amount of information in the least amount of radio time, law enforcement has developed codes. We have codes for the alphabet, codes for crimes and police activities, codes to get information into CAD, and a myriad of abbreviations and acronyms that all must be learned to make sense of our day to day operations. You are truly learning another language and don't be discouraged at the amount you have to learn. Some must be memorized, but many will be picked up just by sitting and listening.

PHONETIC ALPHABET

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

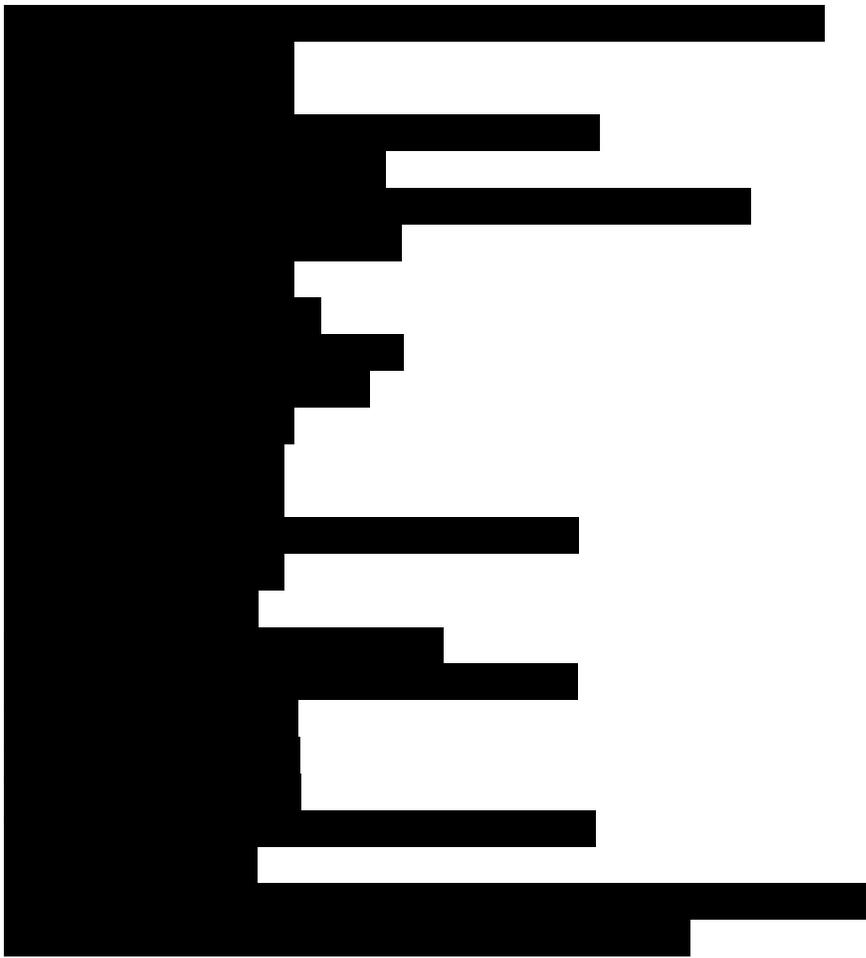


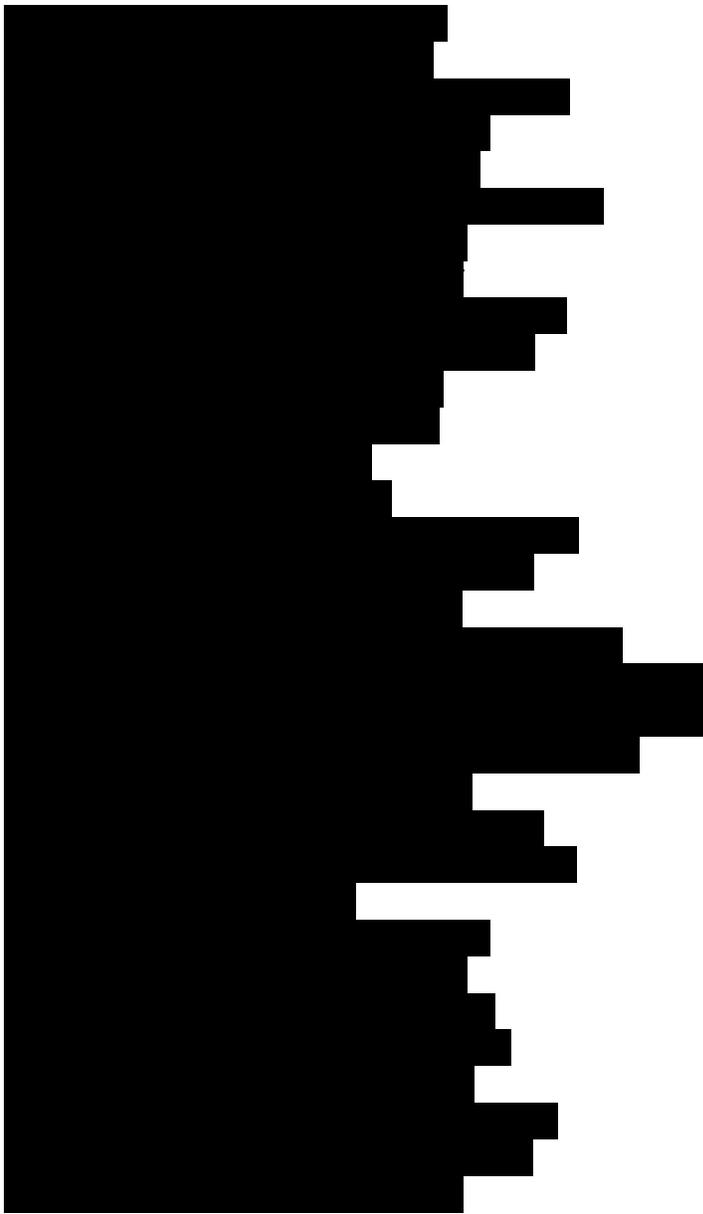
ABBREVIATIONS AND ACRONYMS

ABC	Alcoholic Beverage Control (California)
ADDL	Additional
ADDR	Address
ADV	Advised
ADW	Assault with a deadly weapon
AKA	Also known as
ALI	Automatic location identification (911 system)
ANI	Automatic number identification (911 system)
APB	All points bulletin
APT	Apartment
ASAP	As soon as possible
ATF	Alcohol, Tobacco, Firearms (Federal Bureau of)
ATT	Attempt
AWOL	Absent without official leave
BA	Blood alcohol level
BB CAP	Baseball cap
BLDG	Building
B&P	Business and Professions Code
B/O	Bad order (broken or inoperative)
BOLO	Be On the Look Out
BRO	Brother
	Brown
BURG	Burglary
BUS	Business
BW	Bench Warrant
CAD	Computer Aided Dispatch
CAL-OSHA	California Occupational Safety & Health Agency
CCW	Carrying a concealed weapon
CDL	California driver's license
CHK	Check
CHS	Criminal History System (California)
CII	Criminal Identification and Information (Bureau of DOJ)
CLETS	California Law Enforcement Telecommunications System
CHP	California Highway Patrol
CP	Command Post
CTR	Center
CYA	California Youth Authority
DA	District Attorney
DEA	Drug Enforcement Agency (Federal)
DESC	Described or description
DEUCE	Drunk Driver (Old vehicle code for drunk driving was 502)
DL	Driver's license (used for out-of state)
DMV	Department of Motor Vehicles (California)
DOA	Dead on arrival

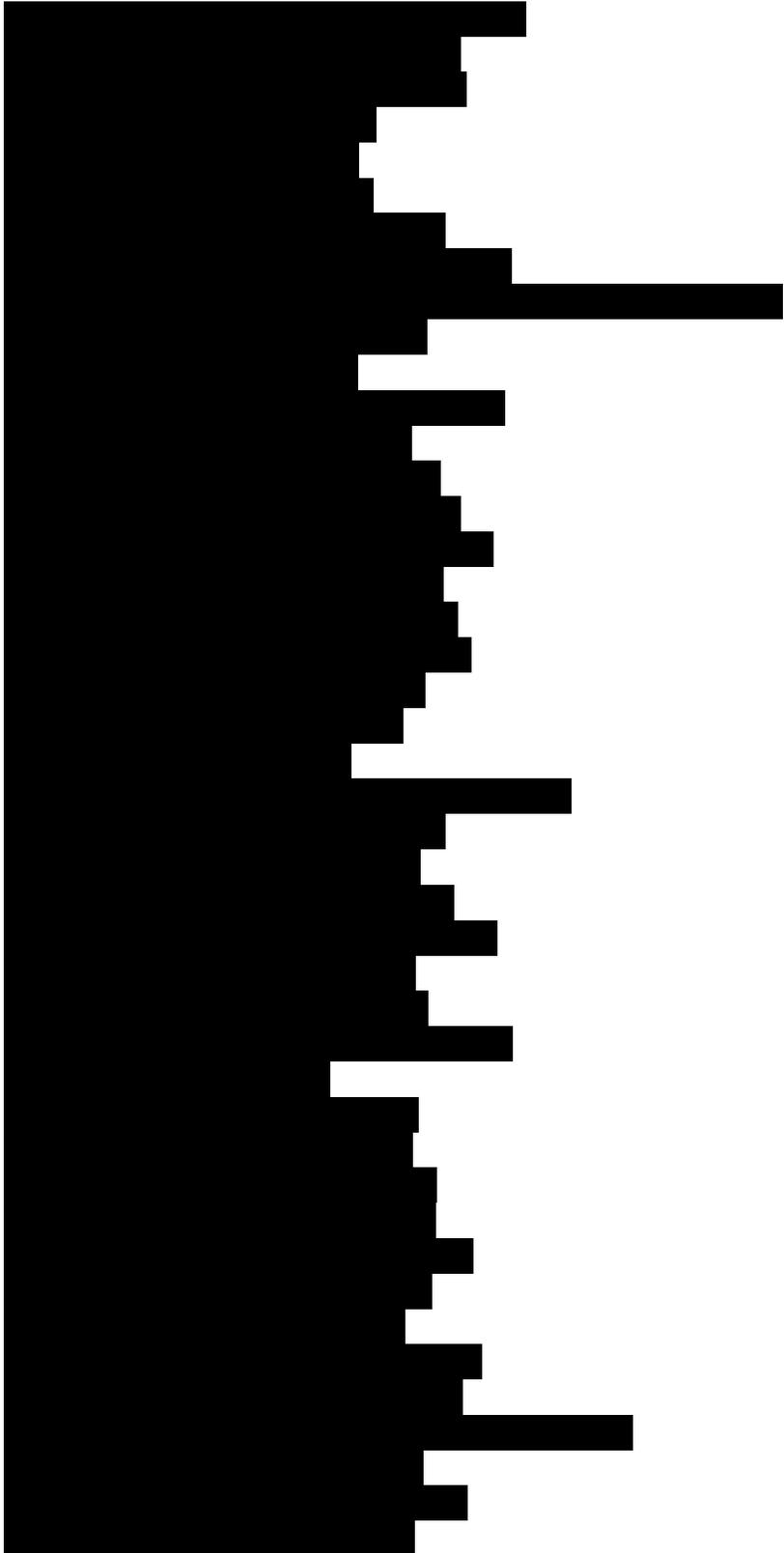
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CAD ACTIVITY CODES

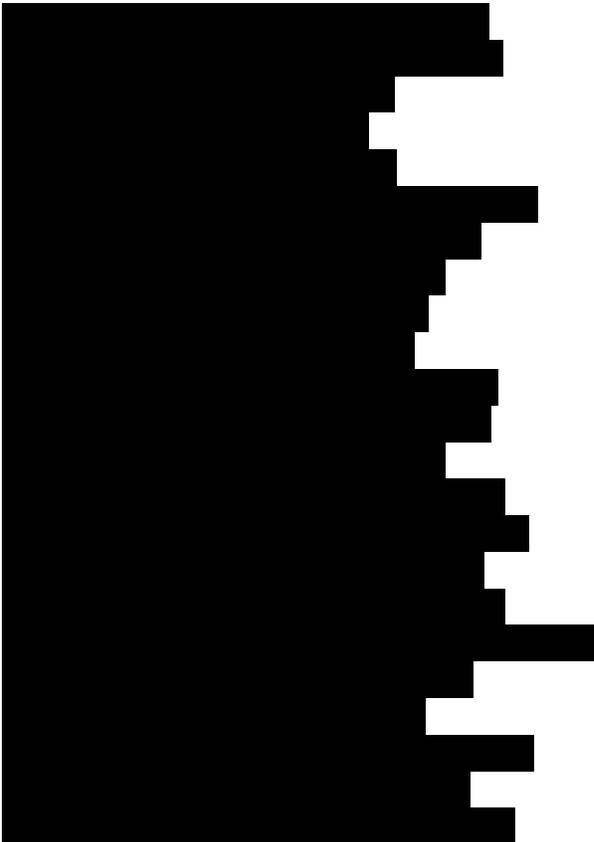


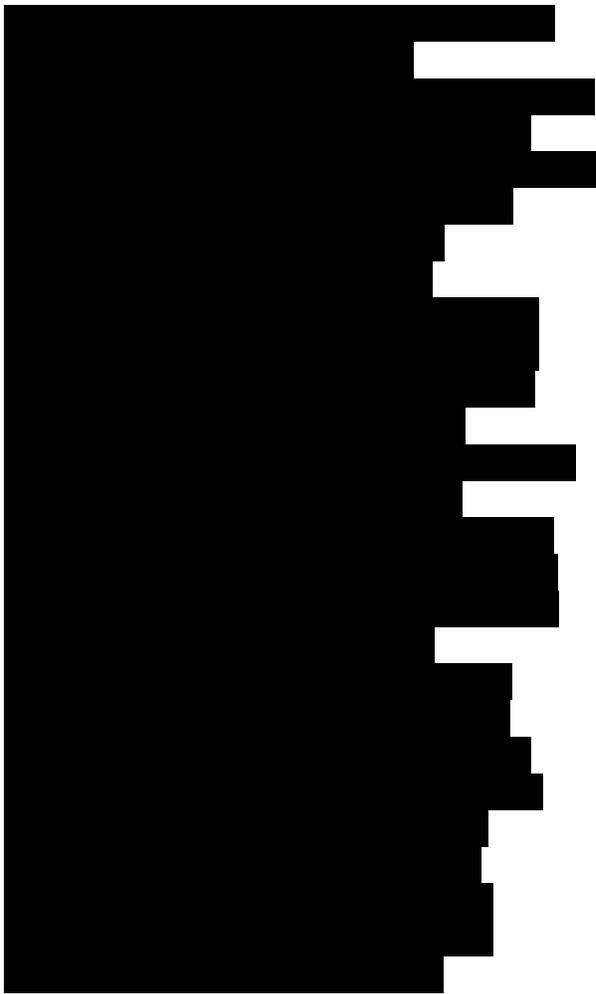
The page content is almost entirely obscured by a large black redaction box. Only a few small, white rectangular fragments are visible, which appear to be remnants of text or table cells. These fragments are scattered across the page, with a notable one in the upper right quadrant and another in the lower right quadrant. The overall appearance is that of a document where the primary information has been completely hidden.

