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# **ALBANY POLICE DEPARTMENT**



## **COMMUNICATIONS TRAINING MANUAL**

**SERVICE    PROFESIONALISM    PRIDE    TEAMWORK    DEDICATION**

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# CHAPTER ONE INTRODUCTION

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 Records Incident Management System (RIMS), 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 You will find the RIMS to be faster, more exact, and much easier to use than the outdated manual dispatching system.

The RIMS 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.

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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. When you answer the telephone, you are about to meet someone, and engage in a conversation as important as a face-to-face contact. 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.

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## 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.

The intention of this manual is the goal that 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. 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 always maintain this training manual during the training period and to present it for inspection upon the request of any authorized trainer or supervisor.

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# 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 that may seem uncommonly intense for the first few months.



The training program has been designed to maximize your exposure to the information, tasks, and equipment you will be expected to master. 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, but rather a steady and gradual demonstration of progress. Individuals learn at varying rates depending upon several variables, including 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 Albany Police Department and the public they serve.

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# 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 can express her/himself clearly, both verbally and in writing. They show initiative and retain information. They can adapt to new situations and make sound decisions, even under stress. The trainee can 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.

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# POLICE DEPARTMENT ORGANIZATION

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

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

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 personnel** will be deployed throughout the department to perform a variety of functions as directed by the Chief of Police.



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## **GEOGRAPHIC POLICING**

The City of Albany adheres to a system known as the “Beat System”. 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 2 geographic areas known as beats. Each of these beats is patrolled by an officer and may have a cover unit overlap. At any given time during a shift the following may be on duty

- Shift sergeants
- Patrol Officers
- Investigators
- Command Officers
- Civilian Personnel

Officers are assigned to a particular area at the beginning of each shift.

Some specialty assignments remain centralized. The Criminal Investigations Division, 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.

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## 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.

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## **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 acclimate you 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.

### **ALBANY ARTERIAL STREETS**

#### **NORTH/SOUTH**

San Pablo Ave (SPA or SR123)  
Masonic Ave.  
Key Route Blvd.

#### **EAST/WEST**

Solano Ave.  
Marin Ave.  
Buchanan St.

#### **FREEWAYS**

I-80  
580

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# **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:

Day Shift- Teams 1 and 3 0600-1800 hours

Night Shift- Teams 2 and 4 1800-0600 hours

## **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. All Albany call signs begin with the numeral "6". Call sign identifiers are unique to each field unit, however many sound similar because of poor radio technique. To avoid confusion, full call sign identifiers should be used by both Dispatch and field units.

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## 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 RIMS, 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.

A – ADAM	N – NORA
B – BOY	O – OCEAN
C – CHARLES	P – PAUL
D – DAVID	Q – QUEEN
E – EDWARD	R – ROBERT
F – FRANK	S – SAM
G – GEORGE	T – TOM
H – HENRY	U – UNION
I – IDA	V – VICTOR
J – JOHN	W – WILLIAM
K – KING	X - X-RAY
L – LINCOLN	Y – YELLOW
M – MARY	Z – ZEBRA

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## ABBREVIATIONS AND ACRONYMS

ACROSS FROM	AF
ANYMOUS	ANON
ASCERTAIN	ASC
ASCERTAIN WELFARE	ASCWEL
ASSUALT WITH DEADLY WEAPON	ADW
AREA OF	A/O
ATTEMPT	ATT
ATTENTION	ATTN
BETWEEN	BTWN
BUILDING	BLDG
COMPUTER AIDED DISPATCH	CAD
CADILLAC	CADI
CALIFORNIA DRIVERS LICENSE	CDL OR DL
CALIF LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEM	CLETS
CHEVROLET	CHEV OR CHEVY
CITATION	CITE
CRIMINAL JUSTICE INFORMATION SYSTEM	CJIS
COUNTY	CO
CRIMINAL IDENTIFICATION AND INFORMATION	CII
CRIMINAL JUSTIC INFORMATION SYSTEM	CJIS
CRIMINAL OFFENDER RECORD INFORMATION	CORI
CONSOLIDATED RECORDS NFORMATION MANAGEMET SYSTEM	CRIMS
DATE OF BIRTH	DOB
DATE OF TRANSACTION	DOT
DEAD ON ARRIVAL	DOA
DEPARTMENT OF JUSTICE	DOJ
DEPARTMENT OF MOTOR VEHICLES	DMV
DESCRIPTION	DESC
DOMESTIC VIOLENCE	DVR
DOMESTIC VIOLENCE RESTRAINING ORDER SYSTEM	DVROS
EMERGENCY PROTECTION ORDER	EPO
ENROUTE	ENRT
ESTIMATED TIME OF ARRIVAL	ETA
EXTENSION	EXT
EXTRADITION	EXTR
FEDERAL BUREAU OF INVESTIGATION	FBI

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FIELD INTERVIEW	FI
FILE CONTROL NUMBER	FCN
FIREWORKS	F/W
GONE ON ARRIVAL	GOA
GUNSHOT WOUND	GSW
HAS BEEN DRINKING	HBD
INFORMATION	INFO
IN FRONT OF	IFO
IN PROGRESS	I/P
JUST OCCURRED	J/O
LARGE	LRG
LICENSE	LIC
MEDICAL	MED
MEDIUM	MED
MISSING UNIDENTIFIED PERSONS SYSTEM	MUPS
MNEUMONIC	MNE
MORE TO FOLLOW	MTF
NATIONAL CRIMINAL INFORMATION CENTER	NCIC
POSSIBLE	POSS
PRIVATE PROPERTY	PP
PURSE SNATCH	P/S
RAILROAD CROSSING	RR XING OR TRAX
REGARDING	RE
REPORTING PERSON	RP
SECURITY CHECK	SECCK
SERGEANT	SGT
SMALL	SML
STATION	STA OR 10-7S
STRONG ARM	S/A
TATTOO	TT
UNABLE TO LOCATE	UTL
UNKNOWN	UNK
VEHICLE	VEH
VEHICLE CODE	VC
VICTIM	VICT
WITH	W/
WITHOUT	W/O

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## EVENT TYPES

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**.

<b>CALL TYPE</b>	<b>PLAIN LANGUAGE</b>
10851	STOLEN VEH
10852	TAKING VEH PARTS
1199	OFFICER NEEDS EMERGENCY HELP
187	HOMICIDE
20001	HIT AND RUN, WITH INJURY
20002	HIT AND RUN, NO INJURY
207	KIDNAPPING
211	ROBBERY
212.5	RESIDENTIAL ROBBERY
215	CARJACKING
220	SEXUAL ASSAULT
22350	SPEEDING VEHICLE
23103	RECKLESS VEHICLE
23152	DRUNK DRIVER
236	FALSE IMPRISONMENT
242	BATTERY
245	ASSUALT WITH DEADLY WEAPON
246	SHOTS OCCUPIED DWELLING
261	RAPE
273.5	DOMESTIC VIOLENCE
273A	CHILD ABUSE
277	CHILD CONCEALMENT
288	LEWD ACT WITH CHILD
300WI	PROTECTIVE CUSTODY
314	INDECENT EXPOSURE
415	DISTURBANCE



