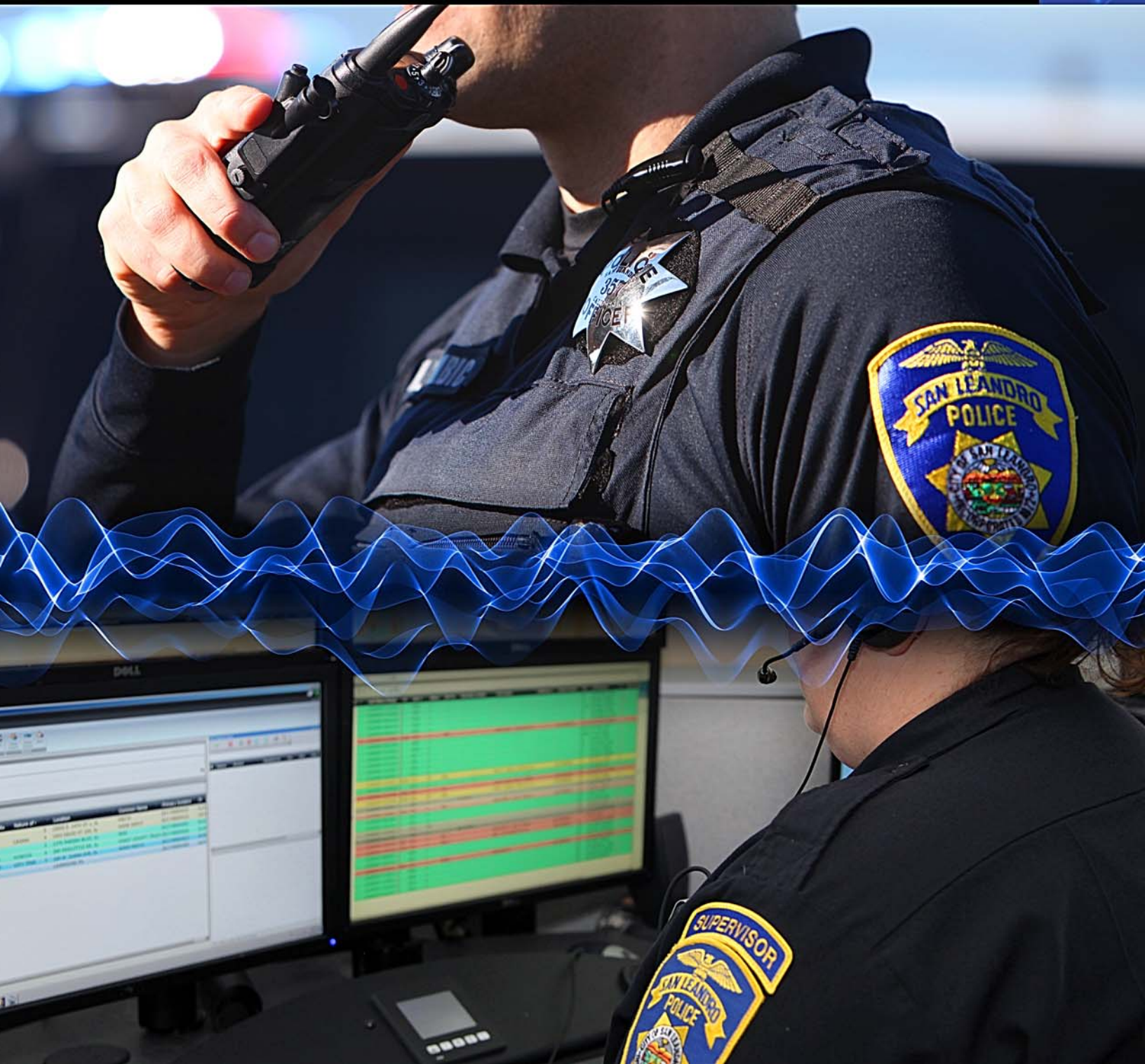


# San Leandro Police Radio Procedure Manual



# TABLE OF CONTENTS

## RADIO PROCEDURES

<b>INTRODUCTION</b>	<b>3</b>
Federal Communications Commission	3
EBRCSA(East Bay Regional Communications System Authority)	3
Computer Aided Dispatch	5
<b>RADIO MECHANICS</b>	<b>7</b>
Tone and Clarity of Voice	7
Confidentiality	8
<b>POLICE TERMINOLOGY</b>	<b>11</b>
Numbers	11
Wording a Message	11
Clear Text	12
Taking and Giving Descriptions	13
Describing a Location	13
Phonetic Alphabet	14
Military Time	14
<b>RADIO CODES</b>	<b>15</b>
Nine Code	15
Other Codes	16
Crime Codes	16
Radio Code Definitions	17
Plain English	24
On-View Definitions	25
Crime Code Pronunciations & Definitions	25
Other Frequently Used Terms	27
Call Dispositions	28
<b>CALL SIGN IDENTIFIERS</b>	<b>29</b>
Purpose	29
Three Part Call Sign	29
Division/Department Identifiers	29

Beats/Sectors/Districts	31
Clearing Breaks/Meals/Station Follow-ups/ Leaving the city	31
Distribution of calls	32
<b>COMPUTER INQUIRIES</b>	<b>34</b>
Vehicle/Registration Information	34
Lost/Stolen Plates	34
Routine Warrant/Persons Check	34
Warrant/Person Hit or Information	35
Supervised Release File	36
<b>FORMAT FOR DISPATCHING CALLS</b>	<b>37</b>
Basic Format/Single Unit Calls	37
Examples of One-Unit Response Calls	37
Multi-Unit Response Calls	37
Examples of Two-Unit Response Calls	38
Examples of More Than Two-Unit Response	39
<b>PRIORITY INCIDENTS</b>	<b>40</b>
Dispatch Format	40
[REDACTED]/Officer Needs Help	42
[REDACTED] Officer Held Hostage	44
Perimeters	45
<b>ON-VIEW INCIDENTS</b>	<b>46</b>
Traffic Stops	46
Stolen Vehicles During Traffic Stop [REDACTED]	47
BOL Broadcasts	47
Field Units Report of a Man with a Gun	47
Pursuit	48
MDT Procedures	49
<b>TOWS/IMPOUNDS</b>	<b>51</b>
Field Unit Requested Tows	51
Private Property/Repossession Tows	51
Vehicle Abatement Tows	52
Stolen/Recovered Vehicles	52

# INTRODUCTION

The contents of this manual are to be utilized by all personnel when operating Departmental radio equipment. The purpose and intent of this manual is to standardize Departmental radio procedures. These guidelines are the standards of operations. Deviations from procedure can only be justified on the basis of operational necessity.

## FEDERAL COMMUNICATIONS COMMISSION

The FCC is the Federal agency which licenses and oversees users of the radio waves. The Communications Act of 1934 states in Section 303: “The Federal Communications Commission has the authority to suspend the license of any operator upon proof sufficient to satisfy the Commission that the licensee has transmitted superfluous radio communications or signals containing profane or obscene words, language, or meaning.” Communications on the radio should **always** be professional.

## EBRCSA (East Bay Regional Communications System Authority)

Alameda and Contra Costa counties encompass a land area of over 1,500 square miles with a combined population of over 2.5 million people. At build out, the East Bay Regional Communications System Authority consisted of 6 cells with a total 36 sites. The system is P-25 compliant (digital radio communications compliance mandated for federal, state and local public safety organizations) communications system that provides fully interoperable communications to nearly all public agencies within the two counties. The system is designed and sized to offer participation to adjoining counties, as well as State and Federal agencies.

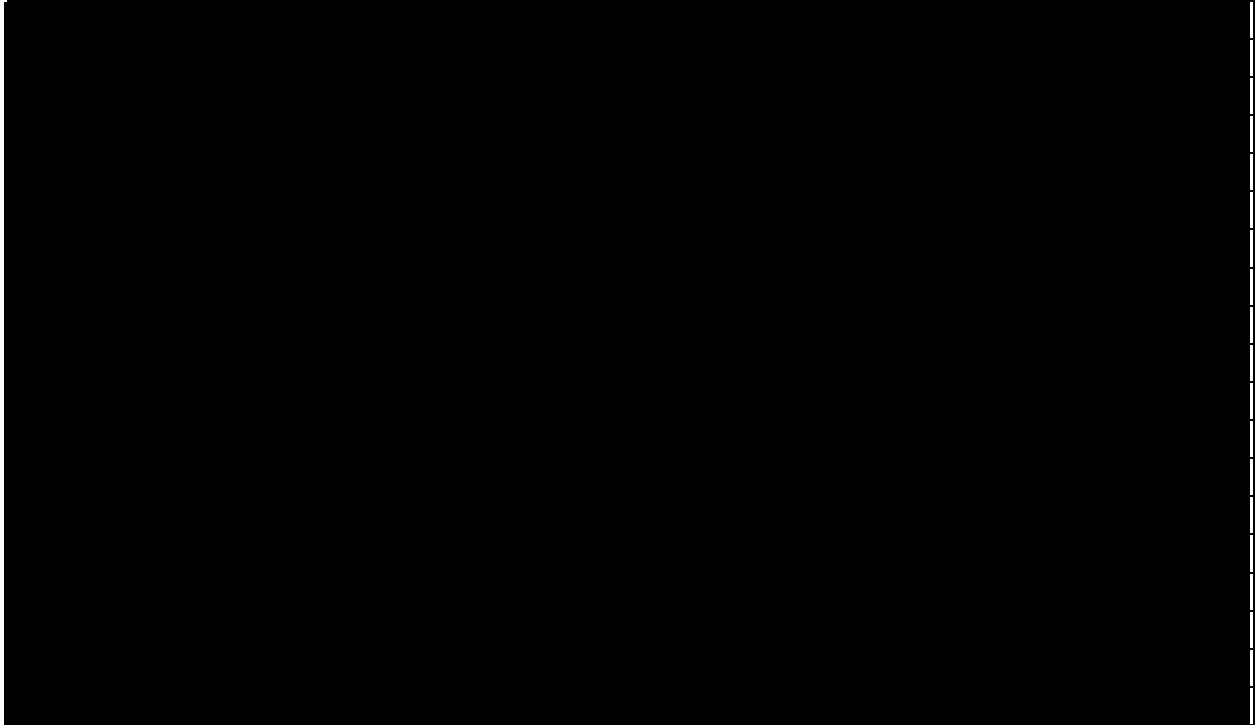
With EBRCSA, when a cell has more call requests than channels available, it will issue a system busy signal and place the requesting unit into queue. If the queue contains more than one requesting unit, the system will sort the queue based on a number of factors, most notably the “Priority Level” of the talk group. There are 10 levels of priority in a P-25 trunked system with Priority Level 1 reserved for Emergency Calls (police radios).

If a unit attempts to transmit while the channel is used, the end user will receive a busy signal tone (a solid single tone) until the channel is clear for the unit to talk. The unit attempting to use a busy channel cannot transmit unless the channel has been cleared, and cannot override the request to clear the channel.

