SAN LEANDRO POLICE DEPARTMENT

COMMUNICATIONS TRAINING MANUAL
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Welcome to the San Leandro 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 will be vital to good public relations that you project an image of professionalism and competence. You will be amazed at the vast amount of knowledge your training officer has to share with you.

Your training is divided into three training phases. The first phase will be the call-taking phase. This will cover the orientation and general information necessary to ease you into your new role. Your training officer will then teach you how to properly screen and prioritize incoming calls for service. You will learn the correct use of the various codes and the Computer Aided Dispatch system.

In phase two you will become the primary radio dispatcher, learning to dispatch, update, and complete calls for service. You will be the link between the field personnel and the citizens of San Leandro. During this phase you will be responsible to make critical decisions that can affect the safety of many people. This can be a stressful, yet highly rewarding time in your training.

Towards the end of your training, there will be an evaluation period. During this time you will be evaluated on your knowledge and ability to be an independent dispatcher. You will be rated on your retention of all the information given to you during your training. To complete this phase you must be able to independently handle the duties of a public safety dispatcher.

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 you report to work every day, alert and ready to learn. We are here to help you become a viable member of the communications team.

“One way of looking at this might be that for 42 years, I've been making small, regular deposits in this bank of experience, education and training. And on January 15 the balance was sufficient so that I could make a very large withdrawal.”

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

Our goal is improved public safety by increasing communication accuracy and decreasing response time. This goal very much involves you.

If you have not previously used a computer aided dispatch (CAD) system, you will be introduced to the most modern method of public safety dispatching. Although it can appear intimidating, it is a user-friendly system that will greatly increase your efficiency. You can't break the computer by pressing the wrong button. If you do make a mistake, it can be fixed. You will find CAD to be faster, more exact, and much easier to use than the outdated manual dispatching system.

The CAD system affords all terminal users quick access to a myriad of computer listed files. Users can query the status of all units and calls from any terminal in 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 note, and the computer stores the data.

The term "call-taker" refers to the individual who receives the call from the reporting party, extracting thorough and accurate information for the proper allocation of resources. The "dispatcher", by use of the police radio, allocates departmental resources predicated on the information received from the call-taker and/or field personnel.

Your role as a public safety dispatcher in the communications division is the vital link between the public we serve and our field services personnel. It takes a special kind of person to be able to perform the jobs of call taking and dispatching accurately and responsibly.

Your job requires a positive demeanor, which will assist you to consistently function under pressure. Dexterity is needed to operate the various computers located at the communications console. The ability to make quick decisions and take the necessary actions to follow through on an incident is critical. 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 the citizen has of obtaining the services of a public safety department. It is the primary link between them and the help they need. You are truly the first responder when you answer that phone call and therefore, the first impression the citizen receives of the organization. The call-taker and/or dispatcher are the voice of the law enforcement agency. In the eyes of the public they are the link between someone who needs help and the public safety officers who can supply the needed assistance. The impression made on each caller will have a direct impact on the overall effectiveness of the department.

As a member of the communications division, you are a part of a total public safety services team. You will be providing vital support functions while working toward the larger goals and objectives of the department.

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.

“Approach each day as if you have something new to learn. Your task is not to begin in a noble place, but to end up in one.”

*Eric Greitens, Resilience*
USE OF THE TRAINING MANUAL

The communications training program is carefully planned and structured 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.

This training manual has been designed so that information is in small chapters, or phases, that coincide with the actual dispatch positions. Several persons can become involved in your training without duplication or gaps, ensuring standardization of the training process. 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 training officer and the trainee will sign off the corresponding section(s) of the training workbook. At the completion of your training, the workbook will be placed in your training file in the office of Professional Standards and Training. The training manual is yours to keep for future reference.

Each chapter contains information pertinent to the listed topic. Many chapters will contain self-tests you may keep for ready reference. You will receive written quizzes throughout your training. Along with these specialized quizzes, you will have a final examination specifically designed for each phase of training. Only after completion of the training manual, and earning a passing grade for the examinations, 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!

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

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

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

Although your trainer has a responsibility to teach, the ultimate responsibility to learn will be yours. To be successful, you must make a commitment to learning what 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. Your training officer will train you on a one-to-one basis. Adequate time will be allotted for you to learn and develop the skills needed to proficiently perform your job tasks. The mastery of specific tasks and information is not 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, including past experience and time spent studying materials.

Previous experience has demonstrated you should be comfortably able to assume a shift, with minimal supervision, after you have completed the training program. After a year you should be relatively comfortable in any situation, but it will be several years before you will consider yourself a seasoned Public Safety Dispatcher. Relax and allow yourself to learn. The purpose of the training program is to assist you to become a consistently competent employee.

Initially, you will undergo a brief orientation. You will then begin training on a one-to-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 ride-alongs with police officers, civilian traffic investigators, and crime scene investigators. You will be required to view video and/or listen to audiotapes as well as other assigned training aids.

Once trained you will be part of a professional and knowledgeable team that is the vital link between the San Leandro Police Department and the public they serve.
PERFORMANCE STANDARDS

Performance standards are an important aspect of the training process. Your overall evaluation as a public safety dispatcher will include areas that directly relate to 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 comprehend and retain information received. They will be able to transmit information via the radio in a clear, understandable and professional manner, maintaining officer safety as the highest priority.

KNOWLEDGE

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.

INTERPERSONAL SKILLS

The trainee exhibits good customer service skills, relating to others with professionalism, courtesy and empathy. They tactfully control conversations. They are positive and cooperative, with respect shown to supervision, co-workers and the public.

The trainee reports for work promptly. They maintain their health and minimize sick time usage. They accept responsibility to perform and complete the duties assigned, and are available for overtime or extra shifts when necessary. The trainee has the willingness to accept all work assigned and perform the menial as well as the more challenging functions in an equally efficient manner.
San Leandro was first discovered on March 20, 1772 by Spanish soldier Captain Pedro Fages and the Spanish Catholic priest Father Crespi. Forty-eight years later, to increase settlement and strengthen their claim to the Bay Area, the Spanish gave to retired Spanish soldier Don Luis Maria Peralta a 43,000 acre land grant, which he named Rancho San Antonio. In 1842, Don Jose Joaquin Estudillo, also a retired Spanish soldier, was granted 7,000 acres of land in the San Leandro area, which he named Rancho San Leandro.

In 1849, the Gold Rush struck California, and thousands journeyed to the state in search of wealth and prosperity. However, many who were not successful in the gold fields soon moved on to the Bay Area and settled in the San Leandro area. As a result of this increased settlement, in 1855 John Ward, the son-in-law of Joaquin Estudillo, filed a map of a townsite to be called San Leandro with the county government. From 1856 to 1868, San Leandro was the county seat for Alameda County until the county courthouse, located at Clarke and Davis streets, was destroyed by the 1868 earthquake. Afterwards, Oakland became the county seat, largely because it was to be the terminal of the proposed Central Pacific Railroad. San Leandro was incorporated as a town on March 21, 1872, one hundred years and a day after the area was first discovered.

San Leandro industry developed in earnest during the late 1800s, thanks to the San Francisco, Alameda and Stockton Railroad Company, which offered relatively cheap transportation to and from the area. Built in 1865, the railroad line ran from the city of Alameda to Davis Street, and many factories were located on or adjacent to the rail line. In San Leandro, agriculture continued to be an important industry up until the early 1900s. Cherries were one of the City’s most well-known crops and, to honor their importance to San Leandro’s development, the first Cherry Festival, a tradition which continues today, was held in 1909.
During and after World War II, San Leandro underwent explosive population growth. For example, from 1940 to 1950, and again from 1950 to 1960, the population doubled and thousands of homes sprang up in the community. In addition to population growth, from April 1942 to October 1965, 87 industrial parcels were annexed to the City in addition to 27 non-industrial tracts. Following the war, San Leandro's manufacturing and commercial sectors continued to grow. New shopping centers, such as the Pelton Center on East 14th Street, were opened to meet the expanding residential demand for commercial services. Even the City government underwent change, as the San Leandro charter was revised in 1947 and a new zoning law was passed.

By the late 1960s, the City was largely built out, with almost no open land available for large-scale development or additional annexation. Today, development in San Leandro continues to expand, with new business and residential development occurring through in-fill development and as additional businesses move to San Leandro due to its business-friendly reputation and central location. The industrial makeup of San Leandro has also broadened to include not only traditional manufacturing businesses, but light industrial, service industries, warehousing and high tech.

The City's population has continued to grow and change as well, with an increase in the number of young families in the area and increasing diversity as the population has expanded. Now known as one of the most neighborhood diverse cities in California, San Leandro's cultural heritage provides the background for a rich melting pot of ethnicities that are honored and celebrated with cultural events throughout the year. The City also has a large senior population, with many residents who moved to San Leandro in the 50s and 60s remaining and continuing to enrich the community in their senior years.

With its large public parks network, wonderful community activities, affordable living and strong community involvement, San Leandro offers something for everyone and is a great place to live, work and play.
POLICE DEPARTMENT ORGANIZATION

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

The rank of **Captain** is second in command of the department and assumes the responsibilities and duties of the Chief in his absence.

All **Lieutenants** are administratively responsible for the work of the department within their respective areas.

**Sergeants** are responsible for the enforcement of the rules of the San Leandro Police Department's Operations Directives and any special rules and regulations pertaining to their tours of duty.

**Police Officers** will be assigned to duties and responsibilities in connection with patrol of 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.

**Civilian Manager/Supervisors** are administratively responsible for the work of the department within their respective areas. Manager position shall be considered a civilian equivalent rank to Lieutenant. Supervisor positions shall be considered a civilian equivalent rank to Sergeants.

**Senior Dispatchers** will be assigned duties and responsibilities by the Dispatch Supervisor. They act as a liaison between the Dispatchers and Dispatch Supervisor and supervise the Communications Center floor. They may assume the responsibilities of the Supervisor if needed. Senior Dispatchers shall be considered a non-sworn equivalent rank to a Corporal.

**Professional Staff** will be deployed throughout the department to perform a variety of functions as directed by the Chief of Police.
GEOGRAPHIC POLICING

The City Of San Leandro adheres to the concept of “Geographic Based Policing” (Geo-Policing). The purpose of this is to provide the highest quality of service to the community through our partnerships and values of accountability, integrity and respect. Officers develop a familiarity with their area and its specific needs, while promoting a closer liaison with citizens and business owners.

The city is divided into 7 geographic areas known as beats. Each of these beats is patrolled by an officer and may have an overlap sector unit. At any given time during a shift the following may be on duty:

- Shift sergeants
- Patrol Officers
- Investigators
- Motor Officers
- Professional Staff

Officers are assigned to a particular area for a six-month period of time. They do have the opportunity to change shifts every six months during the normal sign up.

Some specialty assignments remain centralized. The Criminal Investigations Division, Community Service Officers, K9 Officers, Traffic Officers, Animal Control and Parking Enforcement are considered “citywide” units that are not assigned to a specific area.

Although area integrity is a main consideration when assigning calls for service, public safety is of the utmost importance.
LAY-OUT OF THE CITY HALL COMPLEX
INTRODUCTION SELF-TEST

1. Now that you have had a tour of the City Hall and Police facility and read the division's procedure manual regarding evacuation, if there was a fire and you were told to exit the building, explain to your training officer by what method you would accomplish this.

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 shredder?

5. Where are the copy machines?

6. Demonstrate to your training officer how you request a day off.
CHAPTER TWO
GENERAL INFORMATION

The following pages are information you will need to function as a valued member of this team. It includes the many codes, beat plans, city geography and information that will help you acclimate to 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 unless specified.
SAN LEANDRO ARTERIAL STREETS

<table>
<thead>
<tr>
<th>NORTH/SOUTH</th>
<th>EAST/WEST</th>
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<tbody>
<tr>
<td>BANCROFT AVE</td>
<td>150TH AVE</td>
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<tr>
<td>DOOLITTLE DR</td>
<td>DAVIS ST</td>
</tr>
<tr>
<td>E 14TH ST</td>
<td>FAIRWAY DR</td>
</tr>
<tr>
<td>SAN LEANDRO BLVD</td>
<td>MARINA BLVD</td>
</tr>
<tr>
<td>WASHINGTON AVE</td>
<td>WILLIAMS ST</td>
</tr>
<tr>
<td>HESPERIAN BLVD</td>
<td>FAIRMONT DR</td>
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<td></td>
<td>LEWELLING BLVD</td>
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FREeways

238 - Connecting Freeway from I580 and I880
580 – MAC ARTHUR FREEWAY
880 – NIMITZ FREEWAY
BEATS AND REPORTING DISTRICTS

AREAS

The City of San Leandro is divided into geographical boundaries called beats, sectors and districts. There are seven beat and five sectors. 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.

Beats and sectors shall be defined as follows:

<table>
<thead>
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<th>Beat</th>
<th>Unit</th>
<th>Sector</th>
<th>Unit</th>
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</table>
City of San Leandro Beat Map
PATROL SHIFT/RADIO CALL SIGNS

PATROL SHIFTS

Patrol shift configurations are subject to change based on statistical data of calls for service and manpower availability. The most commonly used configurations are:

<table>
<thead>
<tr>
<th>Shift Configuration</th>
<th>4/10's Hours</th>
<th>3/12's Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Day shift</strong></td>
<td>0630-01630 hours</td>
<td><strong>Day shift</strong></td>
</tr>
<tr>
<td><strong>Swing shift</strong></td>
<td>1400-0000 hours</td>
<td><strong>Mids shift</strong></td>
</tr>
<tr>
<td><strong>Mids shift</strong></td>
<td>2100-0700 hours</td>
<td><strong>B-shift</strong></td>
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</table>

RADIO CALL SIGNS

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.
<table>
<thead>
<tr>
<th>Division/Department Name</th>
<th>Div</th>
<th>Type</th>
<th>Num</th>
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<tbody>
<tr>
<td>CRIMINAL INVESTIGATION</td>
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<tr>
<td>Lieutenant</td>
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<tr>
<td>Sergeant</td>
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<tr>
<td>Sergeant A/B Shift</td>
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<tr>
<td>Beat Unit</td>
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<tr>
<td>Relief/Sector Unit</td>
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<tr>
<td>Technician</td>
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<tr>
<td>Transport Unit</td>
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<tr>
<td>Reserve Officer</td>
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<td>Bike Unit</td>
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<tr>
<td>Special Detail</td>
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<tr>
<td>Mall Detail</td>
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<tr>
<td>Police Service Tech</td>
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<tr>
<td>TRAFFIC</td>
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<td>Lieutenant</td>
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<td>Sergeant</td>
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<td>Officer</td>
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<td>CIVILIAN TRAFFIC</td>
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<td>Supervisor</td>
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<td>Parking Enforcement</td>
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<td>SUPPORT SERVICES</td>
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<tr>
<td>Manager</td>
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<tr>
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<tr>
<td>Records Supervisor</td>
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<tr>
<td>ID/Property</td>
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<tr>
<td>ADMINISTRATION</td>
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<td></td>
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</tr>
<tr>
<td>Chief</td>
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</tr>
<tr>
<td>Captain of Operations</td>
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<tr>
<td>Captain of Services</td>
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<tr>
<td>Administrative Services</td>
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<tr>
<td>Assistant City Manager</td>
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<tr>
<td>Marina Boat Patrol</td>
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</table>
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 must be learned to make sense of our day-to-day operations. You are truly learning another language. 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

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.

<table>
<thead>
<tr>
<th>A</th>
<th>ADAM</th>
<th>N</th>
<th>NORA</th>
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<tbody>
<tr>
<td>B</td>
<td>BOY</td>
<td>O</td>
<td>OCEAN</td>
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<tr>
<td>C</td>
<td>CHARLES</td>
<td>P</td>
<td>PAUL</td>
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<td>DAVID</td>
<td>Q</td>
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<td>R</td>
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<td>F</td>
<td>FRANK</td>
<td>S</td>
<td>SAM</td>
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<td>T</td>
<td>TOM</td>
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<td>W</td>
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<td>MARY</td>
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<td>ZEBRA</td>
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ABBREVIATIONS AND ACRONYMS

ACROSS FROM
ANONYMOUS
ASCERTAIN
ASCERTAIN WELFARE
ASSAULT WITH DEADLY WEAPON
AREA OF
ATTEMPT TO CONTACT
ATTEMPT
ATTENTION
BETWEEN
BUILDING
COMPUTER AIDED DISPATCH
CADILLAC
CALIFORNIA DRIVERS LICENSE
CALIF LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEM
CHEVROLET
CITATION
CRIMINAL JUSTICE INFORMATION SYSTEM
COUNTY
CRIMINAL IDENTIFICATION AND INFORMATION
CRIMINAL JUSTICE INFORMATION SYSTEM
CRIMINAL OFFENDER RECORD INFORMATION
CONSOLIDATED RECORDS INFORMATION MANAGEMET SYSTEM
DATE OF BIRTH
DATE OF TRANSACTION
DEAD ON ARRIVAL
DEPARTMENT OF JUSTICE
DEPARTMENT OF MOTOR VEHICLES
DESCRIPTION
DOMESTIC VIOLENCE
DOMESTIC VIOLENCE RESTRAINING ORDER SYSTEM
EMERGENCY PROTECTION ORDER
ENROUTE
ESTIMATED TIME OF ARRIVAL
EXTENSION
EXTRADITION
FEDERAL BUREAU OF INVESTIGATION
FIELD INTERVIEW
FILE CONTROL NUMBER
FIREWORKS
GONE ON ARRIVAL
GUNSHOT WOUND
HAS BEEN DRINKING
INFORMATION
IN FRONT OF
IN PROGRESS
JUST OCCURRED
LARGE
LICENSE
MEDICAL
MEDIUM
MISSING UNIDENTIFIED PERSONS SYSTEM
MNEUMONIC
MORE TO FOLLOW
NATIONAL CRIMINAL INFORMATION CENTER
POSSIBLE
PRIVATE PROPERTY
PURSE SNATCH
RAILROAD CROSSING
REGARDING
REPORTING PERSON
SECURITY CHECK
SERGEANT
SMALL
STATION
STRONG ARM
TATTOO
UNABLE TO LOCATE
UNKNOWN
VEHICLE
VEHICLE CODE
VICTIM
WITH
WITHOUT
The following codes are samples for your reference and discussion with your training officer. There are many more. Some are radio codes, some are penal and vehicle codes, and some are codes we determined were needed to relay the specific circumstances of an incident. To be a satisfactory call-taker you must be familiar with these codes, their use, and their impact on priority and manpower allocations. For instance, a call that is entered for dispatch as an "in-progress call" in error will cause several patrol officers, and possibly a field sergeant, to respond when it is not necessary and their services may be needed elsewhere. If you are not sure of what call type to use, **ASK**.