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417	BRANDISHING WEAPON
422	CRIMINAL THREATS
422.6	HATE CRIME
4324A	FORGED PERSCRIPTION
451	ARSON
459	BURGLARY
459A	BURGLARY, AUTO
460	BURGLARY, OCCUPIED DWELLING
470	FORGERY
476	INSUFFICIENT FUNDS
484	PETTY THEFT
484F2	CREDIT CARD FRAUD
487	GRAND THEFT
496	POSSESSION OF STOLEN PROPERTY
503	EMBEZZLEMENT
5150	MENTAL DISORDER
518	EXTORTION
530	IDENTITY THEFT
537	DEFRAUDING INKEEPER
594	VANDALISM
601WI	INCORRIGIBLE JUVENILE
602L	TRESPASSING
647.6	CHILD MOLEST
647B	PROSTITUTION
647F	DRUNK/DRUGS
648	COUNTERFEIT
653M	ANNOY PHONE CALLS
11-82	VEH ACCIDENT, NON INJURIES
11-81	VEH ACCIDENT, INJURIES
11-83	VEH ACCIDENT, NO DETAILS
11-24	ABANDONED VEHICLES
10-70	PROWLER

**REER TO LIST OF RIMS CODES FOR EXPANDED LIST**

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## **MILITARY TIME**

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

1:00 a.m. - 0100 hours

1:00 p.m. - 1300 hours

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2:00 a.m.	-	0200 hours	2:00 p.m.	-	1400 hours
3:00 a.m.	-	0300 hours	3:00 p.m.	-	1500 hours
4:00 a.m.	-	0400 hours	4:00 p.m.	-	1600 hours
5:00 a.m.	-	0500 hours	5:00 p.m.	-	1700 hours
6:00 a.m.	-	0600 hours	6:00 p.m.	-	1800 hours
7:00 a.m.	-	0700 hours	7:00 p.m.	-	1900 hours
8:00 a.m.	-	0800 hours	8:00 p.m.	-	2000 hours
9:00 a.m.	-	0900 hours	9:00 p.m.	-	2100 hours
10:00 a.m.	-	1000 hours	10:00 p.m.	-	2200 hours
11:00 a.m.	-	1100 hours	11:00 p.m.	-	2300 hours
12:00 p.m.	-	1200 hours	12:00 a.m.	-	0000 hours
	(Noon)			(Midnight)	

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## **RADIO CODES**

The Albany Police Department, as well as our surrounding agencies (Berkeley PD, UCPD, Richmond PD, El Cerrito PD, Kensington PD) use the “10” and “11” codes. Radio codes are used in police communications by Dispatch and field units. Codes are designed to reduce transmissions, or “air time,” and provide clear, concise messages without unnecessary explanation or words. The following is a list of the codes and their definitions.

**REFER TO APD LIST OF 10 AND 11 CODES**

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## RADIO CODES

Oakland, Alameda, and San Leandro PD are some of the few departments in the area which utilizes what is called the Nine Code. A list is included for your reference when dealing with these agencies.

1199	Officer Needs Emergency Assistance
1199/939	Officer held hostage
901	Vehicle Collision, Non-injury
901A	Vehicle Collision, Injuries
905	Abandoned Vehicle
908	Out of Service
908B	Out of Service, Rest Relief
908D	Out of Service, Off Duty
908F	Out of Service, On Scene
908T	Vehicle Stop
909	In Service, Available
909A	In Service, On Assignment
909D	In Service, On Duty
910	Prowler
912	Suspicious Person
913	Suicide
914	Call Dispatch
918	Person Calling for Help
922	Intoxicated person (alcohol/drugs)
924	Respond to Station
926	Current Location
929	Fire
929E	Explosion
933	Alarm (audible/silent/panic/robbery/vehicle)
935	Vehicle Check (wants/reg)
936	Person Check (wants/CA ID)
938	Cancel Traffic/Assignment
939	Confidential Information
939A-Adam	Stolen Vehicle
939F-Frank	Felony Warrant
939M-Mary	Misdemeanor Warrant

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939V-Victor	Vehicle Warrant
940	Meet with Officer
940A	Officer Needs Emergency Assistance
945B	Ascertain the Injury
947	Prisoner Transport
949	Suspicious Vehicle
949A	Suspicious Vehicle, Occupied
950	Cold Report
958	Garbage Dump
962	Contact Citizen
966	Computer System Down
970	Parking Violation
976W	Warrant Service
981	Safety Check
988	Repeat Details
999	History of Violence with Police / Armed and Dangerous

Code 1	Non-Emergency, At your convenience
Code 2	Urgent, No Red Lights or Siren; However, Respond Immediately
Code 3	Emergency, Red Lights and Siren
Code 4	No Further Assistance Needed
Code 5	Surveillance
Code 7	Meal Break
Code 9	Set Up Road Blocks
Code 33	Emergency Situation, Hold non-emergency radio traffic
Code 34	Cancel Code 33, Resume normal radio traffic

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## 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.

Beige	=	BGE	Yellow	=	YEL
Blue	=	BLU	Multi-colored	=	MUL/COL
Dark Blue	=	DBL	Orange	=	ONG
Light Blue	=	LBL	Pink	=	PNK
Black	=	BLK	Purple	=	PLE
Bronze	=	BRZ	Red	=	RED
Brown	=	BRO	Silver	=	SIL
Cream	=	CRM	Tan	=	TAN
Gold	=	GLD	Teal	=	TEA
Green	=	GRN	White	=	WHI
Dark Green	=	DGR	2-Tone	=	TOP/BTM
Light Green	=	LGR	(i.e. "BLK/WHI" used for 2 color vehicles, convertibles, vinyl/paint styles)		
Gray	=	GRY			
Maroon	=	MAR			

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# STATES/DIRECTIONS/DAYS

## STATE CODES

AL	ALABAMA	MO	MISSOURI
AK	ALASKA	MT	MONTANA
AZ	ARIZONA	NB	NEBRASKA
AR	ARKANSAS	NV	NEVADA
CA	CALIFORNIA	NH	NEW HAMPSHIRE
CO	COLORADO	NJ	NEW JERSEY
CT	CONNECTICUT	NM	NEW MEXICO
DE	DELAWARE	NY	NEW YORK
DC	DISTRICT OF COLUMBIA	NC	NORTH CAROLINA
FL	FLORIDA	ND	NORTH DAKOTA
GA	GEORGIA	OH	OHIO
HI	HAWAII	OK	OKLAHOMA
ID	IDAHO	OR	OREGON
IL	ILLINOIS	PA	PENNSYLVANIA
IN	INDIANA	RI	RHODE ISLAND
IA	IOWA	SC	SOUTH CAROLINA
KS	KANSAS	SD	SOUTH DAKOTA
KY	KENTUCKY	TN	TENNESSEE
LA	LOUISIANA	TX	TEXAS
ME	MAINE	UT	UTAH
MD	MARYLAND	VT	VERMONT
MA	MASSACHUSETTS	VA	VIRGINIA
MI	MICHIGAN	WA	WASHINGTON
MN	MINNESOTA	WV	WEST VIRGINIA
MS	MISSISSIPPI	WI	WISCONSIN
		WY	WYOMING



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## **DIRECTIONS**

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

## **DAYS OF THE WEEK**

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

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# 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 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, 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 injury 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

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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 \$500

### **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.

### **INFRACTION**

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.

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## **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. All matters that law enforcement agencies seek to pursue must be filed with the district attorney's office for review.

### **MUNICIPAL COURTS**

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

### **SUPERIOR COURT**

Handles all felony criminal filings the municipal court has reviewed and forwarded or "bound over" to the superior court. Superior court also handles all appeals from the municipal court.

### **APPELLATE COURT**

Handles appeals from the superior court.

### **STATE SUPREME COURT**

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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.