[REDACTED]



CAD DISPO CODES





RADIO CODES

The following is a list of the ten codes used within San Bernardino County. The plain language equivalents that have been listed for you have been edited to reflect the everyday use of the code as we apply them in Fontana.



[REDACTED]

[REDACTED]

COLOR CODES

The following is a list of color codes utilized daily. They are used in the text of calls for service and entry into several different teletype systems. It is imperative that you become familiar with them.

[REDACTED]



DAYS/DIRECTIONS/STATES

STATE CODES

AL	ALABAMA	MO	MISSOURI
AK	ALASKA	MT	MONTANA
AZ	ARIZONA	NB	NEBRASKA
AR	ARKANSAS	NV	NEVADA
CA	CALIFORNIA	NH	NEW HAMPSHIRE
CO	COLORADO	NJ	NEW JERSEY
CT	CONNECTICUT	NM	NEW MEXICO
DE	DELAWARE	NY	NEW YORK
DC	DISTRICT OF COLUMBIA	NC	NORTH CAROLINA
FL	FLORIDA	ND	NORTH DAKOTA
GA	GEORGIA	OH	OHIO
HI	HAWAII	OK	OKLAHOMA
ID	IDAHO	OR	OREGON
IL	ILLINOIS	PA	PENNSYLVANIA
IN	INDIANA	RI	RHODE ISLAND
IA	IOWA	SC	SOUTH CAROLINA
KS	KANSAS	SD	SOUTH DAKOTA

KY	KENTUCKY	TN	TENNESSEE
LA	LOUISIANA	TX	TEXAS
ME	MAINE	UT	UTAH
MD	MARYLAND	VT	VERMONT
MA	MASSACHUSETTS	VA	VIRGINIA
MI	MICHIGAN	WA	WASHINGTON
MN	MINNESOTA	WV	WEST VIRGINIA
MS	MISSISSIPPI	WI	WISCONSIN
WY	WYOMING		

DIRECTIONS

W/B	WESTBOUND
E/B	EASTBOUND
S/B	SOUTHBOUND
N/B	NORTHBOUND

DAYS OF THE WEEK

Monday	=	MON	Thursday	=	THU
Tuesday	=	TUE	Friday	=	FRI
Wednesday	=	WED	Saturday	=	SAT
			Sunday	=	SUN

2400 HOUR TIME

0000	Beginning of day
0001	One minute after midnight (zero zero zero one hours)
0015	Quarter past midnight (zero zero one five hours)
0045	45 minutes past midnight (zero zero four five hours)
0100	One o'clock in the morning (zero one hundred hours)
0130	One thirty AM (zero one thirty hours)
0200	2 AM (zero two hundred hours)
0300	3 AM (zero three hundred hours)
0400	4 AM (zero four hundred hours)
0500	5 AM (zero five hundred hours)
0600	6 AM (zero six hundred hours)
0700	7 AM (zero seven hundred hours)
0800	8 AM (zero eight hundred hours)
0900	9 AM (zero nine hundred hours)
1000	10 AM (ten hundred hours)
1100	11 AM (eleven hundred hours)
1200	Noon (twelve hundred hours)

1201	One minute after noon (twelve zero one hours)
1215	Quarter past noon (twelve fifteen hours)
1300 (add 100 to 1200)	1 PM (thirteen hundred hours)
1345 (add 0045 to 1300)	1:45 PM (thirteen forty-five)
1400 (add 200 to 1200)	2 PM (fourteen hundred hours)
1500 (add 300 to 1200)	3 PM (fifteen hundred hours)
1600 (add 400 to 1200)	4 PM (sixteen hundred hours)
1700 (add 500 to 1200)	5 PM (seventeen hundred hours)
1800 (add 600 to 1200)	6 PM (eighteen hundred hours)
1900 (add 700 to 1200)	7 PM (nineteen hundred hours)
2000 (add 800 to 1200)	8 PM (twenty hundred hours)
2100 (add 900 to 1200)	9 PM (twenty one hundred hours)
2200 (add 1000 to 1200)	10 PM (twenty two hundred hours)
2300 (add 1100 to 1200)	11 PM (twenty three hundred hours)
2400 (add 1200 to 1200)	Midnight (twenty four hundred hours)

BEATS AND REPORTING DISTRICTS

BEATS/SECTORS

The City of Fontana is divided into four major patrol beats/sectors, which are numbered 1 through 4. Patrol units are assigned to specific beats/sectors for a four month shift rotation. Working a beat plan is designed to allow officers to become familiar with the streets, businesses, resources, and crime in their assigned areas.

REPORTING DISTRICTS

Within the 4 patrol beats, the city is again geographically divided into reporting districts (or RD's).

COMMON PLACES

BEAT ONE

- | | | |
|-----|--------------------|--------------------------|
| 1. | Hunter's Ridge | |
| 2. | Starbucks | 15270 Summit Av. |
| 3. | Summit High School | 15551 Summit Av. |
| 4. | Home Depot | 16005 Sierra Lakes Pkwy. |
| 5. | Costco | 16505 Sierra Lakes Pkwy. |
| 6. | Applebee's | 16867 Sierra Lakes Pkwy. |
| 7. | Logan's Roadhouse | 13480 Baseline Rd. |
| 8. | Target | 15272 Summit Av. |
| 9. | Fontana Park | 15556 Summit Av. |
| 10. | Mimi's Restaurant | 16933 Sierra Lakes Pkwy. |

BEAT TWO

- | | | |
|-----|-------------------------|--------------------------|
| 1. | "Heritage" | |
| 2. | The Landings | |
| 3. | McDermott Park | 7350 E. Liberty Pkwy. |
| 4. | Miller Apartments | 16787 Miller Av. |
| 5. | McWethy Apartments | 17657, 17627 McWethy St. |
| 6. | Cypress Park | 7881 Juniper Av. |
| 7. | Village Lane Apartments | 16771 Village Ln. |
| 8. | North Tamarind Park | 8025 Tamarind Av. |
| 9. | A.B. Miller High School | 6821 Oleander Av. |
| 10. | Brunswick Bowling Alley | 17238 Foothill Bl. |

BEAT THREE

- | | | |
|-----|-------------------------|--------------------|
| 1. | Post Office | 8282 Sierra Av. |
| 2. | MetroLink Train Station | 16777 Orange Way |
| 3. | Seville Park | 16601 Seville Av. |
| 4. | Veterans Park | 17255 Merrill Av. |
| 5. | Courthouse | 17780 Arrow Bl. |
| 6. | City Hall | 8353 Sierra Av. |
| 7. | Kaiser Hospital | 9961 Sierra Av. |
| 8. | Miller Park | 17004 Arrow Bl. |
| 9. | Date Street Apartments | 9040 Date St. |
| 10. | Walmart | 17251 Foothill Bl. |

BEAT FOUR

- | | | |
|-----|----------------------------|---------------------------|
| 1. | Palm Court Contact Station | 17122 Slover Av. |
| 2. | Southridge Contact Station | 11550 Live Oak Av. |
| 3. | Jurupa Hills Park | 11660 Sierra Av. |
| 4. | Southridge Park | 14501 Live Oak Av. |
| 5. | Street Racing Area | Commerce Wy. / Slover Av. |
| 6. | Post Office | 16731 Santa Ana Av. |
| 7. | Target | 16964 Slover Av. |
| 8. | Home Depot | 16783 Santa Ana Av. |
| 9. | Holiday Inn Express | 10530 Sierra Av. |
| 10. | Jurupa Hills Nature Center | 11501 Cypress Av. |

AREAS OUTSIDE OF CITY

1. West Valley Detention Center
2. California Speedway
3. Ward B / Arrowhead Community Hospital
4. Juvenile Hall
5. San Bernardino County Hospital
6. Cedar House
7. San Bernardino County Superior Courthouse
8. Canyon Ridge Hospital
9. Riverside County Department of Animal Services
10. General Dog & Cat Animal Hospital
11. Telecare Crisis Center

PATROL SHIFTS / RADIO CALL SIGNS

PATROL SHIFTS

[REDACTED]

RADIO CALL SIGNS

PATROL

[REDACTED]

PATROL SERGEANTS

[REDACTED]

PATROL LIEUTENANTS

[REDACTED]

[REDACTED]

[REDACTED]

COMMAND STAFF

[REDACTED]

TRAFFIC UNIT

[REDACTED]

[REDACTED]

[REDACTED]

CRIME PREVENTION

[REDACTED]

INVESTIGATIONS

[REDACTED]

[REDACTED]

CANINE OFFICERS

[REDACTED]

[REDACTED]

BIKE PATROL

[REDACTED]

RESERVE OFFICERS

[REDACTED]

COMMUNITY SERVICE OFFICERS (CSO)

[REDACTED]

MET (GANG UNIT)

[REDACTED]

CODE ENFORCEMENT

[REDACTED]

JAILERS

[REDACTED]

ANIMAL SERVICES OFFICERS

[REDACTED]

RADIO CALL SIGNS OVERVIEW

[REDACTED]

PHASE TWO

CHAPTER THREE

COMPUTER AIDED DISPATCH / CAD

In the following pages you will be introduced to the CAD System. CAD is a very valuable tool in public safety dispatching. Although it can appear intimidating at first, it is a user friendly system. You can't break the system by pushing the wrong button and if you make a mistake, it can be fixed.

CAD BASICS

OVERVIEW

The CAD system allows the dispatcher to enter, validate, process, assign, store and retrieve calls for service. All positions are equipped with three 21 inch CAD monitors and a keyboard. The printer for the entire system is located on the cabinet by position 6.

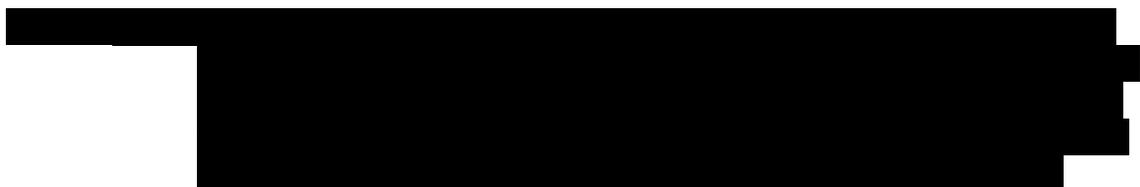
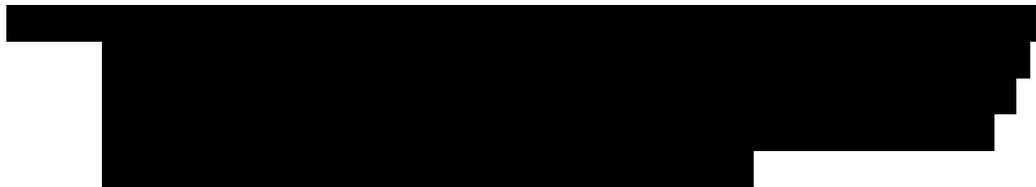
The CAD system is interfaced with the Mobile Data Computer System (MDC's). All patrol units are equipped with MDC's. The MDC system enables the dispatcher to transmit calls for service from the CAD screen to the MDC screen in the unit.



The CAD system is also interfaced with the California Law Enforcement Telecommunications System or CLETS. This gives every dispatcher the ability to complete all CLETS inquiries at every position, such as running a license plate or driver's license query. Other capabilities include being able to run boats, registration inquiries, guns, property, criminal history, wanted persons, out of state vehicle or person inquiries, missing persons, and many others.

EVENT ENTRY

Shortcut for entering a call.



[REDACTED]

DESCRIPTION OF EVENT ENTRY FIELDS

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted text]

6. Other Tabs



CALL PRIORITIES

Priority 1	-	Red
Priority 2	-	Blue
Priority 3	-	Green
Priority 4 & 5	-	Purple
Priority 6	-	Brown

UNIT STATUS COLORS

Unassigned	-	Green
Dispatched	-	Yellow (d)
Enroute	-	Yellow (e)
Staged	-	Orange
Onscene	-	Red
Onscene C4	-	Red (c)
Transport	-	Purple (t)

TICK MARKS



CAD SYSTEM CRASH / MANUAL MODE

It is estimated that the CAD system will be operational at all times. However, there will be times when the system will go off line for either routine maintenance, emergencies, or for training. In the event that the CAD system goes off line (or in more common terminology, crashes) the following procedures should be followed.

In the event of a scheduled or unscheduled crash, immediately notify the Communications Supervisor or Shift Supervisor on duty and the Information Services Manager. Dispatchers shall revert to manual dispatch cards to take calls for service, dispatch, and keep track of officers in the field. If the down time is anticipated, locate the last case number issued and make a print out of the calls pending. It is also necessary to print the Status Monitor to obtain the current status of all units and make "blue cards" for each officer with their locations and times. If the down time is not anticipated, you will not have the opportunity to print out the status monitor and the calls holding, but you will still need to make "blue cards" for each officer and include their locations and what type of call they are working. If the information is not known, a roll-call will need to be done. If the calls for service are still on the C.A.D. screen, you will need to make "white cards" for each call pending with as much information as possible that can be recalled by the call-takers. "White cards" should also be made for each call already assigned to an officer. This will ensure proper documentation of the calls including times and dispositions of each call that will need to be input into the computer when it returns to normal operation.

If the crash was anticipated, the case numbers can be issued manually in sequence. If not, they will have to be issued once the system comes back up and the "catch up mode" is completed. The Primary or Secondary Dispatcher will keep accurate track of issued case numbers. When the CAD system goes back on line, data from the manually dispatched cards will be entered back into the CAD system in the history file using the "activity catch-up" on the following pages.

Manual dispatch cards will be kept near the console for use. The date and all times will be written in by hand on the cards, including the time the call was received, the dispatched time, the arrival time, and the completed time. An incident number will be issued for calls that began and ended while the CAD system was down, as they are entered into the system and closed using the "activity catch-up" procedure.

ACTIVITY CATCH-UP

Introduction

This section was created to assist you in the Activity Catch-Up process after a system-wide failure. Activity Catch-Up allows calls that were taken while CAD was out of service to be entered into the system once it is functioning again. This allows your agency to maintain a record of calls for service in the correct chronological order and to maintain the integrity of your call (incident) and case (DR) numbers.

Activity Catch-Up allows users to enter calls into CAD which were taken while the system was down or unavailable.

Activity Catch-Up can be performed from the Event Entry Window or from the Command Window. Functionality is the same in both methods, which you use, is simply a matter of preference.