<table>
<thead>
<tr>
<th>CALL TYPE</th>
<th>PLAIN LANGUAGE</th>
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<tr>
<td>STOLEN VEH</td>
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<tr>
<td>TAKING VEH PARTS</td>
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<tr>
<td>OFFICER NEEDS EMERGENCY HELP</td>
<td></td>
</tr>
<tr>
<td>BOMB THREAT</td>
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</tr>
<tr>
<td>HOMICIDE</td>
<td></td>
</tr>
<tr>
<td>HIT AND RUN, WITH INJURY</td>
<td></td>
</tr>
<tr>
<td>HIT AND RUN, NO INJURY</td>
<td></td>
</tr>
<tr>
<td>KIDNAPPING</td>
<td></td>
</tr>
<tr>
<td>ROBBERY</td>
<td></td>
</tr>
<tr>
<td>RESIDENTIAL ROBBERY</td>
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<tr>
<td>CARJACKING</td>
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<tr>
<td>SEXUAL ASSAULT</td>
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<tr>
<td>SPEEDING VEHICLE</td>
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<tr>
<td>RECKLESS VEHICLE</td>
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</tr>
<tr>
<td>DRUNK DRIVER</td>
<td></td>
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<tr>
<td>FALSE IMPRISONMENT</td>
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<tr>
<td>BATTERY</td>
<td></td>
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<tr>
<td>ASSAULT WITH DEADLY WEAPON</td>
<td></td>
</tr>
<tr>
<td>SHOTS OCCUPIED DWELLING</td>
<td></td>
</tr>
<tr>
<td>RAPE</td>
<td></td>
</tr>
<tr>
<td>DOMESTIC VIOLENCE</td>
<td></td>
</tr>
<tr>
<td>CHILD ABUSE</td>
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</tr>
<tr>
<td>CHILD CONCEALMENT</td>
<td></td>
</tr>
<tr>
<td>LEWD ACT WITH CHILD</td>
<td></td>
</tr>
<tr>
<td>PROTECTIVE CUSTODY</td>
<td></td>
</tr>
<tr>
<td>INDECENT EXPOSURE</td>
<td></td>
</tr>
</tbody>
</table>
DISTURBANCE
DISTURBANCE, FAMILY
DISTURBANCE, HEATED
BRANDISHING WEAPON
CRIMINAL THREATS
HATE CRIME
FORGED PERSRIPTION
ARSON
BURGLARY
BURGLARY, AUTO
BURGLARY, OCCUPIED DWELLING
FORGERY
INSUFFICIENT FUNDS
PETTY THEFT
CREDIT CARD FRAUD
GRAND THEFT
POSSESSION OF STOLEN PROPERTY
EMBEZZLEMENT
MENTAL DISORDER
EXTORTION
IDENTITY THEFT
DEFRAUDING INKEEPER
VANDALISM
INCORRIGIBLE JUVENILE
TRESPASSING
CHILD MOLEST
PROSTITUTION
DRUNK/DRUGS
COUNTERFEIT
ANNOY PHONE CALLS
VEH ACCIDENT, NON INJURIES
VEH ACCIDENT, INJURIES
VEH ACCIDENT, DUI
ABANDONED VEHICLES
PROWLER
911 HANG UP
911 OPEN LINE
911 WIRELESS
SUSPICIOUS PERSON
SUICIDE
CALL FOR HELP
DRUNK/DRUGS
EXPLOSION
TRAFFIC CONTROL, FIRE
ROBBERY ALARM
AUDIBLE ALARM
PANIC ALARM
SILENT ALARM
VEHICLE ALARM
MEET WITH OFFICER
OFFICER NEEDS EMERGENCY HELP
ASCERTAIN INJURY
TRANSPORT
SUSPICIOUS VEHICLE
SUSPICIOUS VEHICLE, OCCUPIED
REPORT
GARBAGE DUMP
CONTACT CITIZEN
VACATION HOME
ILLEGALLY PARKED VEHICLE
CIVIL STANDBY
SUBPOENA SERVICE
WARRANT SERVICE

ANIMAL CONTROL
ASCERTAIN HAZARD
ASCERTAIN WELFARE
BAR CHECK
BIKE STOP
BE ON THE LOOKOUT
HOMELESS ENCAMPMENT
SURVEILLANCE
CONFIDENTIAL REPORT
UNATTENDED DEATH
FIRE CALL
FOUND PROPERTY
FOLLOW UP
HABITUAL RUNAWAY
HAILED
DRUG VIOLATION
IN CUSTODY
INFO
K9 ASSIST
LOST LIC PLT
LOST PROPERTY
MAN WITH GUN
MEDICAL
MISC PUBLIC SERVICE
MISSING PERSON
MISSING AT RISK
DEFAULT CALL TYPE
OVERDOSE
OFFICE ASSIGNMENT
Pursuit
PANHANDLER
PROBATION SEARCH
PATROL CHECK
72 HR PERMIT
PRIVATE PROPERTY TOW
PROPERTY FOR DESTRUCTION
PAROLE SEARCH
Pursuit
RECOVERED STOLEN VEH
REGISTRANT
REPOSSESSION
SUSPICIOUS CIRCUMSTANCE
SECURITY CHECK
SHOTS HEARD
SLEEPER
MUNI CODE VIOLATION
Solicitor
STALLED VEH
SEARCH WARRANT
TRAFFIC STOP
TECHNICIAN DUTIES
TOW REQUEST
TRAFFIC STOP
TRAFFIC HAZARD
RESTRAINING ORDER VIOLATION
WALKING STOP
The Police Department utilizes military time in almost all circumstances. The time conversions are translated below:

<table>
<thead>
<tr>
<th>Military Time</th>
<th>24 Hour Time</th>
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</thead>
<tbody>
<tr>
<td>1:00 a.m.</td>
<td>0100 hours</td>
</tr>
<tr>
<td>2:00 a.m.</td>
<td>0200 hours</td>
</tr>
<tr>
<td>3:00 a.m.</td>
<td>0300 hours</td>
</tr>
<tr>
<td>4:00 a.m.</td>
<td>0400 hours</td>
</tr>
<tr>
<td>5:00 a.m.</td>
<td>0500 hours</td>
</tr>
<tr>
<td>6:00 a.m.</td>
<td>0600 hours</td>
</tr>
<tr>
<td>7:00 a.m.</td>
<td>0700 hours</td>
</tr>
<tr>
<td>8:00 a.m.</td>
<td>0800 hours</td>
</tr>
<tr>
<td>9:00 a.m.</td>
<td>0900 hours</td>
</tr>
<tr>
<td>10:00 a.m.</td>
<td>1000 hours</td>
</tr>
<tr>
<td>11:00 a.m.</td>
<td>1100 hours</td>
</tr>
<tr>
<td>12:00 a.m.</td>
<td>1200 hours</td>
</tr>
<tr>
<td></td>
<td>Noon</td>
</tr>
<tr>
<td>1:00 p.m.</td>
<td>1300 hours</td>
</tr>
<tr>
<td>2:00 p.m.</td>
<td>1400 hours</td>
</tr>
<tr>
<td>3:00 p.m.</td>
<td>1500 hours</td>
</tr>
<tr>
<td>4:00 p.m.</td>
<td>1600 hours</td>
</tr>
<tr>
<td>5:00 p.m.</td>
<td>1700 hours</td>
</tr>
<tr>
<td>6:00 p.m.</td>
<td>1800 hours</td>
</tr>
<tr>
<td>7:00 p.m.</td>
<td>1900 hours</td>
</tr>
<tr>
<td>8:00 p.m.</td>
<td>2000 hours</td>
</tr>
<tr>
<td>9:00 p.m.</td>
<td>2100 hours</td>
</tr>
<tr>
<td>10:00 p.m.</td>
<td>2200 hours</td>
</tr>
<tr>
<td>11:00 p.m.</td>
<td>2300 hours</td>
</tr>
<tr>
<td>12:00 a.m.</td>
<td>0000 hours</td>
</tr>
<tr>
<td></td>
<td>Midnight</td>
</tr>
</tbody>
</table>
Along with Oakland and Alameda Police, San Leandro is one of the few departments in the area which utilizes what is called the Nine Code. 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.

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Officer Needs Emergency Assistance</td>
<td>Officer held hostage</td>
</tr>
<tr>
<td>Vehicle Collision, Non-injury</td>
<td>Vehicle Collision, Injuries</td>
</tr>
<tr>
<td>Abandoned Vehicle</td>
<td>Out of Service</td>
</tr>
<tr>
<td>Out of Service</td>
<td>Out of Service, Rest Relief</td>
</tr>
<tr>
<td>Out of Service, Off Duty</td>
<td>Out of Service, On Scene</td>
</tr>
<tr>
<td>Vehicle Stop</td>
<td>In Service, Available</td>
</tr>
<tr>
<td>In Service, Available</td>
<td>In Service, On Assignment</td>
</tr>
<tr>
<td>In Service, On Duty</td>
<td>Prowler</td>
</tr>
<tr>
<td>Suspicious Person</td>
<td>Suicide</td>
</tr>
<tr>
<td>Call Dispatch</td>
<td>Intoxicated person (alcohol/drugs)</td>
</tr>
<tr>
<td>Person Calling for Help</td>
<td>Respond to Station</td>
</tr>
<tr>
<td>Alarm (audible/silent/panic/robbery/vehicle)</td>
<td>Current Location</td>
</tr>
<tr>
<td>Vehicle Check (wants/reg)</td>
<td>Fire</td>
</tr>
<tr>
<td>Person Check (wants/CA ID)</td>
<td>Explosion</td>
</tr>
<tr>
<td>Cancel Traffic/Assignment</td>
<td>Stolen Vehicle</td>
</tr>
<tr>
<td>Confidential Information</td>
<td>Felony Warrant</td>
</tr>
</tbody>
</table>

COMMUNICATIONS TRAINING MANUAL
Misdemeanor Warrant
Vehicle Warrant
Meet with Officer
Officer Needs Emergency Assistance
Ascertain the Injury
Prisoner Transport
Suspicious Vehicle
Suspicious Vehicle, Occupied
Cold Report
Garbage Dump
Contact Citizen
Computer System Down
Parking Violation
Warrant Service
Safety Check
Repeat Details
History of Violence with Police / Armed and Dangerous

Non-Emergency, At your convenience
Urgent, No Red Lights or Siren; However, Respond Immediately
Emergency, Red Lights and Siren
No Further Assistance Needed
Surveillance
Extended cover due to distance
Meal Break
Request 1 cover officer, Code 2
No Cover Available
Out of Vehicle on Portable Radio

Emergency Situation, Hold non-emergency radio traffic
Cancel Code 33, Resume normal radio traffic

Radio Silence for [ ] Situations
## COLOR CODES

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

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<tr>
<td>Blue</td>
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<tr>
<td>Dark Blue</td>
<td>DBL</td>
</tr>
<tr>
<td>Light Blue</td>
<td>LBL</td>
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<tr>
<td>Black</td>
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</tr>
<tr>
<td>Bronze</td>
<td>BRZ</td>
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<tr>
<td>Brown</td>
<td>BRO</td>
</tr>
<tr>
<td>Cream</td>
<td>CRM</td>
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<tr>
<td>Gold</td>
<td>GLD</td>
</tr>
<tr>
<td>Green</td>
<td>GRN</td>
</tr>
<tr>
<td>Dark Green</td>
<td>DGR</td>
</tr>
<tr>
<td>Light Green</td>
<td>LGR</td>
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<td>Gray</td>
<td>GRY</td>
</tr>
<tr>
<td>Maroon</td>
<td>MAR</td>
</tr>
<tr>
<td>Yellow</td>
<td>YEL</td>
</tr>
<tr>
<td>Multi-colored</td>
<td>MUL/COL</td>
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<tr>
<td>Orange</td>
<td>ONG</td>
</tr>
<tr>
<td>Pink</td>
<td>PNK</td>
</tr>
<tr>
<td>Red</td>
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<tr>
<td>Silver</td>
<td>SIL</td>
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<td>Tan</td>
<td>TAN</td>
</tr>
<tr>
<td>Teal</td>
<td>TEA</td>
</tr>
<tr>
<td>White</td>
<td>WHI</td>
</tr>
<tr>
<td>2-Tone</td>
<td>TOP/BTM</td>
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</tbody>
</table>

(i.e. “BLK/WHI” used for 2 color vehicles, convertibles, vinyl/paint styles)
### STATES/DIRECTIONS/DAYS

#### STATE CODES

<table>
<thead>
<tr>
<th>State Code</th>
<th>State Name</th>
<th>State Code</th>
<th>State Name</th>
<th>State Code</th>
<th>State Name</th>
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<tbody>
<tr>
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<td>MT</td>
<td>MONTANA</td>
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<td>ARIZONA</td>
<td>NB</td>
<td>NEBRASKA</td>
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<td>ARKANSAS</td>
<td>NV</td>
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<td>CALIFORNIA</td>
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<td>NEW HAMPSHIRE</td>
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<td>RHODE ISLAND</td>
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<td>IOWA</td>
<td>SC</td>
<td>SOUTH CAROLINA</td>
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<td>KANSAS</td>
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<td>WY</td>
<td>WYOMING</td>
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</tbody>
</table>
DIRECTIONS

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

DAYS OF THE WEEK

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

The United States legal system operates primarily in two areas, civil law and criminal law.

Police agencies deal with the criminal aspects of the law, but there are gray areas where the two spheres of jurisdiction overlap. It sometimes takes an attorney and/or judge to determine the jurisdiction.

Questions that are related to legal issues, unless clear cut, should be referred to an attorney or legal aide. Legal advice and recommendations should not be made. Often a referral to an attorney, court, or legal aid is all the calling party may be soliciting.

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

Criminal law deals with crimes. Crimes are defined as illegal acts which are punishable by fine, imprisonment, and 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 monies. However, through victim-witness programs and the court system, specified victims may receive some form of restitution and/or compensation.

Civil law deals with non-criminal legal proceedings such as marriage, divorce, adoption, custody, contracts, lawsuits, 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, recourse is provided 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. 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 that can be punished by imprisonment in state prison and fines over $950

MISDEMEANOR
A crime which can be punished by up to, but not exceeding, one year in the county jail and up to $500 in fines.

INFRATION
A minor offense that can be punished by a fine.

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 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 peace officers.

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 are the regulations and ethics of the business profession regarding truth in advertising, marketing, controls sales of certain substances. They also contain statutes concerning the sales of alcoholic beverages.
WELFARE & INSTITUTIONS CODE (W&I)
This is the body of regulations regarding the treatment of children or others who 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.

ADMINISTRATION CODE
This contains miscellaneous sections that include fish and game, harbor and navigation, and other regulations.

MUNICIPAL CODE
This body of regulations have 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 and responsible for the presentation of the prosecution information in any criminal case. The actual responsibility in Alameda 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.

SUPERIOR COURT
Dispensing justice in all matters.

APPELLATE COURT
Handles appeals from the superior court.

STATE SUPREME COURT
This is the final step in appeal in the California Judicial System. The Supreme Court selects the cases 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.

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. They supervise misdemeanor offenders not serving time in the county jail.

GRAND JURY
The Grand Jury is a judicial body appointed by each county to assist their judicial system by citizen review.
### CRIME ELEMENTS

#### PENAL CODES

<table>
<thead>
<tr>
<th>Crime Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resisting Arrest (M)</td>
<td>Willfully resisting, delaying or obstructing a peace officer</td>
</tr>
<tr>
<td>Falsely Representing Self As Another Person (M)</td>
<td>False representation or identification to a police officer to evade the process of the court</td>
</tr>
<tr>
<td>Criminal Contempt (M)</td>
<td>Disobeying any process or order issued by any court</td>
</tr>
<tr>
<td>Murder (F)</td>
<td>Unlawful killing of a human being with malice aforethought</td>
</tr>
<tr>
<td>Kidnapping (F)</td>
<td>Forcibly stealing, taking or arresting any person in this state into another part of the state or county</td>
</tr>
<tr>
<td>Robbery (F)</td>
<td>Taking of personal property in the possession of another from his person or immediate presence against his will by means of force or fear</td>
</tr>
<tr>
<td>Assault With Intent To Commit (F)</td>
<td>Assault another with the intent to commit mayhem, rape, sodomy or oral copulation</td>
</tr>
<tr>
<td>Battery (M)</td>
<td>Willfully and unlawfully use of force or violence on the person of another</td>
</tr>
</tbody>
</table>
Battery On A Peace Officer (M)
Willfully and unlawfully use of force or violence on the person of a peace officer.

Spousal Battery (M)
Willfully and unlawfully use of force or violence on a person with whom the defendant is cohabiting a person who is the parent of the defendant’s child, former spouse, fiancée or a person with who the defendant currently has or has previously had a dating or engagement relationship.

Assault With A Deadly Weapon Or Instrument (F)
Assault upon the person of another with a deadly weapon or instrument by any means of force likely to produce great bodily injury.

Discharge Of Firearm At Inhabited Dwelling Or Vehicle (F)
Maliciously and willfully discharge a firearm 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).

Rape (F)
Act of sexual assault against a person’s will by means of force, violence or fear of immediate and unlawful bodily injury.

Willful Cruelty Toward Child (F)
Any person under circumstances or conditions likely to produce great bodily harm or death willfully causes or permits any child to suffer or inflict thereon unjustifiable physical pain or mental suffering.

Infliction Of Injury On Spouse Or Cohabitee (F)
Willfully inflict upon his or her spouse or upon any person of the opposite sex with whom he or she is cohabitating 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).