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# CRIME ELEMENTS

## PENAL CODES

- 148        Resisting Arrest (M)  
            Willfully resisting, delaying or obstructing A peace officer
- 148.1      False Bomb Report (M)  
            Falsely reporting a bomb threat
- 148.9      Falsely Representing Self As Another Person (M)  
            False representation or identification to a police officer  
            to evade the process of the court
- 166.4      Criminal Contempt (M)  
            Disobeying any process or order issued by any court
- 187        Murder (F)  
            Unlawful killing of a human being with malice aforethought
- 203        Mayhem (F)  
            Unlawfully and maliciously depriving a human being of a member of his  
            body
- 207        Kidnapping (F)  
            Forcibly stealing, taking or arresting any person in this state into another  
            part of the state or county
- 211        Robbery (F)  
            Taking of personal property In the possession of another from his  
            person or immediate presence against his will by means of force or fear
- 220        Assault With Intent To Commit (F)  
            Assault another with the intent to commit mayhem, rape, sodomy or oral  
            copulation
- 242        Battery (M)  
            Willfully and unlawfully use of force or violence on the person of another

- 
- 243      Battery On A Peace Officer (M)  
Willfully and unlawfully use of force or violence on the person of a peace officer
- 243E1    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.
- 244      Assault With A Caustic Chemical (F)  
Willfully and maliciously places or throws upon the person of another a caustic chemical of any nature with intent to injure the flesh or disfigure the body
- 245(a)   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
- 246      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)
- 261      Rape (F)  
Act of sexual intercourse against a persons will by means of force, violence or fear of immediate and unlawful bodily injury
- 273(a)   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

- 
- 273.5      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)
- 286(a)      Sodomy (F)  
Sexual conduct between the penis of one person and the anus of another
- 288          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
- 288a        Oral Copulation (F)  
Act of copulating the mouth or one person with the sexual organ of anus of another
- 290          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
- 314          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
- 415          Disturbance (M)
- 417(a)      Exhibiting A Firearm (M)  
Draws or exhibits any deadly weapon in a rude, angry or threatening Manner in the presence of another person
- 451          Arson (F)  
Willfully and maliciously sets fire to or burns or causes to be burned any structure, forestland or property
- 459          Burglary (F)  
Entering any structure or locked vehicle with intent to commit petty or grand theft or any other felony
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- 466      Possession Of Burglary Tools (M)  
Possessing tools with intent to feloniously break or enter any building or vehicle
- 470      Forgery (F)  
Every person who, with intent to defraud signs the name of another or fictitious person having no authority to do so
- 476(a)    Insufficient Funds (M)  
Willfully makes or draws any check with intent to defraud knowing at the time that non-sufficient funds exist
- 484      Petty Theft (M)  
Theft of personal property valued less than \$400
- 487.1    Grand Theft (F)  
Theft of personal property valued in excess of \$400
- 496.1    Receiving Or Possessing Stolen Property (F/M)  
Buy or receive any property which has been stolen knowing the property is stolen
- 503      Embezzlement (F/M)  
Fraudulent appropriation of property by a person to whom it has been entrusted
- 537      Defrauding An Innkeeper (F/M)  
Obtaining food, fuel, services or accommodations with the intent not to pay
- 594      Vandalism (F/M)  
Maliciously defaces with paint or any other liquid or permanently damages or destroys any real or personal property not his own
- 597(a)    Cruelty To Animals (F)  
Maliciously and intentionally kills, maims, mutilates, tortures or wounds a living animal which is the property of another
- 602      Trespass (M)  
Entering the land or occupying real property without the consent of the owner
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- 647(f) 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
- 653k Possession Of A Switchblade (M)  
Possesses a switchblade in a vehicle or in a public place
- 16590 PC Manufacture, Sell, Possess Weapons (F)  
Renu- Manufacture, sell, give, lend, possess any firearm, which is not  
Merated, immediately recognizable as a firearm. Any ammunition that contains or  
Refer to consists of any flechette dart, any bullet containing or carrying an  
PC explosive agent, any ballistic knife. Any weapon commonly known as a  
blackjack, slingshot, billy, nunchaku, sandclub, sandbag, sawed-off  
shotgun or metal knuckles or who carries concealed upon his person any  
explosive substance or any dirk or dagger
- 25400 Possession Of A Concealed Firearm (M)  
Generally Carry concealed within any vehicle or upon his person any firearm  
capable of being concealed
- 25850 Carrying A Loaded Firearm (M)  
Generally Carry a loaded firearm on his person or in a vehicle in a public place

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## **BUSINESS AND PROFESSIONS CODES**

- 4149      Possession Of A Hypodermic Needle/Syringe (M)  
Possess needle/syringe without a prescription
- 4390      Possession Of A Forged Prescription (M)  
Forging the name on a prescription passes or attempts to pass  
Prescription to obtain any prescription drug
- 25658a    Furnishing, Giving Or Sales Of Alcohol To A Minor (M)  
Obtaining alcohol furnishing, giving or selling to a minor
- 26551    Minor Presenting a False ID (M)  
Any person under 21 years of age who presents or offers any written,  
printed or photostatic evidence of age which is false,  
fraudulent or not actually his own for purpose of purchasing, procuring of  
any alcoholic beverage
- 25662    Possession Of Alcohol By A Minor (M)  
Possession of alcohol by persons under the age of 21 in a public place

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## HEALTH AND SAFETY CODES

- 11350 Possession Of A Controlled Substance (F)  
Possession of following drugs:  
Codeine, Cocaine, Demerol, Dilaudid, Heroin, Mescaline, Methadone  
Percodan, Peyote, Quaalude
- 11357a Possession of Concentrated Cannabis (F)  
Possession of hashish or hash oil
- 11357b Possession Of Less Than 1 OZ. Of Marijuana (M)
- 11357c Possession Of More Than 1 OZ. Of Marijuana (M)
- 11357d Possession Of Less Than 1 OZ. Of Marijuana On School Grounds (M)  
Violator must be over 18 yrs to be in violation
- 11377a Possession Of A Controlled Substance (F)  
Possession of the following:  
Amphetamines, Barbituates, LSD, Methamphetamine,  
Phencyclidine (PCP), Preludin, Psilocybin (Mushrooms), Ritalin
- 11550a Under Influence Of A Controlled Substance (M)  
Influence of the following:  
Heroin, Cocaine
- 11550b Under The Influence Of A Specified Controlled Substance (M)  
Influence of the following:  
Phencyclidine (PCP)

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## WELFARE AND INSTITUTIONS CODES

- 300        Persons Subject To The Jurisdiction Of The Juvenile Court  
Any minor who may be adjudged to be a dependent child of the juvenile court
- 300a       Dependent Child  
Minor has suffered or there is substantial risk that the minor will suffer serious physical harm inflicted by the minor's parent or guardian
- 300b       Dependent Child  
Lack of parental control
- 300c       Dependent Child  
Mental abuse and/or neglect by parent or guardian
- 300d       Dependent Child  
Failure by parent or guardian to adequately protect minor from sexual abuse
- 602        Juvenile Offender  
Violation of any state statute by a person under 18 years of age (does not include truancy and curfew violations)

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## VEHICLE CODES

- 31            Supply False Information To A Peace Officer (M)  
Give false information to peace officer during the course of enforcing the vehicle code
- 4000a        Expired Vehicle Registration (I)  
Drive or park a vehicle upon a public roadway without current registration
- 2800.1      Evading (M)  
Knowingly evade a peace officer in a motor vehicle
- 10851        Grand Theft Auto (F)  
Permanently or temporarily deprive the owner of his vehicle without consent of the owner
- 10852        Vehicle Tampering (M)  
Injure or tamper with vehicle and/or contents without consent of the owner
- 12500a      Unlicensed Driver (M)  
Drive a vehicle upon a roadway without a current driver's license
- 12500b      Driving Out Of Classification (I)  
Drive a vehicle upon a highway that is not a type for which the person is licensed
- 12951a      No License In Possession (I)  
Drive a vehicle upon a highway without a driver's license in possession
- 12951b      Fail To Present License (I)  
Fail to present driver's license upon demand of a peace officer
- 14601.1a    Drive With Suspended License (M)  
Drive a vehicle after driving privileges have been suspended or revoked
- 16028A      Proof Of Financial Responsibility  
Driver of any vehicle registered in this state required to possess current proof of financial responsibility