Summary of Steps

The process of Activity Catch-Up is divided into the following steps, each of which will be explained in detail during the course of this document:

1. **CAD becomes operable.** Activity Catch-Up begins when CAD has been restored to a state that normal or near-normal operations may be resumed. However, CAD operations should not be resumed until Step 5 of this process has been completed.
2. **Count Calls received while CAD was down.**
3. **Count Case Numbers (DR'S) issued while CAD was down.**
4. **Set Call (Incident) Numbers ahead to account for activity while CAD was down.**
5. **Set Case (DR) Numbers ahead.** *Note that normal CAD operations may begin at this point.*
6. **Perform Activity Catch-Up.**

The Step by Step Process

STEP 1 CAD BECOMES OPERABLE

Once it has been determined that CAD Operations may resume, proceed to Step 2. In general, CAD operations may resume when enough CAD workstations are functioning properly and joined together on the CAD network to handle your

agency's dispatch operations. Your system Administrator and/or a representative of Tiburon will advise you when the system has been restored to a state that will allow dispatch operations to resume.

STEP 2 COUNT CALLS RECEIVED WHILE CAD WAS DOWN

While the CAD system was down, you probably kept track of calls for service using cards or some similar manual process. Once you've been advised that CAD is ready to resume operations, use these cards to determine how many calls were taken during the system outage. Make a note of this total for each Call (Incident) series supported by your system.

STEP 3 COUNT CASE (DR) NUMBERS ISSUED WHILE CAD WAS DOWN

You have probably maintained a record of all Case (DR) Numbers issued to calls in the same manner as you tracked the calls themselves. Once CAD operations are viable again, total up all Case (DR) Numbers assigned during the outage. Make a note of this total for each Case (DR) series supported by your system.

STEP 4 SET CALL (INCIDENT) NUMBERS AHEAD TO ACCOUNT FOR ACTIVITY WHILE CAD WAS DOWN

There are two parts to this step:

1. Determine what the next Call (Incident) Number issued should be when CAD Operations resume.
2. Reset Call (Incident) Numbers to reflect your decision in part 1, above.

Note that this procedure must be performed for each Call (Incident) Number series supported by your system!

1. Determine next Call (Incident) Number to Issue

To determine what the next Call (Incident) Number to Issue should be, follow these steps:



[REDACTED]

4. Enter the Call (Incident) Number and time the call was received in the Call Numbers Window

[REDACTED]

FRONT DESK - COUNTER REPORTS

Not all reports need be taken by Officers in the field. The Fontana Police Department has an employee assigned to the front desk during business hours (Monday thru Thursday from 0800-1700, excluding holidays). They not only serve the walk-in public, but are able to take certain crime reports via phone. After hours citizens may still respond to the station for reports but will need to utilize the phone outside of the department that rings directly into dispatch and will need to wait outside the department for officer contact.

REPORTS THAT CAN BE TAKEN BY C.S.O.'S

Community Service Officers are non-sworn officers that assist with traffic related incidents and also take certain crime reports. CSO's may be dispatched to the following incidents where no suspect information is known:

- PC 488
- PC 487
- PC 459 vehicles and residential
- PC 653 (M)
- GTA & GTA Recoveries
- Missing Persons (non-critical)
- Runaway Juveniles
- Abandon Vehicles
- PC 594
- Lost or Stolen License Plates
- Found Property
- Parking Violations
- Non-Injury Traffic Accidents
- PC 530.5
- PC 476 and PC 470
- Others as directed by a supervisor and
- Supplements to all of the above

COMMUNITY ORIENTED PROBLEM SOLVING

C.O.P.S. is the practice of identifying and resolving community problems as the object of the law enforcement agency. The focus is on solving community problems rather than using traditional enforcement to respond repeatedly to individual incidents. Officers using C.O.P.S. identify, analyze, and respond to the underlying conditions that prompt citizens to call for police service. By addressing the source of the problem rather than the symptoms (calls for service or citizen complaints), officers more effectively address community concerns.

C.O.P.S. is based on a four-step systematic problem solving approach. The four steps are:

1. Scanning
2. Analysis
3. Response
4. Assessment

These four steps (SARA) provide a uniform approach that can be utilized department-wide for a variety of problems.

Sector Coordinators play an important part in C.O.P.S. This program requires the Sector Coordinator, in addition to his/her regular duties, to maintain close contact with his/her sectors of responsibility and to resolve the various problems encountered.

The Sector Coordinator, in addition to coordinating and encouraging other city departments to resolve problems in his/her sector, must also coordinate the problem solving requests of all those officers assigned to his/her sectors and the community at large.

MISCELLANEOUS POLICIES

USE OF INCIDENT NUMBERS VS CASE NUMBERS

CAD Sequence / Incident Numbers will be used in place of officer generated reports when there is no workable suspect information for the following types of cases:

1. Misdemeanor thefts, PC 488/PC 490.5
2. Misdemeanor vandalism, PC 594.1 with less than \$1000 damage with the exception of cases involving graffiti.
3. Grand theft, PC 487.1 total loss less than \$1500.
4. Trespass and unlawful entry, PC 602 and 603.

5. Prowling, PC 647i.
6. Obscene or annoying phone calls, PC 653m.
7. Bomb threats, PC 148.1.
8. Theft of mail

For purposes of this policy, no workable suspect information means that the victim and/or witnesses involved in the case are unable to supply information that would allow an officer to identify a suspect through a follow-up investigation. For purposes of this policy, a valid California license plate number is considered workable suspect information.

Officers will take case numbers and not use Sequence Numbers in any of the following situations:

1. All felonies with the exception of those already indicated.
2. Any crime of violence.
3. Any crime with workable suspect information.
4. Any property crime where one or more of the items taken has serial numbers that can be entered into the Department's NCIC computer system.
5. Any domestic violence situation.
6. Any 594 involving graffiti.
7. Any reports of lost items that are serialized or that has a unique inscription which can be entered into the Department of Justice Automated Property System (PC11108).

When Dispatch receives a report of a call not in-progress, the dispatcher should ask the victim whether they want to talk to an officer or would like a phone report. If the victim advises that a phone report is satisfactory, the dispatcher should obtain the necessary information from the victim and issue them a Sequence Number / Incident Number.

If the victim has suffered some type of property loss, for example, a theft or vandalism loss, the dispatcher should include the victim's estimate of loss and what was stolen or damaged in the CAD report.

It is not necessary for the dispatcher to obtain any additional information from the victim that is not presently required before dispatching an officer.

If a victim reports that a crime is in-progress or requests that an officer respond, the dispatcher should dispatch the call per existing policy.

When the officer clears the call, instead of receiving a case number, the officer should ask Dispatch for the CAD Sequence Number and provide the number to the victim instead of a report number.

In a situation where the victim suffered a property loss, either through theft or vandalism, the officer shall advise Dispatch the amount of loss and what was stolen or damaged, and that information shall be placed into the CAD report.

Any employee issuing an Sequence / Incident Number shall advise the victim/subject that they need to maintain the Incident Number and the date of occurrence in order to get a CAD print out of the incident at a later date.

Employees shall not use CAD Incident Numbers instead of criminal reports for any other crime than those specified.

REPORTS THAT CAN BE REFERRED TO COPLOGIC

CopLogic is an online reporting system available to the community. The Police Department will, however, respond to all in-progress incidents and all crimes with evidence or information, which may lead to the identity of a suspect and his/her apprehension, or if the incident just occurred and there is a likelihood the suspect may still be in the area. The following crimes and reports may be referred to the Online Reporting System:

- (a) All petty/grand thefts without suspect information when the property value is under \$5,000, excluding firearms and materials threatening to public safety, i.e., explosives or highly toxic substances.
- (b) Auto burglaries without suspect information.
- (c) Garage burglaries without forced entry or suspect information.
- (d) Attempt stolen vehicles without suspect information.
- (e) Vandalism without suspect information, which is not a Hate Crime.
- (f) Annoying telephone calls without suspect information.
- (g) Lost property reports with the exception of governmental documents such as driver's licenses, passports, social security cards, EBT cards, etc. These all require personal contact with an officer.
- (h) Hit and run accidents without a valid suspect license plate or current location of suspect vehicle.
- (i) Child Custody order violations

Cases involving serialized property where the serial number is known will not be referred or accepted as Online Reports (excluding cellular phones which will be accepted, but not entered into APS). For the purposes of this directive, credit cards and miscellaneous identification (medical cards, driver's license, etc.) will not be considered "serialized property.

DISPATCH PERSONNEL RESPONSIBILITIES

When Communications personnel receive a call from a citizen wishing to report an incident, the Communications Dispatcher will determine if the call falls within the scope of an online report. If so, Communications personnel shall:

- (a) Determine if the citizen has Internet access.
- (b) Inform the caller this will be an online report, which allows them to file the report immediately, as well as, print a copy of the report for free.
- (c) Advise the caller of the Fontana Police Department website address: which will guide them through filing a report.

If the call screener determines the report is not suitable for online reporting based on the listed criteria, they will prioritize the call and send the appropriate officer, CSO, or other employee to take a report. The call taker will make a notation in the CAD detail such as "no internet access" or "loss is hazardous material".

DOMESTIC VIOLENCE POLICY

The Fontana Police Department "Domestic Violence" policy is drafted in compliance with guidelines established and approved by the Commission on Peace Officer Standards and Training. The following definitions are provided by Penal Code § 13700:

Abuse - means intentionally or recklessly causing or attempting to cause bodily injury, or placing another person in reasonable apprehension of imminent serious bodily injury.

Domestic Violence - is abuse committed against an adult or minor who is a spouse, former spouse, cohabitant, former cohabitant, or a person with whom the suspect has had a child or is having or has had a dating or engagement relationship.

Cohabitant - means two unrelated adult persons living together for a substantial period of time, resulting in some permanence of relationship. Factors that may determine whether persons are cohabiting include, but are not limited to:

- Sexual relations between the parties while sharing the same living quarters
- Sharing of income or expenses
- Joint use or ownership of property
- Whether the parties hold themselves out as husband and wife
- The continuity of the relationship

- The length of the relationship

The above definition of cohabitant is used for the application of enforcing Penal Code § 273.5. Family Code § 6209 expands the definition of cohabitant to include a person who regularly resides in the household for the application of enforcing Penal Code § 836(d). It is the intent of the Legislature that the official response to domestic violence stresses the enforcement of the laws to protect the victim and shall communicate the attitude that violent behavior is criminal behavior and will not be tolerated. The following factors should not be used to avoid making an arrest:

- (a) Marital status of suspect and victim
- (b) Whether or not the suspect lives on the premises with the victim
- (c) Existence or lack of temporary restraining order
- (d) Potential financial consequences of arrest
- (e) Complainant's history or prior complaints
- (f) Verbal assurances that violence will cease
- (g) Complainant's emotional state
- (h) Non-visible injuries
- (i) Location of the incident (public/private)
- (j) Victim does not want to prosecute or make private person's arrest
- (k) Speculation that complainant may not follow through with the prosecution
- (l) The case may not result in a conviction

DISPATCHER RESPONSIBILITIES

This department considers calls of reported, threatened, imminent, or ongoing domestic violence, and the violation of any protection order, including orders issued pursuant to Penal Code § 136.2, and restraining orders of extreme importance and shall be ranked among the highest priorities. Dispatchers are not required to verify the validity of the protective order before responding to the request for assistance. All calls of domestic violence should be dispatched as soon as practical.

A dispatcher shall not cancel police response to a domestic violence complaint based solely on a follow-up call from the residence requesting such cancellation. However, the dispatcher shall advise the officer(s) of the complaint's request.

FRAUDULANT CHECK POLICY

FORGERIES/POSSESSION OF FORGED/FICTITIOUS DOCUMENTS

Checks involving the crime of forgery, cases of possession of forged or fictitious documents, attempts to pass, etc., will be investigated like any other felony crime. Cases with the original document and a thumbprint will be given a higher investigative priority.

In those cases where suspects are in custody for crimes falling under this section, the investigating officer(s) shall handle the investigation the same as other felony in-custody cases.

NSF/ACCOUNT CLOSED CHECKS

The District Attorney's Office has instituted a "Bad Check Restitution Program" using a private organization through which victims may recover their losses. Certain criteria must be met. In appropriate cases, the company will conduct the investigation for the District Attorney. They have developed forms that are available at the front desk, Southridge and Palm Court stations, and also at most banks, City Halls' front counter, and the Chamber of Commerce.

Complainants contacting dispatch or officers in the field with NSF/AC checks should be informed of the DA's "Bad Check Restitution Program" and where they may pick up the required forms.

NSF/AC checks of \$2500 or more and those which have a cumulative total of \$2500 will be referred to law enforcement. The District Attorney's Office will keep track of totals and refer victims to law enforcement when they exceed \$2500. The investigation of checks falling in this category should follow the same guidelines as forged checks.

PHASE TWO

CHAPTER FOUR

CALLTAKER

TELEPHONE OPERATIONS

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

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

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

As a Call-taker, CAD will verify the address you enter into a "call card" and let you know if it is in the city. On certain locations outside of the city, the computer will tell you the correct handling agency. The pre-set "call card" will guide you through your preliminary questions of the reporting party. You will also have access to all files within the system for quick reference. Relaying information to the Radio Dispatcher is elevated to its most effective level when using CAD.

The objective of your telephone training is:

- A. the ability to speak in a voice that is clear, easily understood, and authoritative;
- B. the ability to deal courteously with the public under any circumstances;
- C. the ability to take control and direct the flow of the conversation;
- D. a knowledge and understanding of call screening and prioritization;
- E. a recognition of the importance of information verification;
- F. a knowledge of logical questions to ask, in the proper sequence;
- G. the importance of keeping others in the room, and supervisors, apprised;
- H. knowledge of 911 technology.

VOICE QUALITY

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

- A. Cheerfulness
- B. Distinctness
- C. Volume
- D. Speed

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

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

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

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

PROFESSIONALISM AND COURTESY

PUBLIC RELATIONS

Do you realize that you are one of the top public relations people in the department? When someone calls Fontana Police, you **ARE** the Fontana Police

Department to them. If you appear cheerful, knowledgeable and interested, their attitude toward the department will generally be a good one.

IDENTIFY YOURSELF

In the interests of professionalism and saving time, tell the caller immediately, "Fontana Police" or "9-1-1 Emergency, what are you reporting?" depending upon which line you have answered. The caller should never have to ask which agency or office they have reached.

ANSWER QUICKLY

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

LEGAL JARGON

Utilize plain, everyday language with the public. They don't understand legal jargon or radio codes. Remember the last time you attempted to talk to an attorney or mechanic and you felt alienated or irritated because you had to continually ask them for a lay-man's term translation? Never attempt to educate the public in law enforcement terminology. For example, don't waste time by explaining the legal difference between a robbery and a burglary. They don't care, and you may have alienated a person who only wants to report an incident.

PERSONAL CONDUCT

Remember, you are always being recorded. Develop good telephone habits. You should be dignified without sounding aloof, friendly without becoming familiar, and sincerely interested in the caller. Make personal calls outside of the communications center.