**TALK GROUP**

**PURPOSE**

<b>TALK GROUP</b>	<b>PURPOSE</b>



Each radio transmits an identification number which displays on the dispatcher's radio monitor. Vehicle radios transmit the vehicle number and hand-held radios transmit the serial number and name of the user to whom it is assigned. All field unit transmissions will override a transmission by Dispatch. An override transmission will only be heard by the dispatcher.

If there is a need to utilize an encrypted countywide channel, Dispatch must be notified. They will call the Alameda County Sheriff's Dispatch Center to confirm the channel requested is available. If an encrypted channel is needed for a department purpose, [REDACTED] will be used.

## **COMPUTER AIDED DISPATCH**

The Computer Aided Dispatch System serves a dual purpose:

- It provides an automated support system for Communications activity, which includes the taking of emergency calls and the dispatching of emergency resources to handle these calls.
- It provides a means of collecting extensive, accurate data which is used for both the supervision of personnel and the efficient allocation of resources.

The CAD System consists of individual work stations and printers which provide information pertaining to calls for service and dispatched events. The computer system itself is one which is adaptable to the particular needs and requirements of the Department. Properly used, CAD enhances the efforts to reach the objective of efficient communications.



CAD streamlines the functions of every member of Dispatch. It promotes the precise recording and rapid relaying of vital, accurate information. It further ensures that the information received by field units is as complete and current as is possible. In addition, the system provides the dispatcher with highly sophisticated tools which help to maintain a high degree of awareness concerning the units in the field and assists in making accurate and rapid decisions in support of field units' efficiency and safety.

# **RADIO MECHANICS**

## **tone and clarity of voice**

### **TRANSMISSION**

While talking on the radio, enunciate words distinctly and clearly. The normal transmission rate should be between 40 and 60 words per minute. Dispatchers should remember that as you are dispatching a call, the field units are sometimes writing the information down while controlling a moving vehicle. Field units should consider that a dispatcher has to type their requests or name checks into CAD while performing other associated tasks.

### **MICROPHONE**

Keep the microphone close to your mouth and speak in a normal tone and volume. It makes your voice clear and easy to understand. The radio has all the amplification it needs. By speaking too loudly, it could distort the signal making the transmission unintelligible. Keep in mind that because of amplification some background noise is also transmitted over the air. Field units should be aware that transmissions made with shoulder microphones can be difficult to understand if the microphones are not positioned close to your mouth.

### **CONTROL EMOTION**

Your voice should sound as emotionless as possible on the air, regardless of the situation. Emotion tends to distort the voice. Police messages require no emotion but a high degree of clarity. Remain calm and display a professional attitude. Under no circumstances shall the dispatcher or field units express anger or sarcasm over the air.

### **BE IMPERSONAL ON THE AIR**

Refer to the units by identifiers. By knowing the voices of the personnel on a shift, a complete identifier may not be needed to provide assistance during a critical incident. It also helps you gauge the amount of stress in the voice and not be misled by field units who have stressful speech patterns.

### **DON'T GUESS**

Confirm all doubtful words and transmissions. Never acknowledge a message until you are sure that you have understood every detail of the message correctly. If you are unsure, request it be repeated.

### **SUPERFLUOUS WORDING**

Avoid using words that are not necessary. Each transmission should be kept brief and to the point. Limit your transmissions to words that are necessary to effectively relay vital information.

### **THINK BEFORE TRANSMITTING**

Choose distinct wording and know what you are going to say before you key the microphone. This will help eliminate the “Uh’s” and “Ah’s.” Not only is it embarrassing to find yourself in the



middle of a transmission and not sure how to phrase the next sentence, but it sounds unprofessional and wastes air time.

### LONG TRANSMISSIONS

If a transmission is longer than 15 to 20 seconds, it should be broken into segments. Wait two or three seconds and continue. This will give other units a chance to write down your message or interrupt for emergency traffic. EBRCSA only allows the user thirty second transmissions and then the system will shut off. If the user needs to broadcast further information, the user must unclick the mic then reactivate the mic to continue with the transmission.

### LISTEN BEFORE TRANSMITTING

Do not transmit if a unit is transmitting. Be considerate and professional.

### TIMELY DISPATCHING

If there are no units available for a priority call, the dispatcher should state on the air, “Units to break for . . . (nature of emergency) at (location).” Almost always a unit will volunteer to respond to the call. If units do not initially respond, repeat the need for units to respond to nature of call and location. Generally, you will not hold a Priority 1 or 2 call. If no units can break to handle the call, advise the sergeant immediately.

### ANTICIPATE

The dispatcher and field units must be attentive and aware of the activities in which other units are involved. The ability to anticipate actions and needs of field units places the dispatcher and field unit in a proactive rather than reactive mode.

On high priority calls, it is the field unit’s responsibility to advise “no update” if there is no update, as soon as possible. After the field unit has arrived on scene and a reasonable amount of time has elapsed, the dispatcher should ask for an update regarding outstanding suspect(s), vehicle(s) and/or direction of flight if the field unit has not yet advised.

### ALERT COMMENT

It is the field unit’s responsibility to fill out an alert comment form. The forms are kept in the squad room and Communications Center. The field unit will forward the form to his or her Sergeant for approval. Once approval has been obtained, the form will be forwarded to the Dispatch Supervisor for entry into the CAD system.

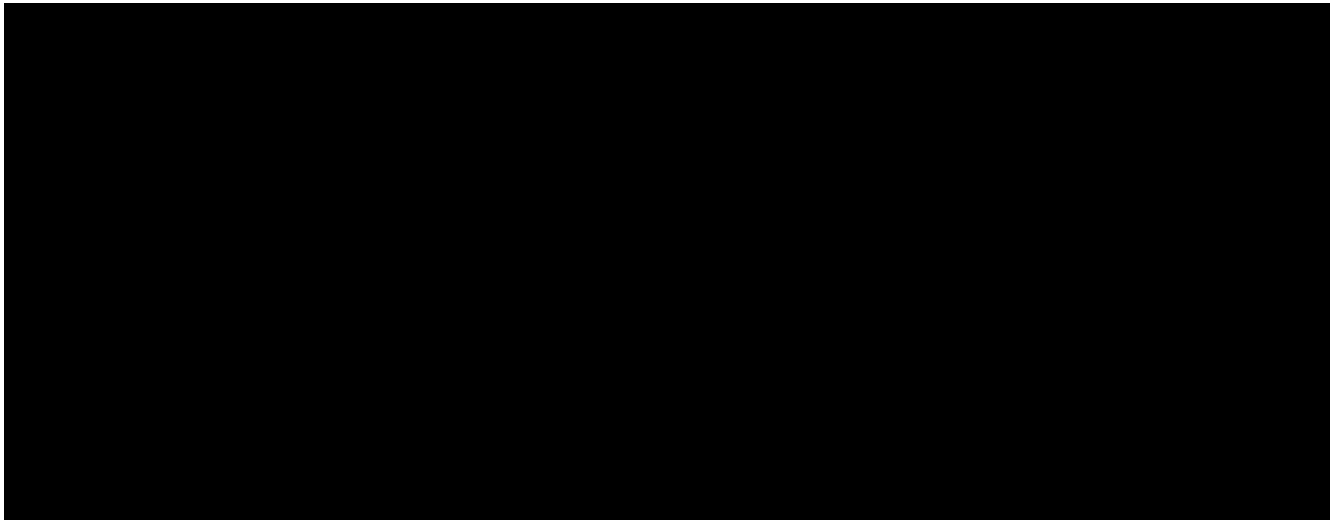
## **CONFIDENTIALITY**

Under no circumstances should personal information about any police employee be broadcast over the radio. Information of this nature should only be given over the telephone.

Other instances of information that should not be broadcast over the radio are surveillance [REDACTED] and search/arrest warrant service information. Information about these types of incidents may come from a private investigator, another agency taking action in San Leandro, or a CID Detective.

If appropriate, information regarding these situations will be passed on to the beat field unit by landline telephone or via MDT.

CONFIDENTIAL ADDRESS INFORMATION



Dispatch has access to several sources of criminal history:

CRIMS	Alameda County Criminal History
CII	California State Criminal History

Juvenile criminal history will not be broadcast by Dispatch.

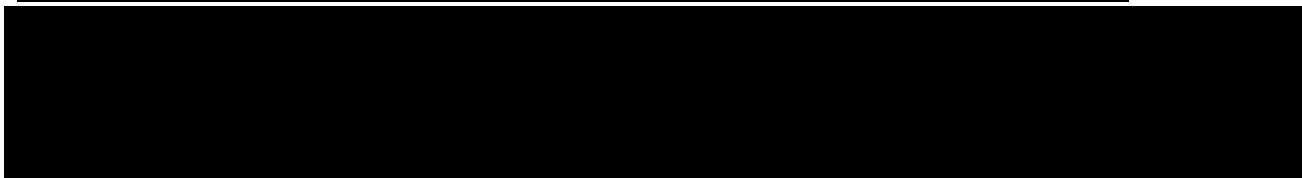
CRIMS criminal history will be provided using the appropriate penal or vehicle code when requested by a field unit. *Caution codes will also be given to the field unit.*

Parole/Probation information is not confidential and details can be supplied over the radio by Dispatch. Subjects on probation in Alameda County are typically assigned a search condition of their sentence. The parameters of the search clause are coded as follows:

█	Submit Self to search day or night
█	Submit Self or Vehicle to search day or night
█	Submit Self, Vehicle, or Residence to search day or night
█	Submit Self, Property, Vehicle, Residence to search day or night
█	Submit self, vehicle, property day or night

Routinely, █ clauses are the only probation clauses given.

CONFIDENTIALITY OF COMPLAINTANTS' AND INFORMANTS' IDENTITIES



If an investigating field unit requests the identity of a known caller who asked to remain anonymous, that field unit should be told to call for the information.

# POLICE TERMINOLOGY

## NUMBERS

Numbers are an important part of your radio message. Their confusion and inability to understand can lead to confusion for others to whom your messages are addressed. Enunciate all numbers clearly and precisely.

All numbers should be given first in groups and then repeated as individual numbers. The number “2398” would be transmitted as “Twenty-three, ninety-eight” and repeated as “two, three, nine, eight.” The number “14744” would be transmitted as “one, forty-seven, forty-four” and repeated as “one, four, seven, four, four.” It would be difficult not to understand a number when it is provided in this manner.

Radio codes (9-code) and Crime Codes have a different system of pronunciation which will be discussed under the section “Radio Codes.”

## WORDING A MESSAGE

The choice of words in composing a message determines, to a large extent, whether the receiving unit will copy it correctly the first time or find it necessary to ask for it to be repeated, wasting air time. Unnecessary words which do not affect the meaning of the message should be avoided. Do not, however, leave out articles of speech such as “a” and “the” in your messages. When you do, your sentences appear stilted and unnatural.

**Poor:** Contact R/P standing by red 1967 Chevrolet.

**Preferred:** Contact the R/P standing by a red 1967 Chevrolet.

Choose words that are distinct and forceful that convey a definite thought. One word may be mistaken for several others that sound alike. The use of another word with the same meaning might not be mistaken. The word “want” for example, can have several meanings. On the other hand, “request” is very distinctive and not likely to be misunderstood.