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- 20001 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
- 20002a 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
- 22651 Authority to Tow Vehicles On Public Property
- a. Left unattended on a bridge or causeway obstructing traffic
  - b. Left unattended on a roadway obstructing traffic
  - c. Parked on highway and previously reported stolen or embezzled
  - d. Parked blocking entrance to a private driveway
  - e. Parked blocking access to a fire hydrant
  - f. Parked over 4 hours on a freeway
  - g. Parked and driver incapacitated or physically unable to move the vehicle
  - h. Driver is arrested
  - l. Parked without current registration and has received 5 or more parking violations over 5 or more days
  - j. Illegally parked with no plates or evidence of registration displayed
  - k. Parked over 72 hours
  - l. Parked blocking cleaning, repair or construction of the highway (after being posted)
  - m. Parked blocking street to be used for other than normal flow of traffic
  - n. Parked in violation of local ordinance when previously posted
  - o. Parked with registration expired over 6 months and not occupied
  - p. Driver is cited for being an unlicensed driver or driving on a suspended/revoked license

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- 23103 Reckless Driving (M)  
Drive any vehicle on a highway with willful or wanton disregard for the safety of persons or property
- 23152a Driving Under The Influence (M)  
Driving a vehicle on a public or private property under the influence of an alcoholic beverage/drug
- 40508a Failure To Appear (M)  
Failure to appear in court in violation of a written promise to appear for a violation of a vehicle code
- 40508b Failure To Pay Fine (M)  
Failure to pay a fine for a violation of a vehicle code



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# **ALBANY MUNICIPAL CODES**

**INSERT AMC and REFER TRAINEE TO CITY WEBSITE LINK**

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# LOCAL LAW ENFORCEMENT AGENCIES

## **CALIFORNIA HIGHWAY PATROL (CHP)**

They are responsible for all freeways, on-ramps, off-ramps, and any accidents or traffic related matters on county highways. The California Highway Patrol will handle any criminal activity on the freeways. They are the primary responders to all state offices such as the Department of Motor Vehicles. They do not have red channel transmitting capabilities, however all vehicles have scanners and can monitor red channel. They also have CLEMARS, a statewide inter-city, inter-county channel. Alameda County CHP has helicopter H-62 that does have 800 MHz capabilities.

## **ALAMEDA COUNTY SHERIFF (ACSO)**

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 officer's 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.

## **BERKELEY POLICE (BPD)**

Berkeley Police are a fully functioning police department for the city of Berkeley. Berkeley borders Albany along our southern border and as such both agencies interact with one another on many occasions. BPD also has their own jail, and it is sometimes used by APD as a backup jail when Glen Dyer or Santa Rita is unavailable to house our prisoners. APD officers will also from time to time use the Draeger machine at the Berkeley Jail for their DUI investigations. BPD has their own dispatch center.

## **EL CERRITO PD (ECPD)**

ECPD is also a full service PD for the city of El Cerrito and borders Albany along our northern border. As such the two departments interact with one another frequently. Although ECPD is physically located in El Cerrito, they utilize dispatch services through the Richmond Police Department.

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### **University of California Berkeley Police Department (UCPD)**

UCPD is a full service police department serving the properties belonging to the UC. They have primary jurisdiction of Albany Village, however, APD frequently responds there at their request for more priority law enforcement matters while they respond from other locations. UCPD has its own dispatch center.

### **RICHMOND POLICE DEPARTMENT (RPD)**

RPD is also a full service agency and Richmond borders Albany along our n/w border. IN addition, their dispatch center provides dispatch services for the cities of El Cerrito and Kensington.

### **KENSINGTON POLICE DEPARTMENT (KPD)**

KPD provides police services for the city of Kensington. Kensington borders Albany along our n/e border.

### **ALBANY FIRE DEPARTMENT (AFD)**

The Albany Fire Department handles all medical and fire related emergencies for Albany, including UC Village. AFD maintains only one fire station, Station #, located just west of the police department. Berkeley Fire serves as the immediate back up agency for Albany Fire when our apparatus are otherwise assigned.

### **ALAMEDA COUNTY REGIONAL EMERGENCY COMMUNICATIONS CENTER (ACRECC)**

Currently APD uses ACRECC for pre arrival medical instructions on medial related calls.

### **IMMIGRATION & CUSTOMS ENFORCMENT 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.

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# BOOK RESOURCES

## **DEPARTMENT POLICY MANUAL**

The policy manual contains 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 a policy 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 policies 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 these orders as they apply to your job.

## **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 automated map within located on each dispatch workstation. There is also a Thomas Bros Map Book available for finding locations outside of the city.

## **SCHEDULE BOOK**

The schedule book contains your time sheet and schedules for the current shift. The Time Off Request book and Shift Exchange book are located in a mailbox located in the east hallway near the lieutenant's offices.

## **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 them in the Stolen Vehicle System. There is also a small abridged book that is used as a quick reference.

## **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.

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## **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.

## **ALBANY MUNICIPAL CODE BOOK**

Accessed on line via the city website, this book lists the "AMC" violations that have been passed by the city council and approved by the city attorney. Municipal Codes are generally infraction. Those misdemeanor violations 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 RIMS system.

## **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.

## **REVERSE BOOK**

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Many times an officer will have a phone number and need the corresponding address or have an address and need the corresponding phone number when the name of the resident is unknown. The reverse index will provide this information on all listed phone numbers. This book is leased from the publisher, the Haines Company. Information contained within is not to be released to the general public.

## **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 continuing basis.

## **FRONT DESK - COUNTER REPORTS**

Not all reports need be taken by officers in the field. Albany Police Department has a fully qualified staff of civilian personnel that are assigned to the front desk. They not only serve the walk-in public, but also are able to take certain crime reports via the telephone with no suspect information.

## **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:

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### **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.

CRIMS interfaces with Contra Costa County's version of CRIMS, which is called ARIES.

## **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.

## **VIDEO WALL**

The video wall is comprised of various video screens that display all in-house security cameras as well as various perimeter cameras. It is a valuable tool that can be used to

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assist field and station personnel. It provides the ability to monitor activity in the station. This would include activity in the Jail, Juvenile Holding and the front counter/lobby. Dispatch can advise the exact location of an incident and/or any observed details that would assist field personnel while they are still enroute to the monitored location.

## **VIN ASSIST**

VIN Assist is a software program that provides information on a vehicle when the vehicle identification number (VIN) is input. The program will provide the make, model, vehicle year, country of origin, manufacturer, body style, engine, and assembly plant of the vehicle when the seventeen (17) character is input.



# RIMS SYSTEM CRASH

-Coming Soon-

It is estimated that the RIMS system will have a high percentage of on line time. However, there will be times when the system will go off line for either routine maintenance, emergencies, or for training. In the event that the RIMS system goes off line (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 call-taker and/or dispatcher.