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

Be businesslike at all times, but use your sense of humor when it is appropriate. It can help the caller get through a trying time and will certainly leave you feeling better. People respond to a smile in the voice and it will help them feel that you are genuinely interested in their problem. Avoid unprofessional expressions. Never appear flirtatious. Again, remember you are being recorded. Would you

be embarrassed to have a call reviewed by your supervisor, or played in court? The crux of this matter is knowledge and sincerity. The public can spot a phony, and your whole rapport with the caller could be gone before you realize it.

COMMUNICATIONS BARRIERS

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

TALKING TOO FAST

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

HOSTILE

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

ANGRY

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

HYSTERICAL

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

INTOXICATED

Don't assume that because a caller is intoxicated that you have an excuse for being rude or discourteous. Do not hang up on a drunk caller before evaluating his request. This may be the time that service is truly necessary. If, after questioning, it is determined or suspected that the caller is inebriated, be sure to include this information in the call card. Remember to advise the dispatcher of the caller's condition.

MENTALLY UNSTABLE

Mentally unbalanced callers are the most difficult type of caller. Listen to what is being said, and if the caller can keep one train of thought. Evaluate these calls carefully. Chronic callers can, and do, make bona fide calls for service. Be sure to include your suspicions in the call.

LIMITED ENGLISH SKILLS

The situation with a foreign born citizen may have to be more thoroughly probed to secure the information necessary for full thought transfer to occur. Specifically, the barrier is the difficulty to say in words what a situation is because of unfamiliarity, lack of knowledge, or words necessary to effectively communicate. Make a concerted effort. There is a translation service available that should be utilized if you are unable to communicate with the informant due to a language barrier. *Never refuse assistance because of a language barrier.*

CHILDREN

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

VERY OLD PERSONS

Treat the senile and confused caller with sympathy and respect. Take control of the conversation without seeming impatient or frustrated. Even though they may be calling for a non-police matter, you may consider sending an officer to check on that person's welfare.

EVASIVE CALLERS

Many reasons exist for callers to withhold information or to give false information. They are as varied as the callers themselves. Be aware that the person calling may be a suspect who will attempt to report a crime as a victim in order to cover a crime they have committed. Callers may be in a situation which is civil in nature, however they hope that the officers' presence will threaten the other party. The Reporting Party will embellish the story in order to get a unit to respond. A caller may have a valid complaint, yet is trying to get the units to respond more quickly by embellishing. Juveniles, pranksters or persons who are upset with the police may make false reports for harassment.

"I DON'T WANT TO BE INVOLVED"

A Reporting Party may wish to remain anonymous by either refusing all information pertaining to their name, address and phone number, or by giving you that information and requesting that we not contact them, release the information to the offender or include that information in a report. The violator may be a friend and/or neighbor of the reporting party and the reporting party may not want the offender prosecuted. Most often the primary concern is that peace and tranquility be restored without undue and unnecessary legal proceedings which could ultimately create additional hostility and/or future police problems. In many instances, disclosure of the Reporting Party's identity could lead to further complications and retaliation by the offender. If the Reporting Party requests anonymity and does not wish to be contacted by the officers, that should be noted in the call card. You may assure the reporting party that the personal information they give the police regarding their name, address and phone number will not be disclosed to the persons who are creating a problem if the reporting party does not wish it disclosed. In most instances this will assist you in obtaining the proper reporting party information.

LIARS

If you feel the caller is giving you false information, check the call-back number. Check for contradictions in names, numbers and locations. Ask them to repeat certain information later in the call. Listen for unusual noises or conversations in the background. Confirm that they really see a weapon.

TTY CALLS

Under the Americans with Disabilities Act (ADA) and its regulation, local and state government entities are required to provide telephone access, including TTY's to ensure effective communication with deaf and hard of hearing individuals. TTY's are an effective telecommunications system to communicate

with individuals with impaired hearing or speech. Each position within Dispatch is therefore equipped with TTY capability.

TTY callers often press their space bar when they know the number they dialed is shared by voice and TTY. Therefore, you will hear a series of high pitched beeps when the call is answered. The following steps should be taken when answering a TTY call:

1. The VIPER phone system will automatically transfer the phone into TTY mode. This will be followed by the greeting, "9-1-1, what is your emergency Q GA"
2. Type a message asking what they are reporting or how you can help them. There are also several pre-programmed questions in the system that may assist you with TTY calls. Simply click on the down arrow of the questions box to select a pre-programmed question. It appears in the transcript display and is sent to the caller. If you are typing a manual response, enter text in the questions box. By default, each keystroke is transmitted as you type. If you want control over when characters are sent, click the "Buffered" button to light up the indicator and enter text. To transmit, press ENTER on your keyboard. Remember, at the end of each message type the letters "GA" for go ahead. This will tell the caller that you have finished typing and it's their turn to respond. At the end of every question type "Q" instead of a question mark.
3. Tones will be heard when the caller is typing their message. Both sides of the conversation will appear in the Conversation Area on the left side of the TTY window. Text received from a caller is preceded by Rx>. Text sent to a caller is preceded by Tx>. When they have finished their response, they will also type "GA" for you to "go ahead" and respond.
4. Continue typing back and forth, typing "GA" when you want the caller to respond. When the calling party has nothing more to say, and is finished with the conversation, they will type "SK" for stop keying. When both parties type "SK" the conversation is complete.
5. To disconnect the call, click the **Disconnect** button in the TTY screen. Click on the "X" to close the TTY panel. This will automatically put the phone back into normal mode.

THINGS TO REMEMBER ON TTY CALLS:

1. A 911 hang up that has a silent pick up on the call back could be a TTY call. In these cases, call back on the TTY.
2. An “operator break through” is not possible on a TTY call in progress.
3. Do not put a TTY call on hold, or transfer the call. This can result in the call disconnecting.
4. Deaf people structure their grammar differently. They give a picture of the entire scene then get to the point. It is important, therefore, to ask pointed and specific questions.
5. The word intersection does not exist in a deaf person’s vocabulary. You must use “cross-roads”.

COMPLAINTS

COMPLAINTS AGAINST OFFICERS

In the event a communications employee receives a complaint from the public regarding a police officer, transfer the call to the Watch Commander. If the Watch Commander is unavailable, take a message and make sure he receives it. Don't get into the complaint and don't take sides.

COMPLAINTS AGAINST A DISPATCHER

In this unlikely event, transfer the call to the on duty Shift Supervisor, Communications Supervisor, Patrol Sergeant, or Watch Commander (depending on which is on duty at the time). Again, don't get into the event and don't take sides. If you feel you are going to have someone complain about you, notify the Communications Supervisor or Watch Commander immediately. It is much easier to have a rational conversation with a person making a complaint when the Supervisor is briefed as to the events.

CALLS FOR HOME PHONE NUMBERS OF POLICE PERSONNEL

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

CONTROL THE CONVERSATION

In order to ascertain the urgency of the problem and assist in prioritizing calls, the Call-taker must take control of the conversation. After the initial exchange and you sense the need of the calling party, cut off superfluous wordage by leading the call into meaningful context by asking questions. Be courteous, but firm. If it appears the person calling does not have complete information, or is getting information from someone nearby, ask to talk to the most knowledgeable party. Remember that you may only have seconds to abstract critical information for the citizen's welfare and officer safety. The caller may only have a few seconds to talk. The right questions must be asked first.

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

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

For this reason, the Call-taker must take control of the conversation in a courteous, yet businesslike and professional manner (you will get to practice your command presence), and ask these direct questions.

WHAT (type of incident)

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

WHERE (did the incident occur)

Remember jurisdictional boundaries. There is no use in taking a call that another agency is going to handle.

WHEN (did the incident occur)

The time element greatly impacts the priority of the call. Ascertain quickly if the crime is in progress, just occurred, or has a longer time element. From the

above information you should be able to determine if this is a high priority (emergency/hot call/urgent), a secondary priority, or a routine (cold call).

CALL SCREENING AND PRIORITIZATION

The purpose of screening calls for service is to sort out those calls that require an emergency response (red lights and sirens), an immediate response, a routine response or no response. Because all Call-takers are required to handle multiple incoming telephone lines, a clear understanding of the prioritization of these calls is vital.

CALL PRIORITIES

HIGH PRIORITY CALLS

The highest priority calls are those in which the physical well-being of a person is in jeopardy. Examples would include injury traffic accidents, suicide attempts, domestic disputes, any call involving the use of weapons, including fights and robberies would be considered high priority and are in the priority one category. Also included in priority calls, but to a lesser degree in the second priority category, are calls in which property is jeopardized, i.e. burglaries, thefts, or malicious damage, where the crime is in progress or where the crime has just occurred and the suspects are still in the area.

Procedure for high priority calls is as follows:

- A. Ascertain the nature of the problem.
- B. Ascertain the location of the problem. It may not be within our jurisdiction to handle. Get the location of the problem and the phone number the Reporting Party is calling from in case it becomes an incomplete call. Confirm that where the Reporting Party is calling from is the same as the location where the incident occurred. You may ultimately be faced with three different addresses;
 - 1. the location of occurrence;
 - 2. the location where the Reporting Party is now;
 - 3. the Reporting Party's home address.

If the Reporting Party is calling from a business, obtain the name of that business and include it in the call, along with the suite number. If the

- caller is calling on 911, confirm that the address and phone number displayed are accurate. This will also establish that the incident is in our jurisdiction. Obtain the correct spelling of the names as an officer may be forced to check mailboxes, driver's license files, or vehicle license files.
- C. Send the call to the dispatcher immediately with the partial information, then return to the caller for further information. Update the call as new information is received so the dispatcher may, in turn, advise the responding officer.
 - D. Ascertain if anyone is injured as soon as possible. Keep the party on the line, if possible. Update the call that there is an injury involved so the paramedics can be notified.
 - E. For officer safety, it is imperative that you obtain the following information immediately, preferably in this order:
 - 1. Vehicle description and license number
 - a. color - be specific - ie. light blue, dark blue
 - b. year - at the minimum, newer or older model
 - c. make/model - ie. Chev/Camaro, Ford/T-Bird.
 - d. body style - station wagon, convertible. If a truck, a full-size or mini pick-up, a van, stake-bed, etc.
 - 2. Direction of travel, whether on foot or in a vehicle, and toward what street or landmark. Some people do not know their directions such as east/west/north/south. Sometimes it may be easier to give them a landmark to describe the direction, such as towards the mountains, the freeway, the next city, etc.
 - 3. Weapon(s) used, if any – never assume anything. Just because no weapons are mentioned does not mean weapons are not involved. ASK. Also be sure the caller observed the weapon and not just assumed they had one because they were talking about it.
 - 4. Number of suspects
 - 5. Suspect's description (one at a time)
 - a. sex
 - b. race
 - c. age

- d. height (at least tall or short)
- e. weight or build
- f. hair/eye color
- g. physical oddities, i.e. glasses, mustache, scars/marks/tattoos
- h. clothing description - start at the top and work down the body (i.e. hat, jacket, shirt, pants, shoes, carrying anything)

PRIORITY THREE CALLS

These calls for service do not require an immediate response, but should be dealt with, ideally, in minutes or less. However, a situation such as a combative shoplifter in custody by a merchant could well fall within a high priority classification. All calls of this type must be carefully and accurately evaluated by the Call-taker to ensure that no person is in immediate danger. The procedure would be the same as above, except in most situations you need not send an incomplete call to the dispatcher and you need not keep the caller on the phone.

ROUTINE CALLS/PRIORITY FOUR AND ABOVE

The majority of calls received fall into this category. They are informational in nature, or the time element dictates that no person or property is in jeopardy. Calls in this category are handled in the order in which they are received.

Research indicates that the expectations of the caller and the ability of the police to satisfy those expectations are more important to citizen satisfaction than sheer speed of response. In other words, if the dispatcher tells the citizen that the officer will "be right over" and the officer does not arrive in a reasonable amount of time, the citizen may not be satisfied with the response time. However, if the citizen had been told that an officer would be there in approximately twenty minutes, and the officer arrived in ten minutes, that same citizen would probably be satisfied with the response time because the officer arrived earlier than expected. Before terminating the call, the caller should always be advised if there will be an undue time delay. **DO NOT GIVE ETA'S.** It's unfair to citizens and gives them a false sense of security thinking a unit is enroute when they can be called away on a priority call at any time.

QUESTIONING AND LISTENING – SPECIAL QUESTIONS FOR SPECIAL CALLS

By carefully questioning and listening, the Call-taker should be able to clearly identify the critical from the non-critical call for service. Once this has been established, there are specific questions and information that should be obtained, other than the WHO, WHAT, WHERE and WHEN.

The sample pages at the end of this chapter were prepared for your quick reference in an emergency. Let the questions become second nature to you. If you learn good basic skills, in an emergency your instincts will kick in and you will handle the call the same way as a routine call, only faster.

TRANSFERRING A CALL

Only transfer calls when necessary. No one likes the proverbial "run around". In time you will become proficient in answering many questions, but you will never be able to answer them all. When it is necessary to transfer, tell the caller what you are going to do. Make sure the transfer is to the proper person. Never give the caller misinformation and never guess. Rather, refer them to the proper party even if it means transferring the call. If requested information is not immediately available, obtain the caller's name and number and return the call yourself. You can learn a lot of information in this manner.

PUTTING A CALL ON HOLD

Offer patience and tolerance. Regardless of how busy you are, the caller should never be treated with impatience. Explain when it is necessary to put any caller on hold, such as "Hold on please, I have another line ringing". When you put a caller on hold, try not to leave the caller for more than 60 seconds. Remember the information already provided and don't make the caller start over each time you come back on the line. If you see a call on hold and you are available, offer to take over the call and explain to the caller that you will help them as the other Call-taker is in the middle of an urgent call. Don't be afraid to ask for help from others in the room when you either become overburdened with calls or if you have left lines on hold and are in the middle of an involved, potentially lengthy phone conversation. A caller should never be put on hold while you are on a personal call, unless it is to terminate that personal call.

TERMINATING A CALL

Often a "thank you for calling" will go a long way towards building a rapport that would not otherwise exist.

TELEPHONE SYSTEM

VIPER

The phone system within dispatch is a computerized phone system called "VIPER". All calls are answered by using a "mouse" or the 10-key pad instead of the traditional push buttons. There are many features on the phone system that will be explained by your Communications Training Officer. The following are some basic instructions to get you started.

Although emergency lines must be answered first, remember that emergency calls are sometimes received on business lines and these lines should be answered as soon as possible.

The business lines are the second group of buttons and are labeled "Admin Lines". All business lines in communications are to be answered, "Fontana Police". To put a call on hold, simply click on the "hold" button. You can tell which line you put on hold because a yellow circle will appear beside the line. A green circle will appear next to the phone line you are currently using. To hang up, click on the "release" button. The redial button is very handy when trying to get through to a number that has been busy, or to re-contact someone to whom you were just talking.