Lewd Or Lascivious Acts (F)
Willfully and lewdly commit any lewd or lascivious act upon or with the body of a child under the age of 14 with intent of arousing, appealing to or gratifying the lust or passions or sexual desires of such child or the perpetrator of the crime.
Oral Copulation (F)
Act of copulating the mouth or one person with the sexual organ or anus of another

Registration Of A Sex Offender-Definition
Any person convicted in this state of any sex crime must register with the local police agency of their residence within 14 days

Indecent Exposure (M)
Exposes his person or private parts in any public place or in any place where there are present other persons to be offended or annoyed thereby

Disturbance (M)

Exhibiting A Firearm (M)
Draws or exhibits any deadly weapon in a rude, angry or threatening manner in the presence of another person

Arson (F)
Willfully and maliciously sets fire to or burns or causes to be burned any structure, forestland or property

Burglary (F)
Entering any structure or locked vehicle with intent to commit petty or grand theft or any other felony

Possession Of Burglary Tools (M)
Possessing tools with intent to feloniously break or enter any building or vehicle

Forgery (F)
Every person who, with intent to defraud signs the name of another or fictitious person having no authority to do so

Insufficient Funds (M)
Willfully makes or draws any check with intent to defraud knowing at the time that non sufficient funds exist

Petty Theft (M)
Theft of personal property valued less than $950

Grand Theft (F)
Theft of personal property valued in excess of $950
Receiving Or Possessing Stolen Property (F/M)
Buy or receive any property which has been stolen knowing the property is stolen

Embezzlement (F/M)
Fraudulent appropriation of property by a person to whom it has been entrusted

Defrauding An Innkeeper (F/M)
Obtaining food, fuel, services or accommodations with the intent not to pay

Vandalism (F/M)
Maliciously defaces with paint or any other liquid or permanently damages or destroys any real or personal property not his own

Trespass (M)
Entering the land or occupying real property without the consent of the owner

Public Intoxication (M)
A person in any public place under the influence of intoxicating liquor or drug unable to exercise care for his own safety or the safety of others

Possession Of A Concealed Firearm (M)
Carry concealed within any vehicle or upon his person any firearm capable of being concealed

Carrying A Loaded Firearm (M)
Carry a loaded firearm on his person or in a vehicle in a public place
HEALTH AND SAFETY CODES

Possession Of A Controlled Substance (M)
Possession of following drugs:
Codeine, Cocaine, Demerol, Dilaudid, Heroin, Mescaline, Methadone
Percodan, Peyote, Quaalude

Possession Of Concentrated Cannibis (M)
Possession of hashish or hash oil

Possession Of Less Than 1 OZ. Of Marijuana (M)

Possession Of More Than 1 OZ. Of Marijuana (M)

Possession Of Less Than 1 OZ. Of Marijuana On School Grounds (M)
Violator must be over 18 yrs to be in violation

Possession Of A Controlled Substance (M)
Possession of the following:
Amphetamines, Barbituates, LSD, Methamphetamine,
Phencyclidine (PCP), Preludin, Psilocybin (Mushrooms), Ritalin

Under Influence Of A Controlled Substance (M)
Influence of the following:
Heroin, Cocaine

Under The Influence Of A Specified Controlled Substance (M)
Influence of the following:
Phencyclidine (PCP)

WELFARE AND INSTITUTIONS CODES

Persons Subject To The Jurisdiction Of The Juvenile Court
Any minor who may be adjudged to be a dependant child of the juvenile court

Juvenile Offender
Violation of any state statute by a person under 18 years of age
(does not include truancy and curfew violations)
VEHICLE CODES

Supply False Information To A Peace Officer (M)
Give false information to peace officer during the course of enforcing the vehicle code

Expired Vehicle Registration (I)
Drive or park a vehicle upon a public roadway without current registration

Evading (M)
Knowingly evade a peace officer in a motor vehicle

Grand Theft Auto (F)
Permanently or temporarily deprive the owner of his vehicle without consent of the owner

Vehicle Tampering (M)
Injure or tamper with vehicle and/or contents without consent of the owner

Unlicensed Driver (M)
Drive a vehicle upon a roadway without a current drivers license

Driving Out Of Classification (I)
Drive a vehicle upon a highway that is not a type for which the person is licensed

Drive With Suspended License (M)
Drive a vehicle after driving privileges have been suspended or revoked

Proof Of Financial Responsibility
Driver of any vehicle registered in this state required to possess current proof of financial responsibility
Felony Hit And Run (F)
Driver of any vehicle involved in an accident resulting in injury or death to any person other than himself shall immediately stop the vehicle at the scene of the accident and render aid.

Misdemeanor Hit And Run (M)
Driver of any vehicle involved in an accident resulting in property damage (including vehicles) shall immediately stop the vehicle at the scene of the accident and render aid.

Authority to Tow Vehicles On Public Property
- Left unattended on a bridge or causeway obstructing traffic
- Left unattended on a roadway obstructing traffic
- Parked on highway and previously reported stolen or embezzled
- Parked blocking entrance to a private driveway
- Parked blocking access to a fire hydrant
- Parked over 4 hours on a freeway
- Parked and driver incapacitated or physically unable to move the vehicle
- Driver is arrested
- Parked without current registration and has received 5 or more parking violations over 5 or more days
- Illegally parked with no plates or evidence of registration displayed
- Parked over 72 hours
- Parked blocking cleaning, repair or construction of the highway (after being posted)
- Parked blocking street to be used for other than normal flow of traffic
- Parked in violation of local ordinance when previously posted
- Parked with registration expired over 6 months and not occupied
- Driver is cited for being an unlicensed driver or driving on a suspended/revoked license
Reckless Driving (M)
Drive any vehicle on a highway with willful or wanton disregard for the safety of persons or property

Driving Under The Influence (M)
Driving a vehicle on a public or private property under the influence of an alcoholic beverage/drug

Failure To Appear (M)
Failure to appear in court in violation of a written promise to appear for a violation of a vehicle code

Failure To Pay Fine (M)
Failure to pay a fine for a violation of a vehicle code
SAN LEANDRO MUNICIPAL CODES

MINOR VEHICLE REPAIRS DEFINED AS INCLUDING ROUTINE MAINTENANCE, CHANGING OIL & TIRES, REPLACEMENT OF WATER PUMP, ALTERNATOR, BREAKS, SHOCKS, SPARK PLUGS

MAJOR VEHICLE REPAIRS, VISABLE FROM STREET PROHIBITED

SCAVENGING THROUGH RECYCLE BINS

IT IS UNLAWFUL TO SELL, POSSESS, PURCHASE, USE IGNITE AND FIREWORKS

NO PERSON SHALL CONSUME OR BE IN POSSESSION OF ANY OPEN CONTAINER OF ANY ALCOHOLIC BEVERAGE IN ANY CITY PARK OR OPEN SPACE AREA,

CONSTRUCTION RELATED NOISE M-F 0700-1900/WEEKENDS 0800-1900 NO CONSTRUCTION PERMITTED ON FED HOLIDAYS

UNLAWFUL TO ALLOW DOGS TO RUN AT LARGE

PARKING OF COMMERCIAL VEHICLES RESIDENTIAL

RESIDENTIAL STREETS; NO MOTOR VEH MORE THEN 2 AXLES OR SINGLE VEH OR COMBO OF VEH WHICH EXCEED 20 FEET IN LENGTH OR 7 FEET OR MORE HIGH OR WEIGH 10,000 OR MORE POUNDS SHALL BE PARKED OR LEFT STANDING UPON ANY STREET IN RESIDENTIAL AREA FROM 0200 TO 0600

TOW AUTHORITY FOR VEHICLES PARKED ON STREET FOR SALE
LOCAL LAW ENFORCEMENT AGENCIES

CALIFORNIA HIGHWAY PATROL
They are responsible for all freeways, on-ramps, off-ramps, and any accidents or traffic related matters on county highways. The California Highway Patrol may handle criminal activity on the freeways.

ALAMEDA COUNTY SHERIFF
Alameda County Sheriff/Coroner is responsible for law enforcement in the unincorporated areas of the county, including areas of San Leandro, and contracts with other incorporated cities for their law enforcement (i.e. Dublin, Oakland Airport, AC Transit) when such entities have no municipal law enforcement. The Sheriff's department also maintains the county jail (Santa Rita) in Dublin, several county detention facilities and work camps, a county crime lab, and various other units such as a bomb squad, SWAT, canine officers and helicopter units that may be called upon in times of mutual aid. They act as a liaison and switching station between Alameda County agencies and the Department of Justice and NCIC for computer data bank queries.

The Alameda County Sheriff's Department is also responsible for handling civil law within the county such as the service of warrants and other civil process.

AIRPORT POLICE
Airport Police is a sub-station for the Alameda County Sheriff located at the Oakland International Airport. They are responsible for law enforcement at the airport and connecting parking facilities.

OAKLAND POLICE
The Oakland Police Department is located to the North of the city. Our border includes Durant Avenue.
HAYWARD POLICE
The Hayward Police Department is located south of San Leandro, beyond ACSO’s unincorporated jurisdiction of San Leandro and San Lorenzo.

ALAMEDA COUNTY FIRE
The Alameda County Fire Authority has been contracted to handle all medical and fire related emergencies for San Leandro, other contracted incorporated cities within Alameda County and the unincorporated areas of the county. In June of 1995 the City of San Leandro elected to consolidate its department into the County Fire Department and receive emergency fire and medical services through a contractual arrangement with Alameda County. County fire stations are located at:

<table>
<thead>
<tr>
<th>STA</th>
<th>Address</th>
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<tbody>
<tr>
<td>9</td>
<td>450 Estudillo</td>
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<tr>
<td>10</td>
<td>2194 Williams Street</td>
</tr>
<tr>
<td>11</td>
<td>14903 Catalina Street</td>
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<tr>
<td>12</td>
<td>1065 143rd Avenue</td>
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<tr>
<td>13</td>
<td>637 Fargo Avenue</td>
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<tr>
<td></td>
<td>Fire Training Center</td>
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<td>890 Lola Street</td>
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</tbody>
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IMMIGRATION & CUSTOMS ENFORCEMENT ICE
They monitor and regulate the flow of persons at the nation's borders. They will, at our request, handle any interviews of illegal aliens arrested on criminal charges or the smuggling of aliens. They act as an interagency liaison between the U.S. and Mexico.
MANUAL OF DEPARTMENT RULES AND REGULATIONS
The department rules and regs contains regulations specific to the police department and all employees in each division. You will be held accountable for the information contained within. It is intended that these regulations provide general guidance for professional conduct of all peace officers and civilian employees of the department. All general orders, special orders, memoranda, instructions, manuals and the like in existence on the effective date of these regulations and not in conflict therewith, shall have the same force and effect as these regulations.

There are numerous other procedures contained in this book. You will receive a copy of the procedures to keep. You will be held responsible to know these procedures and will be tested on your knowledge of them.

DEPARTMENT OPERATION DIRECTIVES/LEXIPOL
The Ops Directives/Lexipols contain our department's expectations of each individual employee along with specific procedures for the various functions and tasks of your job. Although many of the procedures in this book are for the sworn officer, they will directly impact your day-to-day duties. Violating an Operation Directive can be punishable up to, and including, termination from your job with the police department. You will receive a copy of the procedures to keep. You may also want to pull Dispatch specific Ops Directives as a separate chapter in the back of your training manual. Many, but not all, of the procedures are discussed in other parts of this manual. You will be held responsible to know these procedures and will be tested on your knowledge of them. You will also be held responsible for knowing theses orders as they apply to your job.

RADIO PROCEDURE MANUAL
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.

SLCEA MOU
The Dispatchers are a part of the SLCEA and represented by Local21. The Memorandum of Understanding (MOU) is kept on the City G drive and a copy is available in Dispatch.
MAPS AND MAP BOOKS
Become familiar with the city map and the city intersection boundaries. There is a binder that contains detailed pages as well as the ability to use the map within the CAD system that will provide directions to San Leandro streets. There is also a large scale map printed in Dispatch.

SCHEDULE
The schedule is on the G drive under “Dispatch Schedule” and contains the current schedule for the current watch. There is a book in the Supervisor’s office that contains the pager schedule and callout procedure.

SVS QUICK ENTRY BOOK AND SVS MASTER BOOK
This book lists all of the make/model/style codes of vehicles you will need to enter when inputting them into the Stolen Vehicle System. There is a small abridged book that is used as a quick reference or you can also access them through the CLEW website.

CALIFORNIA JUSTICE INFORMATION CENTER (CJIS)
This is a DMV teletype reference manual, which lists all of the codes necessary to access this 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 this system.

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

VEHICLE CODE
This book is also for reference. It 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.
SAN LEANDRO MUNICIPAL CODES
The website lists the "SLMC" violations that 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 partial list of the municipal codes most commonly utilized is located in the CAD system.
Intranet: http://qcode.us/codes/Sanleandro/

AT&T LANGUAGE LINE
Serving over 175 languages, Language Line Services eliminates language barriers and simplifies communications with customers, employees and business partners. For local, state and government entities, Language Line Services provides a vital link between limited English speaking constituents and the critical services they need. By offering skilled interpreters and a technologically advanced global network to connect them, Language Line Services helps clients expand their reach and comply with state and federal rules and regulations.

MISCELLANEOUS
There are numerous books in this room for your reference. Be sure to take your time to know what and where they are. It will be your responsibility 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 continuous basis.

INTERNET
Each position in the Communications Center is equipped with Internet capabilities. The Internet has many available resources. It is the policy of the City to provide Internet access, subject to conditions set by the policy governing employee use of the internet, to enhance your ability to perform assigned job duties as needed. Violations of this policy could result in disciplinary action up to and including termination.
OTHER RESOURCES

CRIMS
CRIMS, Consolidated Records Information Management Systems is the program provided by Alameda County for records management. Under CRIMS, you can access a variety of “database” type files, including Names, Locations, Vehicles, and Arrest Information.

Each type of database has a separate “search” screen that can be accessed from the tabs when running CRIMS. Your training officer will show you how and when to best utilize this system. Some of its components include:

Names
When launched, this mask will search for any and all parts of a person’s name for involvements. These could include, but aren’t limited to report involvement, citations, field interviews and arrests.

Locations
When launched, this mask can be used to search under any or all parts of an address, including just street names or just numbers. The return will provide any documented calls to the address as well as report involvements.

Vehicles
This file mask can be populated with various types of information, including whole or parts of a vehicle license. When searching for partial plates, the “_” can be used for missing digits, or the “%” can be used for missing sections after the “%” symbol. The result will return any involvements of the vehicle in reports, citations or arrests.

Arrests
This system will provide detailed information on persons who have been arrested in Alameda County.
AUTOMATED VEHICLE LOCATER (AVL)

The San Leandro Police Department is fortunate to have a GPS vehicle locater and map as part of our CAD system. It is a Global Positioning System ("GPS") that will display the patrol units in the field to within 50’ of their actual location. The GPS is based on satellites to determine the location of the units.

The patrol units are automatically put into the system when the patrol officer logs onto their MDT. They will continually pole to update the unit’s location. This is a valuable aid to determine the closest unit to utilize in an emergency situation.

The tracker has a variety of maps available for your use. The dispatcher may have more than one map view visible at a time. It is often helpful to have a full city map along with the map that automatically changes to pinpoint a particular call. This affords the dispatcher an overview of the location of all entered units at a glance. The dispatcher has the ability to enlarge a map to zoom in on a specific area, view areas that surround the city, view a specific sector of the city, and display the names of major streets and highways.
CAD SYSTEM CRASH

It is estimated that the CAD system will have a high percentage of online time. However, there will be times when the system will go offline for either routine maintenance, emergencies, or for training. In the event that the CAD system goes offline (or in more common terminology, it crashes) the following procedures should be followed.

Manual dispatch cards will be kept in the communications center for use. All appropriate information will be manually documented on the cards including date, time and identification of the calltaker and/or dispatcher.