The following is a comparative list showing a few poor and preferred words:

<u>Poor</u>	<u>Preferred</u>
Want	Request
Can't	Unable
Buy	Purchase
Get	Obtain
Send	Forward
Do you want	Advise if

Listed below are some common errors in phrases which should be avoided:

**Poor**

**Preferred**

On the rear of the car

Trunk

2-door, 1957 Ford, black in color

Black 57 Ford 2-door

Be on the lookout for

B – O – L

Stolen between 09:57 and 10:18 hours

Taken about 10:00 hours (or) taken since 10:00 hours

Height 5'7 – ½"

Height 5 – 7 (do not use fractional inches)

██████, I have a call for you when you're ready to copy."

██████

"I didn't get the part about calling for the tow. What's the address?"

Do not converse. Never use "I." Be impersonal. Say "Repeat the address."

"There's bad interference. I am hearing noise from an electric motor."

██████ you're unreadable"

Drunk driver

Use "DUI" or ██████

██████, can you run a plate for me?"

What if the reply is "NO!" Use ██████  
██████

## CLEAR TEXT

There are times when codes and police terminology are not appropriate. Listed below are examples of when clear text should be used.

- **WHEN A CITIZEN IS ON THE AIR.** If a citizen is on the air, it is probably an emergency situation such as a field unit down. Use plain English.
- **WHEN YOU CANNOT REMEMBER WHAT TO SAY.** In an emergency situation when you cannot recall the correct 9-code, Penal Code, etc., plain English should be used.
- **WHEN COMMUNICATING WITH OTHER AGENCIES.** If contact is made with another agency via phone or radio, plain English should be used.

## TAKING AND GIVING DESCRIPTIONS

If a vehicle is involved in a crime or incident, the vehicle description and direction of flight should be provided first. The time element and suspect descriptions should be provided next.

In the case of multiple suspects where one is armed, the description of the armed suspect should be provided before the descriptions of the other suspects.

### Vehicles

Color  
Year  
Make  
Model  
Body Style  
License

Anything unusual about the vehicle should also be mentioned, such as chrome rims, low rider, tinted windows, damage, unusual bumper stickers, etc.

### Individuals

Name (if known)  
Race  
Sex  
Clothing (*Head to foot*)  
    Hat  
    Coat of Jacket  
    Shirt (long-sleeved or short-sleeved)  
    Pants  
    Socks  
    Shoes  
    Item being carried  
Age  
Height  
Weight  
Hair (color and length)  
Eyes  
Facial Hair  
Physical oddities (scars, tattoos, etc.)

What characteristics about this person will make him stand out in a crowd?

## DESCRIBING A LOCATION

Often a specific address is not available during the initial report of a crime or incident. The reporting party may provide the address from where they are calling but will describe the location of the incident as “3 houses down the road” or “the business next door.” Dispatch should ask the reporting party, “If I am looking at your house from the street, is it to the right or the left?” Dispatch should also ask for other identifying factors such as type of vehicle in the driveway, house color/features and position on the street (on the corner, two stories, fire hydrant out front, etc.) or any other unique characteristics. Dispatchers often deal with emotional callers who are



not able to provide information in a timely, reliable manner. Dispatch will do everything possible to gather accurate information and pass it on as soon as possible.

## PHONETIC ALPHABET

The phonetic alphabet should be used for spelling out uncommon names of people or locations. For common names it is often easier to say the name and spell it using the standard alphabet. For example, "Theresa" which has 2 common spellings, would be said, "Theresa, T-H-E-R-E-S-A." The phonetic alphabet shall also be used when giving an address which includes a letter. For example, "1234 Williams St., Suite A-Adam." The phonetic alphabet is also used when providing license numbers. "123ABC" is transmitted as "One, Two, Three, Adam, Boy, Charles."

A = Adam	H = Henry	O = Ocean	V = Victor
B = Boy	I = Ida	P = Paul	W = William
C = Charles	J = John	Q = Queen	X = X-ray
D = David	K = King	R = Robert	Y = Yellow
E = Edward	L = Lincoln	S = Sam	Z = Zebra
F = Frank	M = Mary	T = Tom	
G = George	N = Nora	U = Union	

This is the only phonetic alphabet used by the San Leandro Police Department. Using words other than those listed above will only cause confusion.

## MILITARY TIME

The Police Department utilizes military time in almost all circumstances. The time conversions are translated below:

1:00 a.m.	-	0100 hours	1:00 p.m.	-	1300 hours
2:00 a.m.	-	0200 hours	2:00 p.m.	-	1400 hours
3:00 a.m.	-	0300 hours	3:00 p.m.	-	1500 hours
4:00 a.m.	-	0400 hours	4:00 p.m.	-	1600 hours
5:00 a.m.	-	0500 hours	5:00 p.m.	-	1700 hours
6:00 a.m.	-	0600 hours	6:00 p.m.	-	1800 hours
7:00 a.m.	-	0700 hours	7:00 p.m.	-	1900 hours
8:00 a.m.	-	0800 hours	8:00 p.m.	-	2000 hours
9:00 a.m.	-	0900 hours	9:00 p.m.	-	2100 hours
10:00 a.m.	-	1000 hours	10:00 p.m.	-	2200 hours
11:00 a.m.	-	1100 hours	11:00 p.m.	-	2300 hours
12:00 p.m.	-	1200 hours	12:00 a.m.	-	2400 hours
	(Noon)		(Midnight)		

# RADIO CODES

Radio codes are used in police communications by Dispatch and field units. Codes are designed to reduce transmissions, or “air time,” and provide clear, concise messages without unnecessary explanation or words. The following is a list of the codes and their definitions.

## NINE CODES

### Definition

**FIELD UNIT NEEDS ASSISTANCE**

**FIELD UNIT HELD HOSTAGE**

Vehicle Collision, Non-injury

Vehicle Collision, Injuries

Copy

Abandoned Vehicle

Out of Service

Out of Service, Rest Relief

Out of Service, Off Duty

Out of Service, On Scene

Vehicle Stop

In Service, Available

In Service, On Assignment

In Service, On Duty

Prowler

Suspicious Person

Suicide

Phone Dispatch (or as directed)

Person Calling for Help

Intoxicated Person (alcohol/drugs)

Respond to Station

Current Location

Traffic Control

Alarm (audible/silent/panic/211/vehicle)

Vehicle Check (wants & reg)

Person Check (wants & CA ID)

Property Check

Disregard Traffic/Assignment

Confidential Information

Stolen Auto

Felony Warrant

Misdemeanor Warrant

Vehicle Warrant

Meet with Field Unit

Prisoner Transport

Suspicious Vehicle

Suspicious Vehicle, Occupied  
Investigate Cold Report  
Garbage Dump  
Contact Citizen  
Computer System Down  
Vacation Home Check  
Parking Violation  
Civil Standby  
Subpoena/Warrant Service  
Field Unit Safety Check  
Repeat Details/Traffic for Unit  
Armed & Dangerous

## OTHER CODES

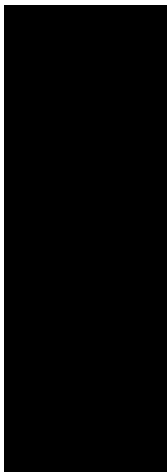
Non-Emergency, at your convenience  
Urgent, No Red Lights or Siren; However, Respond Immediately/Ambulance  
Request for 5150 W&I  
Emergency, Red Lights and Siren  
No Further Assistance Needed  
Surveillance  
Extended Response  
Meal Break  
Request 1 cover field unit, [REDACTED]  
No Cover Available  
Out of Vehicle on Portable Radio  
Emergency Situation, Hold non-emergency radio traffic  
Cancel [REDACTED] Resume normal radio traffic  
Switch to Channel [REDACTED] for emergency radio traffic. To be used in an [REDACTED] incident.

## CRIME CODES

The following are commonly-used crime codes to classify calls for service:

Homicide  
Kidnap  
Robbery  
Carjacking  
Sexual Assault  
False Imprisonment  
Battery  
Assault with deadly weapon  
Shots fired at house/vehicle  
Rape

Forgery  
Passing bad checks  
Petty Theft  
Grand Theft  
Stolen Property  
Embezzlement  
Vandalism  
Incorrigible Minor  
Trespass  
Annoy/Molest Child



Child Abuse  
Domestic Violence  
Home Invasion  
Lewd Act  
Protective Custody  
Indecent Exposure  
Disturbance  
Brandishing Weapon  
Hate Crime  
Arson  
Burglary  
Burglary Occupied Residence



Prostitution  
Defrauding an Innkeeper  
Threatening Phone Calls  
Mental Disorder  
Stolen Vehicle  
Taking Vehicle Parts  
Hit and Run with Injuries  
Hit and Run/Non-injury  
Speeding  
Reckless Driving  
Driving Under Influence

## RADIO CODE DEFINITIONS



**OFFICER NEEDS ASSISTANCE.** All Units

**Respond.** This is an **EMERGENCY** situation indicating a field unit's personal safety is in immediate jeopardy. A [REDACTED] will be announced by dispatch as well as the location of the field unit requesting emergency assistance. [REDACTED] can be broadcast verbally or by activating the [REDACTED] button on either the vehicle or hand held radio.



[REDACTED] Vehicle collision with no reported injuries. [REDACTED]. This call will be dispatched to a Traffic unit, if available, then to a beat unit.



[REDACTED] ) Vehicle collision with injuries. [REDACTED]. The primary unit is authorized for a [REDACTED] response. Traffic Units will be detailed if available, then beat units. Fire and Medical are automatically sent to all vehicle accidents with injuries.



[REDACTED] ) Abandoned Vehicle.



[REDACTED] ) Out of Service. This code should be followed by a location, when a unit is not detailed to a call and must go out of service, usually for mechanical problems or special assignment. This unit is not available for calls until he/she clears but shall still be monitoring radio traffic.

██████ (██████████) Out of Service, Rest Relief. This code should be followed by a location where the field unit will be out seeking relief. This unit is not available until he/she clears but shall still be monitoring radio traffic.

██████ ██████████ Out of Service, End Shift/Off Duty. It may be necessary for units who have indicated they are ██████████ to be assigned from the Station to an emergency/in-progress call if the incoming shift is not yet available.

██████ ██████████) Out of Service, On Scene. Used by a field unit to notify Dispatch that the unit has arrived at the scene of a dispatched call or is in the immediate area.

██████ Traffic Stop. ██████████. This indicates that a field unit is initiating a traffic stop and ██████████

██████ ██████████ In Service, Available. Used to clear from any situation that had the unit “out of service” or detailed on a call.

██████ ██████████) In Service. On Assignment. When a unit has been available and asked to ██████████ for a detail or has been off the air and is resuming a detail/investigation, this notifies Dispatch and field units that the unit is back on the air, but is assigned or is still assigned to a call. ██████████ should be followed by a location unless the information is confidential.

██████ ██████████ In Service, Begin shift/On Duty. Begin with unit call sign and ██████████. When acknowledged by Dispatch, provide the Field unit ID and Vehicle Number that will be associated to that call sign. This is to ensure that CAD has the correct information for the shift.