During the work week, and normal business hours, the switchboard and/or front desk is open. The main business line of 350-7740 has a programmed recording which gives the caller the option of being transferred to a certain extension or unit within the department or being connected to the operator for assistance. Most business calls will go through the operator first where they will determine if the call needs to be transferred to Dispatch. After the front desk and/or switchboard is closed, the only line that will be answered is in Dispatch. All other extensions will be forwarded to voice mail or they will be instructed to call back during business hours. Business lines are on a rotor so that if an incoming call comes to the first number, and that number is busy, it will automatically be transferred to the first available phone line.

TELEPHONE PAGING SYSTEM

To page someone inside the police facility, simply click on the pre-programmed INTERCOM button. This will automatically bring you live on the intercom system. Speak slowly, distinctly, and repeat the name of the person you are paging and the department they should contact (i.e. dispatch) or the extension number they should call. To disconnect, simply click on the RELEASE button.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**

VOICE MAIL SYSTEM

Meridian Mail is an electronic voice messaging system that gives you a convenient and dependable way for citizens to leave messages for employees within the organization. Meridian Mail answers your calls when you are busy or away from your phone, and also allows you to:

- Compose, edit, and send messages
- Forward and reply messages
- Create lists of names for sending messages
- Dial by name instead of by mailbox number
- Set a date and time for message delivery
- Set up remote notification schedules

Meridian Mail gives you confidence that all your incoming messages will be handled pleasantly and efficiently.

Every employee within the department has been issued a voice mailbox number. Listed below are the basic instructions on how to use the voice mail system.

CHANGING YOUR PASSWORD

For security reasons, you should change your password from the one you were first assigned. After that, you can change your password as often as required.

[REDACTED]

RECORDING EXTERNAL AND INTERNAL GREETINGS

Callers from outside your organization hear your external greeting, while callers from within your organization hear your internal greeting. Include in your external greeting your work schedule and hours.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

When you have finished recording, you can play the greeting, re-record it, or delete it.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

TO SEND AN EXPRESS MESSAGE

Express messaging is a fast method of leaving a message in another Meridian Mail mailbox.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

PLAYING YOUR MESSAGES

[REDACTED]

911 LINES

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

The Fontana Police Department is the primary answering point for all 911 calls within the city limits. Therefore, the proper operation and maintenance of the 911 system is of vital importance to the welfare and safety of the residents of Fontana.

The 9-1-1 phone lines (not nine-eleven) are to be answered within three rings by state law, however we at Fontana pride ourselves on answering within the first two rings whenever possible. The appropriate way to answer 9-1-1 is by saying, "9-1-1 Emergency, what are you reporting?" After you answer, listen to see if the call is an emergency. If the caller says that his call is not an emergency, and you confirm from a short conversation that it is not urgent enough to continue the conversation, it is recommended that you ask the caller to call back on one of our non-emergency, police business lines of either 350-7700 or 822-1121. It is not recommended that you transfer the call to a non-emergency line because it ties up a 911 trunk.

When the call appears to be fire department or paramedic related, you should always tell the caller that you will connect them directly to the fire department and that they should stay on the line to talk to the fire department directly. If the incident sounds like it is also a police related matter (an injury accident, an arson fire) stay on the line to obtain the information you need for a call card. Don't make the caller give all of the information to you and then have them repeat the entire matter to the fire department. By staying on the line you will have a 3-way conversation and can usually obtain the necessary information and even coordinate directly with the fire department when necessary.

The address and phone number display are made to interface with the CAD call card. It is a recommended practice to have a clear call card mask whenever you answer a 911 line to capture the caller's location and phone number in the call card. It is a good practice to leave the location of occurrence blank on a call card until you are sure that is where the incident is occurring. You can be farther ahead of the call by putting the Reporting Party's location and phone number in place. Just be sure to verify what is showing on the screen is accurate. If the person has recently moved, the address may not be accurate. The 911 system is comprised of five components;

- A. The call director telephone installed at each of the seven Communications Center consoles.
- B. The transfer unit which allows the 911 caller to be transferred to either pre-programmed destinations or manually dialed destinations.
- C. The ANI (Automatic Number Identification) unit which displays the number calling the 911 system.

- D. The ALI (Automatic Location Identification) unit which displays the address of the calling party.
- E. The printer connected directly to the 911 system that logs every call received by the 911 system

The 911 system on VIPER, has several pre-programmed auto-dial buttons that make it easy to transfer to other agencies when you determine the caller has an emergency in another jurisdiction. Simply click on the appropriate button and the call will be automatically transferred to that pre-programmed number. Once the line has been answered you have a 3-way conversation. If you have no need to stay on the line, you can simply hang up at this point. The caller and that agency will have a 2-way conversation.

A 911 call can also be transferred to a number not on pre-programmed buttons. Simply keep the caller on the line, click on the “flash” button and wait for a dial tone. Once you hear the dial tone, enter the number you wish to call. You do not have to dial 9 to get an outside line. The 911 system is independent of our phone system. When the phone is answered, you should identify yourself and tell the answering agency that you are transferring the call. At that point, you can listen in or disconnect, as common sense dictates. You do not need to place the call on hold to maintain the connection.

It is a requirement by the State of California (Government Code 53112) that agencies employ at least three of the following methods of response.

- Direct Dispatch – All call answering and dispatching is done by personnel at a single PSAP.
- Transfer – PSAP personnel determine the proper emergency response agency and transfer the call to the appropriate agency for action.
- Relay – The call is answered at the PSAP where pertinent information is gathered. The PSAP personnel then verbally relay that information to the appropriate emergency response agency.
- Referral – In non-emergencies, PSAP personnel determine the nature of the call and refer the caller to the telephone number of the proper agency. The caller then dials that telephone number. The use of the referral method shall only be for non-emergency situations

Therefore, if a call is received by our PSAP where the emergency is occurring in another jurisdiction, we are required by law to either transfer the caller to the appropriate agency or take the information and relay the information to the appropriate emergency agency.

If you receive a 911 call where that is obviously a child playing on the line, you may call the number back and attempt to talk to the child's parents to advise them of the circumstances.

If you receive a 911 call where there is no one talking, listen for background noise. If you hear nothing or the caller hung up and you are unable to re-establish contact, make a call card reflecting what you heard and update it to be dispatched. There may be a person unconscious or in some other dire peril that could only dial. **THIS IS A PRIORITY CALL.** If at all possible, stay on the line and listen for any other background noise until the unit arrives.

If you receive a 911 call and hear fighting or arguing in the background, make a call card, update it, and if possible stay on the line. Complete the call card with the information you can hear, and that you still have an open line. Periodically update the call card with any pertinent information.

If a 911 call is answered and the line goes dead, there is a hang up, or the conversation is cut short, the dispatcher shall call back the listed telephone number to check on the status of the caller. If you are unable to contact the caller or verify the status of the caller, make a call card so that an officer can be sent to the location.

COMPLAINT CALLS – GENERAL QUESTIONS

The following are some examples of code sections and the information you should obtain from the informant when possible. As in all emergency situations, more information may be required on specific calls and should be obtained as is necessary.

The following sections are cross-referenced with the appropriate criminal code. Dispatchers are encouraged to familiarize themselves with all aspects of the elements of crimes.

VC 10851 / STOLEN VEHICLE

- A. Where was it taken from?
- B. Did you see it taken? How long ago did it occur?
- C. How do you know it was stolen?
- D. Are your payments current?
- E. Do you know who stole it?
- F. Where are the keys?
- G. Does anyone else have keys or permission to drive it?
- H. Victims vehicle description including license plate?
- I. Direction of Travel?
- J. Suspect(s) description?
- K. Suspect(s) vehicle?

NO SUSPECT INFORMATION:

- A. Run the license plate to see if it has been stored or repossessed
- B. How long was it parked?
- C. Was it legally parked?
- D. Could it have been towed by an apartment or condominium association?
- E. Make sure the Reporting Party is the registered owner or is responsible for the vehicle

NOTE:

- A. Private property impounds involve illegal parking as deemed by apartment or condominium association rules (must be properly posted).
- B. Repossessions are not only for back payment due, but can be for failure to maintain auto insurance or failure to pay parking tickets

PC 261 / RAPE

- A. Where did the rape occur?

- B. Where is the victim now?
- C. How long ago?
- D. Do you know the suspect(s) or how did you encounter suspect(s)?
- E. Did the suspect leave in a vehicle?
- F. Vehicle description?
- G. Direction of travel?
- H. Suspect description?
- I. Any weapon involved?
- J. Do you need paramedics?

**** IF THE RAPE OCCURRED RECENTLY, ADVISE THE VICTIM NOT TO BATHE OR CHANGE CLOTHES**

Often a hospital will call with a rape victim in the emergency room. Notify the watch commander and get clearance before sending an officer out of the city to take the report.

647H / PROWLER

A PROWLER CALL CAN BE ANYTIME, DAY OR NIGHT.

- A. Location?
- B. How long ago?
- C. Was the suspect seen?
 - 1. Shadow only?
 - 2. Noises only?

WITH SUSPECT DESCRIPTION

- A. Where is the suspect or where did he go?
- B. What was he doing?
- C. Does he know if you saw him?

GENERAL QUESTIONS

- A. Any dogs or other pets in the yard or house?
- B. Are you armed with any weapons?

PRIVATE PROPERTY IMPOUNDS – PPI

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

SUICIDE / 5150

- A. Method
 - 1. If pills:
 - a. What kind?
 - b. How many?
 - c. When taken?
 - 2. If weapon:

- a. Does Reporting Party have personal knowledge of victim having a weapon?
- B. Alert Comm Center after the method is established
- C. When was last time the caller talked to victim?
- D. How was contact made, in person or by phone?
- E. Did the victim contact the caller, or did the caller contact the victim
- F. Victim's information
 - 1. Name
 - 2. Age
 - 3. Victim's phone number and address
 - 4. Does victim live alone?
 - 5. Does victim have previous history of suicidal attempts and the method used?
 - 6. Any history of other mental or physical problems?

KEEP THE CALLER ON THE LINE IN CASE THE RESPONDING OFFICERS HAVE ANY FURTHER QUESTIONS

MISSING / LOST CHILD

- A. Where is the child missing from?
- B. Name?
- C. Age?
- D. Sex?
- E. Clothing?
- F. Last seen how long ago?
- G. Where seen?

- H. Have you checked the house thoroughly, including under the beds and in the closets?
- I. Is the child's bicycle, tricycle or skateboard gone?
- J. Any problems involving child custody or visitation?
- K. Have you checked with the neighbors or the child's friends?
- L. Stay at your house, officers are on the way

BOMB THREAT / PC 148.1

- A. Did the caller state time of detonation?
- B. Did the caller advise exactly where bomb was placed?
- C. Any suspicious packages observed in the area?
(do not have them investigate, just if they recall seeing anything unusual)
- D. Suspect description?
 - 1. Male/Female?
 - 2. Young/old?
 - 3. Accent?
- E. Did the suspect give a reason for wanting to bomb the location?
- F. Did he call anyone by name?
- G. Are you evacuating the building? (It is up to the business whether to evacuate. If a strange package or wiring has been located, we can strongly advise them to evacuate)

PC 459 ALARM / BURGLARY

- A. Location
- B. Determine area covered by the alarm - perimeter, interior
- C. Determine if audible or silent

- D. Informant information / Alarm company
- E. Determine if a responsible party will be responding and an estimated time of arrival.
- F. If the alarm is a residential, determine the name of the resident and the phone number.

If the alarm company advises you of a 211S at a residence, confirm if it is truly a 211 alarm or a panic alarm (which can also indicate medical and fire emergencies as well as a robbery). If the Alarm Co. advises it is a panic alarm, type code should be "PANIC".

PC 415DV / DOMESTIC DISTURBANCE

- A. Who is involved?
 - 1. Husband vs wife?
 - 2. Boyfriend vs girlfriend?
 - 3. Mother vs son?
 - a. If a son or daughter is involved, get their age
 - 4. Are the parties involved adults or juveniles?
- B. Verbal or physical altercation? If physical;
 - 1. Weapons?
 - a. What kind?
 - b. Where in house (even if not displayed during fight)
- C. Has anyone been drinking or using drugs?
- D. What is happening now and what have you been hearing?
 - 1. Arguing?
 - 2. Thumping or slapping?
 - 3. Screaming?

4. Breaking glass?
 5. Any dialogue?
 6. Shots fired?
 7. Does this happen often?
- E. Are there children in the house?

Also check previous events to advise officers of previous calls at location involving domestic violence.

HIT AND RUN TRAFFIC ACCIDENT

20001vc = Hit and run with injuries (felony - respond Comm Center)

20002vc = Hit and run with no injuries (misdemeanor)

- A. Are there injuries?
- B. How long ago?
- C. Suspect vehicle description?
- D. Direction of travel on suspect vehicle?
- E. Probable location of damage to the suspect vehicle?
- F. Are you a witness or the victim?
 1. If a witness, be sure to ask them for their name and phone number so the officer can make contact later for a statement
 2. Include that information in the call history

**Since hit and run is a crime, we can take a report whether or not it occurred on public or private property.

**If a note is left on the victim's vehicle by the other driver which identifies himself, it is not a hit and run. He/she has complied with the law prior to leaving the scene. However if a note is left that contains misinformation, that may qualify as a hit and run.

ILLPKG / ILLEGAL PARKING

A. Typical violations

1. Parked in a posted "no parking" zone
2. Parked in a fire lane
3. Parked within 15 feet of a fire hydrant
4. Parked in a handicapped space
5. Blocking a driveway or sidewalk
6. Parked with a "for sale" sign in the window of the vehicle
7. Parked on the front lawn

**On private property, we only enforce handicapped and fire lane violations unless the property is posted that the vehicle code will be enforced.

ACCIDENTS

A. Are there any injuries?

1. Yes = TCINJ(roll Comm Center)
2. Unk = TCUNK (roll Comm Center)
3. No = TCNON

B. For the text of the call, be sure to include:

1. How many vehicles involved?

2. What kind of accident?
 - a. vehicle vs vehicle?
 - b. vehicle vs bicyclist?
 - c. vehicle vs pedestrian?
 - d. vehicle vs pole (pole or wires down?)
- C. If you are advised of an injury or unknown injury accident;
 1. Advise Comm Center by either transferring the 911 call to "fire" or calling them on the auto-dialer after disconnecting with the caller.
 2. Indicate in the call card that Comm Center is en route to the accident.
- D. If you are advised of a non-injury accident;
 1. Determine if the vehicles are still in the roadway.
 2. If not in the roadway, have parties exchange information per our department policy.
- E. Try to get a basic vehicle description.
- F. If the reporting party will be in a parking lot, ask them to flag down the officer when they see the unit.
- G. Try to ask each caller if they witnessed the accident. Get their name and phone number if they are not remaining at the scene. Include that information in the call history so the dispatcher can advise the officer taking the report for follow up contact.
- H. Be alert for pending or actual fights between parties in all accidents.
- I. A police report is not required in California unless there is injury or death.
- J. If the damage to any vehicle is over \$500, the state requires the victim to file a financial responsibility form (SR 1) that is available from the Department of Motor Vehicles and most insurance companies.
- K. Parties are required to exchange information with each other, regardless of who is at fault.