If the downtime is anticipated, immediately prior to the computer going down, calls for service that are being worked on should be noted and a record of where the units are shall be noted.
## DISPATCH COMMANDS

<table>
<thead>
<tr>
<th>Command Name</th>
<th>Command Description</th>
<th>Function Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>END SHIFT</td>
<td>Unit Offshift</td>
<td></td>
</tr>
<tr>
<td>ON SHIFT</td>
<td>Unit Onshift</td>
<td></td>
</tr>
<tr>
<td>AVAILABLE</td>
<td>Update Unit Status</td>
<td></td>
</tr>
<tr>
<td>BUSY</td>
<td>Update Unit Status</td>
<td></td>
</tr>
<tr>
<td>BEGIN UNIT</td>
<td>Unit Onshift</td>
<td></td>
</tr>
<tr>
<td>ADD COMMENTS</td>
<td>Add Call Narrative</td>
<td></td>
</tr>
<tr>
<td>UNIT C4</td>
<td>Update Unit Status</td>
<td></td>
</tr>
<tr>
<td>CODE 10</td>
<td>Update Unit Status</td>
<td></td>
</tr>
<tr>
<td>C33</td>
<td>Update Call Status</td>
<td></td>
</tr>
<tr>
<td>C34</td>
<td>Update Call Status</td>
<td></td>
</tr>
<tr>
<td>CLEARED CALL SEARCH</td>
<td>Search Prior Call</td>
<td></td>
</tr>
<tr>
<td>CODE 7</td>
<td>Update Unit Status</td>
<td></td>
</tr>
<tr>
<td>CHANGE LOCATION</td>
<td>Unit Go to</td>
<td></td>
</tr>
<tr>
<td>COMMAND LINE</td>
<td>Bring up Command Line</td>
<td></td>
</tr>
<tr>
<td>CLOSE INCIDENT W/UNIT#</td>
<td>Update Unit Status</td>
<td></td>
</tr>
<tr>
<td>COURT</td>
<td>Update Unit Status</td>
<td></td>
</tr>
<tr>
<td>CORP YARD</td>
<td>Update Unit Status</td>
<td></td>
</tr>
<tr>
<td>DISPATCH BACKUP</td>
<td>Update Unit Status</td>
<td></td>
</tr>
<tr>
<td>DISPLAY EMPLOYEE</td>
<td>Open Personnel Search</td>
<td></td>
</tr>
<tr>
<td>DISPLAY INCIDENT</td>
<td>Open Call</td>
<td></td>
</tr>
<tr>
<td>DISPATCH</td>
<td>Update Unit Status</td>
<td></td>
</tr>
<tr>
<td>ENROUTE</td>
<td>Update Unit Status</td>
<td></td>
</tr>
<tr>
<td>911 QUEUE</td>
<td>Brings up 911 Queue</td>
<td></td>
</tr>
<tr>
<td>ENTER DISPO</td>
<td>Add Unit Disposition</td>
<td></td>
</tr>
<tr>
<td>END PURSUIT</td>
<td>End Traffic Pursuit</td>
<td></td>
</tr>
<tr>
<td>FOLLOW PURSUIT</td>
<td>Follows pursuit on map</td>
<td></td>
</tr>
<tr>
<td>EN RT NOT ASSIGNED</td>
<td>Update Unit Status</td>
<td></td>
</tr>
<tr>
<td>LINK CALL</td>
<td>Links calls together</td>
<td></td>
</tr>
<tr>
<td>LOAD TEMPLATE</td>
<td>Resets Screens</td>
<td></td>
</tr>
<tr>
<td>NOTES DISPLAY</td>
<td>Contact Card Search</td>
<td></td>
</tr>
<tr>
<td>OPENS PERSONS TAB</td>
<td>Opens persons tab</td>
<td></td>
</tr>
<tr>
<td>OPEN VEHICLE TAB</td>
<td>Opens vehicle tab in call</td>
<td></td>
</tr>
<tr>
<td>PURSUIT</td>
<td>Traffic Pursuit</td>
<td></td>
</tr>
<tr>
<td>STATION</td>
<td>Update Unit Status</td>
<td></td>
</tr>
<tr>
<td>MAKE PRIMARY</td>
<td>Make Unit Primary</td>
<td></td>
</tr>
<tr>
<td>PURGE UNIT</td>
<td>Unit Offshift</td>
<td></td>
</tr>
<tr>
<td>QUERY LICENSE</td>
<td>NCIC Plate Query</td>
<td></td>
</tr>
<tr>
<td>QUERY NAME/NCIC</td>
<td>NCIC Name Query</td>
<td></td>
</tr>
<tr>
<td>QUERY DL NUMBER</td>
<td>NCIC Driver’s License</td>
<td></td>
</tr>
<tr>
<td>-----------------</td>
<td>-----------------------</td>
<td></td>
</tr>
<tr>
<td>QUERY VIN</td>
<td>NCIC Vin Query</td>
<td></td>
</tr>
<tr>
<td>REROUTE UNIT</td>
<td>Reroute Unit to Call</td>
<td></td>
</tr>
<tr>
<td>REPORT WRITING</td>
<td>Update Unit Status</td>
<td></td>
</tr>
<tr>
<td>ON SCENE</td>
<td>Update Unit Status</td>
<td></td>
</tr>
<tr>
<td>SHORT MEAL BREAK</td>
<td>Update Unit Status</td>
<td></td>
</tr>
<tr>
<td>SEND MESSAGE</td>
<td>Send Message</td>
<td></td>
</tr>
<tr>
<td>STATION</td>
<td>Update Unit Status</td>
<td></td>
</tr>
<tr>
<td>908T QUICK CALL</td>
<td>Add Quick Call 2</td>
<td></td>
</tr>
<tr>
<td>TRANSPORT</td>
<td>Update Unit Status</td>
<td></td>
</tr>
</tbody>
</table>

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**CAD CODES**

<table>
<thead>
<tr>
<th>PRIORITY/EVENT</th>
<th>OUT OF SERVICE CODES</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 = RED</td>
<td>7 = GRAY</td>
</tr>
<tr>
<td>2 = ORANGE</td>
<td></td>
</tr>
<tr>
<td>3 = YELLOW</td>
<td></td>
</tr>
<tr>
<td>4 = GREEN</td>
<td></td>
</tr>
<tr>
<td>5 = BLUE</td>
<td></td>
</tr>
<tr>
<td>6 = LIGHT BLUE</td>
<td></td>
</tr>
</tbody>
</table>

**FUNCTION KEYS**

- Help
- Create New Call
- Open Command Line
- Open alternative Command Line
- Map Events Search
- Cleared Call Search
- Open Global Subject Search
PST’S AND ONLINE REPORTING

There are a couple ways we can take a report from a citizen other than sending a Police Officer to their location. They can utilize the online reporting system, also known as Cop Logic, or we can send a Police Service Technician out to them.

POLICE SERVICE TECHNICIAN

The Police Service Technician, also known as PST, performs a wide variety of tasks throughout the Department. Some of these tasks include working in Records, the Jail, handling abandoned and illegally parked vehicles, code enforcement (weed abatement, etc), traffic control, and taking cold reports with no suspect information. A PST is able to take a for some reports, a PST is also able to take a phone report from the jail if they’re not able to respond to an address.

ONLINE REPORTING SYSTEM

Citizens can utilize the online reporting system by going to our City’s website at www.sanleandro.org. If a citizen is offered to make their report online but still requests a Police Officer, we will send an Officer out to their location in the City.

<table>
<thead>
<tr>
<th>Incident Type</th>
<th>Definition</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>ANNOYING OR HARASSING</td>
<td>Unwanted phone calls of an annoying, harassing or threatening nature.</td>
<td>Immediate hang-ups, obscene language, etc. with no known suspects.</td>
</tr>
<tr>
<td>ORDER VIOLATION</td>
<td>Withholding custody terms outlined in a valid and served court order.</td>
<td>A parent was late for drop-off or return of a child at a specified time as outlined in a</td>
</tr>
<tr>
<td></td>
<td></td>
<td>child custody. This is NOT to report child concealment.</td>
</tr>
<tr>
<td>FRAUD/ILLEGITIME OF</td>
<td>Unauthorized use of a credit card or debit card.</td>
<td>An unauthorized person that you don’t know makes a purchase with your credit or debit card.</td>
</tr>
<tr>
<td>CREDIT CARD</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hit and Run Vehicle</td>
<td>Leaking the scene of an accident without providing required license, insurance or vehicle information.</td>
<td>Damage caused by another vehicle in which the driver should have left information or fled</td>
</tr>
<tr>
<td>Collision</td>
<td></td>
<td>the scene without stopping to exchange information.</td>
</tr>
<tr>
<td>Identity Theft</td>
<td>Obtaining someone else’s personal identifying information and using it to obtain credit, goods or services.</td>
<td>Someone obtains a credit card using your S.S.N. or obtains phone service using your personal</td>
</tr>
<tr>
<td>Lost Property</td>
<td>When property is missing or lost.</td>
<td>Property that is missing, items left behind at restaurants, wallet left at store, missing</td>
</tr>
<tr>
<td>Simple</td>
<td>Add information to an already existing report.</td>
<td>Phone number, missing cell phone, etc.</td>
</tr>
<tr>
<td>Startup</td>
<td></td>
<td>You have additional property that you have discovered missing or information regarding the</td>
</tr>
<tr>
<td></td>
<td></td>
<td>report you have already filed.</td>
</tr>
<tr>
<td>Theft</td>
<td>Your property is taken without your permission.</td>
<td>Property known to be stolen from yards, open areas, unlined vehicles, etc. Lost property is</td>
</tr>
<tr>
<td></td>
<td></td>
<td>not a theft.</td>
</tr>
<tr>
<td>Theft from a Vehicle</td>
<td>Property is stolen from a motor vehicle.</td>
<td>Auto items or belongings from a vehicle that was locked.</td>
</tr>
<tr>
<td>Vandalism of Property</td>
<td>Vandalizing or defacing public or private property.</td>
<td>Graffiti, spray paint on walls or sidewalk, knocking over mail box, throwing rocks through</td>
</tr>
<tr>
<td>Vandalism of Vehicle</td>
<td>Vandalizing or defacing public or private property.</td>
<td>windows, etc.</td>
</tr>
</tbody>
</table>
NIXLE 360

Nixle 360 is a completely web-based solution combining reverse 911 directories with a comprehensive database of geographically-located phone numbers that do not require citizens to opt-in for emergency usage. Only the Sergeant or Watch Commander on the scene of an incident can request a Nixle be sent, and must provide the information they want included (distribution radius, specific location, etc).

There is a required monthly testing of the system that is completed by each Dispatch crew every month, and is sent only to the Support Services Manager and Dispatch Supervisor.
**CLETs Network Diagram**

*California Law Enforcement Telecommunications System*

**CJIS (DOJ)**
- Stolen Vehicle System
- Automatic Boat System
- Automated Firearms System
- Armed and Prohibited Persons System
- Automated Property System
- Wanted Persons System
- Supervised Release File
- California Restraining & Protective Order System
- Criminal History System
- Missing/Unidentified Persons System
- Mental Health Firearms Prohibition System

**DMV (State)**
- Vehicle Registration (VR)
- Driver License (DL)
- Automated Name Index (ANI)
- Occupational Licensing (OL)
- Parking Citation

**Oregon (LEDS)**
- Articles
- Driver License
- Guns
- Stolen Vehicle
- Vehicle/Boat Registration
- Wanted Persons

**FBI/NCIC**
- Vehicle File
- License Plate File
- Boat File
- Article File
- Gun File
- Foreign Fugitive File
- Missing Persons File
- Unidentified Person File
- US Secret Service File
- Interstate Identification Index (III)
- Securities File
- ORI File
- Wanted Persons File
- Violent Felon File

**NLETs (Interstate)**
- Vehicle Registration
- Driver License
- Hazardous Material (HAZMAT)
- Aircraft Tracking (FAA)
- Aircraft Registration (FAA)
- Boat Registration
- Snowmobile Registration
- ORION ORI File
- INTERPOL
- Canadian Interface
- Criminal History
- National Insurance Crime Bureau (NICB)
- Administrative Messages
- Regional Broadcasts
- Help Files

**Message Switching Computers**

**CAD INTERFACES**

- Mobile Data Terminals
- Fixed Terminals
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 responsible for this critical position. Professional demeanor and a strong personal desire to provide effective service must be the primary job goal 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, field personnel, and supervisors. They are aware of the contribution you make to their respective duties, the department's image, and public safety.

As a public safety dispatcher handling incoming calls for service, it is your responsibility to screen these calls to determine their priority. 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 dispatcher, you will be utilizing a Computer Aided Dispatch system, also known as CAD, for all call entries, updates, and record keeping.

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.

As a call-taker, the CAD system will verify any address you enter into a complaint mask and let you know if it is a valid location in the city. As new streets are added to the city you may find a valid San Leandro street missing from the Geo-file. In that case you will need to override the address into the CAD call and notify a Senior Dispatcher so it can be added.

The objective of your telephone training is to develop:

- the ability to speak in a voice that is clear, easily understood, and authoritative;
- the ability to deal courteously with the public under any circumstances;
- the ability to take control and direct the flow of the conversation;
- a knowledge and understanding of call screening and prioritization;
- a recognition of the importance of information verification;
- a knowledge of logical questions to ask, in the proper sequence;
- an understanding of the importance of keeping others in the room, and supervisors, appraised of new and/or updated information;
- a knowledge of 911 technology.
VOICE QUALITY

Your voice impacts how a caller will react to you, responding personnel and the department. If you listened to your voice you would find that your speech has four important characteristics:

- Cheerfulness
- Distinctness
- Volume
- Speed

Every telephone call must be answered in a professional manner, never in a brusque or gruff voice that might be intended to impress someone or is a leftover 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 from the caller’s tone of voice the urgency of the call. Keep the length of all incoming calls short. Be polite, but discourage the marathon conversation. They may have a wealth of information to give you, but only a small portion of the information may be 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 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 you are one of the top public relations people in the department? When someone calls, you are the San Leandro Police Department. If you present a cheerful, knowledgeable and interested demeanor, their behavior toward the department will generally be positive.

IDENTIFY YOURSELF
In the interests of professionalism and saving time, tell the caller immediately, "San Leandro Police" or "San Leandro 9-1-1 Emergency" or "San Leandro Police Emergency", 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 as quickly as possible. The incoming calls could be a life in danger. Every second counts. Remember, an emergency call could come in on any telephone line, so before putting anyone on hold, ask if they have an emergency. Also, a person who was kept on hold too long could have had a pleasant demeanor to begin with, but is now irate and difficult to handle. If you have to leave a caller on hold, try to pick up the line and apologize or thank them for holding.

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 layman'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 be a good citizen and 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. Be courteous of other call-takers. Keep your conversation level in the room to a minimum as voices can be picked up on tape even when you are not on the telephone. Make personal calls outside of the communications center.

You must always be careful 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 professional at all times, but use your sense of humor when it is appropriate. It can help the caller get through a difficult and/or stressful time and will certainly leave you feeling better. People respond to a smile in the voice and it may help them feel that you are genuinely interested in their problem. Avoid unprofessional expressions. Never appear flirtatious. Again, remember you are being recorded. Never say anything that you would not want your supervisor to hear or would not want aired in a courtroom or in the media. The bottom line is knowledge and sincerity. The public can spot a phony, and your 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. prioritizing of the call) and 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 the caller realize you and the responding officers will help them.

HOSTILE
Hostility is contagious. Treat hostility with courtesy, as 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 soft voice and they will normally quiet down to hear you. Never place your personal and professional reputation in jeopardy by responding to profanity with profanity of your own, regardless of 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 their 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. Assist them in doing so by suggesting a couple of deep, slow breaths before they attempt to talk.

INTOXICATED
Don’t assume that because a caller is intoxicated you have an excuse to be rude or discourteous. Do not hang up on a drunk caller before evaluating their request. This may be the time service is truly necessary. If, after questioning, it is determined or suspected the caller is inebriated, be sure to include that information in the call to advise the dispatcher of the caller’s condition.
ENGLISH AS A SECOND LANGUAGE
The situation with a limited or non-English speaking caller may have to be more thoroughly probed to determine the exact nature of the situation. Specifically, the barrier is the difficulty to say in words what a situation is because of unfamiliarity, or lack of knowledge, of words necessary to effectively communicate. Make a concerted effort. Try to get a call back number. You may find a translation service useful. Serving over 175 languages, the AT & T Language Line Service eliminates language barriers and simplifies communications with customers, employees and business partners. For local, state and government entities, Language Line Services provides a vital link between limited English speaking constituents and the critical services they need. By offering skilled interpreters and a technologically advanced global network to connect them, Language Line Services helps clients expand their reach and comply with state and federal rules and regulations.

CHILDREN
Extract as much information as possible. Treat the calls from children very seriously. Don't assume the child is simply playing on the phone. And 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/or find the language to describe it. If you say, "Was it red?" they may agree it was red just because you are the authority figure. Do not talk down to children, but rather ensure your vocabulary matches the comprehension level of the child. Calls from children may take more time or patience.

ELDERLY
Treat all callers with empathy and respect regardless of age. 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 their welfare.

EVASIVE CALLERS
The reasons for callers to withhold information or give false information are as varied as the callers. Be aware the person 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 that is civil in nature, however they hope the officers' presence will threaten the other party. The reporting party may embellish the story in an attempt to have a unit respond. A caller may have a valid complaint, yet is trying to get the units to respond more quickly by exaggerating. Juveniles, pranksters or persons who are upset with the police will 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 the information and requesting that we not contact them, release the information to the offender or include the 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. However, reporting party information may be placed in the officer’s report. If the incident becomes an arrest, the arrestee’s attorney may request a copy of the report. They will then have access to the name, address and telephone number of the caller. If a caller asks if they must give their name, you must be honest and tell them it may not be required (depending on the incident).

INTENTIONALLY MISLEADING STATEMENTS
If you feel the caller is giving you false information, check the callback number. Check for contradictions in names, numbers and locations. Ask them to repeat certain information later in the call. Don’t be afraid to question the caller as to the validity of their information. Listen for unusual noises or conversations in the background. For example, confirm they really see a weapon.

COMPLAINTS AGAINST OFFICERS
In the event a communications employee receives a complaint from the public regarding a police officer, attempt to find out who the officer is, and take a message for that officer’s supervisor. If it’s regarding a call that the officer was just on, find the call, print it and attach it to the phone message so the sergeant can look at it as well. Forms are also located at the front counter and feedback can be provided online.

COMPLAINTS AGAINST A DISPATCHER
In this unlikely event, route the call to the Senior Dispatcher. If there is no Senior Dispatcher on duty then transfer the call to the Communications Supervisor. Don’t ask for details of the event and do not give your opinion. If you feel you are going to have someone complain about you, notify the Senior Dispatcher or Supervisor immediately. It is much easier to have a rational conversation with a person making a complaint when the Senior/Supervisor is aware of the incident.
CALLS FOR HOME PHONE NUMBERS OF POLICE PERSONNEL
You will not give the home address or phone number of any sworn officer or Professional Staff employee to anyone outside of current police personnel. 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 an emergency exists, offer to take the name and phone number of the calling party and then make the emergency call to the employee yourself.

MENTAL HEALTH ISSUES
Phone calls where mental health is a factor can be challenging but with appropriate clarifying questions officer safety can be maintained and citizens can get the help they need. The officer safety questions that must be asked on most calls include weapons, alcohol or drugs questions. Asking if anyone has been diagnosed with mental illness or exhibiting signs of mental illness can help officers provide more appropriate aid to citizens.

Let’s start with calls where the involved parties know each other or are calling for themselves. The reporting party may be able to answer clarifying questions. The types of mental health questions you should be asking during the call are, but not limited to;

- What type of mental illness have they been diagnosed with?
- Are they taking any prescription medication?
- Are they self-medicating with street drugs or alcohol?
- Are they hallucinating, either auditory or visual? Quote the callers delusions/hallucinations in the call.
- Have they made suicidal threats? Have they made suicide by cop threats? If suicide threats are vague, ask “what would you do”?
- Have they been violent with first responders?
Asking any or all of these questions may prompt other clarifying questions, for example;

If an involved party has been diagnosed with PTSD from military service, ask what branch of the military the involved party served in. It may be appropriate to have an officer who served in the same branch of the military respond to make a connection with the person in crisis.

Calls made by a citizen having a mental health crisis will require compassion and patience from the call taker. Remember, what the caller is experiencing is real to them, even if it sounds strange to you.