██████ ██████████) Prowler. ██████████ Dispatch will determine if a prowler has been seen, or just heard, and will provide information accordingly.

██████ ██████████) Suspicious Person. ██████████ Dispatch will provide a description, circumstances, area last seen, and direction of travel. If a field unit on-views a ██████████, Dispatch will send a cover unit.

██████ ██████████ Suicide. ██████████ This is either a confirmed suicide or has the appearance of being one. Fire and Medical are automatically sent to all suicides. Dispatch will try to determine what means were used to affect the suicide.

██████ ██████████ Suicide Attempt, Threats. ██████████ Typically a situation where a series of actions have been completed that would indicate a suicide has been attempted. Dispatch will try to determine the means and will automatically dispatch Fire and Medical. ██████████ is a situation involving a person who

is talking about suicide and needs to be evaluated for [REDACTED] Fire and Medical are NOT automatically sent to [REDACTED]

[REDACTED] [REDACTED] Phone Dispatch (or other location as directed). This is typically used to relay information that should not be broadcast over the radio. May also be used as "Holding a [REDACTED] message" indicating a phone message has been taken and is being held in Dispatch. [REDACTED] ASAP shall be defined as "Call Immediately."

[REDACTED] ([REDACTED] Person Calling for Help. [REDACTED] Dispatch will provide information relating to what was heard and from where. The code [REDACTED] may be followed by "X" or "Male" indicating whether a female or male voice was heard.

[REDACTED] ([REDACTED] Intoxicated Person (alcohol/drugs). [REDACTED] This type of incident may require medical attention as determined by information provided by a caller or field units on scene.

[REDACTED] [REDACTED] Respond to Station. Dispatch will usually advise who the responding unit is to meet.

[REDACTED] [REDACTED] Provide Current Location. Used occasionally by Dispatch to determine which units are close to a call or between field units who need to meet to exchange information.

[REDACTED] [REDACTED] Traffic Control. [REDACTED] unit will be sent to assist Fire with traffic control. That unit will assess if additional units are needed.

[REDACTED] [REDACTED] Alarm (Audible, Panic, Silent, Vehicle). [REDACTED] will be assigned to all alarms. Dispatch will provide the nature and area of coverage of the alarm, and if responsible party for the premise is responding. Field units will provide the name of the person they contact at the scene of all false alarms. It will be the field unit's discretion to cancel their cover unit. If the dispatcher does not have [REDACTED] units available, they will **not** hold the call for [REDACTED] units but dispatch [REDACTED] unit and ask for a unit to break and cover. If a cover unit is available, he/she will notify of the [REDACTED] response. A vehicle alarm is routinely [REDACTED]

[REDACTED] [REDACTED] Vehicle Check, may also be called [REDACTED] (warrants & registration). This is used by a unit to request information from Dispatch about a license plate. Dispatch will provide warrant and SVS status, registration status, and the Year/Make and street (if registered in San Leandro) or city (if not registered in San Leandro). If more information is needed the field unit will ask Dispatch to "Go ahead." This will inform Dispatch to provide the R/O name and complete address. If the license plate has no warrants and is not stolen, the first response from Dispatch will be "Clear." If the registration is expired Dispatch



will advise “Expired” and provide the date of expiration, otherwise Dispatch will advise “Current.” This will be followed by the Year/Make and street or city of registration.

( [REDACTED] Person Check (warrants & CA ID). A field unit will request a Person check and wait for Dispatch to acknowledge. The field unit will then provide the subject’s Last Name, First Name (both phonetically), and DOB in the format “0-1/2-3/6-9” i.e. “Zero-one, Two-three, Six-nine.” (DL/ID Number may also be provided, but is not required.) Dispatch will check that subject for warrants and will usually receive California identification.

Dispatch will raise the field unit before giving any returns. If no warrants are found, Dispatch will respond, [REDACTED] [REDACTED]. If warrants are located, Dispatch will respond *only* with the appropriate [REDACTED] code and wait for the field unit to respond. If ID is confirmed, Dispatch will respond [REDACTED] or “ [REDACTED]. If no ID is found, Dispatch will advise [REDACTED] or [REDACTED].

[REDACTED] [REDACTED] Property Check. A field unit will ask dispatch to check an item for status. The field unit will provide a serial number and what type of property is being run. Additionally, it is helpful for the requesting unit to provide a make or model. Dispatch will respond with [REDACTED] if the item is clear of [REDACTED] and will wait until the unit is ready to copy the stolen property information.

[REDACTED] ( [REDACTED] Disregard radio traffic/assignment. Used to cancel a request or assignment.

[REDACTED] [REDACTED] Confidential Information. When information needs to be transmitted that should not be heard by surrounding people or suspects. This code is used to alert field units to either turn down their radios or position themselves in a location where the radio transmission can only be heard by police personnel.

[REDACTED] [REDACTED] Stolen Auto. Used to identify a vehicle as stolen. When Dispatch receives an SVS hit:

On a [REDACTED] or [REDACTED] Dispatch will advise the field unit [REDACTED]” and ask, “Is it occupied?” The field unit’s response will indicate the appropriate actions.

On a traffic stop, Dispatch will:

- Advise the field unit [REDACTED]
- Activate the [REDACTED] soon as practical
- Initiate a [REDACTED]
- Repeat the field unit’s location
- Dispatch cover unit(s)

It is the initiating field unit's responsibility to ask for verifying information such as repeating the plate or requesting a vehicle description when it is safe to do so. Dispatch should not automatically ask to confirm a plate or provide vehicle descriptions.

[REDACTED] [REDACTED] Felony Warrant. [REDACTED] This code advises field units that their subject has an outstanding felony warrant.

Dispatch will not provide further information about the warrant until the field unit requests it. If multiple subjects have been [REDACTED] Dispatch will only respond [REDACTED] and wait for the field unit to respond. When the field unit is ready to receive the warrant information Dispatch will provide who the warrant is for, etc.

[REDACTED] [REDACTED] Misdemeanor Warrant. [REDACTED]. This code advises field units that their subject has an outstanding misdemeanor warrant.

[REDACTED] [REDACTED] Vehicle Warrant. [REDACTED]. This code advises field units that their subject has an outstanding vehicle warrant.

[REDACTED] [REDACTED] Department of Justice Warrant. [REDACTED] This code advises field units that their subject has an outstanding warrant which may be vehicle, misdemeanor or a felony. These warrants may indicate the subject is [REDACTED]" and should be indicated as [REDACTED].

[REDACTED] ([REDACTED] Meet with Field unit. Used when a field unit needs to meet with another field unit or subject, or when outside agencies are in San Leandro and need to meet with a field unit.

[REDACTED] [REDACTED] Prisoner Transport. Used to request a unit to provide transportation for a prisoner. Arrests by K-9 units or other units whose car does not have an enclosed back seat will require transport unit.

Transportation of Persons in Custody: Field units will notify Dispatch at the beginning and ending of a transport, and in special instances shall provide the locations of beginning and terminating transport points.

[REDACTED] [REDACTED] Suspicious Vehicle. [REDACTED] A parked, unoccupied vehicle that has been reported or found in a suspicious situation. A location, description of vehicle, number and description of occupants and reason for being suspicious will be provided.



- █ [REDACTED] Details/Traffic for Unit or “Do you have traffic for me?” This code is used by field units to request a repeat of radio traffic they may have missed.
- █ ( [REDACTED] [REDACTED] ). Field unit Safety Risk. Used by Dispatch to alert a field unit they are with a person who has been violent during prior police contacts. Can also be used by Dispatch to alert a field unit of an [REDACTED]” classification on a warrant hit [REDACTED]
- █ Non-Emergency, at your convenience. This implies there is no emergency associated to a radio call or situation.
- █ Urgent, No red lights or siren. Respond immediately obeying all traffic laws. Also used for an ambulance request for [REDACTED]
- █ Emergency, Red lights and siren. [REDACTED] Driving.
- █ No further assistance needed. Sufficient units are on scene and the situation is safe.
- █ Surveillance. Can be initiated by a patrol unit or investigation units. Can also be used to identify private investigators who are conducting surveillances in our city. The location and units involved are considered confidential and information should not be broadcast over the radio.
- █ Extended Response. Used by Dispatch or a field unit to advise the response is extended.
- █ Meal break. Used for a field unit to request a meal break, and when granted by Dispatch, the field unit will advise the location.
- █ [REDACTED] [REDACTED]
- █ No cover available. Used by Dispatch to advise a single unit that they are responding to a two unit call, but no other units are immediately available for cover. Dispatch will request a unit to break another call to provide cover unless the unit designated as “ [REDACTED] states they will advise if and when they need a cover unit.
- █ Out of vehicle on Portable Radio. This is used to advise Dispatch that a field unit is out of the car at a specific location and is available for calls. The unit will advise Dispatch when clear ( [REDACTED]
- █ Emergency Situation, hold traffic. Used by both field units and Dispatch to identify an emergency situation requiring normal radio traffic on Police Main to stop. All radio transmissions should be limited to only those involved in the

immediate emergency. This is to ensure that all responding units hear relevant information and that Dispatch is not distracted by unrelated transmissions. On all [REDACTED] Dispatch will activate the [REDACTED] and [REDACTED] as soon as practical and give the location of the incident. A request to turn the [REDACTED] off can be made but requires Sergeant approval to execute.

[REDACTED] [REDACTED] resume traffic. This signifies that a [REDACTED] situation has been resolved and normal Police Main radio traffic can resume. Dispatch will maintain a “[REDACTED] until advised by field units, “[REDACTED] [REDACTED] does not necessarily mean “[REDACTED]

[REDACTED] To be used in an [REDACTED] Field unit held hostage incident. The dispatcher shall announce on the primary channel a [REDACTED] which indicated all communication regarding the event will be handled on [REDACTED]

## **PLAIN ENGLISH**

### IN CUSTODY – Shoplifter Detained

The dispatcher will classify the call as [REDACTED] for “In Custody.” When dispatched, the dispatcher will advise if the subject is handcuffed or not.

### TOW REQUEST

If the request is for a Police tow, (impound, evidence, continuous vehicle alarm, vehicle blocking a driveway/roadway, etc.) dispatch will need a full description of the vehicle including color, Year, Make/Model, Style (number of doors), and the last 4 of the Vehicle Identification Number/VIN. Dispatch will need to be notified of the condition of the vehicle, the number of license plates on the car, (both, or front only, rear only) and if the vehicle is recovered stolen whether an arrest was involved. If the tow is an “owner’s request tow” or from a scene of an accident, the license plate and general description of the vehicle is all that is necessary.

### MEDICAL REQUESTED

Medical situation requiring Fire and Ambulance. This may be a [REDACTED]-[REDACTED] call depending on the information provided in relation to the circumstances of the injury. The field unit may also respond to a scene and request a medical response from the dispatcher.

### CIVIL STANDBY

[REDACTED]. A non-criminal call that requires police presence to preserve the peace of the parties involved. A common example is a divorce or child custody situation in which the involved parties cannot conduct business in a civilized fashion. The dispatcher will classify the call in CAD as [REDACTED] but will dispatch the call as a civil standby.