- L. The Police Department will not determine fault on private property accidents.
- M. If a caller wants the police regardless of the above information or if they are having any problems with the exchange of information with the other driver, send an officer.

PC 594/MALICIOUS MISCHIEF

- A. What damage was done?
- B. Is the damage permanent?
- C. Do you know who did this or why?
- D. Are you willing to prosecute?
- E. Malicious mischief is a permanent damage to property.

TRAFFIC HAZARD

- A. A traffic hazard can be any of the following;
 - 1. A vehicle stalled in the traffic lanes
 - 2. An object in the roadway
 - 3. A substance (i.e. wet or dry concrete, sand, oil, etc) on the surface of the road.
 - 4. Flooding
 - a. Due to rain

- b. Due to long running sprinklers
 - 1. water running on the street can be a hazard to vehicles and pedestrians.
 - 2. Any city sprinklers that have been running for a extended time can be considered a health hazard and public works can be called out.
- 5. Malfunctioning traffic signals

HAZMAT / HAZARDOUS MATERIAL

- A. Hazardous materials can be one or more of the examples listed:
 - 1. Gasoline
 - 2. Pool chlorine
 - 3. Oil
 - 4. Paint
- B. Is the material in a container(s)?
 - 1. How large?
 - 2. Any placards or markings?
 - 3. Any leaks (liquid, powder, smoking)?
- C. Is the material spilled?
 - 1. Is the spill a liquid, powder, or gas (smoking)?
 - 2. How large of an area does it cover?
 - 3. From what container did it spill?
 - a. Are there any identifiable placards, marking, numbers, or the name of the product on the container(s)?
- D. Is anyone injured?

- E. Do you know who owns the container or how it got there?
- F. A HAZMAT incident can be anything from a spill of a gallon of motor oil into the storm drains to a spill of radioactive material from a train.
- G. Remember, the information you obtain will be relayed to the responding officers and can be vital to their safety.

MAN WITH A GUN / PC 417

- A. Did the suspect point the weapon at anyone?
- B. How long ago?
- C. Type of weapon?
- D. Any shots fired?
- E. If so, is anyone injured?
- F. Description of suspect and/or vehicle?

PC 417 - is defined in the penal code as “every person who, except in self-defense, in the presence of any other person, draws or exhibits any loaded firearm in a rude, angry, or threatening manner, whether loaded or unloaded”.

PC 415N / PARTY DISTURBANCE

- A. Determine the main complaint of the caller;
 - 1. Live band or loud music?
 - 2. Loud talking and laughing?
 - 3. Minors in possession of alcohol?
 - 4. Racing and/or illegally parked vehicles?
 - 5. All of the above?
- B. Approximately how many people are at the party?

- C. Do you know if the party consists of adults or juveniles?
- D. Is the caller willing to sign a complaint if the host of the party does not comply with the officers request to quiet the party?

**** Do not tell an informant there is nothing we can do unless they sign a complaint.**

PLANE CRASH

- A. Where is the aircraft down?
- B. Did it strike any buildings, vehicles, or pedestrians?
- C. Do you know if anyone is injured?
 - 1. Did the pilot get out safely?
- D. Is it on fire?
- E. What type of aircraft is it?
 - 1. Civilian?
 - a. helicopter?
 - b. jet?
 - c. private aircraft/how many engines?
 - 2. Military?
 - a. helicopter?
 - b. jet?
- F. Can the caller read the aircraft ID number (it starts with an "N")
- G. Respond the Fire Department on all calls of aircraft down.
- H. If the crash involves military aircraft make sure you notify the proper agency.

- I. If the crash involves a civilian aircraft, it is our responsibility to notify the F.A.A. (Federal Aviation Administration) and the N.T.S.B (National Transportation and Safety Board).

PC 459 / BURGLARY

- A. If occurring now or just occurred;
 1. Description of suspect?
 2. Suspect vehicle? (or any unknown vehicles parked nearby that could be associated with the suspect)
 3. Direction of travel on the suspect?
 4. What does the building back up to? (to establish possible escape routes)
 5. Keep the caller on the line, whenever possible, until the officers are on scene to update the officers on the suspect(s) activity.
 6. If the caller does not know the exact address, have them advise where it is from their location (how many doors down, across the street, behind the callers location, etc)

- B. If past;
 1. Time element?
 2. The loss?
 3. The point of entry?

- C. The business name, if applicable

PC459 / VEHICLE BURGLARY

- A. If occurring now or just occurred;
 1. Description of the victim vehicle?

2. Exactly where is it parked? (to help determine from which direction the officers should respond)
 3. Description of suspect?
 4. Suspect vehicle? (or any unknown vehicles parked nearby that could be associated with the suspect)
 5. Direction of travel on the suspect?
 6. Keep the caller on the line, whenever possible, until the officers are on scene to update the officers on the suspect(s) activity.
- B. If past;
1. Time element?
 2. What was taken? Does the caller have serial numbers for any of the property taken?
 3. The point of entry?
 4. Description of the victim vehicle?
 5. The loss (approximate dollar amount)?
 6. Suspect information?
 - A. If no suspect information exists, and they do not have serial numbers for the items stolen, with a loss under \$1000, obtain the above information and issue the victim a sequence number (unless they request officer contact).
 - B. If the suspect is known, they have a serial number, or the loss is over \$1000, obtain the information and send an officer for the report.
 - C. Remember, the vehicle must be locked for it to be a burglary. If the vehicle was not locked, it will be a petty theft (488PC) or grand theft (487PC).

PC211 / ROBBERY

- A. Was there a weapon involved? (often a person calls in a robbery when it is actually found to be a burglary)

1. What type of weapon was involved?
 2. Where did the suspect place the weapon when leaving?
 3. Did the caller actually see the weapon or did the suspect only state that he had a weapon?
- B. When did it occur?
- C. Is anyone injured?
- D. Description of suspect vehicle?
- E. Direction of travel on the suspect and/or vehicle?
- F. Description of the suspect?
- G. What is the loss?
1. What was it placed in?
 2. Was a dye pack or bait money used?
- H. Continue to assure the caller throughout the questioning that the police are on the way, but you need to continue to ask important questions.
- I. Tell the caller not to touch any location that the suspect may have touched so officers may collect fingerprints (counter tops, cash registers, etc)

DEAD BODY

- A. Are you sure the victim is dead?
- B. How did you locate the victim?
- C. Where exactly is the victim?
- D. Do you know how they died?
1. Have they been ill?
 2. Is suicide possible?
 3. Could this be a homicide?

- E. Identification of the victim?
- F. Always treat every dead body call as a possible homicide.
- G. Advise the caller not to disturb anything around the victim.
- H. Remember, that most of these calls originate as a call for the paramedics on 911. Stay on the line and listen to the circumstances. When you determine that this is a dead body call, start your own questioning when the Fire Department has disconnected.

PC187 / HOMICIDE

- A. Where exactly is the victim?
- B. Are you sure the person is dead?
- C. What did you see?
 - 1. Is the victim bleeding?
 - 2. Did you see a weapon?
 - 3. Did you see who did it?
 - a. Are they still there?
 - b. Description of suspect?
 - c. Description of suspect vehicle?
 - d. Direction of travel on the vehicle/suspect(s)?
- D. Is there anyone with the victim?
- E. When did this occur?
- F. Continue to assure the caller that the police are on the way, but you must continue to ask these important questions?
- G. Tell the caller not to disturb the crime scene and keep the caller on the line until the officers are on scene.

- H. Remember, that this type of call may come in as a request for paramedics. Stay on the line. When you determine that this is a crime, question the caller.

PC314 / INDECENT EXPOSURE

- A. When did the incident occur?
- B. Is the suspect still there?
- C. Where was the suspect when he exposed himself?
- D. Description of suspect vehicle?
- E. Description of suspect?
- F. Direction of travel on the vehicle/suspect?
- G. What did the suspect do to gain your attention?
- H. Where is the victim now?
- I. Remember, this is a misdemeanor and we need the victim to file a crime report for us to arrest and prosecute the offender.

CALL-TAKER SELF-TEST

- 1. You receive an in-progress call that needs to be dispatched immediately. Answer the following:
 - A. What is the quickest way to start a unit rolling into the area while you obtain further information?
 - B. What is the minimum amount of information needed on the call card to send the call to the dispatcher?
- 2. You receive a phone call from an alarm company requesting to cancel an alarm call. Using the computer, explain how;
 - A. You check to see if the call has been dispatched.

- B. If it has been dispatched, if the officer is on scene?
 - C. If it has not been dispatched or the officer is not on scene, explain how to cancel the call.
3. You receive a phone call from a citizen requesting to speak to a specific officer. Explain how;
- A. You see if the officer is on duty.
 - B. If the officer is in the field, how do you deliver the message to the officer?
4. You receive a phone call from a citizen who has one of the following characteristics. Explain to your Training Officer a phrase or technique you could use to deal effectively with this caller.
- A. Hostile towards police
 - B. Angry
 - C. Hysterical
 - D. Profane
 - E. Inebriated
5. List five direct questions you would ask in order to gain control of a telephone conversation.
6. List four examples of an incident which would require notification of a supervisor or Watch Commander.
7. Assuming that each of the following categories of calls is of a non-critical nature, list the questions you would ask that would be unique to that type of call.
- A. HAZMAT
 - B. 594
 - C. 415N
 - D. 415D

- E. TCINJ
 - F. 5150/SUICIDAL
 - G. DB
 - H. 211
 - I. 459S
8. Show your Training Officer how to transfer a call to an officers voice mail.
 9. Show your Training Officer how to retrieve your voice mail messages.
 10. Send a letter in Mail.
 11. How do you obtain an unlisted phone number in case of an emergency?
Under what circumstances may you obtain an unlisted number?

PHASE THREE

CHAPTER FIVE

SECONDARY DISPATCHER

The secondary dispatch position is truly the right-hand person of the Primary Dispatcher. Your duties are many and varied and you will be relied upon heavily to assist and anticipate the needs of the Primary Dispatcher.

When working the secondary dispatch position, you will be responsible for all the wants/warrants checks for officers in the field and for the teletype entries. The Secondary Dispatcher must also keep abreast of what is happening at all times and should be able to, at a moment's notice, take over the responsibilities of the Primary Dispatcher. The Secondary Dispatcher must be able to utilize the CAD system to its fullest potential in order to be an effective back-up for the Primary Dispatcher.

A good Secondary Dispatcher helps the Primary Dispatcher listen. For one reason or another, a radio transmission may be heard more clearly by one person than another. The Secondary Dispatcher is also responsible for backing up the Call-taker when that person is inundated with calls or asks for assistance. It is also your responsibility to make calls for field officers, at the direction of the Primary Dispatcher, for tow trucks, taxis, public works, and parents, alarm companies, etc.

TELETYPES / WARRANTS

You are the primary person who runs the teletype queries for field officers for warrant checks, registration, stolen vehicle checks, and all of the other teletype systems. You, as the telecommunications operator, are the link between the police officer, a subject or piece of property, and the computer data bank that determines if a subject is to be arrested or a piece of property seized. You must be familiar with the corresponding systems. You must be accurate in your data taking, data input, and the ability to read and interpret the data you receive from the computer.

The Communications Center at Fontana not only deals with the querying of data, but also is responsible for the entries and locates into most all teletype systems. These systems include the stolen vehicle system, automated property system, gun system, missing persons system (MUPS), and the restraining order file.

In order to access County, State, and Federal property and warrant systems, you need to be familiar with the CAD formats pertaining to that request, and the special codes that are required to fill those formats. (Refer to the list of CAD masks and quick inquiry formats listed in chapter two). Many of the formats query state and federal systems in one action.

All three of the aforementioned systems have methods of sending messages between agencies. That means you, sitting at a terminal, can send a message to another operator sitting at another terminal by addressing that message to their specific mnemonic. A mnemonic is nothing more than the "address" of that terminal. Each agency in California has at least one mnemonic, a 3-letter digit unique to that terminal that determines where your message is routed. If you are talking to someone at Irvine PD and they want to send you a message, they might ask you for your mnemonic. A proper response would be "FON". The masks already contain, out of view, our mnemonics.

FONTANA PD MNEUMONIC - [REDACTED]

The NCIC (National Crime Information Center) identifier is of the same nature, only each agency in the United States is assigned a letter/number identifier. [REDACTED]

[REDACTED] It is also referred to as an "ORI" (Originating Agency Identifier). The masks already contain, out of view, our ORI number.

FONTANA PD'S ORI - [REDACTED]

There are two types of systems into which you will inquire upon, the automated and non-automated. An automated system is a system where for any given transaction "no person is involved". That is, we query the computer, and the computer answers us in return without the intervention of another human being. A non-automated system would be a manual system where we would send a message via the computer and a person on the other end would have to physically look up the information and sit down at another terminal at their end and send us a response. Some systems are partially automated. That is, via a computer we can query the information. However, in order to verify the status of that information before an arrest or property seizure, we would have to call the agency that put the data in and verify that information (hit).

THE FEDERAL SYSTEM

NCIC is the name of the federal system we use to access property and warrant systems that are of a significant enough nature to warrant being placed in the nationwide system. In order to place a warrant in NCIC you must be willing to extradite out of state. That would mean a felony warrant, of a significant severity and bail amount to justify bringing a prisoner back from another state for trial. This is obviously a lengthy and costly venture. If you do get an NCIC "hit" on a person or on property, plan to spend a significant amount of time making phone calls to verify information. Not all states are as efficient as California and it is often a real adventure talking to another state's agencies.

THE STATE SYSTEM

The state property and warrant systems are all set up and monitored by the Department of Justice (DOJ). The date is entered by the agency holding the report and/or warrant. You must meet their criteria to enter property or persons, and you must use the state coding to enter. Any property item with a brand and a serial number can be entered. It is a very useful tool in putting persons in possession of stolen property in jail and in getting property back to its rightful owner. Just be sure you always confirm the information with the officer prior to an arrest or seizure (i.e. serial number, make, model, etc.) and you confirm with the agency that made the data entry. A great deal depends on your information and accuracy to make a valid arrest.

SAN BERNARDINO AUTOMATED WARRANT SYSTEM (SAW)

The San Bernardino County Automated Warrant System (SAW) was implemented to provide a single point of inquiry for all warrants issued in San Bernardino County via the CNI (central name index) computer. This single repository is responsible for entering all warrants into the system. The information in this system can provide us with warrant and investigative information on persons contained in the system. This is an automated system and warrant information returned to you is automatically confirmed.