Asking the same clarifying questions listed above will get the caller the help they need. Also tailoring your questions to the situation can gain helpful insight for responding officers. For example; when speaking to a suicidal caller, ask “Why have you chosen today to commit suicide? Do you have a plan? What is your plan?”

You may also deal with someone reporting a subject in excited delirium. The symptoms are fast breath, abnormal strength, sweating, stripping of clothes and constant movement. It is important to send multiple officers in these cases and start medical to stage. Every symptom/action should be documented in the call. The accuracy and detail in the narrative maybe critical in the future if a case goes to court.

Lastly, there are some basic de-escalation tips to assist with suicidal or 5150 callers:

- Slow down the pace of the conversation
- Be aware of your tone
- Keep a slightly lower volume
- Keep sentences short
- Validate the caller (I hear why you are upset)
- Provide simple instructions

Remember always de-escalate first, problem solve later.
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 verbiage 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 you may only have seconds to obtain 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 may panic, become irate or hang up if you do not appear organized in your questioning or confident in your work. The dispatcher must receive the information as quickly as possible to properly dispatch sufficient units. Try to imagine how far a suspect can run or drive within the time it takes you to process the call? Officers must be provided with as much information as possible prior to arrival. Other citizens attempting to report emergencies may be forced to wait if 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 and dialed the correct number, they must still explain the situation to you. The caller usually knows what they want to report, but they rarely know how to report it. In emergency situations, a person may be under such stress that they have difficulty communicating quickly and clearly. Proper questioning and control of the conversation by the call-taker can increase the quality and effectiveness of the information. For this reason, the call-taker must take control of the conversation in a courteous, yet professional manner and ask these direct questions.

WHAT (type of incident)
You need to know this immediately to properly prioritize the call.

WHERE (did the incident occur)
Remember jurisdictional boundaries. Do not waste the time to take the call if another agency is going to handle the incident.

WHEN (did the incident occur)
The time element greatly impacts the priority of the call. Quickly ascertain 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.

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. Also included in priority calls, but to a lesser degree, are calls in which property is in jeopardy, i.e. burglaries, thefts or malicious damage, where the crime is in progress or where the crime just occurred and the suspects are still in the area.

The procedure for high priority calls is as follows:

- Determine the nature of the problem.
- Determine the location of the problem. It may not be within our jurisdiction to handle. Ask the reporting party for the phone number that they are calling from and the location of occurrence in the event the call is disconnected. Confirm that where the reporting party is calling from is the same as the location where the incident occurred. You may ultimately wind up with three different addresses:
  - The location of occurrence
  - The location where the reporting party is now
  - The reporting party's home address
  If the reporting party is calling from a business, get the name of that business and include it in the call. Include the suite number. If it is a 911 call, confirm that the address and phone number displayed on the automated location information screen (ALI) are accurate. This will also verify the incident is in our jurisdiction. Get the correct spelling of the names as an officer may have to check mailboxes, driver's license files, or vehicle license files.
- Send the call to the dispatcher immediately with the partial information and then return to the caller for further details. Update the call as new information is received so that the dispatcher may, in turn, advise the responding officer(s).
- Ascertain if anyone is injured as soon as possible. Keep the party on the line. Update the call if there is an injury involved so that paramedics can be notified.
For officer safety, it is imperative that you obtain the following information immediately, preferably in this order:

- Vehicle description and license number
  - color - be specific - light blue, dark blue
  - make/model - Chev/Camaro, Ford/T-Bird
  - body style - station wagon, convertible. If a truck, a full-size or mini pick-up, a van, stake-bed, etc.
  - year - at the minimum, newer or older model

- Direction of travel, whether on foot or in a vehicle, and toward what street or landmark. Giving north/east/south/west in San Leandro may be confusing since most streets do not run true to the compass.

- Weapon(s) used, if any - never assume anything. Just because no weapon was mentioned does not mean no weapon was involved. **ASK.** Be sure the caller observed the weapon and didn’t just assume the suspect(s) had one because they were talking about it.

- Number of suspects

- Suspect's description (one suspect at a time)
  - race
  - sex
  - age
  - height (at least tall or short)
  - weight or build
  - hair/eye color
  - physical oddities, i.e. glasses, mustache, scars/marks/tattoos
  - clothing description - start at the top and work down the body (i.e. hat, jacket, shirt, pants, shoes, carrying anything)

**SECONDARY PRIORITY CALLS**
These calls for service do not require an immediate response, but should be dealt with as expeditiously as possible. However, a situation such as a combative shoplifter in custody could fall within the priority 1 classification. All calls of this type must be carefully and accurately evaluated by the call-taker to ensure no person is in immediate danger. The procedure would be the same as a high priority call, except you need not send an incomplete call to the dispatcher and you need not keep the caller on the phone.
ROUTINE CALLS
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 and/or according to the circumstances of the individual incident.

Research indicates 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. If the dispatcher tells the citizen the officer will "be right over", and the officer does not arrive for fifteen minutes, the citizen will not be impressed or satisfied with the response time. However, if the citizen had been told 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. We never give an estimated time of arrival (ETA) to any callers. You can advise them we like to handle calls within the hour although because of not knowing what could happen, explain to the caller we work on a priority basis and we will do our best to get to their call as soon as we can. Time permitting, and whenever possible, make an attempt to call back calls that have been holding for an hour or more to reassure the caller we have not forgotten about them and will be out just as soon as possible.

QUESTIONING
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; develop good basic skills. During an emergency your instincts will kick in and you will be able to handle the call the same way as a routine call, only faster.

TRANSFERRING A CALL
Only transfer calls when necessary. None of us likes the proverbial "run around". In time you will become proficient in answering many questions, but you will never be able to handle 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 appropriate person and/or agency and always preannounce a transferred call.
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". 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 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 should you become overburdened with calls or if you have left lines on hold and are in the middle of a potentially lengthy phone conversation.
BASIC LINE OF QUESTIONING
(Primary Questions to Ask)

WHERE
- IS IT HAPPENING?
  - HOUSE
  - APARTMENT
  - BUSINESS

WHAT
- IS GOING ON?
- HAS HAPPENED?

WHEN
- TIME ELEMENT
  - IN PROGRESS
  - JUST OCCURRED
  - COLD

HOW
- DID IT HAPPEN?
- ANY WEAPONS
- ANY INJURIES

WHO
- DID THIS?
- DO YOU KNOW THE PERSON
- DESCRIPTION

DETAILS

RP INFORMATION
**Person Description**
Name (if known)
Race
Sex
Clothing (head to foot)
   Hat
   Coat or Jacket
   Shirt (long-sleeved or short-sleeved)
   Pants
   Shoes
   Items being carried
Age
Height/Weight
Hair (color and length)
Eyes
Facial hair
Physical oddities (scars, tattoos, etc.)

**Vehicle Description**
Color
Year
Make
Model
Body Style (2DR/SW)
License
CUSTOMER SERVICE

The results of good customer service can increase the work effectiveness of communications personnel. We know how it helps the caller, but people will ask how it will help us. A positive interaction between the community and the police department can have the following benefits.

- **Information** - The caller is more willing to answer your questions and provide needed information if they feel they are being treated with courtesy and respect. This would include details that may be pertinent to the safety of the officers.

- **Expediency** – Information will be obtained quicker when the caller and the dispatcher are working together. Arguing slows down the process and makes your job harder.

- **Support** – When the community feels part of the police department they are more agreeable to supporting our needs, i.e. bond issues, additional personnel, association request for pay raises, etc.

- **Teamwork** – Good customer service encourages citizens to contact the police when they witness a crime and/or a critical incident if their prior contact was positive.

- **Stress** – A positive contact is less stressful than one where you are placed in the position of having to force information from the caller because they are being defensive or feel that they are not being taken seriously.

CUSTOMER SERVICE IN THE COMMUNICATIONS DIVISION

Dispatchers play a vital role in customer service with the community. They are often the first, and sometimes the only, contact the public has with the police department. Communications personnel are responsible to make this a positive interaction. You may know that their problem and/or request is of a very low priority. However, no matter how trivial their problem may be in the grand scheme of things, it is obviously important to them or they would not have called. It is incumbent on us to show respect and not trivialize their concerns.
Working together as a team helps to promote trust and cooperation and replace the “us” vs. “them” attitude.

The following guidelines will help maintain a high level of service:

- There will be times when we are not the correct agency to assist the caller. In that case, direct them to someone who can, and provide them with a phone number if possible. There are myriad of referrals available.

- Show care and concern for the caller. Let the caller know you are interested in their problem. It is the responsibility of the dispatcher to ask the caller the correct questions to substantiate a crime and/or provide them with viable options.

- Be honest with the callers. Don’t lead them to believe you can do something that you can’t or agree with them just to get them off the phone. Your statements are representative of the entire San Leandro Police Department.

- Never tell them we are “on the way” unless you are absolutely sure that is the case. Do not give them a false sense of security and/or open the department up for litigation. A better response would be that we will get there as soon as possible.

- If they ask for a time frame, be realistic. Don’t automatically say we will be there in 30 minutes. Check the status monitor for the officer’s activity and pending calls. Let them know the officer will be there as soon as possible, but cannot guarantee a time. If the call has been holding for an hour, call the RP back and let them know of the delay.

- Try not to keep callers on hold for extended periods of time. There are times when the activity level is such that you may have to put a caller on hold. If they are going to be on hold for an extended period of time, try to come back on the line and let them know you will be with them as soon as possible. Don’t be afraid to apologize for keeping someone on hold. It lets them know you did not ignore them, but had other priority calls to handle.

- Use positive verbiage. Avoid telling the caller that there is “no officer available to help you”. This tends to put the caller on the defensive. It might be better to tell the caller that the officers are working an emergency (or other priority calls). This will help the caller understand why they may have to wait for a police response on their report call.

- Use a professional tone of voice. Your tone of voice can easily reflect your demeanor, i.e. bored, disinterested. If you use a positive voice the caller will
usually respond in a like fashion. Remember, it may not be what you say, but how you say it that makes the greatest impression on the caller.

- There is never an excuse for rudeness. A polite dispatcher can usually disarm even the excessively rude caller. The caller may be upset over the situation and you are the one that receives the brunt of their emotions. While that is not an excuse, it is definitely something to take into consideration. Remember, no matter how rude the caller is there is never an excuse for the dispatcher to be rude.

These guidelines will not apply to every situation. There are many variables. Remain flexible and use common sense and consideration when dealing with others. Most complaints come in when a dispatcher is not willing to take the necessary time to choose their words wisely and/or display a helpful demeanor.

Our department has made it quite clear that personnel will adhere to the motto of “We strive at all times to achieve the highest professional standards”. The expectations are really quite simple; “to do the job we were hired to do in a polite, professional, and efficient manner”. That means we will use customer service skills that provide for the highest quality of service in our daily job performance. Professionalism and objectivity are paramount. The philosophy of the department dictates that personnel may need to spend a little more time to explain procedures to the caller. A few extra words can make all the difference between a misunderstanding and a satisfied customer.

“A hero is an ordinary individual who finds the strength to persevere and endure in spite of overwhelming obstacles.”

-Christopher Reeve-
WEST PHONE SYSTEM

The telephone system utilized in the communications center of the San Leandro Police Department is WEST. The phone system provides call takers with on-screen control of both landline and wireless calls in a wide variety of telephony environments. It is comprised of the following major components.

- **Line Status** – This displays ringing, holding and currently active calls at your terminal. Calls can be answered from the Line Status window.
- **Call Control Window** – The call control window provides the resources to hold, conference, answer, or release calls at your workstation.
- **Auto Dial Window** – This allows storage of frequently dialed numbers for easy access. Telephone numbers can be dialed with a point and click operation.
- **ALI Display** – This displays and/or stores information received from 911 calls into the communications center.
- **TTY Module** – This opens a TTY call window, from which you can communicate with hearing impaired callers on a TTY device.
- **Instant Recall Recorder** – The IRR allows you to select and play back a telephone and/or radio call recorded in the previous 30 minutes.
- **Headset Volume** – This allows you to adjust the volume of your voice as well as the caller’s.
- **Redial** – This button allows you to automatically redial the last number called.

BUSINESS LINES

Although emergency lines must be answered first, remember that emergency calls can come in on the business lines. These lines should be answered as soon as possible. They are to be answered, "San Leandro Police".

The keypad affords an alternate method of answering incoming telephone calls. The keys are marked as follows.

- 911
- Emer
- Bus
- Dial Area
- Release
- BK Space
- Hold
- Enter

TRANSFERRING CALLS INTERNALLY

When a call is received that should be transferred to another extension within the department, check to see if that extension is on the auto-dialer. If it is on the auto-dialer, keeping the caller on the line, use the mouse to right click on the needed extension, right click on call with number and click on number to transfer to. When the ring begins you may then disconnect if you are not going to announce the call even though no one has answered. The call will either be answered by voice mail or call forwarding. If it is not on the auto-dialer, use the mouse to click on the "HOOK FLASH" button and wait for a dial tone, you may then dial the ten (10) digit number, wait for the ring and disconnect.
TELEPHONE PAGING SYSTEM

Your phone can be used to page someone inside the police facility. Use the mouse to right click on the “intercom” button. This will display at the top of the phones the options to open the intercom within the station. Left click your mouse on the title you wish to open up at that time you will then be live on the intercom. Speak slowly, distinctly, and repeat the name of the person you are paging. It is suggested you announce where the person is to contact.

TELEPHONE MESSAGES FOR PERSONNEL

All personnel are provided with a voicemail extension they are required to monitor. If an employee is not working, the call can be transferred to the employee’s voicemail. Personnel whose primary duties function out of the station have a desk line that their calls can be transferred to. If someone is calling for an on-duty employee regarding a relevant issue, Communications personnel will take a telephone message and sent it to the employee’s MDT.

OBTAINING NON-PUBLISHED NUMBERS

Due to a 1984 court decision, the telephone companies may release non-published telephone listing and/or subscriber information to a public safety agency only under the following conditions:

- To enable response to a possible life threatening situation. These have been described as incomplete 911 calls, unknown trouble calls, barricaded suspects, suicides, and similar situations.
- In response to a lawful search warrant.

Any employee requesting and obtaining non-published telephone information may need to complete a "non-published information request" form. The department must respond, in writing, to the telephone company security department within five working days after receipt of the information. This does not apply to numbers that are published.
This policy does not cover calls relayed to this department by the telephone operator where callers have requested police assistance. The operator will have, and is authorized to give, such information (i.e. address and telephone number of calling party) to enable police response.

Non-published numbers for several counties can also be accessed through the telephone system.

Cell phones can be traced via their specific carrier to the location to which the phone is registered. In the event of an emergency the carrier can place a “ping” on the phone to track the general area in which it is being used. This process could take up to an hour or more.
The State of California, like many other states, has adopted the 911 emergency phone systems to expedite emergency police, fire and medical assistance. This emergency telephone system enables a (PSAP) Public Safety Answering Point to immediately identify the telephone number and address of the calling party. 911 calls can be answered at all console positions in the communications center. Each position is independently supported by Automatic Number Identification (ANI), and Automatic Location Identification (ALI) systems. The San Leandro Police Department Communications Center is the primary answering point for police, fire, and medical services. Therefore, the proper operation and maintenance of the 911 system is of vital importance to the welfare and safety of the residents of San Leandro.

The 911 phone lines (not nine-eleven) are to be answered within ten seconds, guidelines set forth by NENA. The appropriate way to answer 911 is by saying, "San Leandro 911 Emergency". After you say "San Leandro 911 Emergency", listen to see if the call is an emergency. If the caller says their call is not an emergency, and you confirm from a short conversation it is not urgent enough to continue the conversation, it is recommended you ask the caller to call back on our non-emergency, police business line of 577-2740.

When the call sounds fire department or medical related, tell the caller you will connect them to the fire department and 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 complaint mask. Do not 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 For Service mask. This interface allows the "ALI/ALI" information to capture the caller's location and phone number in the call while generating a new call for service. Remember the location of occurrence may not be the same as the caller’s location. Be sure to verify the location of occurrence and the location of the caller, as the screen may not be accurate. If the person has recently moved, the address may be incorrect. The 911 system is comprised of three primary components:

- The ANI (Automatic Number Identification) unit, which displays the number calling the 911 system.
- The ALI (Automatic Location Identification) unit, which displays the address of the calling party. The window automatically saves ALI information for up to five previous calls. The most recently saved call appears in the first tab. Click on the other tabs to bring earlier calls to the front. Any call can be save using the “Save ALI” in the options menu.
- 911 Transfers - Click on the “911 Transfers” button to display a list of other public safety agencies to which 911 calls can be transferred. Highlight the desired number and click on “dial”. When the phone is answered you will have a three-way conversation. If you do not need to remain on the line, click on “release”. This will provide the caller and the agency a two-way conversation.

A 911 call can also be transferred to a number not on the quick dialer buttons. Keep the caller on the line, click on the “HOOK FLASH” button, wait for a dial tone, then dial the number you wish to call. Keep in mind that our 911 system has a 925 area code due to the switching equipment located off site; therefore 510 must be used when dialing a local number. The 911 system is independent of our phone system. When the phone is answered, you can listen in or disconnect, as common sense dictates. You do not need to place the call on hold to maintain the connection.

If you receive a 911 call where there 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 no parent is available, a unit is to be dispatched.

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 complaint mask reflecting what you heard and send it for dispatch. There may be a person unconscious or in some other dire peril that was only able to dial. This is a priority call. If at all possible, stay on the line and listen for any other activity until the unit arrives.
If you receive a 911 call and hear fighting or arguing in the background, create a call for service and stay on the line. Complete the Call for Service narrative with the information you can hear, and that you still have an open line. Periodically update the narrative 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, create a call for service so an officer can be sent to the location. If contact is made and you have verified a misdial, update narrative to include the name of the person contacted.

If a wireless 911 phone call is received it is to be handled according to Communications Division Procedure Wireless Enhanced 911. Create a call for service using ☑️ ☑️ ☑️ as the call type, then make a call back to the number. If you reach voice mail leave a message to call back on 911 if it is an emergency call or to call the non-emergency number at 510-577-2740.