NATURE OF INCIDENT / RADIO CODE				LOCATION				BEAT	RD	
INFORMANT				ADDRESS				TELEPHONE		
RECEIVED		DISPATCHED		ARRIVED		CLEARED				
<b>OUT OF SERVICE</b>		VEHICLE INVOLVED / MISC. INFO								
901		936W								
905		940								
908		CODE 7								
908 T		CODE 10								
908 STA		CORP YARD		DISPOSITION						
		TAPE	UNIT ASSIGNED	COVER UNITS		REPORT	UNFOUNDED	ARREST	TOWED	
		4100								
912 / 949		COURT	2123	TECHNICIAN	COMPL.OP	DISP	FOLLOW-UP	GOA / UTL	CITED	FI
935		SPEC ASSIGN	A	B			ADJUSTED	OTHER		

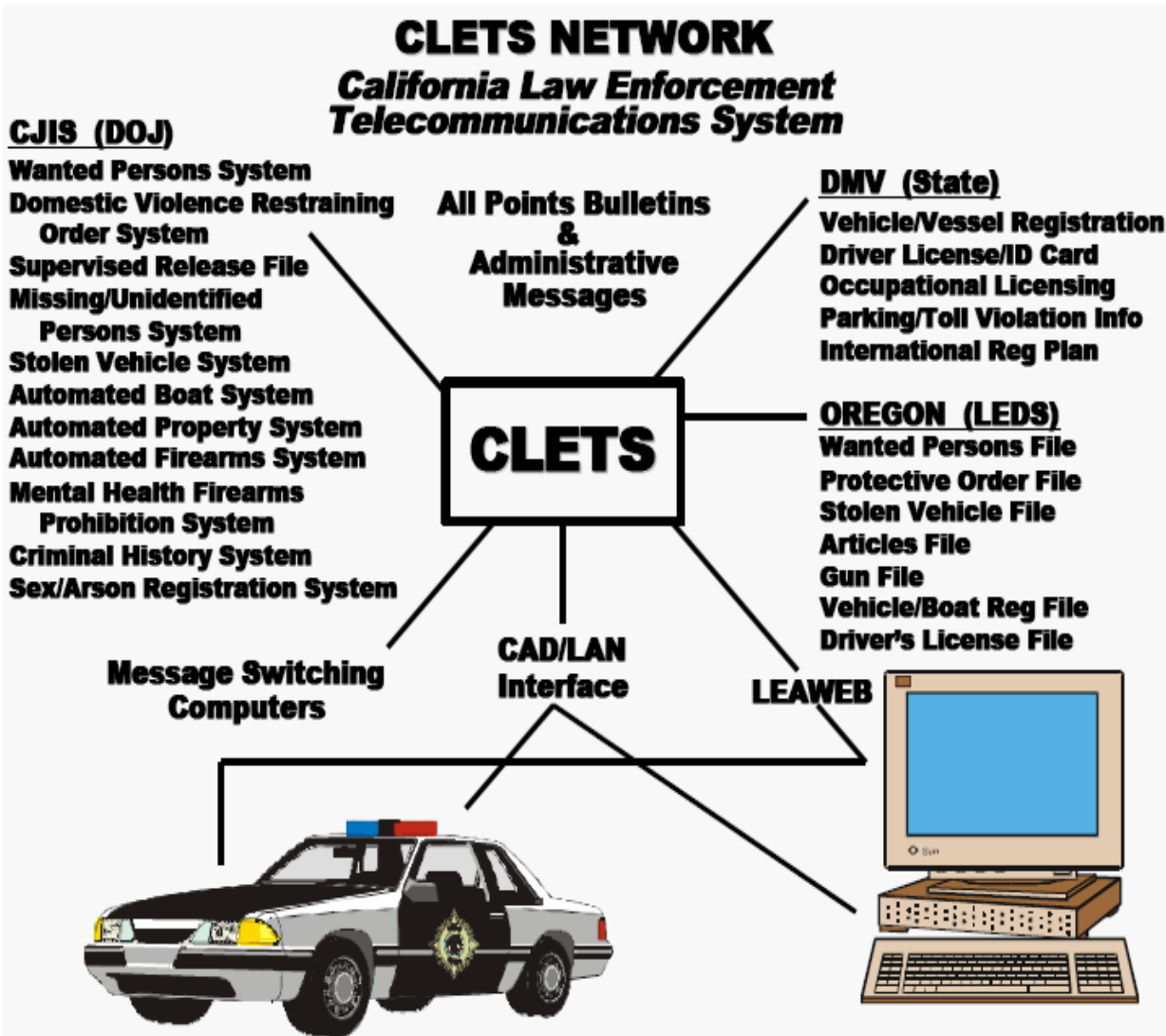
If the downtime is anticipated, immediately prior to the computer going down, calls for service that are being worked on should be noted and a record of where the units are shall be noted.

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# DISPATCH COMMANDS

**Review RIMS commands**

**F5, F6, F9, F11, etc. as well as corresponding icons and command line**



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# CHAPTER THREE CALL-TAKER

## 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 Records Incident Management system, also known as RIMS, for all call entries, updates, and record keeping.

The RIMS 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.

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- 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 RIMS 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, RIMS enhances the efforts to reach the objective of efficient communications.

RIMS 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 RIMS 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 Albany Street missing from the Geo-file. In that case you will need to override the address into the RIMS call.

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.

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## **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 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 Albany Police Department. If you present a cheerful, knowledgeable and interested demeanor, their behavior toward the department will generally be positive.

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## **IDENTIFY YOURSELF**

In the interests of professionalism and saving time, tell the caller immediately, "Albany Police" or "Albany 9-1-1 Emergency" or "Albany Police and Fire 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 well be a life in danger. Every second counts. Remember, an emergency call could come in on any telephone line. 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

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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.



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## **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.

## **MENTALLY UNSTABLE**

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

## **LIMITED ENGLISH SKILLS**

The situation with a 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.

## **VERY OLD PERSONS**

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

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## **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).

## **UNTRUTHFUL PERSONS**

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. 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.

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### **COMPLAINTS AGAINST A DISPATCHER**

In this unlikely event, 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 Supervisor immediately. It is much easier to have a rational conversation with a person making a complaint when the 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 non-sworn civilian 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.

## **CONTROL THE CONVERSATION**

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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.

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# 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

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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 many 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 well 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. Calls and time permitting, 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.

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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. Always preannounce a transferred call unless it is going to a voice mail.

### **PUTTING A CALL ON HOLD**

Offer patience and tolerance. Regardless of how busy you are, the caller should never be treated with impatience. Explain when it is necessary to put any caller on hold, such as "Hold on please, I have another line ringing". When you put a caller on hold, try not to leave the caller for more than 60 seconds. Remember the information already provided and don't make the caller start over each time you come back on the line. If you see a call on hold and you are available, offer to take over the call and explain to the caller 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. A caller should never be put on hold while you are on a personal call, unless it is to terminate that personal call.



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## **BASIC LINE OF QUESTIONING**

(Primary Questions to Ask)

- WHAT**
- IS GOING ON?
  - HAS HAPPENED?
- WHERE**
- IS IT HAPPENING?
    - HOUSE
    - APARTMENT
    - BUSINESS
- WHEN**
- TIME ELEMENT
    - IN PROGRESS
    - JUST OCCURRED
    - COLD
- HOW**
- DID IT HAPPEN?
  - ANY WEAPONS? What kind?
  - ANY INJURIES
- WHO**
- DID THIS?
  - DO YOU KNOW THE PERSON
  - DESCRIPTION

### **DETAILS**

### **RP INFORMATION**

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**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

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# CUSTOMER SERVICE

## 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.

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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 Albany 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 an extended period of time, 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.