There are two different types of inquiries made into the system. They are the exact search and the soundex name search. An exact search is done when you have the exact spelling of a subject's name. The soundex system will soundex on the last name and return a list of all exact matches as well as those names

that sound similar to the requested name. Most often, it is recommended to inquire by soundex unless you have a very common name that will return too many matches to identify. One of the advantages of SAW system is that the first name will hit on an exact match or a common nickname or abbreviation of the given first name. (i.e. William = Will, Bill, Willie, etc.)

Once the inquiry is complete, the SAW system will respond with one of two possible types of responses. There will either be a single return or multiple returns. A single return will occur when the name inquired upon matches a single name on the data base. You will get more than one return when more than one name in the data base matches the requested name. This will provide a list of the possible matches, along with a brief description. Once you have determined which subject is correct, enter the key number at the bottom of the screen to continue the inquiry.

The response will include the subjects identifying information along with any possible active warrants. This response will also include any other data contained on the subject in the data base such as prior arrests, addresses, tattoos, AKA's and also shows whether the subject is currently in custody in San Bernardino County. If there is an active warrant on the subject "SAW" will appear at the top of the screen. Once you bring up the warrant check the top of the screen for the status of the warrant:

- A. Active
- B. Served
- C. Recalled
- D. Pending

GETTING A SECOND PAGE OF WARRANTS

Always be sure to check the next page of the warrant response to make sure that you have located all warrants. Also make sure the warrant has "active" at the top of the screen. Warrants that have been recalled or served will also be in the system. Once you have located an active warrant you must call San Bernardino Central Records to have the warrant abstracted to the jail.

TYPES OF TRAFFIC WARRANTS

There are four different types of traffic warrants. Each type of warrant is only good for a certain length of time. After the time period elapses, the court has a system that automatically purges the warrant. The system does not always work so it is necessary for each dispatcher to check the date of issuance before giving

out a warrant as active. Below is a list of the warrant types and the length of time they remain active.

- WAR - Good for four years from date of issuance
- FTA - Good for four years from date of issuance
- FTP - Good for four years from date of issuance
- B/W - Good for ten years from date of issuance

CRIMINAL HISTORY SYSTEM (CHS)

The Criminal History System contains the records of criminal offenders (CORI). This information is provided to agencies on a right-to-know and need-to-know basis. 11105 CPC defines who may have access to this information. Criminal History is not to be used for licensing, employment, or certification purposes. You can inquire into the system via name, social security number (SOC), FBI number (FBI), California operator license or identification number (OLN), or California Department of Corrections or Youth Authority Institution number (INN). When making an inquiry it is possible to specify an abbreviated criminal history, complete history via mail, or personal descriptions only.

There are three types of number groupings used in the CHS. They are as follows:

- "A" - Automated Criminal Information Index ("CII") records. Rap sheets and identifiers can be accessed via the "CR-HST" mask or the "RAP" string format.
- "M" - Numbers less than 90000000 indicate a manual record. A criminal history record can be obtained via mail. Only the personal descriptions can be obtained via the "CR-HST" mask.
- "M" - Numbers from 90 million to 98999999 indicate applicant records. These will have the abbreviation "APP" in the type field of the return.

11142 CPC states that "any person authorized by law to receive a record or information obtained from a record who knowingly furnishes the record or information to a person who is not authorized by law to receive the record or information is guilty of a misdemeanor". Along with the penal code violation, anyone found in violation will be subject to departmental sanctions, up to and including termination.

MISSING / UNIDENTIFIED PERSONS

The California Department of Justice (DOJ) has developed a Criminal Justice Information System (CJIS) that keeps a computerized record of Missing and Unidentified Persons (MUPS).

The MUPS will automatically forward copies of all missing/unidentified persons reports to NCIC. This works in the same fashion as the Stolen Vehicle System automatically forwarding information to the NCIC Vehicle File. Copies of selected reports of persons missing "at risk" (as defined in 14213(b) CPC and all unidentified persons will automatically be forwarded to DOJ's Violent Crime Information System (VCIS). These reports will be compared against reports of homicide cases and records of registered sex offenders in an effort to generate leads to assist local law enforcement agencies in solving violent crimes.

Dispatch will have primary responsibility to enter missing/unidentified person into the system. Inquiry can be made via name, vehicle, driver's license number, guns, originating agency case number, or body parts status.

DEPARTMENT OF MOTOR VEHICLES

The California Department of Motor Vehicles maintains fully automated vehicle registration and driver's license files. This system is often referred to as "AMIS" (Automated Management Information System). It is interfaced with the Department of Justice's statewide California Law Enforcement Telecommunications System (CLETS). The information contained within this system is one of the largest persons and property files in the country. It can be accessed within seconds via messages transmitted over the telephone lines and returned to your terminal. Information contained in this system is intended strictly for the purpose of enforcing the law and may not be given out to unauthorized second parties.

PERSONS

An individual record is established in the Driver's License File on all applicants for a driver's license (permits), those with a driver's license, those with an identification card, and those subjects issued an index number. (An index number is a file number beginning with the letter "X", followed by a maximum of seven numbers, assigned to unlicensed drivers that have given the DMV need to document a traffic violation or restriction) Information is placed in these files from the initial application, accident reports and court abstracts of convictions for traffic violations, and any restrictions placed on the persons driving privileges by the Department of Motor Vehicles.

Inquiries into the system can be made via names or numbers. Names are run through the Automated Name Index ("ANI"), which is structured the same as "AMIS". The system is designed to cross reference a drivers name to his driver's license number and contains over 20 million drivers, ID card holders, and index number holders. The "ANI" records are stored in soundex code in a file separate from "AMIS" (Soundexing is a method of coding names so that sound alike names are grouped together).

Our CAD is set up to query the full check of driver license histories. The full check includes the following information:

- Basic record, identifying information, license and ID issue data, license status, departmental actions, abstracts of convictions, FTA's and accidents.

When officers in the field use their MDT's for a driver's license inquiry, they are only given an abbreviated response. They will often request that dispatch re-run the driver's license for them to obtain information needed on a suspended or revoked license. The officer will need the following suspension data:

1. Effective date of suspension
2. Ending date of suspension (if noted)
3. Authority code
4. Reason for suspension (not all officers request this)
5. Service code

The service code is essential to the officer in determining if the subject is to be cited for 14601 CVC or 12500a CVC. If the suspension has not been served, the subject will be cited for 12500a CVC and given official notice of the suspension.

Service codes are as follows:

- A - Mailed, not returned unclaimed
- B - Served, signed document on file
- D - Personal service document on file
- H - Acknowledged, no signature
- I - Returned unclaimed
- J - Written notice served by officer
- K - Refused
- L - Deceased
- M - Verbal notice document on file

VEHICLE REGISTRATIONS

An inquiry may be made on a vehicle via the license plate number, vehicle identification number (VIN), or the registered owner's name. Each type of vehicle has a specific vehicle type code assigned to it. They are as follows:

- A - Auto, legislative officials, historical vehicles (you must enter "HV" prior to the license plate of an historical vehicle)
- B - Vessels (when using the vessel number, delete the "CF" from the vessel number. The input must be six positions; i.e. "CF1234AA" is input as "1234AA")
- C - Commercial
- E - Exempts
- F - Off road vehicles
- H - Ham
- I - Apportioned plates
- L - Environmental plates
- M - Motorcycle
- P - Prorated ID commercial and trailers
- S - Special vehicles (mopeds w/o motorcycle plates, etc)
- T - Trailers, horseless carriage, press photographer
- V - Vehicle identification numbers, motorcycle engine number, or hull identification number.

Our system is set up to return a full response. This includes complete records and/or any DMV automated update information on the vehicle. A response may indicate a pending master file record, release of liability, or leave vehicle information. The abbreviation "PNO" may be listed above the expiration date of the registration. This will mean that the vehicle has been registered through DMV to be "non-operational". The owner will not have to pay registration for the time of non-operation and will not be penalized any late fees when they register

[REDACTED]
[REDACTED] For example:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

AUTOMATED PROPERTY SYSTEM

There are two sources of stolen property information which are available from your terminal. The California Department of Justice (DOJ) maintains the Automated Property System (APS) and the National Crime Information Center (NCIC) maintains the Stolen Article File. Both contain records of serialized property reported lost, found, under observation, pawned, bought or held as evidence (a requirement of CPC 11108).

The following CAD format is used when querying the property system;

[REDACTED]

When inquiring into the property system, you must specify the category. These categories are listed in the "property section" of the CJIS manual. They are as follows:

[REDACTED]



* **Vehicle or boat parts that are not included in SVS or ABS**

** **Not available to field at this time**

The same confirmation restrictions that are on Wanted Persons apply to any computerized hit that you may receive on property. By itself, a positive response is not enough for confiscation and the hit must be confirmed.

AUTOMATED FIREARMS SYSTEM

The AFS is a pointer file and a positive computerized hit is not necessarily a positive identification of a firearm. The inquiring agency must contact the entering agency to ensure that the firearm is the same and that the record is correct before taking any action.

With our CAD, inquiry can be made via a string format or a mask. The serial number is the only field that is mandatory for entry. You can specify inquiry into one of 4 categories. Each will query a particular series of gun entries. They are:

Law Enforcement/NCIC	Will query guns that are stolen, evidence, found, institutional registration, lost, under observation, retained for official use, or destroyed.
Historical	Will query guns that are listed as bought, on consignment, DROS, serial number assigned, serial number restored, licensed for CCW, pawned, voluntary registration, or sold at auction.
Full	Will query both law enforcement and historical.
Mail Response	Used to generate a mail response when you have received a "more than 12 records response" to a previous inquiry or when a mail response is wanted. This will check both the law enforcement and historical segments of the system.

[REDACTED]

[REDACTED]

DEPARTMENT OF MOTOR VEHICLES

[REDACTED]

VEHICLES REGISTERED TO

[REDACTED]

WANTED PERSONS (CALIFORNIA STATE WARRANT SYSTEM)

If a match is made with an out of county warrant, you will need to call to verify with the agency that entered the warrant. If the match shows to be a San Bernardino County (SAW) warrant, you will refer to the CNI terminal to run the warrant for exact information.

NCIC (NATIONAL CRIME INFORMATION CENTER - NATIONWIDE FELONY WARRANTS)

A "hit" from this system will require a phone call to the entering agency to verify validity and whether that agency will extradite. You will also get a return on a missing person entered into NCIC.

VIOLENT FELON FILE

You will receive a response from this system only if there is a possible match with the subject you have inquired about. This will indicate if your subject has had three previous convictions of violent felonies or drug related offenses. For a subject to be included in the system they must meet the following criteria.

- A. Have a minimum of three prior violent felony or serious drug offense convictions as defined in the statute.
- B. Have a felony conviction for a violent crime where a firearm or other weapon was used.
- C. Have a conviction for a crime where the subject has injured or killed the victim.
- D. Be either on probation or parole or have been released from supervision (prison, probation, or parole) within the last five years.

All information must be verified prior to arrest.

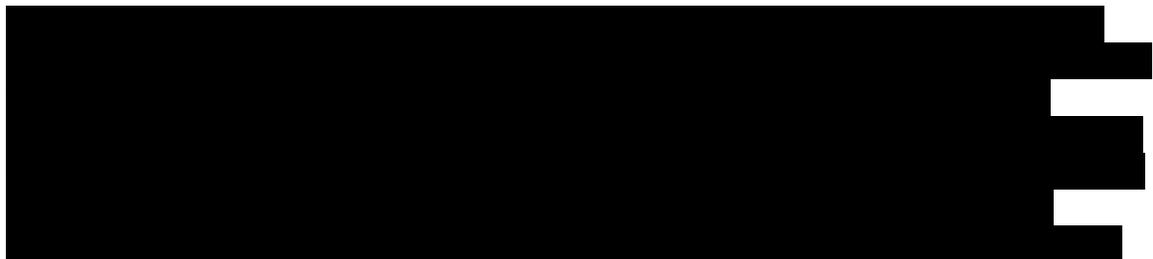
RESTRAINING ORDER FILE

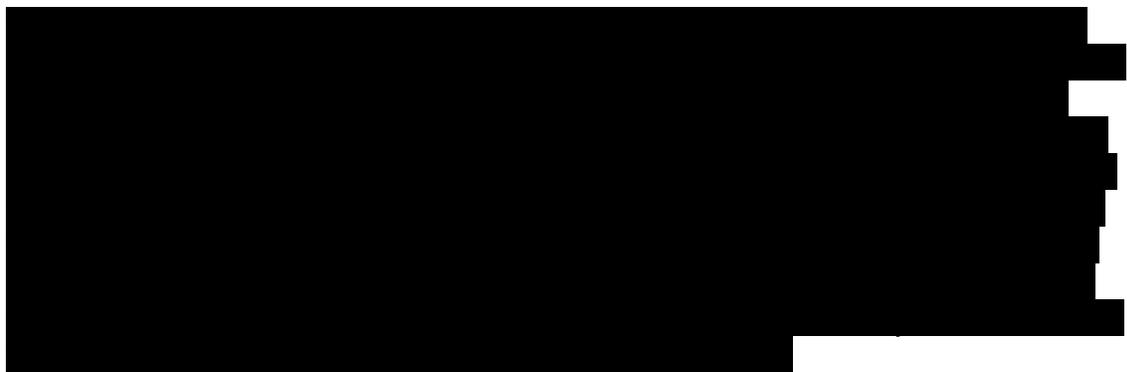
This file will return information on a defendant against which a restraining order has been filed in the state. This entry is added whether or not the defendant has been served with the order. The entry is purged on the date the restraining order expires.

SUPERVISED RELEASE FILE

Any person entered into this file is one that the supervising agent may feel is important for law enforcement personnel to know about. Not all parolees and probationers are in this system. This information will be a great aid to the safety of the officers in the field. It can save the dispatcher the time and energy of searching and calling various agencies to see if a particular subject is on parole, probation, search and seizure, or a registrant. A person can be placed into the supervised release file only if they fall into one of the following categories:

- A. California Department of Corrections (CDC) parolees.
- B. California Youth Authority (CYA) parolees.
- C. Subjects on probation.
- D. Sex and arson registrants.
- E. Career criminals, as defined in CPC 13853.
- F. Federal parolees and probationers.





MATRON DUTIES

When necessary, and only when there is no female officer or jailer available, female employees may be called upon to serve as matron. These employees should never be knowingly placed in a situation which jeopardizes their safety, i.e. suspect displaying propensity toward violence or being openly aggressive and uncooperative. In these cases, it may be necessary to call in an off duty female sworn police officer.

MATRON DUTY DEFINED:

Matron duty shall include the following special assignments designated to non-sworn female employees:

- A. Searching of non-combative female prisoners
- B. Assisting and accompanying the transportation of female prisoners, suspects, witnesses or victims
- C. Sitting in attendance with a male officer interviewing a female prisoner, suspect, witness or victim

The above described definition of “matron duty” is not necessarily all inclusive of occasions necessitating the use of a “matron”, but does include the primary functions they may be called upon to perform.