CHP cellular transfers can not only be received on 911 but also on the Police Emergency lines. The majority of cellular 911 calls is distributed through the system to the appropriate agency and will ring on our normal 911 lines, but there are still a few that are misrouted. CHP will transfer these calls on these lines and also utilize these lines to contact our center.
CALL FOR SERVICE MASK

The Call for Service Mask is the first step to entering calls. The Call for Service window, sometimes referred to as the CFS Window, enables CAD users to record information gathered from callers.

This window can be opened in two ways:

1. Utilizing the Create New Call function located at the top of the CAD toolbar. This icon opens the Call for Service Window, allowing you to enter a new Call for Service

2. Utilizing your F2 function key
CALL FOR SERVICE/SUICIDE

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 ALCO after method established

C. When was last time caller talked to the victim

D. How was contact made; in person or by phone

E. Did victim contact caller, or did caller contact victim

F. Victim's information
   1. Name
   2. Age
   3. Victim's phone number and address
   4. Does the victim live alone?
   5. Does the victim have previous history of suicide attempts and the method used?
   6. Any history of other mental or physical problems, have they been diagnosed with any mental illness?

G. Make sure the caller does not disturb the crime scene if the victim is obviously deceased, i.e. do not untie the knot on a hanging victim.

H. As the Call Taker it is your responsibility to notify the Dispatch Supervisor. As the Dispatcher, it is your responsibility to make sure the Sergeant is notified.

Keep the caller on the line in case the responding officer's have any further questions
CALL FOR SERVICE/MISSING CHILD
Lexipol Policy #316

MSRISK = Victim of a crime or foul play, in need of medical attention, has no pattern of running away or disappearing, is the victim of parental abduction/kidnapping or is mentally impaired

A. Name?
B. Age?
C. Sex?
D. Clothing?
E. Last seen how long ago?
F. Where seen?
G. Have you checked the house thoroughly, including under the beds and in the closets?
H. Is the child's bicycle, tricycle or skateboard gone?
I. Any problems involving child custody or visitation?
J. Have you checked with the neighbors or the child's friends?
K. Stay at your house until officer arrives
CALL FOR SERVICE/ROBBERY ALARM

If the alarm company advises you of a panic alarm at a residence, it is entered as a panic alarm (which can also indicate medical and fire emergencies as well as a robbery). The CAD activity is

For business only - after 5 P.M. Ask for normal hours of operation (to determine if business should still be open)

For banks only –

Unlike audible or silent alarms, panic alarm cannot be canceled. Although we may receive a cancellation from the alarm company or homeowner, because we are unable to verify who is calling in, we continue to respond.
CALL FOR SERVICE/BURGLARY ALARMS

A. Include in narrative
   1. Location of where alarm covers
   2. If the alarm co. has called the premise indicate what the response was
      (i.e. no answer, answering machine, if someone there, a name and who
      they claimed to be).
   3. Request a SUB (responsible) be contacted by the alarm co. and have the
      person respond. A “sub” is a representative from the business and or
      residence that should have keys and able to respond. Indicate if any
      responsible is in route. Include ETA and their vehicle description.
   4. Name of the Business/Resident
   5. Premise Phone number
CALL FOR SERVICE/FAMILY DISPUTE

A. Who is involved?
   1. Husband vs. wife?
   2. Boyfriend vs. girlfriend?
   3. Mother/Father vs. son/daughter?
      a. If son or daughters are involved, get age
   4. Are the parties adults or juveniles?

B. Verbal or physical altercation? If physical; is medical needed?
   1. Weapons?
      a. What kind?
      b. Where in house (even if not displayed during fight)

C. Description- known subject/DOB
D. Anyone been drinking or using drugs?

E. 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?

F. Are their children present?

G. Did the children witness the dispute?
CALL FOR SERVICE/HIT & RUN ACCIDENT

= Hit and run with injuries (felony - respond ALCO)
= Hit and run with no injuries (misdemeanor) can be made through our online reporting system if there is no suspect information.

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 suspect vehicle?
F. Are you a witness or the victim?
   1. If a witness, be sure to ask for name and phone number so the officer can contact later for a statement
   2. Include that information in the call history

**Since hit and run is a crime, we send an officer 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 them, it is not a hit and run. The driver has complied with the law prior to leaving the scene. However if a note is left that contains misinformation it will qualify as a hit and run.
CALL FOR SERVICE/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 in someone else’s parking space (Apt/Business)
CALL FOR SERVICE/ABANDONED VEHICLES

It is illegal to park a vehicle on a public street for over 72 hours in San Leandro. The Code Compliance Division handles all calls for vehicle abatement.

Although we cannot take action on the vehicle until it’s been 72 hours in one spot, the 72 hour countdown starts from the time an officer marks the vehicle. The officer makes note of odometer reading, so just rolling over the chalk mark won't suffice. At least 1 or more miles must be registered on the odometer.

We cannot enforce 72 hour violations in shopping centers or business parking lots. They must contact the property owner or property management for a private property impound.

Due to the amount of abandoned vehicles within the city, and the amount of staff we have to tow the vehicles, this process, from reporting to removal, may take several weeks.
CALL FOR SERVICE/ACCIDENTS

A. Are there any injuries?
   1. Yes = [Response]
   2. Unk = [Response]
   3. No = [Response]

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
   1. Request code 3 fire and ambulance to the accident location.

D. If the caller advises they have been involved in a non-injury accident
   1. Determine the location of the accident.
   2. Determine if the vehicles are still in the roadway and if they are operable.
   3. Explain to the caller that they will need to exchange information with the other driver.

If the involved parties insist on an officer responding to the accident:

E. Try to get a basic vehicle description.
F. If the accident occurred on the road, but the reporting party is now in a parking lot, ask them to flag down the officer when they see the unit.
G. Be alert for pending or actual fights between parties in all accidents.
H. A police report is not required in California unless there is injury or death.
J. Parties are required to exchange information with each other, regardless of who is at fault.
K. Send an officer if a caller advises they are having problems with the exchange of information with the other driver.
CALL FOR SERVICE/VANDALISM

If there is no suspect information the caller should be referred to our online reporting system.

If there is suspect information or the caller is insistent on police contact

A. What damage was done? Is there anything that would make it a hate crime?
B. Do you know who did this or why?
C. If the caller advises there are multiple victims or the reporting party insists on an officer responding regardless if there is suspect information or not, an officer shall be sent.
CALL FOR SERVICE/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. A person in the roadway.
   5. Flooding
      a. Due to rain
      b. Due to long running sprinklers
   6. Water running on street can be a hazard to vehicles and pedestrians.
   7. The city uses recycled water for irrigation and cannot run sprinklers for long durations. Any city sprinkler that has been running for an extended time can be not only be a health hazard, but a safety issue.

B. Any hazard that is reported an officer should go out to ascertain what the hazard is, and if a callout will be needed.
CALL FOR SERVICE/MAN WITH A GUN

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?
   Race
   Sex
   Age
   Clothing (Head to Foot)
     Hat
     Shirt
     Coat
     Pants
     Shoes
   Height/Weight
   Hair
   Eyes
   Complexion
   Physical Marks (Scars, Tattoos)
CALL FOR SERVICE/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 at the party?

C. Do you know if the party is adults or juveniles?

D. Is the caller willing to sign a complaint if the host of the party does not comply with the officer's request to quiet the party?
CALL FOR SERVICE/PLANE CRASH
Lexipol Policy #410

A. Where is the aircraft down?
B. Did it strike any buildings, vehicles, or pedestrians?
   1. Type of building, i.e. office, residence or garage?
   2. Was the building occupied?
C. Do you know if anyone is injured?
   1. Did the pilot get out?
   2. Was anyone hit on the ground?
D. Is it on fire?
E. Size of the aircraft?
F. What type of aircraft is it?
   1. Civilian?
      a. helicopter?
      b. jet?
      c. private aircraft/how many engines?
   2. Military?
      a. helicopter?
      b. jet?
G. Can the caller read the tail number (it starts with an "N")
H. Respond the fire department on all calls of aircraft down.
I. If a military aircraft make sure you notify the proper agency.
J. If 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). Refer to the flip file in the front of the CAD book located at each console.
CALLS FOR SERVICE/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 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 caller's location, color of the house, cars in the driveway, etc)

B. If past;
   1. Time element?
   2. The loss?

C. The business name, if applicable
CALL FOR SERVICE/VEHICLE 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. Description of the victim vehicle?
   5. Exactly where is it parked? (to help determine from which direction the officers should respond)
   6. Keep the caller on the line until the officers are on scene to update the officers on the suspect(s) activity.

B. If past;
   1. Time element?
   2. The loss?
   3. Description of the victim vehicle?
   4. Exactly where is the vehicle parked?
   5. If in a business parking lot;
      a. The name of the business?
      b. Where in the lot? (small lot vs. a parking structure)

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 (484) or grand theft (487).
CALL FOR SERVICE/ROBBERY

A. Where/When did it occur?
B. Was there a weapon involved? (often a person calls in a robbery when it is actually a burglary)
   1. What type of weapon?
   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?
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 taken? (Bank)
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 place that the suspect may have touched so that we may collect fingerprints (counter tops, cash registers, etc.)
J. Tell the caller not to touch any evidence the suspect may have left at the scene (note, clothing, etc.)
CALL FOR SERVICE/DEAD BODY

A. Why do you think the victim is dead?
B. How did you happen upon 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. Do you know who the victim is?
F. Always treat every dead body call as a possible homicide.
G. Advise the caller not to disturb anything around the victim.
H. Remember, most of these calls originate as a call for the paramedics on 911. In these cases, ALCO will call us to have an officer respond. Only fire personnel can pronounce someone dead.
CALL FOR SERVICE/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?
E. Description of suspect vehicle?
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. Use specific questions to determine exact body parts exposed and any other pertinent circumstances.
CALLTAKER SELF-TEST

1. The primary questions to be asked on calls are?

2. Why would you want to keep a reporting party on the line?

3. To break through to the hysterical caller, you should:

4. The most important piece of information when receiving a call is:

5. A “hot call” is a call that:

6. When dealing with a hot call, in every effort to save time, it is O.K. to allow some callers to classify calls for a more speedy response.
7. To avoid missing pertinent information, a dispatcher is never to interrupt a caller no matter how long the explanation.

8. When a 9-1-1 call comes in and it's for a freeway accident, who do you contact?

9. How many beats are in the city?

10. How many sectors are in the city?

11. List the elements of a __________

12. List the elements of a __________

13. List the elements of a __________
You are responsible for completing vehicle checks, person checks, and property checks as they pertain to calls for service or at a field unit’s request. You must be familiar with the corresponding systems. You must be accurate in your receiving information, data input and the ability to read and interpret the data you receive from the various systems.

In order to access county, state, and federal property and/or warrant systems, you need to be familiar with the CAD formats pertaining to each request, and the special codes required to complete these formats. (Refer to the list of CAD masks listed in chapter two). Many of the formats query multiple systems in one action.

MNEMONIC
All three of the aforementioned systems have methods of sending messages between agencies. This means that you 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, which determines where your message is routed. If you are talking to someone at San Francisco PD and they want to send you a message, they might ask you for your mnemonic. A proper response would be.
The NCIC (National Crime Information Center) identifier is similar to a mnemonic used within the State of California. A letter/number identifier is assigned to each agency in the United States. All of California starts with "CA". The "01" is a county code and identifies it as an Alameda County location. The remaining numbers identify the specific agency and terminal. It is also referred to as an "ORI" (Originating Agency Identifier). The mask already contains the NCIC number.

There are three types of systems into which you will inquire. Some systems are partially automated. We can query information via computer, however we would have to call the agency that input the data and validate the information (warrant hits) before an arrest or property seizure can be made.

THE FEDERAL SYSTEM
The National Crime Information Center (NCIC) is the federal system used to access property and warrant information that are of a significant enough nature to merit placement in the nationwide system. In order to place a warrant in NCIC the agency must be willing to extradite out of state. This would be 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 an NCIC "hit" is received on a person and/or property, plan to spend a significant amount of time making phone calls to verify information.

THE STATE SYSTEM
The state property and warrant systems are maintained and monitored by the Department of Justice (DOJ). The data is entered by the agency holding the report and/or warrant. They must meet the criteria to enter property or persons, and must use the approved state codes when entering information. Any property item with a brand name and a serial number can be entered. It is a very useful tool in putting persons in possession of stolen property in jail and returning property to the rightful owner. Always confirm the information with the officer prior to an arrest or seizure (i.e. serial number, make, model, etc.) and with the agency that made the data entry. Accurate information is needed to make a valid arrest.
THE COUNTY SYSTEM
The Alameda County Automated Warrant Service (AWS) was implemented to provide a single point of inquiry for all warrants issued in Alameda County. The information in this system provides warrant and investigative information on persons contained in the system. This is an automated system and warrant information returned can often be automatically confirmed.

The Alameda County Sheriff’s Department is responsible for the maintenance and integrity of all warrants issued in Alameda County. Regulations exacted upon the Alameda County Automated Warrant System (AWS) determine which warrants are placed into the state and federal warrant files. We need only know how to query, interpret and abstract information.

CRIMINAL HISTORY SYSTEM – CII / RAPS
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. California Penal Code 11105 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 five types of number groupings used in the CHS. They are as follows:

"A" - Automated Criminal Information Index ("CII") records.
"H" - A number created when a fingerprint record is received and identified as belonging to a manual criminal history record. Any new information received on the subject will be added to the automated criminal history.
"M" - Numbers less than 90000000 indicate a manual record. A criminal history record can be obtained via mail. "M" - Numbers from 90 million to 98999999 indicate applicant records. These will have the abbreviation "APP" in the type field of the return.

“DSP” - These are non-fingerprint supported disposition records. They are nine (9) digit numbers, without an alpha (999000116). This number indicates a non-fingerprint supported felony conviction disposition and provides documentation when no prior criminal history record exists.
California Penal Code 11142 states that "any person authorized by law to receive 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 person 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" (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.

Communications personnel will have responsibility to complete the entry of missing persons into the system. Communications personnel will also modify the entry, if needed, with any additional information included in the police report. Inquiry can be made via name, vehicle, driver's license number, guns, originating agency case number, or body parts status.

DEPARTMENT OF MOTOR VEHICLES (DMV)
The California Department of Motor Vehicles maintains fully automated vehicle registration and driver's license files. 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.
DMV PERSONS
An individual record is established in the drivers 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, 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.

When providing information on a suspended or revoked license, the officer will need the following suspension data:

- Effective date of suspension
- Authority code
- Service code

The service code is essential to the officer in determining if the subject is to be cited for (driving with a suspended license) or (driving without a valid California driver’s license). If the suspension has not been served, the subject will be cited for 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
DMV 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.

A response may indicate a pending master file record, release of liability, or lease vehicle information. The abbreviation "PNO" may be listed above the expiration date of the registration. This will mean 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 the vehicle for use on the streets. However, if they are driving the vehicle on a public roadway during this time, they can be cited for expired registration.
CAL PHOTO
DMV photos are available through CAL Photo. Personnel who wish to access a DMV Photo must be granted a unique user ID and Password. Requests for DMV Photo access must go through your CLETS Agency Terminal Coordinator or authorized personnel.

To obtain a drivers license photo, follow the prompts.

1. User ID  
2. Password  
3. Driver’s license number  
4. First three characters of the last name  
5. Password

With DMV photo users are able to obtain a copy of the colored DMV photo that appears on the subjects ID Card or Drivers License, their right thumb print, a copy of their signature and their information including name, date of birth, address, sex, physical descriptors, issue date, expiration date and endorsements. The information can be printed out and/or copied and pasted into emails and/or documents such as Word and wanted bulletins.

STOLEN VEHICLE SYSTEM
An inquiry to determine if a vehicle, license plate, or vehicle part is wanted by a criminal justice agency is soliciting a dual response. The California Department of Justice (DOJ) maintains the Stolen Vehicle System (SVS), and the FBI's National Crime Information Center (NCIC) maintains the Vehicle File.

Vehicles entered into SVS have an automatic retention period. They are as follows:

- Stolen Vehicle
- Stolen Vehicle Part
- Stolen/Lost License Plate
- Felony Vehicle
- Felony License Plate
- Found/Evidence Veh Part
- Missing Person Vehicle
- Stored Vehicle
- Impounded Vehicle
- Lost Vehicle
- Located Vehicle
NCIC allows fewer record types than SVS and has a different retention period. The types and retention's are as follows:

- Stolen Vehicle
  - (records w/o VIN's are purged in past the year of registration
- Stolen Vehicle Part
- Stolen License Plates
- Felony Vehicle

Once the vehicle has successfully been entered into the CJIS, you will receive an acknowledgement of the entry, along with a uniquely generated File Control Number (FCN).

```
121110 1131
IA BAAE
QV.CA0011200.LIC/5XWK675.LIS/C
INQUIRY MATCH ON LIC/5XWK675
STOLEN VEHICLE
LIC/SAM123 LIS/CA LIY/2005 LIT/PC
1971 CHEV TK PK RED VIN/VEHICLEIDNUMBER
ORI/CA0349457 OCA/DOJ-TEST2008 FCN/1161034405703
DOT/20080701
MIS/DO NOT LOCATE OR CANCEL - DOJ TEST RECORD
NOA/N
ENT/ON CALIF FILE ONLY
IMMEDIATELY CONFIRM WITH ORI/CA0349457 ATU STOLEN VEH/ABS UNIT MNE/ATU0
TELEPHONE 916 227-3686
********* VICTIM DATA *********
VNM/TEST,RECORD CALIFORNIA
VAD/4949 BROADWAY
VCY/SACRAMENTO VSA/CA VZP/95820
VDP/(916) 227-3686 VNP/(916) 227-3686
```
The FCN is a thirteen digit number constructed in such a way as to indicate the unique identifying number of the entering agency, Julian date of the entry, and sequential number of the entry made by the entering agency.

For example:

AUTOMATED PROPERTY SYSTEM
There are two sources of stolen property information that 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.

When inquiring into the property system, you must specify either the type or the category. These are listed in the CJIS manual.