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- There is almost no situation where we could justify saying, “no, we can’t help you” or “there is nothing we can do”. No matter what the situation you should be able to help or direct the caller to someone who can. At the very least you can direct them to the needed assistance, do a directed patrol or they may just need a little advice. Advised complaint masks should be considered for this purpose. Asking the questions necessary to complete the incident mask gives the caller an impression of your concern and the documentation could be useful in the future.
  - 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.

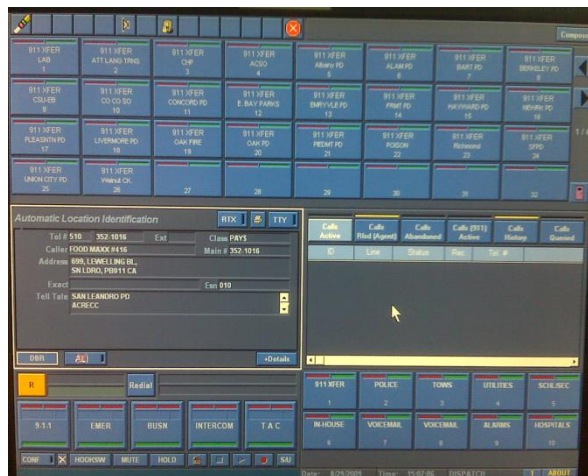
Our department has made it quite clear that personnel will adhere to the Core Values of **Service, Professionalism, Pride, Teamwork and Dedication**. The expectations are really quite simple; “to do the job we were hired to do in a polite, professional, and efficient manner”. That means we will use customer 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.

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# TELEPHONE MECHANICS

## POWER 911

The telephone system utilized in the communications center of the Albany Police Department is a Positron intelligent workstation known as “POWER 911”. 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.
- **Headset Volume** – This allows you to adjust the volume of your voice as well as the caller's.
- **Radial** – This button allows you to automatically redial the last number called.
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## **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, "Albany Police".

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

- 911
- Bus
- ANS Admin
- ANS Lobby
- Dial Window
- Transfer (XFER)
- Release
- VM Tree
- Ring Down
- 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 click on the extension. One click should connect the lines. 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 or keypad to click on the "hooksw" button, or depress the "hooksw" key on the keypad, and wait for a dial tone. You may then dial the seven (7) digit number.

## **TELEPHONE MESSAGES FOR PERSONNEL**

Communications personnel will take telephone messages for on-duty personnel when the occasions arise. Due to limited staffing in Dispatch, calls should be forwarded to the employees voice mail whenever possible, and the employee advised via MDC or radio to

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check their voice mail. If taking a message is necessary and if the employee is working, and has access to an MDC, send the message to their MDC. If they do not have access to an MDC, take a message and have the employee call radio. If the employee is not working the call can be transferred to the employees voice mail. If a messages is taken it should be as complete as possible. Messages for on-duty personnel will be taken and forwarded to their MDC or the dispatcher will be advised to have the employee call in if on the street. Messages for off-duty sworn personnel will be referred to their voice mail.

## **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.



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## 911 LINES

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

The screenshot displays the 'Automatic Location Identification' interface. At the top right, there are buttons for 'RTX', a speaker icon, and 'TTY'. The main area contains the following information:

Tel #	510	352-1016	Ext		Class	PAYS
Caller	FOOD MAXX #416				Main #	352-1016
Address	699, LEWELLING BL, SN LDRO, PB911 CA					
Exact					Esri	010
Tell Tale	SAN LEANDRO PD ACRECC					

At the bottom left, there are buttons for 'DBR' and 'ALI'. At the bottom right, there is a '+Details' button.

(ANI), and Automatic Location Identification (ALI) systems. The Albany 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 Albany.

The 911 phone lines (not nine-eleven) are to be answered within ten seconds by state law; however we at Albany pride ourselves on answering on the first ring whenever possible. The appropriate way to answer 911 is by saying, "Albany 911 Emergency". After you say "Albany Police 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 510-525-7300.

When the call sounds medical related, tell the caller you will connect them to ACRECC and they should stay on the line to receive pre-arrival medical instruction. No matter what the call, police or fire, stay on the line long enough to obtain the information you need for an incident mask. The address and phone number display are made to interface with the RIMS 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 four 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 “hooksw” button, wait for a dial tone, then dial the number you wish to call. Unlike the rest of the phone lines, you do not have to dial 9 to get an outside line. Keep in mind that our 911 system has a 510 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, make a complaint mask, send it for dispatch, and stay on the line. Complete the Call For Service mask with the information you can hear, and that you still have an open line. Periodically update 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

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of the caller. If the line is busy, do an emergency breakthrough via the telephone operator. If you are unable to contact the caller or verify the status of the caller, make a complaint mask so an officer can be sent to the location. If contact is made and you have verified a misdial, complete an advised incident mask and indicate 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 Program located at each console.

CHP cellular transfers can not only be received on 911 but also on the Police Emergency lines. The majority of cellular 911 calls are 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.

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# CITY SECURITY SYSTEMS

## CITY SECURITY ALARMS

[REDACTED]

REDACTED per 1040(b)(2) Cal. Govt. Code

## CAMERAS/INTERCOMS/DOORS

[REDACTED]

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## CALL FOR SERVICE MASK

The screenshot shows a software window titled "Incident Entry" with a menu bar containing "People", "Cases", "Cites", "Vehicles", "Database", "Property", "Records", "Other", and "Help". The interface is divided into several sections:

- Top Section:** Includes fields for "City" (set to "ALBANY"), "Type", "Priority" (set to "0"), "Caller", "Address", and "Phone".
- Middle Section:** A large text area for "Description" (labeled "desc").
- Bottom Section:** Contains fields for "Beat", "RunCd", "Src" (set to "T"), "Map", "Area", "Cont" (set to "X"), "Resp", "Cross", and "Weap".
- Right Panel:** A "Recommended Units" table with a grid structure.
- Bottom Panels:** "Location History" and "Caller History" sections.
- Footer:** A row of buttons: "OK", "Cancel", "Temp Save", "More to Follow", and "Alt Print".

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

This window can be opened in by utilizing the F6 button.

---

## 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 AFD after method established
- C. When was last time caller talked to 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 victim live alone
  - 5. Does victim have previous history of suicide attempts and the method used
  - 6. Any history of other mental or physical problems
- G. Make sure the caller does not disturb the crime scene if the victim is obviously dead, i.e. do not untie the knot on a hanging victim.
- H. As the Dispatcher, it is your responsibility to make sure the Sergeant is notified.

Keep the caller on the line in case the responding officers have any further questions

---


## CALL FOR SERVICE/MISSING CHILD

MISSPERS = 12 years and under

- 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/BOMB THREAT

- A. Did caller state time of detonation?
- B. Did caller advise exactly where bomb was placed?
- C. Any suspicious packages observed in the area?  
(do not have them investigate, only if they recall anything unusual)
- D. Suspect description?
  - 1. Male/Female?
  - 2. Young/old?
  - 3. Accent?
- E. Did suspect give a reason for wanting to bomb location?
- F. Any recently fired or disgruntled employees/customers?
- G.. Did he call anyone by name?
- H.. 



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## **CALL FOR SERVICE/ROBBERY ALARM**

If the alarm company advises you of a 10-33 (or hold up) at a residence, it is entered as a panic alarm in the "Desc" field(which can also indicate medical and fire emergencies as well as a robbery).

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



Unlike audible or silent alarms, panic alarm cannot be canceled. Although we may receive a cancellation from the alarm company or home owner, because we are unable to verify who is calling in, REDACTED 1040(b)(2) Cal Govt. Code

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## 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 enroute. Include ETA and their vehicle description.

---

## 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;
  - 1. Weapons?
    - a. What kind?
    - b. Where in house (even if not displayed during fight)
  
- C. Anyone been drinking or using drugs?
  