### OPERATOR IDENTIFY

A request for the person transmitting to provide their identification/badge number.

## ON-VIEW DEFINITIONS

An “On-View” is a call that is not dispatched, but is initiated by a field unit.

**WALKING STOPS:** A field unit may contact a citizen on a walking stop for any number of reasons.

**SUSPICIOUS CIRCUMSTANCES:** Insecure premises (open gates/doors), vehicles parked in unusual areas, and persons walking in commercial zones after hours are examples of suspicious circumstances. When field units inform Dispatch of such incidents, they will give a location and the nature of the suspicious activity (i.e. “S/C open door”, [REDACTED] (suspicious occupied vehicle), [REDACTED] (suspicious person). A cover field unit will be dispatched to all suspicious circumstances unless the originating field unit states they “will advise on cover” or is [REDACTED]. If a vehicle is involved, the field unit will give Dispatch the associated license plate which they will type into the CAD incident.

**SECURITY/BAR CHECKS:** As a routine part of patrol, field units will check bars, businesses, parks, schools, etc., for any number of reasons. Typically, a security check is not based on suspected criminal or suspicious activity. It is to identify and prevent possible criminal activity before it is dispatched. Unless a field unit advises otherwise, two units are sent to security checks.

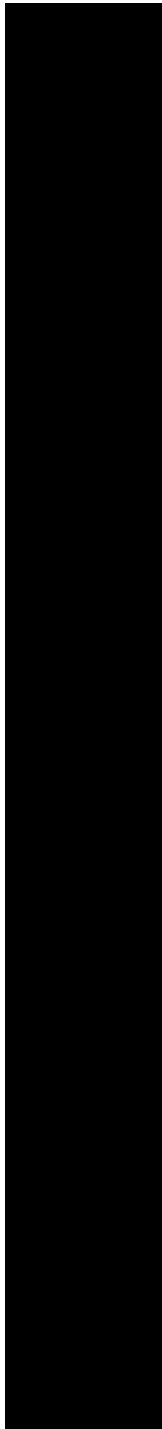
**PATROL CHECKS:** Part of a field unit’s self-initiated activity is to perform patrol checks of problem areas on their beat. Patrol checks are identified by field units and citizens as situations that have an on-going problem or a high potential for criminal activity, i.e. insecure businesses, repeated vandalism, TRO violations, etc. Patrol checks which contain sensitive information should not be broadcast on the radio. Be aware that cellular phones are also radios and can be monitored by scanners. Patrol checks should be left in suspense status in CAD, for a reasonable amount of time, to allow field units with MDT’s the ability to review the information.

## CRIME CODE PRONUNCIATIONS & DEFINITIONS



- [REDACTED] Homicide
- [REDACTED] Kidnap
- [REDACTED] Robbery
- [REDACTED] Car Jacking
- [REDACTED] Sexual Assault
- [REDACTED] False Imprisonment
- [REDACTED] Battery
- [REDACTED] Assault with deadly weapon
- [REDACTED] Shots fired at house/vehicle
- [REDACTED] Rape
- [REDACTED] Child Abuse






- Domestic Violence
- Violation of a Restraining Order
- Child Concealment
- Lewd Act
- Oral Copulation
- Protective Custody
- Indecent Exposure
- Disturbance
- ) Brandishing Weapon
- Hate Crime
- Arson
- ) Burglary
- Burglary Occupied Residence
- Forgery
- Passing bad checks
- Petty Theft
- Grand Theft
- Stolen Property
- Embezzlement
- Extortion
- Identity Theft
- Defrauding an Innkeeper
- Vandalism
- Incorrigible Minor
- Trespass
- Annoy/Molest Child
- Prostitution
- Intoxicated Person
- Threatening Phone Calls
- Mental Disorder
- Stolen Vehicle
- Taking Vehicle Parts
- Hit and Run with Injuries
- Hit and Run Non-Injury
- Speeding
- Reckless Driving
- Driving Under Influence

## OTHER FREQUENTLY USED TERMS

Below is a list of terms frequently used by police personnel that have evolved over the history of police work:



Speeding  
Assault with deadly weapon  
Yes  
As soon as possible  
Stolen check for license plate  
Message received  
Message received  
Dead on Arrival  
Direction of Flight  
Department of Justice  
Drunk Driver  
Driving Under Influence  
Estimated time of arrival  
Failure to appear  
Gone on Arrival  
Has been drinking  
In-Custody  
Juvenile  
Miscellaneous Public Service  
Modus operandi  
Motorcycle  
National Crime Information Center  
No  
Any person  
CRIMS Prisoner File Number  
Warrant check [REDACTED]  
Point of entry  
Point of impact  
Personally owned vehicle  
Registered Owner  
Plate check, moving vehicle  
Reporting Party  
Business representative  
Any person  
Traffic Collision  
License plate check [REDACTED]  
Temporary Restraining Order  
Unable to Locate  
Vehicle Identification Number  
Female

## CALL DISPOSITIONS

When a field unit completes an assignment a disposition code (DISPO) for that call will be given to Dispatch. A lengthy and descriptive account of the details surrounding an incident and its participants are not needed nor desired for CAD or Dispatch. Field units should provide *only* the appropriate disposition at the conclusion of the call. The Disposition code allows a CAD incident to be closed with an indication as to what transpired. This is useful when investigating previous calls. If a lengthy disposition is necessary, it should be done via MDT or telephone.

RADIO CODE	CAD CODE	DEFINITION
		Call was cancelled
		Animal Control Call
		Call was adjusted
		Subject arrested
		Beat information
		Be on the lookout
		Call out by another department required
		Courtesy cite
		Not a police matter
		Assignment complete
		Alarm found to be false
		Field Interview was completed
		Further information gathered on existing case
		Gone on arrival
		Hazard Cite
		K9 detail generated
		K9 Outside Agency
		Medical call only
		Subject not at home
		No cite issued
		No report taken
		Non hazard cite
		Incident being handled by another police
		Agency
		Parking Cite
		Detail noted for continued patrols
		Complaint was quiet/nothing heard
		Report taken
Statement taken at scene		
Supplement taken at scene		
Tech duties completed		
Tech duties completed, with negative results		
Vehicle towed		
Call or detail has no criminal merit		
Unable to locate		
No citation issues, person was verbally warned		

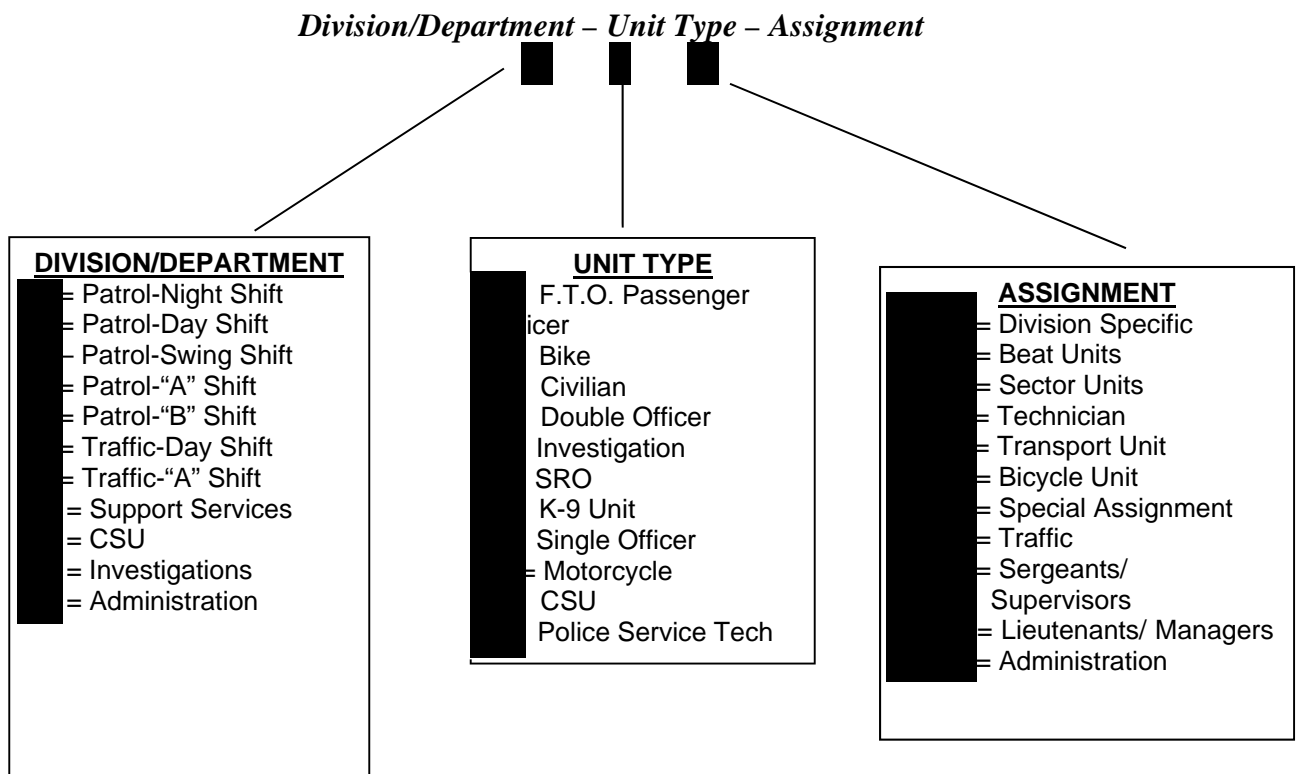
# CALL SIGN IDENTIFIERS

## PURPOSE

Call sign identifiers are used by all employees who use the radio. As a general policy, all personnel are expected to use their full call signs. Call sign identifiers are unique to each field unit, however many sound similar because of beat assignment or shift overlap. To avoid confusion, full call sign identifiers should be used by both Dispatch and field units.

## THREE PART CALL SIGN

The City of San Leandro’s call signs are broken into three parts. The first part identifies the division or department in which the unit is assigned. The second part identifies the type of unit. The third part identifies the individual unit’s assignment within their division or department.



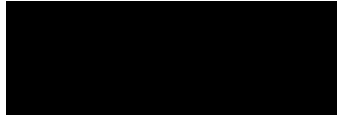
## DIVISION/DEPARTMENT IDENTIFIERS

The following is a list of assigned identifiers:

<u>Division/Department Name</u>	<u>Div</u>	<u>Type</u>	<u>Num</u>
<b>PATROL</b>			
Lieutenant			
Sergeant			
Sergeant A/B Shift			
Beat Unit			
Relief/Sector Unit			
Evidence Technician			
Bike Unit			
Special Detail			
Mall Detail			
Nike Detail			
<b>TRAFFIC</b>			
Lieutenant			
Sergeant			
Motor Unit			
Animal Control			
Parking Enforcement			
<b>SUPPORT SERVICES</b>			
Manager			
Dispatch Supervisor			
ID/Property Supervisor			
Records Supervisor			
ID/Property			
<b>CRIMINAL INVESTIGATION</b>			
Lieutenant			
Investigative Assistant			
Crimes Against Persons			
Sergeant			
Detective			
Burglary/Arson/Pawns/Auto Theft			
Sergeant			
Detective			
Special Victims Unit			
Sergeant			
Detective			
SRO			

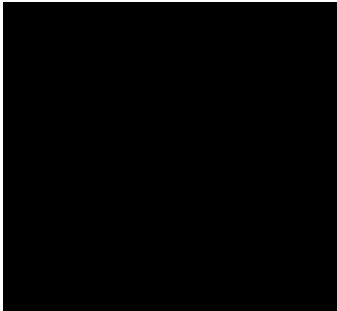
CSU

Sergeant  
Detective



**ADMINISTRATION**

Chief  
Captain of Operations  
Captain of Services  
Professional Standards  
Lieutenant  
Sergeant  
PSA  
Crime Prevention Officer



**POLICE SERVICE TECHNICIANS**

Technicians



**BEATS / SECTORS / DISTRICTS**

The City of San Leandro is divided into geographical boundaries called beats, sectors and districts. There are seven beats, four sectors, and two districts. Generally, each beat has one Officer assigned primary responsibility for that beat. Sector units share responsibility for the beats which fall under their sector boundaries. Districts pertain only to the Traffic Division.