AUTOMATED FIREARMS SYSTEM
The Automated Firearms System (AFS) is a file and a positive 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.
HOW TO INQUIRE AND INTERPRET A 936

A full 936 (warrant/drivers license and other pertinent information) can be obtained via the Persons tab in a specific call, the NCIC/LEWI mask, or the QN command on the command line. It is imperative that communications personnel be familiar with the means to access this inquiry and the ability to read and decipher any and all responses. This function is used on a regular basis by all field, investigative and communications personnel.

LEWI Mask
- Click on LEWI group heading under “NCIC Form Chooser”
- Click on Open
- Enter CFS number so responses attach to that call

A 936W inquiries into eight (8) systems:
- Alameda County Automated Warrant Service System (AWS)
- Wanted Persons System (MPS)
- Supervised Release File (SRF)
- California Restraining and Protective Order System (CARPOS)
- National Crime Information Center (NCIC)
- Department of Motor Vehicles (DMV)
- Missing & Unidentified Persons System (MUPS)
- Sex and Arson Registrants (SAR)
The systems are broken down as follows:

**DEPARTMENT OF MOTOR VEHICLES (DMV)**
The information you will receive will display:

- Status of the license
  - Valid
  - Restricted
  - Suspended
  - Revoked
- Departmental Actions
- Convictions
- Accidents
- Failures to appear (FTA)

If any possible warrants are listed it will be necessary for you verify them with the agency in which they were issued. If the warrant is in AWS it’s automatically valid, unless it states to call responsible agency to confirm.

**WANTED PERSONS (WPS)**
This system points to wants/warrants within the State Of California. If a match is made with an out of county warrant, you must call the listed agency to verify the warrants validity. If the match shows to be an Alameda County (AWS) warrant, it will be valid for confirmation without calling the agency. In that case, you will refer to the AWS return for the exact information.

**MISSING AND UNIDENTIFIED PERSONS FILE (MUPS)**
This file is used to enter information on persons that are missing. Also listed are unidentified persons and/or body parts that have been found.

**ALAMEDA COUNTY AUTOMATED WARRANT SYSTEM (AWS)**
A positive response from the AWS is automatically confirmed. This will specify if the subject of your inquiry has, or has had, a warrant in Alameda County.

**VIOLENT PERSONS FILE (VPF)**
This system is used for persons that are known to be violent towards Law Enforcement specifically. A positive response is never a want, only for notification purposes.
NATIONAL CRIME INFORMATION CENTER (NCIC)
This system points to wants/warrants/information outside the State Of California. It will also return some types of entries from California systems. A "hit" from this system will require a teletype and or a phone call to the agency to verify validity and confirm extradition. NCIC will inquire on the following sub-files. There will be a return on these files only if there is a hit.

1. Wanted Persons File
2. Immigration Violator File
3. Missing Persons
4. Unidentified Persons File
5. Violent Felon
6. Foreign Fugitive
7. Identify Theft File
8. Protective Order File
9. National Security Entry-Exit Registration System
10. Convicted Sexual Offender Registry
11. U. S. Secret Service Protective File
12. Violent Gang and Terrorist Organization File
13. Violent Persons File

SEX & ARSON REGISTRANT SYSTEM (SAR)
This is a California only system. This system is a direct result of “Megan’s Law” and documents those persons convicted of various degrees of sexual offenses. Many of these offenders are also listed in the Supervised Release File (SRF). A match will include one of the following notations:

- Sex Offender - Info Not For Public Disclosure
- Serious Sex Offender - Info Subject To Public Disclosure
- High Risk Sex Offender - Info Subject To Public Disclosure

CALIFORNIA AUTOMATED RESTRAINING AND PROTECTIVE ORDER SYSTEM (CARPOS)
This file will return information on a defendant against which a restraining order has been filed in the state of California. The CARPOS was developed to track restrained persons to prevent them from purchasing guns. An entry will specify if the defendant has not been served or the date the defendant was served with the order and will be purged on the date the restraining order expires. Records will remain in the CARPOS history file for five years after the date of expiration or cancellation. Copies of restraining orders in this system issued by Alameda County courts are available by calling the number listed on the hit.
SUPERVISED RELEASE FILE (SRF)
Any person entered into this file is one the supervising agent (or entering agency) may feel is important for law enforcement personnel to know about. All parolees and most probationers are in this system. Alameda County probationers will be shown, but none of their “case” information will be displayed. When a hit is received on a person who is in this system, a contact message should be sent utilizing NCIC Request Mask – VCIN and SRF, SRF3. A person can be placed into the supervised release file if they fall into one of the following categories:

- California Department of Corrections (CDC) parolees.
- California Youth Authority (CYA) parolees.
- County probation.
- Sex or Arson registrants.
- Career criminals, as defined in CPC 13853.
- Federal parolees and probationers.
- Department of Mental Health (DMH) former detainees
- DOJ Violent Offenders

ALAMEDA COUNTY CONSOLIDATED RECORDS INFORMATION MANAGEMENT SYSTEM - CRIMS
This system accesses court records by name (or identifying numbers) and will check if the subject is on FORMAL probation through the Alameda County Probation Department. A positive response will provide all identifying information, including AKA names, addresses, and descriptors. The response will also provide any and all cases related to the subject, the Probation Officer’s name, and all terms and conditions of probation.

Having the above information on the various teletype systems, you now possess the potential to extract all pertinent data. If you determine the warrant information you are tracking could pose a potential officer safety problem, i.e. a warrant with a caution code of “armed and dangerous” or “escape risk”, alert the primary dispatcher so he/she can coordinate the proper response of personnel. Advise the officer of the circumstances. This alerts the officer that you have located information that could jeopardize their safety. Remember, the officer could be standing next to the suspect alone, so as the information is given to the officer, a cover unit should be immediately sent. The suspect may become combative and endanger the safety of the officer if they are alerted to the fact that we possess information that could put him in jail. Many suspects do know police codes. When the officer(s) knows he/she has placed himself/herself in a safe position, they will ask for the information. If you have located a misdemeanor warrant(s), use the radio terms “Know what you are going to say before you get on the radio”
LINE UP SHEET

The line up information is accessed and maintained via New World System, CAD, and ISE to keep a written record of our department's daily activities. It is a not public record and is reviewed by everyone in the department.

A log item is generated for every incident for which a Call for Service Sequence Number and or Incident Number is issued and is maintained in the Briefing Notes. To ensure accuracy of this information

- Check the disposition code to ensure accuracy when dispatching and closing calls out.
- Check to make sure the primary officer is accurate.
### Daily Roster

**07/19/2016 07/19/2016 16:30:03**

#### ADMINISTRATION
- Tudor, J Chief 06:00 - 17:00
- DeCosta, R Captain 06:00 - 17:00
- Torres, L Capt. 08:00 - 17:00
- Koll, S Mgr. 07:00 - 17:00
- Managlas, E 08:00 - 17:30

#### Professional Standards
- Molello, J Lt 07:00 - 17:00
- Sanchez, B Sgt. 05:00 - 15:00
- Ramsey, D Sgt. 07:00 - 17:00
- Colwell, S 07:30 - 17:30
- Crosby, J 07:30 - 17:30

#### Training & School Assignments
- Sekhon, DJ 06:30 - 16:30

#### PATROL DIVISION

##### Watch Commanders
- Clark, R Lt 06:00 - 16:00
- Brandt, R Lt. 17:00 - 03:00

##### 4-10 Day
- Gill, R Sgt. 06:30 - 16:30
- Ying, A 06:30 - 16:30
- Villa, J 06:30 - 16:30
- Bacon, J 06:30 - 16:30
- Rodriguez, A 06:30 - 16:30
- Shedd, K 06:30 - 16:30
- Wilks, E 06:30 - 16:30

##### A-B Shift
- Kran, R 06:00 - 21:20
- Moore, G 09:00 - 21:20
- Rondaz, A 09:00 - 21:20

##### Nike
- Navarro, I 12:30 - 17:30
- Rodriguez, A 17:30 - 22:30

##### 4-10 Swing
- Barajas, M Sgt. 15:00 - 01:00
- Oliveros, M 15:00 - 01:00
- Hidas, A 15:00 - 01:00
- Barris, C 15:00 - 01:00
- Mailly, D 15:00 - 22:00
- Pinelo, E 15:00 - 01:00

##### 4-10 Mids
- Selvem, D Sgt. 21:00 - 07:00
- Barnes, S 21:00 - 07:00
- Fernandez, D 21:00 - 07:00
- Gligor, K 21:00 - 07:00
- Mann, S 21:00 - 07:00
- Mund, T 21:00 - 07:00
- Grove, F 21:00 - 07:00

#### TRAFFIC DIVISION

##### Motors / Officers
- Corti, N Sgt. 06 30 - 16:30
- Albert, C 06:30 - 16:30
- Mondenhall, R 06:30 - 16:30

##### Commercial Officer
- Boulleece, J 06:00 - 14:00
- Holman, R 06:30 - 15:30

#### CRIMINAL INVESTIGATION DIV

##### Admin
- McManus, R Lt. 07:00 - 17:00

##### SRO
- Hadli, K 07:00 - 17:00

##### Crime Suppression Unit
- Kniikos, J 11:00 - 21:00
- Nelson, S 11:00 - 21:00
- Pasut, Daren 11:00 - 21:00

##### Persons Crimes
- Anthony, B Sgt. 07:00 - 17:00
- Benz, M 07:00 - 17:00
- Cesaretti, S 07:00 - 17:00
- Perry, T 07:00 - 17:00

##### Property Crimes
- Morgan, A Sgt. 07:00 - 17:00
- Robertson, J 07:00 - 17:00
- Walton, J 07:00 - 17:00

##### Special Victims
- Leja, D Sgt 07:00 - 17:00
- Trujillo, D 07:00 - 17:00

#### SUPPORT SERVICES

##### Manager
- Lenz, D Mgr. 07:00 - 17:00

#### COMMUNICATIONS

##### Com Swing
- Ratto-Branchaud, M 15:00 - 01:00

##### Supervisor
- Wilks, M 07:00 - 17:00

##### Com Day
- Rosas, B 06:30 - 15:00
- Botelo, D 06:30 - 15:30

##### Com Relief
- Thompson, A 10:00 - 20:00

##### Com Night
- Chronister, L 01:00 - 07:00
- Colon, C 21:00 - 07:00
SECONDARY SELF-TEST

1. You have received a request from the dispatcher to call out public works. Demonstrate to your training officer how to call out public works and enter the information into the call history. Also, where is the copy of the on-call list?

2. Explain to your training officer all the functions of the secondary radio channels and our transmitting capabilities.

3. You are working a possible burglary with the suspect on foot in the area. The officer has requested air support. How do you obtain the needed help?

4. Show your trainer how to select radio channels and change a channel.

5. You receive a request from the primary dispatcher for a tow truck.
   a. How do you find out which tow agency is on call?
   b. After you get the tow truck, how do you notify the primary dispatcher that the tow truck is en route and enter that information in the call history at the same time?

7. You are running a [number] for an officer and you receive an AWS response with several names and DOB’s listed. The first one is the subject you want and the name has a "+" after it. How do you:
   a. Find the complete warrant information?
   b. Relay the information to the officer?
   c. Abstract the warrant?
   d. Advise the officer that the warrant has been received in dispatch?
CHAPTER FIVE
PRIMARY DISPATCHER

This chapter is designed to provide an overview of the responsibilities and duties of the primary dispatcher.

RADIO CONSOLE

The San Leandro Police Department is part of the Alameda and Contra Costa County radio consortium, known as EBRCSA (East Bay Regional Communications System Authority). The system is a P25 compliant communication system that is fully interoperable, providing communication between all public agencies in both counties, designed to offer regional participation. EBRCSA covers over 1,500 square miles and is maintained by Alameda County Communications.

MCC 7500 consoles connect directly to IP networks without interface boxes, digital voice gateways or backroom electronics. All console activity — including trunked and conventional audio, auxiliary inputs/outputs and configuration/fault management — is supported by IP network.

Listed below are the Channels used by the San Leandro Police Department.

<table>
<thead>
<tr>
<th>CHANNELS</th>
<th>PURPOSE</th>
</tr>
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<tbody>
<tr>
<td>POLICE MAIN</td>
<td></td>
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<tr>
<td>POLICE BACK UP</td>
<td></td>
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<tr>
<td>TRAFFIC</td>
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</table>
The EBRC SA P25 TDMA System consists of an IP-based P25 Phase2 simulcast subsystem and ASTRO 25 standalone repeater sites. The Motorola ASTRO 25 trunked system incorporates the latest technology, delivering the flexibility of an IP transport, FDMA operation and simulcast frequency efficiency. The Alameda County Southwest simulcast cell (ALCO West) has seven sites and twelve channels per site configuration for the Phase 2 TDMA.

The EBRC SA system provides coverage and interoperability to all agencies operating on the EBRC SA system. The system improves safety, eliminates duplication of overlapping independent systems, and provides effective interoperable voice communications. The P25 TDMA trunked operation provides the advantage of increasing potential voice path capacity of the system by offering up to 30 voice paths at a site operating at 6.25 kHz efficiency. P25 digital systems have the same voice quality of a clear call and maintain a high level of encryption protection. In a P25 trunking system, when a cell has more call requests than channels available, it will issue a system busy 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 talkgroup. There are 10 levels of priority in a P25 trunked system with Priority Level reserved for Emergency Calls.
RADIO CONTROL PANEL

To become proficient, a dispatcher must be familiar with the radio equipment and its capabilities. Before operating the radio position, you must become familiar with the purpose and function of each switch and indicator. Become comfortable with the operating procedures given in this section.

Two speakers are provided. One is for "select" audio, another is for "un-select" audio. The select channel is the one in which the dispatcher would broadcast if the foot pedal or transmit button was depressed. The non-select channels consist of all other channels, or unmonitored channels which are not in the selected mode. They are received together, on one secondary speaker. A volume control is provided for each of the speakers.

Each control window on the monitor contains a radio channel or function. It is labeled with the name of the specific channel or function. The purpose of each switch and illuminating indicator is outlined below.

RADIO WORK AREA

The radio work area (RWA) is the monitor where the dispatcher displays the radio channel and/or function control windows in an accessible form.

CHANNEL NAME AND SELECT LINE

Each control window has the name of the radio channel or function displayed at the top of the window. To select a channel left click the white arrow on the name of the radio channel or function. The name of the selected radio channel or function will be highlighted. This is the channel heard from the headset.
TRANSMIT AND TRANSMIT WINDOW

You can transmit on the select channel from the monitor using a variety of methods, however, the most commonly used is the foot pedal and the push to talk (PTT) on your amplifier, either from the corded model or the wireless.

TRANSMIT ON UNSELECTED WINDOWS

To transmit on an unselected window use the mouse to move the white arrow to the desired window and left click on the instant transmit button.

CALL INDICATOR

The call indicator “lightning bolt” flashes when a radio channel is in use. The lightning bolt will display in red when your console is transmitting. The name of the officer and badge number transmitting will display when using a handi talkie and the unit number will display when the officer is transmitting from his/her vehicle.

EMERGENCY ALERT TONE

Each radio console is equipped with an emergency alert tone. When the button is activated it will emit a periodic tone, which alerts field personnel to emergency radio traffic only. To activate the tones, left click the mouse on the icon that is located upper tool bar with the symbol of a lightning bolt and musical notes. This particular window should have a number 3 next to the symbols.

ALERT TONE

The alert tone transmits a piercing note to alert field personnel that an important broadcast follows. When depressed, this button causes an attention-getting tone to be broadcast on the radio channel in the "select" mode. The tone will be transmitted continuously as long as the button is depressed. The alert tone is accessed by left clicking on the alert tone icon located on the tool bar at the top of the radio work area (RWA).

CHANNEL MARKER

Also known as the . This is found next to the volume control on the channel. One pressed, it will continuously beep letting field units know that we are , until it is pressed again to turn it off.

COMMUNICATIONS TRAINING MANUAL
VU METER

The VU meter is a bar graph which responds to the dispatcher's voice during transmit and intercom operation. The VU meter should be used as a guide to proper use of the microphone. 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 is not close enough to the microphone or speaking too softly. Consistently high readings indicate the dispatcher is too close to the microphone or speaking too loudly.

VOLUME CONTROL

A channel control module includes an individual volume control to adjust the audio level for that channel. When a channel is first selected, the volume is set to the maximum level. Adjust the volume level on each channel to the desired listening level by using volume control on each control module. Overall volume may be adjusted by the volume control on the select and un-select speakers.

RADIO PLAYBACK

This allows you to play radio traffic back if needed. This can be found on the task bar at the bottom of the screen by pressing the speaker icon.
 COMPUTER AIDED DISPATCH TERMINALS
The primary dispatcher will find the Computer Aided Dispatch (CAD) system to be of great benefit. Remember 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 a call with the area and cross streets automatically supplied. CAD has deleted the error for margin when reading another's handwriting.

All dispatch positions have four monitors that display one continuous CAD window. The CAD window contains the event status, unit status, event entry mask, GIS map, toolbars, command line and drop down lists. At a glance, the dispatcher can determine the status of all units and pending calls. The display of units contains the Unit ID, status, type of call, location, the time the officer has been on the call and the event number.
UNIT STATUS MONITOR
The unit status monitor reflects the activity of all units logged onto CAD. It includes the unit ID, status, alarm, time on the incident, beat, event type, sub type, location, event number, unit type and number of subjects logged into the specific unit. The information can be organized by clicking on the top of the column.
EVENT STATUS MONITOR
The event status monitor displays all pending events. It lists the status, alarm, time, beat, dispatch group, event number, event type, event sub-type and location. The information can be organized by clicking on the top of the column.
EVENT ENTRY MASK
The event entry mask is not only used for entering calls for service, but also to select those calls that you want to dispatch to the field personnel. This affords the dispatcher the information on the call and the text that needs to be relayed during the actual dispatch.
DISPATCHING A CALL

When one is ready to assume the dispatching responsibilities, it is important to be comfortable at the radio console. Sit down, sign on, and adjust the chair, console and the lighting to your comfort level.

Allow time to be properly briefed by the off-going shift as to the status of pending and active calls. Make sure every unit is where they show to be and that you understand any other pertinent information. Ask for any pending Code 7 lists. Make sure all of the volumes are adjusted comfortably so that no radio transmissions are missed. Be prepared to work.
Practicing proper day-to-day radio techniques 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, however be careful that you do not compromise thoroughness. Use of the standardized radio code facilitates both brevity and clarity. Be familiar with the radio codes listed in this book.