- D. What is happening now and what have you been hearing?
  - 1. Arguing?
  - 2. Thumping or slapping?
  - 3. Screaming?
  - 4. Breaking glass?
  - 5. Any dialogue?
  - 6. Shots fired?
  - 7. Does this happen often?
  
- E. Are their children present?
  
- F. Did the children witness the dispute?

---

## CALL FOR SERVICE/HIT & RUN ACCIDENT

20001 = Hit and run with injuries (felony - respond AFD)

20002 = Hit and run with no injuries (misdemeanor)

- A. Are there injuries?
- B. How long ago?
- C. Suspect vehicle description?
- D. Direction of travel on suspect vehicle?
- E. Probable location of damage to 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.

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## 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)

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## **CALL FOR SERVICE/ABANDONED VEHICLES**

It is illegal to park a vehicle on a public street for over 72 hours in Albany. These calls are handled by patrol and are to be entered as a call for service.

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. Your CTO will explain the procedure for marking a vehicle during your training.

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 party impound.

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## CALL FOR SERVICE/ACCIDENTS

- A. Are there any injuries?
  - 1. Yes = 11-81 (roll AFD)
  - 2. Unk = 11-83 (roll AFD)
  - 3. No = 11-82
- 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. Advise the AFD.
- D. If you are advised of a non-injury accident;
  - 1. Determine where the accident occurred.
  - 2. Determine if the vehicles are still in the roadway.
- 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.

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## CALL FOR SERVICE/VANDALISM

- A. What damage was done?
- B. Do you know who did this or why?



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## 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.
  
- B. Any hazard that is reported an officer should go out to ascertain what the hazard is, and if a callout will be needed.

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## 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)

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## **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?

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## CALL FOR SERVICE/PLANE CRASH

- 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).

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## 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, etc.)
- B. If past;
  - 1. Time element?
  - 2. The loss?
  - 3. The point of entry?
- C. The business name, if applicable

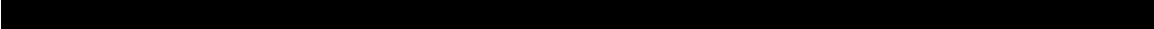
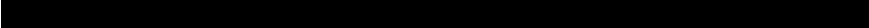

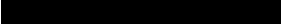
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## CALL FOR SERVICE/VEHICLE BURGLARY

- A. If occurring now or just occurred;
1. Description of the victim vehicle?
  2. Exactly where is it parked? (to help determine from which direction the officers should respond)
  3. Description of suspect?
  4. Suspect vehicle? (or any unknown vehicles parked nearby that could be associated with the suspect)
  5. Direction of travel on the suspect?
  6. Keep the caller on the line 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. The point of entry?
  4. Description of the victim vehicle?
  5. Exactly where is the vehicle parked?
  6. 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).

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## CALL FOR SERVICE/ROBBERY

- A. 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.   
  
  


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## 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. [REDACTED]

[REDACTED]



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## 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:



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10. How many police jurisdictions does Albany touch?

11. List the elements of a 459P.C.

12. List the elements of a 484P.C.

13. List the elements of a 10851V.C.

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## CHAPTER FOUR SYSTEMS

You are responsible for completing vehicle checks (10-28), person checks (10-29) 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 RIMS formats pertaining to each request, and the special codes required to complete these formats.

### **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. [REDACTED]

[REDACTED] [REDACTED] [REDACTED]  
[REDACTED] [REDACTED]

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## **ORI**

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, out of view, our NCIC number.

**ALBANY'S NCIC ID (ORI)** [REDACTED]

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.

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## **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.*

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*“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" (as defined in 14213(b) CPC) and all unidentified persons will automatically be forwarded to DOJ's Violent Crime Information System (VCIS). These reports will be compared against reports of homicide cases and records of registered sex offenders in an effort to generate leads to assist local law enforcement agencies in solving violent crimes.

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.*



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## **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 driver's license file on all applicants for a driver's license (permits), those with a driver's license, those with an identification card, and those subjects issued an index number. (An index number is a file number beginning with the letter "X", followed by a maximum of seven numbers, assigned to unlicensed drivers that have given the DMV need to document a traffic violation or restriction) Information is placed in these files from the initial application, accident reports, 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 14601 CVC (driving with a suspended license) or 12500a CVC (driving without a valid California driver's license). If the suspension has not been served, the subject will be cited for 12500a CVC and given official notice of the suspension.

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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 4000A CVC (expired registration).

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## **CAL PHOTO –Dispatch Currently does not have access**

DMV photos are available through CAL Photo. Personnel who wish to access a DMV Photos 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 driver's license picture the following must be entered into the ELETE mask.

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

With DMV photo users can obtain a copy of the colored DMV photo that appears on the subject's ID Card or Driver's 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	Balance of the year entered plus 4 years
Stolen Vehicle Part	Balance of the year entered plus 4 years
Stolen/Lost License Plate	One year past the year of registration
Felony Vehicle	90 days
Felony License Plate	90 days
Found/Evidence Veh Part	6 months
Missing Person Vehicle	30 days

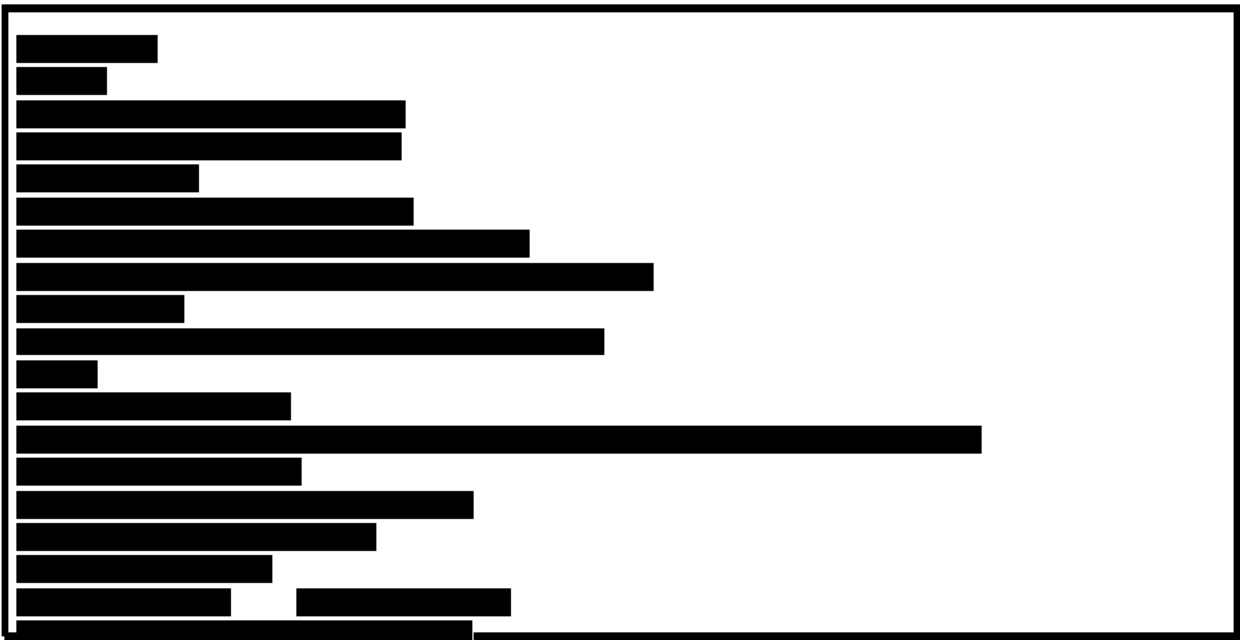
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Stored Vehicle	30 days
Impounded Vehicle	30 days
Lost Vehicle	30 days
Located Vehicle	30 days
Cleared Vehicle	30 days, unless another agency record of the same vehicle needs to be entered

NCIC allows fewer record types than SVS and has a different retention period. The types and retention's are as follows:

Stolen Vehicle	Balance of the year entered plus 4 years (records w/o VIN's are purged in 90 days and license plate data purged 1 year past the year of registration)
Stolen Vehicle Part	Balance of the year entered plus 4 years
Stolen License Plates	One year past the year of registration
Felony Vehicle	90 days

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).