Beats and sectors shall be defined as follows:

<u>Beat</u>			<u>Sector</u>		
1	-			-	
2	-			-	
3	-			-	
4	-			-	
5	-			-	
6	-			-	
7	-			-	

**CLEARING BREAKS / MEALS / STATION FOLLOW-UPS/  
LEAVING THE CITY**

Patrol units shall request clearance from the dispatcher for breaks, car washes, station follow-ups, telephone calls, or other details off their beat which will place them out of service for any length of time. When approving these requests the dispatcher should keep in mind the possibility that a high priority call for service may be received with no units available to be dispatched.

The general rule is to allow no more than two Officers in the station at one time, and those two Officers should not be from the same sector.



Meal breaks [REDACTED] will be granted to two units at a time. Availability of field personnel and the on-duty sergeant may allow for more than two units to take a [REDACTED] at the same time, but no more than two units should be off at the same location.

When an Officer advises dispatch that he/she will be traveling outside of the City, the dispatcher shall make sure the on-duty Sergeant is notified.

## **DISTRIBUTION OF CALLS**

### **PATROL**

The first unit assigned to a call shall be considered the primary unit and is responsible for any reports taken on that call. The dispatcher should always utilize the beat unit as the primary unit. If the beat unit is unavailable for a call, the sector unit for that beat should be used as the primary unit. If all units responsible for a beat are unavailable, an adjoining beat or sector unit should be used next. Whenever possible, an effort should be made to evenly distribute calls and reports to units dispatched out of their assigned beat or sector. Crime scene technicians and transport units shall not be dispatched as a primary unit unless no other units are available. Dispatchers should be aware when a shift of Officers is going off duty and another is coming on shift. Whenever possible, units should not be dispatched to cold report calls during the last 20 to 30 minutes of a shift. If any call is held for more than 60 minutes, a supervisor should be notified and a courtesy call should be placed to the reporting party as soon as practical. Overlapping units should remain available for priority calls which occur prior to and during shift change. When a priority call needs to be dispatched at the end of a shift and no overlapping units are available, Dispatch will assign the beat Officer and a cover unit to respond. When the on-coming shift becomes available, the new beat Officer will be dispatched and assigned as the primary Officer for the call.

### **TRAFFIC**

The Traffic Division consists of sworn and civilian personnel who are specifically assigned to enforce traffic laws and investigate vehicle collisions. A majority of the Traffic Division personnel are assigned to motorcycles (Motor Officers). These Officers cannot transport persons or property nor can they push disabled vehicles. If no Traffic Officers are available, the detail should be assigned to the appropriate beat Officer. The Commercial Enforcement Officer's primary responsibility is dealing with commercial vehicle related issues.

Support Staff are assigned to specific duties. The Police Service Technician is responsible for the identification and removal of abandoned vehicles, placement of radar trailers, animal control, jail duties and specific types of cold reports. The Parking Enforcement Field units are part time employees assigned to enforcing City parking restrictions and illegally parked vehicles. Animal Control Officers deal with all animal related calls and associated violations.

### **BICYCLE UNIT**

This is a support unit of the Patrol Division that is staffed by Police Officers specifically selected for this assignment. The Bicycle Officers may work independently or in teams with one another, depending on their assignment which can include specific tactical responses. They are specifically

assigned to the Community Business District's mapped area. In addition to their patrol duties they serve as the homeless liaisons for the city.

### INVESTIGATION DIVISION

The Criminal Investigation Division (CID) is composed of four sections. The sections include Crimes Against Persons Unit, Property Unit, Special Victims Unit and the Crime Suppression Unit. The Crimes Against Persons Unit is responsible for handling all violent crimes such as homicides, robbery and assaults. The Property Unit is responsible for handling all crimes involving property such as burglary, auto theft, arson, commercial crime, identify theft, forgery, and embezzlement. The Special Victim Unit is responsible for all sexual assaults, child abuse, domestic violence and physical elder abuse. The Crime Suppression Unit is responsible for suppressing robbery/violent crime, narcotics related offenses, vice operations, and assisting CID and Patrol with operational needs. The activities of the Detectives are not monitored by the main channel unless specifically requested or should they respond to an in-progress call.

# COMPUTER INQUIRIES

## VEHICLE / REGISTRATION INFORMATION

Although field units may request vehicle registration for a variety of reasons the information needed is generally the same. It is critical that Dispatch quickly run the license plate and advise field units of its status. Unless specifically asked by a field unit, dispatch will provide the following information:

- [REDACTED] (No wants/warrants)
- [REDACTED] (Stolen Vehicle) Dispatch would follow the stolen vehicle during a traffic stop [REDACTED] procedure [REDACTED]. A location will be provided by the field unit so a CAD event can be initiated.
- Whether there is want or warrant information attached to the plate (missing person vehicle, felony vehicle, [REDACTED])
- Registration status, “current” or “expired.”
- Record Status of vehicle [REDACTED] if vehicle is expired and in [REDACTED] (Registration In Progress) status the field unit will be advised Year/Make of the vehicle street in San Leandro the vehicle is registered to or City where vehicle is registered.
- If the field unit requests further information by stating “Go ahead,” Dispatch will provide the name of the R/O and the full address.

## LOST / STOLEN PLATES

If SVS indicates that a license plate is lost or stolen, Dispatch will advise the field unit and give the DMV description of the vehicle from which the plate is missing. The field unit will advise if the license plate does not match the vehicle they have. Dispatch will send appropriate cover as needed.

## ROUTINE WARRANT/PERSONS CHECK

A warrant check [REDACTED] requested by a field unit will have a standard format. The field unit will request a [REDACTED]” and wait for Dispatch to respond. The field unit will provide phonetically the subjects Last Name, First Name and Birth Date. If an I.D. card or driver’s license number is available, the field unit may also supply that if desired.

After running the subject through CAD and CRIMS, dispatch will raise the field unit. After acknowledgement, dispatch will respond with a warrant status and an I.D. status.

[REDACTED] will confirm the subject has no warrants.

If the subject has no warrants, but has supervised release including parole or probation, missing persons, sex registration, and/or a restraining order, [REDACTED] will be followed by:

- Under supervised release for (appropriate penal code)
- CDC parolee for (appropriate penal code)
- Probation for (appropriate penal code)
- Missing Person out of (appropriate agency)
- S-Sam registrant and their last registration date
- Restrained or protected party in a restraining order

**Example:** [REDACTED], [REDACTED] supervised release for [REDACTED] CDC Parolee for [REDACTED], Alameda county probation with an [REDACTED] missing person out of ACSO, [REDACTED] registrant showing a last registration date 10/8/16, restrained party in [REDACTED]

DMV information will follow any [REDACTED] Dispatch will respond [REDACTED] to indicate a driver's license has been located, or [REDACTED]

“UTL on I.D.” will indicate no identifying information can be located in the DMV files.

## **WARRANT/PERSONS HIT or INFORMATION**

When a warrant is located Dispatch will respond only with the appropriate [REDACTED]

- [REDACTED] (Felony Warrant)
- [REDACTED] (Misdemeanor Warrant)
- [REDACTED] (Vehicle Warrant)

A cover unit will be dispatched on any type of warrant immediately.

If the warrant indicates [REDACTED] [REDACTED] will be followed by [REDACTED] Dispatch will initiate a cover unit and wait for the field unit to acknowledge. The field unit will indicate when ready to receive the warrant information by saying “Go ahead.” Dispatch will proceed with the appropriate warrant information, including:

- How the warrant was matched with the subject being run (i.e. “Match on Name and DOB”, “Match on ID Card”, or “Match on A.K.A.”, etc.)
- The agency holding the warrant.
- The charge and bail amount.

The field unit may request more specific identifying information which may include physical characteristics, addresses, etc. Not all warrants have this listed. Dispatch will attempt to locate all available information to match the warrant and the subject. If the field unit chooses to serve the warrant he/she will advise dispatch to confirm the warrant. Once the warrant has been confirmed, dispatch will notify the field unit the warrant has been confirmed.

A subject may be clear of any warrants, however he/she may be known to a file(s). A [REDACTED] automatically inquires several Local, State and Federal computer systems. Responses other than warrants may include probation or parole information, missing person status, restraining orders and field unit security risks. Dispatch will advise of any additional information.

## **SUPERVISED RELEASE FILE**

The California Department of Justice has developed a computerized tracking system for habitual violent offenders. Responses from the Supervised Released File are not warrants. Subjects are entered to document their police contacts. Dispatch should advise field units the subject they have run is known to the Supervised Release File. Field units should complete an FI on this subject noting "Supervised Release File" and provide dispatch with the necessary information to complete a SRF contact message.

# FORMAT FOR DISPATCHING CALLS

## BASIC FORMAT / SINGLE UNIT CALL

Described below is the basic format for dispatching single unit calls:

Unit to be dispatched and type of call.

██████████ auto report (Unit responds ██████████)

Repeat unit ID, type of call, and give location (repeat location twice, including apartment number, business name, etc.)

██████████ auto report at 1-47-44 Washington Ave., Apt. 1-23, 1-4-7-4-4 Washington Ave., Apt. 1-2-3

Miscellaneous information crucial to locating victim or reporting person.

██████████ Ed Jones in the parking lot next to his red Ford Mustang.

Unit acknowledges.

██████████ Check.

“Cold” report calls do not typically need more information than is provided above. Field units should respond to the call without asking additional questions unless they are unclear about the location or address. Dispatch should not provide more information than needed to classify the call and identify its location. The field unit will learn what is important about the call during the investigation once contact has been made with the victim or reporting person.

## EXAMPLES OF ONE-UNIT RESPONSE CALLS

██████████  
██████████  
██████████  
██████████  
██████████

## MULTI-UNIT RESPONSE

Many calls for service will require more than one unit be sent to the initial dispatch of a call. Although it is impossible to predict how many field units will be needed to control every situation there are several points which should be considered by Dispatch when making multiple unit response decisions.