SECONDARY SELF-TEST

1. You have received a special request from the Primary Dispatcher to call out public works. Demonstrate to your Training Officer how to call out public works and enter the information into a call card.

2. Explain to your Training Officer how to transfer a 911 call to a number that is not programmed into the speed dials.
3. Run a DL that is suspended and explain how and what information is given to the officer.
4. Demonstrate to your Training Officer how to run a 10-28 and 10-29 and what information is given to the officer.
5. Explain to your Training Officer how to search a female.
6. Demonstrate to your Training Officer the questions you would ask an informant to gain an accurate suspect description and in what order you would ask them.
7. You are working a possible burglary with the suspect on foot in the area. The officer has requested the helicopter to assist. How do you obtain the needed help?
8. You receive a request from the Primary Dispatcher for a tow truck.
 - a. How do you find out which tow company is on-call?
 - b. After you call for the tow truck, how do you notify the Primary Dispatcher that the tow truck is en route and enter that information in the call card at the same time?
9. Run a subject through C.N.I. that has an active S.A.W. warrant. Explain to your Training Officer how you;
 - a. Find the complete warrant information?
 - b. Tell the officer the information?
 - c. Abstract the warrant?
10. You are making several phone calls for the officers in the field and are quite busy. The call takers are not busy. You receive three special

assistance requests from the primary dispatcher. How do you redirect the requests to one of the call takers?

11. CAD has crashed. What do you do?

PHASE FOUR

CHAPTER SIX

PRIMARY DISPATCHER

This chapter is designed to provide an overview of the responsibilities and duties of the Primary Dispatcher and the radio equipment needed to complete that task.

The Primary Dispatcher will find the CAD system to be of great benefit. Keep in mind that the CAD system is a tool and never replaces the good judgment and discretion of a trained dispatcher. Through a series of preset commands, the dispatcher can update an officer's status and activity. The CAD will generate an easy to read call card with cross streets and map pages automatically supplied. CAD has deleted the error for margin when you were unable to read another's handwriting.

COMPUTER AIDED DISPATCH TERMINALS

All positions in dispatch have three 21 inch flat-panel monitors for CAD. At a glance, the dispatcher can determine the status of all available units, busy or active units, pending calls, assigned calls, a map of the city, [REDACTED] [REDACTED]. The various windows can be set up and sized according to each individual dispatcher's preference.

RADIO CONSOLE

The radio console has the capability of transmitting or receiving numerous channels. Each frequency has a specific purpose. Assignments are made by the Coordinated Radio Communications Systems and must operate in accordance with their laws and regulations. Each authorized transmitter must be licensed by the Federal Communications Commission.

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]



RADIO CONTROL PANEL

To become proficient, a dispatcher must know the equipment and its capabilities. The radio console in dispatch is windows based and has basic windows functionality. Before operating the radio position, it is important to understand the purpose and function of the radio system.

PATCHING CHANNELS

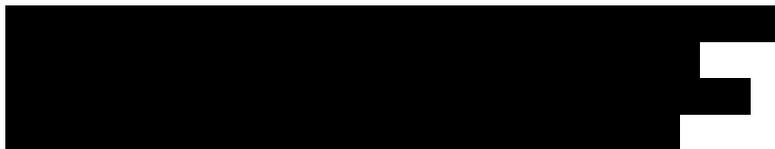
HOW TO PATCH CHANNELS TOGETHER:



These channels are now patched together and will function as one channel. The channels will be patched at all radio positions so the patch only needs to be done at one position.

TO REMOVE THE PATCH FUNCTION:

Reverse the above procedure.



**** IMPORTANT**

Any channels patched together, will remain patched until the patch is removed.

In order to transmit on the patched channels, the multi-select function must also be done.

MULTI-SELECT

TO MULTI-SELECT:



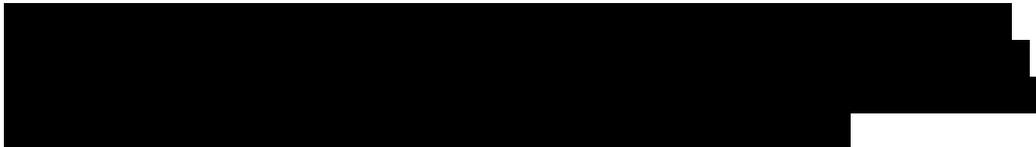
The channels are now multi-selected and will transmit simultaneously. On multi-selected channels the transmitting will take more time so the first syllable or two will be cut off unless you pause before starting your transmission. This time delay is due to the multi-selected channels being voice activated. Some agencies have solved this problem by stretching out the first syllable to allow the radio to activate before anything important is said.

TO TURN OFF MULTI-SELECT



Only the workstation that has physically turned on the multi-select function can transmit on the multi-selected channels simultaneously. Any other position that needs to transmit, must also complete the multi-select function. Each position that has multi-selected, must also turn off the multi-select function when they no longer wish to transmit on both channels.

ALERT TONE



TO ACTIVATE THE ALERT TONE:





VU METER

The VU meter is a bar graph which responds to the dispatcher's voice when transmitting. The VU meter should be used as a guide to determine your volume level when transmitting. When speaking in a normal voice the level on the VU meter should be as close as possible to "0". Consistently low readings indicate the dispatcher's headset microphone is too far or he/she is speaking too softly. Consistent high readings indicate the dispatcher's microphone is too close or he/she is speaking too loudly.

DISPATCHING A CALL

Sit down. Adjust your console. Get comfortable. Sign on. Adjust your chair. Adjust the lighting. Make sure you have received a briefing by the off-going shift as to the status of calls pending. Make sure every unit is where they show to be on the status monitor and that you understand any other pertinent information. Be sure to ask for any pending Code 7 requests or lists. Make sure all of your volumes are adjusted appropriately so you don't miss any transmissions. Lastly, clear out any saved messages that you do not need. Be ready to go to work.

Practicing proper day to day radio procedures will tend to make emergency radio procedures automatic and reduce confusion. All communications, regardless of nature, should be restricted to the minimum practical transmission time. Use of the standardized radio code facilitates both brevity and clarity. Be familiar with the radio codes listed in this book.

To be truthful, there is no perfect way to dispatch a call. Dispatching is more of an art than a science. Each department, and certainly each dispatcher, has a way to dispatch a call that may be very different from another person or department. If you are a brand new dispatcher, follow exactly the manner in which your Training Officer is teaching you while you are in training. That will make for a lot less conflict during a very stressful time. When you are on your own, listen to the speech patterns and phraseology of other dispatchers. If there is a way that someone dispatches that you think sounds better, try it. If you like it, keep it. If it doesn't feel comfortable, go back to the original way you were taught. If you are not a new dispatcher, only new to Fontana, listen to the way calls are being dispatched. Make every effort to mesh what you have been doing with the current practice here. You may or may not have a better way but a

different way. The primary goal is getting information to the officers in a timely manner. They are used to hearing information in a certain rhythm. Breaking that rhythm may disrupt the speedy flow of information and negate your dispatching. Be flexible. Clearly, no manual of policies could ever cover all of the possible circumstances that a dispatcher will be faced with in the realm of the operational realities. Your response must be within departmental guidelines, and must be logical, reasonable and prudent.

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

The normal radio transmission rate should be about 40 to 60 words per minute. Never sacrifice accuracy for speed. No call is so important or urgent that you can afford to do it wrong. It is always faster to take your time and do it right, rather than doing it again.

Make your voice emotionless as possible on the air regardless of the situation, but don't sound bored or disinterested. Emotion tends to distort your voice and render it unintelligible. Emergency messages require no expression, but a high degree of certainty and intelligibility. Don't let anger or impatience show in your voice. Don't laugh on the radio, a smile can be heard and be just as effective.

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

Any lengthy transmission should be broken in intervals to allow others access to the frequency. Saying "Break" after a long transmission lets the receiving units know there is more information to follow.

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

Remember not to chop transmissions by speaking too soon after the mic is keyed or by letting the foot pedal up too soon. There is a short delay built into the system. You can alleviate cutting off portions of your radio transmissions by pausing for a quick moment before and after transmitting.

When dispatching, call the officer or officers and give them a chance to answer. Remember they are usually driving and writing at the same time and may need that moment to pull over to write, or to pick up a pen to write down the

information. It is a matter of simple radio courtesy which you will want, and expect, to be reciprocated.

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

Make sure each of the units dispatched answers or acknowledges the dispatch. This can be tricky when you are sending 2 or more units to one call. Don't assume they heard you and are responding just because you sent them.

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

<u>Use</u>	<u>Don't Use</u>
Unable	Can't
Affirmative	Yes
Negative	No
Assaulting	Beating Up
Pending	Brewing

Do not confuse "affirmative" and "10-4". "10-4" means you heard and understood. You are simply acknowledging the transmission. If you want to say "yes", say "affirmative".

Another good word is "clarify". If you heard the officer but do not understand the request or information, don't have the officer "10-9". That only means he will repeat what he already said. However, if you ask the officer to "clarify" the last transmission, he will then understand to rephrase.

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

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

officer safety, a fully qualified officer. If you are uncertain, simply ask the unit if they are to be considered a two-officer unit.

Know when to send two units or a two-officer unit to a call. Consider the type of call, time of day or night, amount of traffic, weather, amount of other radio traffic, etc. Always send two units to alarm calls, on any in progress or just occurred call, domestic disturbances, fights, suspicious circumstances, party complaints, and any other time you feel there is a potential crime occurring.

Understand beat integrity vs response time. That is the on-going battle between keeping an officer in his beat and getting the call out of your pending window. In an emergency situation (priority calls or requests for a backup officer) SEND THE CLOSEST UNIT(S), regardless of beat assignment. There can always be a beat officer sent to the call later to take any required report.

If it is a report call, you should generally hold the call for an officer assigned to that beat. You may want Secondary or one of the call-taker positions to call the reporting party and advise them of the delay.

If it is a report call and you know that the assigned beat unit or units are going to be out of service for more than 30 minutes, or there are so many calls in one beat that there is no likelihood of a timely response, dispatch a unit from another beat area.

If you have no units to send on a call, cover your action by noting in the call card that no unit is available. If you are holding priority calls, notify the Watch Commander as well as noting the call card.

When radio traffic is heavy, there is a good chance two or more officers will speak on the radio at the same time. It is really helpful to know the officers' voices because you may only hear static. Try to pick out and identify a lower priority call, such as a 10-28. Tell the units they are covering and say "unit with the 28 stand by, other unit go ahead". Or if you hear on unit ID, tell them that "units are covering" and for the unit you have identified to go ahead. Then be sure to get back on the air and have the other unit go ahead with his/her traffic.

MOBILE DATA COMPUTERS

All patrol vehicles are equipped with mobile data computers (MDC's). These are an invaluable aid in communicating with the officers in the field. Many low priority calls for service can be dispatched via the MDC without any radio transmissions.




OFFICER SAFETY

Your main responsibility, as a dispatcher is to ensure the safety of the citizens and officers. It is imperative that you are aware of the activity of the officers in the field at all times. You are the lifeline between the officer and the help he may need. Keep the status monitor current. That is the only way you can know at a glance the activity and the location of the field officers. You will be responsible for all procedures and policies that relate to the communications unit and the safety of the officers. This is an exciting and challenging profession, but one that must be taken seriously. Enjoy your work, but always be aware and alert.



WATCH COMMANDER NOTIFICATION OF MAJOR INCIDENTS

The Sergeants and Watch Commanders continually monitor the radio during their shifts to keep abreast of all situations that occur. Along with monitoring the radio, they have several other important duties that may draw their attention away from the radio periodically. Dispatch should always advise the Watch Commander and/or Sergeant on duty of any major event that occurs in the city or neighboring cities that may directly impact the city of Fontana.

MISC POLICIES**PURSUIT POLICY**

[REDACTED]

[Redacted text block]

[REDACTED]

LOJACK

[REDACTED]

MAPPING / AVL

Each dispatch workstation is configured with a mapping display. The maps are displayed either as a result of CAD actions, displayed as functions entered on the command line or displayed through the graphical user interface.

Phase II 911 mapping provides a MAIN mapping window and a SELECT mapping window. As incidents are added to a dispatchers pending queue, these pending incidents are added to either the MAIN or the SELECT mapping window displays. The mapping display window can zoom to an incident when an incident is entered by a dispatcher, selected or recalled.

Incidents appear as icons on the mapping display in a color according to the priority of the incident. As units are assigned to an incident, the units' designator will appear on the map below the incident icon. The color of the text for the unit will change according to the status of the unit.

The icon for an incident is removed from the map when the incident is closed.

In addition to the functions mentioned, the dispatcher has commands that interact with the status map display.

The commands available for the mapping display are:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

LASERFICHE

Laserfiche is an archiving system that allows users to view and/or print reports from their desktop computers.

LOGGING ON

[REDACTED]

[REDACTED]



PRIMARY SELF-TEST

1. You receive an emergency call and have no units available to handle the call. Explain to your Training Officer what steps you would take to properly handle the call.
2. You receive two calls of unknown injury accidents and one call of a non-injury accident. You have only one Traffic Officer available. Tell your Training Officer how you would decide which call the Traffic Officer should handle and who you would assign to the other calls.
3. Show your Training Officer how to patch channels.
4. Show your Training Officer how to send an alert tone to broadcast a priority call.

5. An officer calls that he is in pursuit of a vehicle going northbound on the IS15 Freeway from Baseline Rd. Tell your Training Officer what information you would obtain from the officer. What command would you use to enter his activity into the CAD system? How do you enter the progress of his location? Who would you notify of the pursuit?
6. Explain to your Training Officer what you would do if an officer sets off his emergency button on his radio and how to determine if the officer is in need of help.
7. You have two officers on a call. The primary officer clears the scene. The second officer then advises you that he is going 10-8 and will be handling the report. How do you show him as the handling officer in the computer?
8. You have dispatched an officer to a possible 10851 that just occurred. What information needs to be broadcast over the air and in what order?
9. An officer on a petty theft report advises you that he is actually taking a residential burglary report. Explain the method of changing the type code on the incident.
10. An officer gets an activation on the Lojack System. How do you run the Lojack number to get the vehicle information?

APPENDIX

RIDE ALONG CHECKLIST

Officer _____ Date _____

ITEM CHECKLIST

The following is a list of items that you will be issued prior to, or during, your training.

<u>ITEM</u>	<u>DATE ISSUED</u>	<u>BY</u>
TRAINING MANUAL	_____	_____
TRAINING WORKBOOK	_____	_____
CAD MANUAL	_____	_____
KEYS	_____	_____
LOCKER	_____	_____
MAILBOX	_____	_____
ID CARD	_____	_____
GENERAL ORDERS	_____	_____