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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:

FCN/ [REDACTED]  
[REDACTED] [REDACTED]  
[REDACTED] [REDACTED]  
[REDACTED] [REDACTED]  
[REDACTED] [REDACTED]

### **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 10-29 CHECK**

A full 10-29 (warrant/driver's license and other pertinent information) can be obtained via the "F9" command in RIMS. 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.

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A 10-29 check inquiries into eight (8) systems:

- Alameda County Automated Warrant Service System (AWS)
- Wanted Persons System (WPS)
- 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 its 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.

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### **MISSING AND UNIDENTIFIED PERSONS FILE (MUPS)**

This file is used to enter information on persons that are missing in California. 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.

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

### **SEX & ARSON REGISTRANT SYSTEM (SAR)**

This is a California only system. This system is a direct result of "Meagan'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 |

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## **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



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**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", advise the officer of the circumstances. [REDACTED]

[REDACTED]

[REDACTED] Know what you are going to say before you get on the radio.

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## CHAPTER FIVE PRIMARY DISPATCHER

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

### RADIO CONSOLE

The Albany Police Department operates as part of the inter operative EBRCS radio system, which enables Public Safety agencies from Alameda County and Contra Costa County to speak directly with one another on digitalized radio channels, making for total inter-operability in the event of critical incidents or natural disasters

Albany operates in Zone A of the EBRCS system and we have (5) channels for police activity.



Unlike a traditional radio system (non-trunking) the 800 MHZ system utilize multiple frequencies for all users/agencies. Each time the transmit button is depressed, the radio system searches for an available frequency for that user to transmit on and routes the transmission to the appropriate agency. Due to the complex nature of the system there is generally a 1 second delay after pushing the transmit button before the user is able to talk. Each radio transmits an identification number which displays on the dispatcher's radio monitor. Vehicle radios transmit the vehicle number and hand-held radios transmit the serial number and name of the user it is assigned to. All field unit transmissions will override a transmission by Dispatch. An override transmission will only be heard by the dispatcher.

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## **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. Dispatchers should 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 talkgroups, 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 talkgroup or function. It is labeled with the name of the specific talkgroup 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 talkgroup and/or function control windows in an accessible form.

### **CHANNEL NAME AND SELECT LINE**

Each control window has the name of the radio talkgroup or function displayed at the top of the window. To select a talkgroup, left click the white arrow on the name of the radio talkgroup or function. The name of the selected radio talkgroup or function will be highlighted. This is the talkgroup heard from the headset and received through the "selected" speaker.

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## **TRANSMIT AND TRANSMIT WINDOW**

You can transmit on the select talkgroup 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 talkgroup is in use. The lightning bolt will display in red when your console is transmitting, and yellow when the other dispatcher is transmitting.. The name of the officer and badge number transmitting will display when using a portable radio and the unit number will display when the officer is transmitting from his/her vehicle. The dispatch will see a speaker icon when a transmission is incoming.

## **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 2 next to the symbols, but these numbers can be changed in the system.

## **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).

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## **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.

There is also a volume control directly under the desk top near the headset plug in.. These are two roller wheels. The roller on the right is for the radio, and the one on the left is for the phone. Rolling the dial away from you decreases the volume and rolling it towards you increases it.

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## **COMPUTER AIDED DISPATCH TERMINALS**

The primary dispatcher will find the RIMS system to be of great benefit. Remember that the RIMS 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 RIMS will generate a call with the area and cross streets automatically supplied.

The RIMS window contains the event status, unit status, event entry mask, 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 RIMS. 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.

### **EVENT STATUS MONITOR**

The event status monitor displays all pending events. It lists the status, alarm, time, beat, event number, event type and location.

### **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.

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## 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. Configure the RIMS and radio work area in a manner that is satisfactory to you.

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. 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 Albany, listen to the way calls are being dispatched. Make every effort to mesh what you have been doing with the current practice at Albany. 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

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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. "21". There may be several units on duty that have similar sounding call signs. Use complete call signs at all times.



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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;

<b><u>Poor</u></b>	<b><u>Preferred</u></b>
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 "10-9". "10-9" 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.

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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 backup. 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.

Know whom to send as a follow. 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, 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. Unit: "621 cover unit". Look at your board for the location of 621 and determine the closest unit. Dispatcher: "626 cover 621 at Solano and San Pablo 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. If after 2 attempts, dispatch the next available unit to cover, however 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 (priority calls or requests for a backup officer) send the closest unit(s), regardless of beat assignment. A beat officer can be sent later to take any required report.

Report calls will be held for a 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.

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If it is a report call and 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

When radio traffic is heavy, it is possible that two or more officers may try to speak on the radio in quick succession. It is very helpful to know the officer's voices as you may only hear a portion of the transmission. At this point you will go on the air and say "Multiple units, anyone with priority?" Or you may clearly hear one unit ID. Ask the officer you have identified if they have emergency traffic. If they do not, have them stand by and ascertain who the other officer is and the priority of their traffic. Be sure to get back on the air and have the other unit go ahead with its traffic.

## **MOBILE DATA COMPUTERS (MDC)**

Patrol vehicles are equipped with mobile data terminals (MDC's). These are an invaluable aid in communicating with field personnel. The MDC'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 RIMS



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## 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 RIMS, 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 Albany Police Department.

### 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.

#### **Review APD Pursuit Policy**

### OFFICER NEEDS HELP (1199)

When simply defined, 11-99 means one thing: **Officer needs help immediately. An officer's life is in immediate danger.** The 1199 response is for immediate, urgent and emergency need for police assistance. Some situations necessitating 1199 assistance would present overwhelming emergency conditions beyond the immediate capabilities of the originating agency, as in the case of a riot.

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## **EMERGENCY BUTTONS**

All police portable radios, vehicle radios and MDCs 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 11-99 emergency signal to dispatch until the field radio is reset by the officer by depressing the emergency alert button for several seconds.

When an emergency activation is received the dispatcher will activate the alert tone (3 beeps) and announce a Code 33. The dispatcher will announce an 11-99 has been activated and give the unit identifier and known or last known location of the officer requesting emergency assistance. An 11-99 can be broadcast verbally or by activating the 11-99 button on either the vehicle radio or the hand held radio.

The dispatcher will give the unit who activated the 11-99 button a security check (10-59) and will monitor only Police Main until the 11-99 has been resolved. Field units will respond Code 3 to the location of the 11-99 unless or until directed otherwise by a supervisor or units at the scene advise no further assistance needed. (Code 4) Units responding to the 11-99 should keep the Police Main Channel clear.

A Code 33 will be announced by dispatch and will remain in effect until the 11-99 is resolved. Field units will hold the air to allow the unit activating the 11-99 a chance to respond to the security check (9-8-1). If possible, the unit activating the 11-99 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 Code 4 (No further assistance needed) and a Code 34 (Cancel Emergency traffic and resume normal traffic) can be announced.

It is the officer's responsibility to advise dispatch ASAP if the activation of the 11-99 button is in error.