Consider all available information: the number of calls received, the location of the call, and any information in CAD about prior calls at the location. Any information about weapons or special circumstances must be relayed to responding units. Keep in mind the following guidelines:

- ***Ensure Field unit Safety***  
The most important reason for dispatching more than one unit to a call is to ensure field unit safety. Individual situations which usually require a multi-unit response will be discussed in this manual, but the “rule of thumb” is that if there is ANY doubt about the safety of a field unit, dispatch a back-up unit until a Code 4 is received.
- ***Suspects Still in the Area***  
More than one unit should be dispatched to a call when suspects are still in the area. The primary unit will contact the victim and obtain detailed information of suspects and the crime committed. Additional units are needed to check the area for suspects.
- ***Area to be Contained or Searched***  
In the event that an area must be contained or searched, several units may be necessary. This is generally done at the direction of the patrol units on scene; however, Dispatch may be called on to assist with adjacent street names and house numbers.
- ***Requests for Assistance by a field unit***  
Patrol units have direct knowledge of the situation in the field. Any time additional units are requested by a patrol unit, back-up units must be dispatched immediately.

## EXAMPLES OF TWO-UNIT RESPONSE CALLS



[REDACTED]

On a two unit call where a second unit is not available, the dispatcher should dispatch the call and advise the field unit he/she is responding [REDACTED]. The dispatcher will attempt to break a unit to provide the appropriate cover unless the field unit advises he/she will take the detail "to advise".

## EXAMPLES OF MORE THAN TWO-UNIT RESPONSE

Good dispatch procedures are governed by the individual circumstances of each particular call. Each call must be evaluated by the dispatcher and an appropriate number of units sent to ensure field unit safety. It is better to control a situation from the onset rather than to regain control after it has been lost.

The following calls are of a critical nature and should always have a *minimum* of two units initially dispatched. Circumstances could dictate that three or more units be dispatched.

[REDACTED]



## PRIORITY INCIDENTS

A priority incident is any situation involving a high degree of risk and uncertainty, usually requiring multi-unit response. Any life threatening situation or any situation that could result in serious injury or destruction of evidence requires immediate attention. The examples that follow are all priority incidents. They should be handled with the utmost care and be dispatched in an expedient manner. A basic rule in dispatching any of these incidents is to provide responding field units with as much information as possible, quickly and accurately. Any weapons information is vital to field unit safety and must be relayed immediately.

### DISPATCH FORMAT

The following procedure should be used to dispatch in progress or priority incident calls.

- Activate the [REDACTED]
- Assign appropriate units for the call (do not wait for the units to acknowledge – if no units are available, *do not hesitate*, do not assign units; activate [REDACTED] and put the information out “in the blind”).
- State the nature of the detail.
- Give the location of the incident twice. Advise if there will be more information to follow (this will alleviate the need for field units to ask questions that will be answered by Dispatch as soon as the information is available).
- Wait for assigned units to acknowledge the call.
- Update information as it becomes available.

*Example:* [REDACTED] [REDACTED] [REDACTED] [REDACTED] in progress at AT&T, 19-10 Fairway Drive, AT&T 1-9-1-0 Fairway, More to follow.

The patrol supervisor will be notified if field units do not acknowledge the broadcast.

### BURGLARY IN PROGRESS OR JUST OCCURRED

- Dispatch units using the Priority Incident format.
- Relay descriptions and information as received. Give vehicle descriptions and direction of flight, time element and suspect descriptions.
- When appropriate, complete a broadcast.

### ROBBERY

- Dispatch units using the Priority Incident format.
- Identify weapon involved and provide description of vehicle, direction of travel, time element, suspect descriptions, and other information as obtained.
- The call taker will monitor the telephone line when possible until a field unit arrives.
- If the license number of a suspect vehicle has been provided, immediately obtain vehicle registration information.



- Under no circumstances will the response of patrol units be terminated because the person on the telephone states that it is a “false alarm.”

[REDACTED]

- Dispatch units using Priority Incident format.
- Dispatch units to a [REDACTED]” and the business associated
- [REDACTED].

## [REDACTED]/OFFICER NEEDS HELP

When simply defined, [REDACTED] means one thing: **Field unit needs help immediately. A field unit’s life is in immediate danger.**

### WHO INITIATES AN [REDACTED]

An [REDACTED] is usually initiated by a field unit. Generally, only a field unit has enough firsthand information about a situation to know that it constitutes an [REDACTED]. There may be some cases a Dispatcher may decide to initiate an [REDACTED].

[REDACTED] After dispatch has received acknowledgement from at least [REDACTED] and the supervisor, additional units will respond via MDT. A situation may arise where a citizen calls dispatch or takes over the police radio and indicates that a field unit is in immediate danger and needs assistance. The dispatcher shall immediately indicate an [REDACTED].

### ACTIVATION OF AN [REDACTED] [REDACTED] ON FIELD RADIO

When the emergency button has been activated, the dispatcher’s console will [REDACTED] and display a red flashing border around the active channel. The radio identifier; either the vehicle number or field unit name and ID number, will be displayed in the active channel. The field radio will continue to send the [REDACTED] [REDACTED] to dispatch until the field radio is reset by either the field unit or the dispatcher. The field unit may reset the [REDACTED] [REDACTED] by turning the radio off and back on. The dispatcher may reset the [REDACTED] button by clicking the end [REDACTED] on the radio console.

### [REDACTED] PROCEDURE FOR FIELD RADIO ACTIVATION

The dispatcher will advise the field unit they have activated their [REDACTED] and immediately give them a [REDACTED] (security check). If no response is received, the dispatcher shall:

- Initiate a call and activate [REDACTED]
- Send additional units and announce a [REDACTED] and activate the [REDACTED] [REDACTED]
- Announce an [REDACTED] has been activated and give the unit identifier and location of field unit requesting emergency assistance

Field units will respond [REDACTED] to the location of the [REDACTED] until directed otherwise by a supervisor or units at the scene advise no further assistance needed [REDACTED]. If practical, units en route should place themselves enroute using the MDT's "self-dispatch" button. If possible, the unit activating the [REDACTED] will update dispatch and responding units of any pertinent information. It is the field unit's responsibility to advise dispatch ASAP if the activation of the [REDACTED]

### KNOWN LOCATION

The circumstances in which a field unit declares [REDACTED] will vary. Details which initially appear "routine" in nature can often escalate into a volatile confrontation. When an [REDACTED] situation arises, the dispatcher shall immediately:

- Activate [REDACTED] broadcast an [REDACTED] and give the unit identifier.
- Give the location and any circumstances available.

*Example:* [REDACTED] ) [REDACTED] for [REDACTED] at 7-Eleven, 136<sup>th</sup> and East 14<sup>th</sup>

- Send cover units
- Activate the [REDACTED]
- Give initiating unit a [REDACTED]

### UNKNOWN LOCATION

One of the most disturbing events is when a field unit states [REDACTED] or activates the [REDACTED] button and the field unit's location is unknown. In this situation the dispatcher shall immediately:

- Activate [REDACTED] broadcast an [REDACTED], and give the unit identifier.
- Give the initiating unit [REDACTED]
- Activate the [REDACTED]

*Example:* [REDACTED] [REDACTED], [REDACTED] has activated his [REDACTED] button, [REDACTED]

- If the unit does not respond, broadcast the unit's GPS location.

*No Response:* GPS shows [REDACTED] at Estudillo & Bancroft.

- [REDACTED] to that location.
- Advise the supervisor who will then be responsible for the deployment of field units.
- If the GPS is not functioning properly, broadcast the unit's last known location, activity, and time span.

*No Response:* [REDACTED] was [REDACTED] at Estudillo and Bancroft 20 ago

- [REDACTED] to the last known location.

- The Sergeant/Watch Commander will be responsible for coordinating a grid search as needed.

**Note:** The [REDACTED] button is NOT a [REDACTED] button. It will only be used in situations where a field unit needs [REDACTED].

## **[REDACTED] OFFICER HELD HOSTAGE**

When a field unit is captured and/or held hostage the field unit, consistent with his/her personal safety, will endeavor to gain use of his/her radio or a telephone and will transmit the radio code of [REDACTED] [REDACTED]

## COMMUNICATIONS CENTER PROCEDURE

Upon receipt of the 1 [REDACTED] call the dispatcher shall:

- Check for the field unit's last known location
- Announce [REDACTED]
- Immediately notify the Sergeant/Watch Commander in charge of the circumstances by telephone or MDT.
- Relay instructions from the field commander to other field units b [REDACTED] [REDACTED]
- The code [REDACTED] shall be defined as "[REDACTED]"
- The secondary dispatcher will monitor [REDACTED]

## PATROL PROCEDURES

- In no case will field units ask via radio for a description of the incident or of the field unit's last known location.
- Field units assigned to respond will do so with extreme caution and [REDACTED] [REDACTED].
- Field units responding to the call will monitor [REDACTED]

**The following calls are considered priority incidents but have a slightly different dispatch format.** [REDACTED]

## DOMESTIC VIOLENCE – [REDACTED] (Domestic Violence)

- All domestic violence calls shall be rated among the highest priority calls and shall always have priority over property crimes. A domestic disturbance is one of the most potentially dangerous situations a field unit will encounter. These calls are handled with care and caution, and all available informational resources will be utilized by the dispatcher.
- Dispatch appropriate units to the scene. [REDACTED] [REDACTED].
- If available, provide the name of the parties involved to responding units and run the name in the computer for prior contacts and warrants. When possible, Dispatch will advise who the reporting party is.
- After checking the disturbing party for outstanding warrants, responding units will be advised of any possible matches.

## **BOMB THREAT** [REDACTED] (Handling of Bombs)

- Dispatch [REDACTED] to the scene using the following format:  
**Example:** [REDACTED] at Costco, 1900 Davis St., 1-9-0-0 Davis.” Advise the responding field units of any pertinent information regarding subject, time of detonation, location of bomb, etc. and make proper notifications.
- The field unit will advise the dispatcher that he is [REDACTED] when approximately [REDACTED]  
[REDACTED]
- The responsibility of evacuating the premise lies with the owner or responsible party of the property, *not* the police department.

## **MISSING PERSONS** – (Investigating Missing Person Cases)

- When a missing person is deemed “at-risk” and the likelihood of that person being in the immediate area is great, one field unit will be dispatched to assess the scene and at least one field unit to canvas the area. Make notifications in accordance with the Lexipol Policy.
- Dispatch will broadcast the missing person’s description, last known location, possible destination and other pertinent information to all field personnel.
- Missing Juveniles and Missing Persons not at risk will be BOL’d as soon as practical.
- Additional resources will be assigned to the call at the direction of the investigating field unit or patrol sergeant.
- Missing Persons/Missing Persons at Risk, will be entered into AWS and MUPS as state law mandates.

## **PERIMETERS**

The responsibility of setting up a perimeter belongs to the field units who are involved in the incident. They are the ones who can best update responding units as to where the suspect has fled. Dispatch will record the locations where perimeter units are needed and will assist in identifying adjacent streets or house numbers that back up to a specific address. Dispatch will also note which posts have been taken by responding field units and which posts are vacant.