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 their own unique style. The actual mechanics of dispatching a call may be very different from another person or department. If you are a brand new dispatcher, follow the manner in which your trainer instructs you while you are in training. Their experience will afford you a style that is understandable and effective during any situation. When you are on your own, listen to the speech patterns and phraseology of other dispatchers. If there is a style someone uses that you think sounds better, try it. If you like it and it is effective, 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 San Leandro, listen to the way calls are being dispatched. Make every effort to mesh what you have been doing with the current practice at San Leandro. You may or may not have a better way. It is usually only a different way. The primary goal is getting accurate and pertinent information to the field personnel 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 entire dispatch. Be flexible. No manual of policies will 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, effective and thorough.

When dispatching, speak in a normal tone of voice, at a normal volume and at a normal speed. 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.

Never sacrifice accuracy for speed. No call is so important or urgent that you can afford to relay it in a manner that is not understood. It is always more efficient to take your time and do it right the first time, rather than having to repeat yourself.
Make your voice as emotionless as possible on the air regardless of the situation, but don't sound bored, disinterested or robotic. Emotion tends to distort your voice and render it unintelligible. Emergency messages require no expression, but a high degree of 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, e.g. let me check with my partner. Also use “partner” when addressing one officer but making reference to the second officer in a unit.

Any lengthy transmission should be broken into intervals to allow others access to the radio frequency. Saying "More to follow" after a long transmission lets the receiving unit know there is more information to follow.

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

Remember not to chop transmissions by speaking too soon after the mike is keyed or by letting the foot pedal up too soon. There is a short delay built into the system. Do not shorten the identification number of the unit to just the numbers, e.g. There may be several units on duty that have similar call signs, i.e. Use complete call signs at all times.

When dispatching, call the officer or officers and give them a chance to answer. Even with the MDT’s, they must answer so you are assured that they are listening to your radio transmission. It is a matter of simple radio courtesy that 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 as to whom 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 identify the stress in a voice and respond more appropriately when you are aware of the officer's normal voice. Sometimes you can tell an officer is involved in a stressful situation more by their tone of voice than their actual words. For example, you may not know specifically what an officer is saying, but the stress level alone alerts you that they need help. You can respond units based on the incident and the stress in the officer's voice.

Make sure each of the dispatched unit’s 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;

**Poor** | **Preferred**
---|---
Want | Request
Can't | Unable
Buy | Purchase
Get | Obtain
Send | Forward
Do you want | Advise if

Do not confuse "affirmative" and "Check/Copy". "Check/Copy" means you heard and understood. It is simply an acknowledgment of the transmission. If you want to say "yes", say "affirmative".

Another good word is "confirm". If you heard the officer, but do not understand the request or information, don't have them repeat it will cause them to repeat the entire radio transmission. However, if you ask them to "confirm" the last transmission (or ask a specific question about the information), they will then understand the need to rephrase.

Officer safety is paramount and will not be compromised. It is imperative you know what field personnel are doing and constantly maintain a status check for those that may be out of service for an inordinate amount of time. Use common sense. If an officer is on a high-risk type of call, have in mind which officer(s) you would send as a back up. Once a call has been dispatched, you cannot dismiss it from your mind. You must remain 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, however one may be in training or a new reserve and not considered, for officer safety, a fully qualified officer.
Know when to send two units or a two-officer unit to a call. Consider the type of call, time of day or night, location, amount of traffic, weather, amount of other radio traffic, etc. Follow deployment procedure when dispatching alarm calls. Send, at least, two units 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 officer safety issue.

Although the CAD Map and Vehicle Locater (AVL) is an amazing tool for locating the closest unit to the scene, this technology is not to replace your knowledge and the learning of the city geography. What happens if the AVL and map feature are not working. When selecting units for calls, consider their location and beats. The most efficient method of staying ahead of requests is to scan the units and know who is busy, who is available, where they are or where they have just cleared from. When an officer requests a cover unit or take those indicators into consideration to decide who the closest available unit is and send that unit. In one transmission send the second unit and advise the location where they must respond, e.g. Look at your board for the location of and determine the closest unit. Dispatcher: at Estudillo/MacArthur on a (state call he/she is on)”. Make sure the second unit acknowledges the dispatch. If they don’t, continue to raise them until they do. you need to continue to raise the unit that is not answering, and continue until the unit does answer.

Understand beat integrity vs. response time. This is the on-going battle between keeping an officer in his beat and getting the calls dispatched within expected time frames. In an emergency situation (priority calls or requests for a back up officer) send the closest unit(s), regardless of beat assignment. A beat officer can be sent later to take any required report.

Normally, report calls will be held for a Police Service Technician (PST) or the police officer assigned to the beat. If the call is held for an extended period of time, have the call-taker’s call the reporting party and advise them of the delay. Document the call back in the event.
If it is a report call and there is no PST, or the PST or assigned beat unit(s) is going to be out of service for an extended period of time, or there are so many calls in one beat that there is no likelihood of a timely response, the call may need to be held. In that case make sure the reporting party is called back and advised of the delay. If you have to send a unit out of their beat, make sure to include in the dispatch what time the call came in and or how long it’s been holding.

MOBILE DATA TERMINALS

Patrol vehicles are equipped with mobile data terminals (MDT's). These are an invaluable aid in communicating with field personnel. The MDT's are equipped with an emergency button that can be activated by the user. When activated, this button immediately transmits an emergency alert message to dispatch radio console positions and others logged into CAD. If this happens, the dispatcher is to immediately follow the procedure. (Radio Procedure Manual).
OFFICER SAFETY

Your main responsibility, as a dispatcher is to promote the safety of the citizens and officers. It is imperative 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 they may need. This is an exciting and challenging profession, but one that must be taken seriously. Enjoy your work, but always be aware and alert. Remember, officer safety is our number one priority. For this reason tools have been provided to assist you in this endeavor, such as the CAD, including the GIS map. The status monitor must be kept current. That is the only way one can know at a glance the activity and the location of the field officers. Guidelines and/or procedures have been developed to ensure all field personnel respond to each situation in the most safe and comprehensive manner as possible. You will be responsible for all procedures and policies that relate to the communications division and the safety of the officers. Maintaining officer safety is the goal of every member of the San Leandro Police Department.

OFFICER NEEDS HELP

When simply defined, □□ means one thing: Officer needs help immediately. An officer’s life is in immediate danger. The □□ response is for immediate, urgent and emergency need for police assistance. Some situations necessitating □□ assistance would present overwhelming emergency conditions beyond the immediate capabilities of the originating agency, as in the case of a riot. Radio Procedure Manual – □□

JAIL ALARM

The jail facility is equipped with a remote panic alarm that can be activated to alert personnel of an emergency situation. Upon activation, an audible alarm will sound. This is to be considered a high priority alarm and will automatically activate a "□□" response by departmental personnel. A "□□" is a code for immediate help needed in the jail. As the call-taker, you will be responsible to know the procedure. Refer to Operations Directive – Jail Panic Button Procedure □□

PURSUITS

A police vehicle pursuit exposes the officers, fleeing violators, pedestrians and occupants of motor vehicles to the potential risk of death, serious injury or damage to personal property. Pursuits should not be initiated or continued without due consideration. As soon as possible, field officers should initiate radio contact with the Communications Center and supervising officers shall monitor pursuits in progress. After each pursuit, your immediate Supervisor will conduct a “Pursuit Review” to verify that all policies were followed. Below is a copy of the Pursuit Review checklist.
SAN LEANDRO POLICE DEPARTMENT
PURSUIT POLICY CHECKLIST

DISPATCHER: ___________________
CASE NUMBER: ___________________

DATE: ____________ TIME: ____________

Dispatcher Responsibility:

☐ [Blank] (discretionary)
☐ Location
☐ Cover Unit
☐ Sergeant/Watch Commander Notification (Are you monitoring? Or Do you copy?)
☐ Want
☐ Direction of Travel
☐ Speed
☐ Conditions (Time of day/Weather/Visibility/Traffic)
☐ DOF (Direction of Flight)
☐ All Officer Safety Information Broadcast

Reviewed By: ____________________________________________

Dispatcher: ____________________________________________

Date: __________________________________________________

Comments:

______________________________________________________

______________________________________________________

______________________________________________________

COMMUNICATIONS TRAINING MANUAL
EMERGENCY BUTTONS

All police portable radios and vehicle radios are equipped with an emergency button to notify communications when an emergency exists. When the emergency button has been activated, the dispatcher's console will activate a tone and display a red flashing border around the active channel. The radio identifier; either the vehicle number or officer name and ID number, will be displayed in the active channel. The field radio will continue to send the emergency signal to dispatch until the field radio is reset by either the officer of the dispatcher. The officer may reset the button by turning the radio off and back on. The dispatcher may reset the button by clicking the end audible tone button on the radio console.

When an emergency activation is received the dispatcher will activate the alert tone (3 beeps) and announce a. The dispatcher will announce an has been activated and give the unit identifier and location of the officer requesting emergency assistance. An can be broadcast verbally or by activating the button on either the vehicle radio or the hand held radio. Radio Procedure Manual.

The dispatcher will give the unit who activated the button a security check and will monitor only Police Main until the has been resolved. Field units will respond to the location of the unless or until directed otherwise by a supervisor or units at the scene advise no further assistance needed. Units responding to the should keep the Police Main Channel clear.

A will be announced by dispatch and will remain in effect until the is resolved. Field units will hold the air to allow the unit activating the a chance to respond to the security check). If possible, the unit activating the will update dispatch and responding units of any pertinent information.

The first responding unit to arrive at the scene will advise dispatch of the need for further assistance. It will be the responsibility of the units on the scene to advise dispatch when the situation is

It is the officer's responsibility to advise dispatch ASAP if the activation of the button is in error. See section Officer Needs Help, for additional information regarding activation of with officer location unknown.
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 are experiencing problems with the Primary Channel explain to your trainer what you would do.

3. You receive two calls of no-detail accidents and one call of a non-injury accident. You have only one motor unit available. Tell your training officer how you would decide which calls the motor unit should handle and whom you would assign to the other calls.

4. You have just received a broadcast of an [ ] Explain to your training officer how you would handle this, including any notifications you would make.

5. Explain to your training officer how you would activate [ ] on the Channel 1.

6. An officer broadcasts that he is in pursuit of a vehicle going northbound on E. 14TH street at Broadmoor. Tell your training officer what information you would obtain from the officer and what the procedure is for the pursuit. What command would you use to enter his activity into the CAD system? What do you do with the information regarding the progress of pursuit?

7. Explain to your training officer the purpose of having multiple units dispatched on a call for service. Name 3 call for service types that would be multiple unit dispatches.

8. You have two officers on a call. The first officer, which you show to be the primary officer, clears with a disposition. The second officer then advises you that he is clearing and will be handling the report. How do you show him as the primary officer in the computer?
9. You have dispatched an officer to a possible [redacted] that just occurred. While driving to the call he observes the suspect vehicle leaving the area at a high rate of speed. The officer goes into pursuit of the vehicle. What command do you use to place the officer at the scene of the final stop?

10. An officer on a petty theft report advises you he is actually taking a residential burglary report. Explain the method of changing the type code on the incident while it is still open.

11. What is the purpose of the button on the console with the lightning bolt, number 3 and musical note?
# RIDE ALONG CHECKLISTS
## NORTH END
### BEAT ONE

<table>
<thead>
<tr>
<th>Trainee:</th>
<th>Officer Signature:</th>
<th>Date:</th>
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RIDE ALONG CHECKLIST
BAY O VISTA / EAST END
BEAT TWO

Trainee: __________________________________________

Officer Signature: __________________________________ Date: __________

1. Beat Boundaries
2. Fire Station # 9
3. Bancroft Middle School
4. Memorial Park
5. Vets Memorial Building
6. Bay O Vista/Swim Club
7. Chabot Park
8. Korematsu 9th Grade Campus
9. Boulders Driving Range
10. San Leandro High
11. Access Gate to SL High from Evergreen
12. Assumption School – Fulton gate/136th Ave gate
13. The Village (1550 E 14th)
14. Jefferson School
15. Toyon Park
16. McKinley School – E.14th st / Bancroft Side
17. Library
18. Post Office
19. 7-11
20. 136TH / E 14TH Street
21. Palma Plaza
RIE ALONG CHECKLIST
CENTER OF TOWN
BEAT THREE

Trainee: ____________________________

Officer Signature: ____________________________ Date: ____________

__________________________ Date: ____________
__________________________ Date: ____________
__________________________ Date: ____________
__________________________ Date: ____________

1. Fire Station #12
2. Parkside Commons Apts
3. Marina Square
4. Burrell Field
5. Lincoln Continuation
6. James Monroe School
7. OSH / Elios
8. Pak N Save
9. Corp Yard
10. San Leandro Hospital
11. Boys and Girls Club
RIDE ALONG CHECKLIST
MARINA / WEST END
BEAT FOUR

Trainee: __________________________
Officer Signature: __________________________

Date: ____________
Date: ____________
Date: ____________
Date: ____________
Date: ____________

1. Westgate/Upper level
2. Kaiser
3. Costco
4. Mulford Station
5. Adams Tract
6. WPCP / Optimist Club / Dumps / Fed Ex
7. ALCO Iron – Issues they may call us for / Davis and Doolittle entrances
8. Fire Stations #10 & #11
9. Oyster Bay Park – Jurisdiction responsibilities
10. Garfield School
11. The Marina
   a. Restaurants
   b. Marina Inn
   c. Torpedo
   d. Harbor Masters Office
   e. Parks
12. Monarch Bay Golf Course
13. Seagate Townhomes
14. Mulford Library
15. West Aves
16. Marina Faire Center
17. Bank Of America / Wells Fargo
18. Main Post Office / Abram Ct Area
19. Marina Lounge
RIDE ALONG CHECKLIST
BAYFAIR / SOUTH END
BEAT FIVE

Trainee: ____________________________

Officer Signature: ____________________________ Date: _____________

__________________________ Date: _____________

__________________________ Date: _____________

__________________________ Date: _____________

__________________________ Date: _____________

__________________________ Date: _____________

1. Bayfair Mall
2. Theaters
3. Fashion Faire
4. Fairmont Square
5. BART station
6. Bayfair Area Banks
7. Summerhill Terrace Apartments
8. WalMart / In N Out
9. “Four Corners”
10. ETS Substation
11. ACSO Dispatch/Radio Repair
12. Juvenile Hall
13. John George
RIDE ALONG CHECKLIST
THE MANOR / WEST END
BEAT SIX

Trainee: __________________________

Officer Signature: __________________________
Date: _______________

Date: _______________

Date: _______________

Date: _______________

Date: _______________

1. Greenhouse Marketplace
2. Tropic Court
3. Nimitz Motel / Hilton Hotel
4. Fire Station #13
5. Fargo Garden Townhomes
6. Beat 6 properties on Grant Ave
7. Manor Park / Aquatic Center
8. Corvallis School
9. Businesses located at Farnsworth/Manor
   a. Porkys Pizza
   b. 7-11
   c. Ryan’s Pub
   d. Bank of the West
10. Marina Community Center
11. Mission Bay Mobile Homes
12. Heron Bay
13. Bay Trail
RIDE ALONG CHECKLIST
CIVIC CENTER /DOWNTOWN
BEAT SEVEN

Trainee: ________________________________

Officer Signature: ________________________________ Date: ____________

Date: ____________

Date: ____________

Date: ____________

Date: ____________

1. Washington Plaza
   a. Post Office
   b. Safeway
   c. CVS
   d. Breezeway
   e. McDonalds
2. Downtown Banks
3. Pelton Center
4. St Leanders / Casa Peralta
5. BART
6. Fire Training Center
7. John Muir School
8. Wilson School
9. Cleveland Park
If you do not get a chance to observe each of these activities, at least have a discussion with the PST so that you may become familiar with the information they need for a reliable dispatch.

Trainee: __________________________

Officer Signature: __________________________  Date: ________________
__________________________  Date: ________________
__________________________  Date: ________________
__________________________  Date: ________________
__________________________  Date: ________________

1. Cold Reports, No suspect information
   
2. Abandoned Vehicles
3. Code Enforcement
   a. SLMC Violations
RIDE ALONG CHECKLIST
TECHNICIAN

If you do not get a chance to observe each of these activities, at least have a discussion with the Officer so that you may become familiar with the information they need for a reliable dispatch.

Trainee: ____________________________

Officer Signature: ____________________________ Date: ____________
__________________________ Date: ____________
__________________________ Date: ____________
__________________________ Date: ____________
__________________________ Date: ____________

1. Responsibilities of the Technician
2. Tour of the technician vehicle and equipment
3. How evidence is secured when obtained
4. Photo capabilities
5. Processing fingerprints from a vehicle
6. Processing fingerprints from a residence/business
7. Tour of the Property and Evidence office (if available)
RIDE ALONG CHECKLIST
ANIMAL CONTROL

If you do not get a chance to observe each of these activities, at least have a discussion with the Animal Control Officer so that you may become familiar with the information they need for a reliable dispatch.

Trainee: ________________________________

Officer Signature: ________________________________

Date: ________________

Date: ________________

Date: ________________

Date: ________________

Date: ________________

Date: ________________

Date: ________________

Date: ________________

1. Tour of the Animal Shelter
2. Tour of the Animal Services van
3. Picking up a stray animal, priorities
4. Picking up a dead animal, priorities
5. Picking up an injured animal, priorities
6. Location and hours of local Vets
7. Corp Yard Cages / Freezer
8. Hours of operation for the animal shelter
ITEM CHECKLIST

The following is a list of items that you will be issued prior to, or during, your training. You will not be issued new uniforms until the successful completion of your training.

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<thead>
<tr>
<th>ITEM</th>
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<tbody>
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<td>TRAINING MANUAL</td>
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<td>TRAINING WORKBOOK</td>
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<td>RADIO PROCEDURE MANUAL</td>
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<td>RULES &amp; REGULATIONS</td>
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<td>LEXIPOLS</td>
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