## ON-VIEW INCIDENTS

A field unit may initiate or come across any number of “on-view” activities ranging from a traffic stop for a tail light out, to a citizen yelling for help, to a walking stop on a possible robbery suspect. In all cases, the dispatcher should keep in mind that any on-view activity could develop into an emergency situation in a matter of seconds. The vehicle stopped for a tail light out may actually be a robbery suspect fleeing from an adjoining city.

Regardless of how busy the Dispatcher may be, their primary responsibility is ensuring field unit safety. Status checks should be done on field units who are not “██████████” if they have not been heard from after ██████████. If the dispatcher does not receive a response, a cover unit will be dispatched immediately.

## TRAFFIC STOPS

One of the most common daily functions of a field unit or dispatcher is to perform and record traffic stops. While it is the dispatcher’s responsibility to ensure information is copied correctly, it is the field unit’s responsibility to provide the necessary information in the proper order. Necessary information is listed below, and all are of equal importance:

1. Unit making the stop will get the attention of the dispatcher by giving an identifier and the appropriate ██████████  
██████████
2. Dispatch will acknowledge, indicating they are ready to copy  
- ██████████
3. The field unit will provide the location first and license number of the vehicle stopped second.  
- ██████████ ██████████ *Lewelling and Washington on 1-2-3 Adam Boy Charles*
4. Dispatch will repeat the field unit’s call sign and location  
- ██████████ ██████████ *Lewelling and Washington*

The order of information provided by the field unit (Unit ID, location of stop, and license plate) is critical because CAD will only allow traffic stops to be entered in that order. Dispatchers can only enter traffic stops into CAD using the required format. If information is given out of order it may be miscopied and could result in a delayed response.

The Dispatcher should *never* guess what is said in a transmission. If they are uncertain, they will ask the field unit to repeat their radio traffic. It is imperative they have the correct location recorded for field unit safety. In addition, the field unit may request a cover unit, a tow truck, a taxicab, or other type of assistance.

If the Dispatcher is unsure of the license number, they should not hesitate to state, “Repeat the license number.” If the correct license number is not obtained, it cannot be checked accurately in

the CLETS system for wants and warrants. It is important that the information entered into CAD is correct in every detail.

During a traffic stop the field unit may request dispatch to perform a warrant or DL checks [REDACTED]. The field unit's actions may be influenced by the results of those requests. California case decisions have determined "For a routine traffic offense, a field unit may detain the driver only as long as it takes to perform the duties necessary to warn him/her or to issue a citation." For the length of a detention to be deemed legal it is important that computer inquiries be completed as soon as possible.

## STOLEN VEHICLES DURING TRAFFIC STOP [REDACTED]

If a computer check indicates that a field unit has stopped a stolen vehicle, the dispatcher shall:

- Advise the unit [REDACTED] activate [REDACTED] ) as soon as practical, initiate a [REDACTED] along with the [REDACTED] beeper, and state the location. Never use clear text ("Stolen Vehicle" [REDACTED] [REDACTED])
- Dispatch will wait for the field unit to advise "go ahead." Dispatch will then repeat the license number, the last 4 of the VIN, and description of the vehicle provided on the computer screen. It is possible that the field unit misread the license plate during the initial stop or that Dispatch misunderstood the number.

## BOL BROADCASTS

"Be On the Lookout" broadcasts are used to relay information to field units about crimes that have just occurred, officer safety issues, and/or "missing at-risk" situations. Most BOL's are time critical and should be transmitted as soon as possible, even if all field units are assigned to details. BOL'S should be sent to field units' MDT's and left in suspense in CAD, allowing field units with MDT's the ability to review the event.

Dispatch will broadcast the information in a format giving the nature of the incident including weapons, vehicles involved and suspect descriptions. If a license plate or suspect name is provided, Dispatch will check DMV and in-house computers to determine addresses and previous contacts.

Any BOL's received from outside agencies containing field unit safety information should be broadcasted again, any time new field units begin a shift.

## FIELD UNIT'S REPORT OF MAN WITH A GUN

If a field unit on-views a man with a gun, the message is repeated verbatim and appropriate back up is dispatched. Activate the [REDACTED] soon as practical and immediately initiate a



██████ along with the ██████ ██████ Accurately relay to responding units the suspect's description and direction of flight.

## **PURSUIT**

### **DISPATCHER RESPONSIBILITIES**

The primary responsibility of the dispatcher during a pursuit is to keep track of the officers involved and provide them with assistance and cover as necessary. The dispatcher must accurately repeat location and direction of travel as given by involved officers as necessary. The dispatcher will:

- Activate the ██████ ██████ as soon as practical
- Initiate a ██████ along with the ██████ ██████
- Maintain communications with pursuing units, broadcast information to other units as needed, and know the direction of travel and location of the pursuit at all times.
- If the reason for the pursuit is not immediately known, request the pursuing officer to identify nature of the pursuit or "want" and the speed.
- Notify the patrol supervisor immediately.
- Provide back-up units and stolen/registration information.
- Ensure that allied agencies are notified of the pursuit, specifying if assistance is or is not requested by the pursuing units.

### **OFFICER RESPONSIBILITIES**

The initial pursuing unit will be designated as the primary pursuit unit and will be responsible for the conduct of the pursuit unless it is unable to remain reasonably close enough to the violator's vehicle. The officer will notify Dispatch that a vehicle pursuit has been initiated and as soon as practical provide the information including, but not limited to:

- Reason for the pursuit
- Location and direction of travel
- Speed of fleeing vehicle
- Description of the fleeing vehicle and license number, if known
- Number of occupants
- Description of the occupants
- Information concerning weapons, threat of force, injuries, hostages or other hazards
- Pedestrians and vehicular traffic volume

Unless relieved by a supervisor or secondary unit, the officer in the primary unit shall be responsible for the broadcasting of the progress of the pursuit.

## **MDT PROCEDURE**

The Mobile Data Terminal (MDT) System is a wireless information network designed to provide rapid field access to local, regional and national databases, as well as to Police Department Computer Aided Dispatch (CAD) Systems.

### **OPERATIONS**

The use of the MDT shall be designed for departmental business only. All communications over the MDT's shall be related to departmental business. Personal and inappropriate messages are prohibited. In accordance with current policy, message logs, files or stored information on MDT servers or any MDT may be audited by the Chief of Police or his designee and subject to disclosure to the public through the public information records act.

Communications Center shall dispatch all calls for service over the police radio with the exception of patrol checks, and when field unit safety or confidentiality dictates that information only be dispatched via MDT. Communications Center shall inform the units assigned when a detail will be dispatched via MDT. BOL's, Officer Safety Information, and Surveillance information may be dispatched over the police radio but may also be sent to field units via MDT.

When operating a vehicle equipped with an MDT system, Patrol Field units assigned a laptop shall log on to the MDT system at the beginning of their shift and log off at the end of their shift. Field units will use the police radio to advise of their arrival and clearing of calls for service. Field units may give dispositions using the MDT system. Field units may use the MDT to perform warrant checks on subjects provided that it can be done in a manner that does not compromise field unit safety.

### **WARRANTS/WANTS VIA MDT**

Warrants that are in DOJ, felony warrants and felony wants on vehicles will return a hit to the Field units MDT and the Dispatchers screen. Misdemeanor warrants will return to the Field units' screen but not the Dispatchers' screen. If the request was for informational purposes only, the field unit should advise dispatch, "Info only".

If a Communications Dispatcher receives a hit from an MDT, the Dispatcher will request the field unit's location (if the field unit is not assigned to a call) and inform the Field unit of the hit.

If after receiving a hit, the field unit is not advised of the hit by Communications Center, the Field unit should advise the Communications Dispatcher of the hit on his/her MDT. The Field unit should run a [REDACTED] on the subject over the police radio.

The confirmation of warrants will be in accordance with procedures on pages R-35 of this manual.

Field units should remember that the safety of the public and officer safety are not to be overlooked; therefore, the MDT should never be used in a way that compromises officer safety.

## CONFIDENTIALITY

All information displayed on MDT's shall be considered confidential in nature and will be handled as described in San Leandro Police Department Lexipol Policy regarding Criminal Offender Record Information/Release of Criminal Offender Record Information. All users will take precautions to ensure that unauthorized persons do not view information on the MDT.

# **TOWS/IMPOUNDS**

## **FIELD UNIT REQUESTED TOWS**

A number of situations will allow a field unit to tow a vehicle. They can range from a vehicle blocking a driveway to evidence in a homicide. It is important that the field unit advise Dispatch as to the circumstances surrounding the tow and the authority that authorizes the action so that appropriate entries can be made into SVS.

In all instances requiring a tow, the field unit will provide Dispatch the following information:

- Vehicle license plate number or VIN (Vehicle Identification Number) If license plate is provided/last 4 of the VIN.
- Vehicle Make/Model
- Authority to tow (Owner's request or Vehicle Code section)
- Special Equipment needed

### **ROTATION TOW**

This term refers to a general tow request to remove a vehicle that does not require any further investigation. It may also refer to a citizen's request for tow assistance.

### **IMPOUNDS**

Vehicles involved in a crime or suspected of being evidence may be impounded for further investigation. An impounded vehicle can only be released by an investigator. Dispatch must make a special SVS entry for impounded vehicles stating the nature of the impound in the miscellaneous field.

### **30-DAY IMPOUNDS**

Vehicles driven by an unlicensed driver maybe impounded for 30 days. Tows of this nature need to be entered into SVS as a "30 day hold" in the miscellaneous field and can only be released by the Traffic Division, or a commanding Officer. Driver information must be provided to dispatch on all [REDACTED] tows.

## **PRIVATE PROPERTY/ REPOSSESSION TOWS**

When a tow company or repossession company removes a car from private property or repossesses a vehicle, the company is required by law to report the tow or repossession to the police agency that has jurisdiction over the location from which the vehicle was taken. When Dispatch receives a call from the tow company or repossession company, the vehicle will be entered into the SVS. (Stolen Vehicle System)

## **VEHICLE ABATEMENT TOWS**

In order to expedite the tow procedure and minimize radio traffic, the parking enforcement/community compliance field unit will provide dispatch with the following information:

- Location
- Tow Authority
- License Plate
- Last 4 of the VIN (Vehicle Identification Number)
- Make/Model of Vehicle

The Dispatcher will provide the last name of the registered owner and confirm the last 4 of the VIN. If there is a match, the vehicle will be entered into SVS. If the VIN does not match, an entire VIN check will be necessary along with a full vehicle description. (Make, Model, Style, Color)

## **STOLEN/RECOVERED VEHICLES**

When a stolen vehicle is recovered, it can be impounded or, in some circumstances, picked up by the owner. If a field unit recovers a stolen vehicle and asks for a tow, the next tow company in line on the rotation log is used. When a recovered stolen vehicle is towed, it is actually impounded; a police hold is placed on the vehicle and it can be released only after written authorization from the originating agency is obtained. When a stolen vehicle is recovered the field unit must supply information to Dispatch about the condition of the vehicle including:

- If the vehicle is drivable, wrecked, stripped or burned
- Number of license plates missing
- If a suspect is in custody

If a suspect is in custody, Dispatch will ask the original reporting agency to fax us a copy of the original report when confirming the vehicle is still outstanding.