

Administrative Orientation

Communications Training Manual

CHINO POLICE DEPARTMENT

5450 Guardian Avenue

Chino, CA 91710

PHONE NUMBERS:

Emergency (909) 628-1234

Business/Records (909) 334-3001

Facility Tour

At the initial phase of your orientation, you will be given a tour of the police department.

The Communications Bureau

The Communications Center is the link between emergency service personnel and the public. You will be shown the following items: (details about their use will be covered in future chapters.)

Book Cabinet

CAD Computers

CLETS SBSO Terminal

Code Blue Intercom

File Drawers

Mailboxes

Radio Consoles

Security Camera Video Monitors

Sergeants Office

Station Alarms

Storage Cabinets

Supervisor's Office

TTY

UPS/Generator Panels

Vesta Monitors

In addition to the Communications Center you will tour:

Administration

Administration consists of:

The Office of the Chief

Captain of Administrative Services Division

Captain of Operations Division

Chief's Secretary

Professional Standards Sergeant

Break Room/Kitchen

The break room is available to all employees for use on breaks and lunches. There is a refrigerator and stove in the kitchen and a wide assortment of vending machines in the break room. There is also a refrigerator located in back of the communications center for daily use by the PSD's. (Food is to be taken home daily and the refrigerator is cleaned out once a week)

Briefing Room/Multi Purpose Room

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

This room is also used for Training Classes, Citizens Academy and as an Emergency Operations Center. Emergency Operations Center is activated when the City of Chino experiences a large-scale emergency. Instances when the center may be opened include, but are not limited to earthquakes, floods, riots, or HAZMAT incidents.

City Hall

Most city offices are located in the City Hall building across the walkway from the police department.

Crime Impact Team

This unit is responsible for the D.A.R.E programs, investigating gang activity, crime analysts and community problem solving efforts.

Computer Room

This is where all the Departments main computer bases are kept. Also located in the room are the 24-hour DAT Tape Machine, the 9-1-1 printer and the printer for the CAD system.

Detective Bureau

The Detective Bureau is responsible for investigating unsolved crimes. A Lieutenant oversees this Department. The Lieutenant for this bureau also oversees Training and Backgrounds, the Budget Analyst and the Narcotics Teams.

Evidence Processing/Property Rooms

This is where evidence is logged, tagged, sealed and stored. Access to property is for authorized personnel only. The room is alarmed.

Front Lobby/Office Area

This is where Police Service Officers (PSO's) and Police officers make contact with the public for station reports. There is an intercom located outside the front doors that is accessible to citizens after hours when the front doors are locked.

Gym

Equipment is supplied by the Association and available to all employees after signing a release waiver.

Locker Room

All employees will be issued a locker.

Mailboxes

Mailboxes are located across the hallway from Communications.

Patrol Lieutenant's Office

The Patrol Lieutenants offices are assigned to the two Patrol Lieutenants. The Patrol Lieutenants are responsible for all patrol functions and related personnel issues. The Patrol Lieutenants report directly to the Operations Captain.

Patrol Supervisor's Office

All Sergeants assigned to patrol services share the Patrol Supervisor's Office. The Patrol Sergeants report directly to the Patrol Lieutenant. These offices are located across the hallway from Communications.

Phone Equipment Room

The phone equipment room is where all Department phone lines originate

Records Bureau

The Records Bureau is responsible for the maintenance and security of all police records. They receive and disseminate information in the form of reports, logs and/or teletypes. Records is open to the public Monday through Friday 0730-1730. The Records Bureau is closed for walk in business on weekends and holidays. However, Records personnel are on duty and will release vehicles on the weekends and holidays. Citizens requiring assistance are able to use the Code Blue Intercom located just outside the front doors and will reach the dispatch center. There are two civilian supervisors in records. The Communications/Records Manager manages records. Access into the records bureau is restricted during the hours of 2300-0700 to dispatchers, dispatch supervisors, Sergeants, and corporals. If access is made into the records bureau at anytime after hours, a call for service is generated and a log item is issued. Advise the dispatch supervisor on duty so they can make an entry on their supervisor log. In the absence of a dispatch supervisor, advise the Sergeant so they can make the entry on their supervisor log.

Report Writing Room

This room is set up for officers to complete paperwork. Officers are also able to store bulk equipment that will not fit into lockers in this room.

Restroom Locations

There are male and female bathrooms in the hallway just south of the break room next to the drinking fountain. There is a second set of bathrooms just north of the Sergeant's offices west of the stairwell. There is a bathroom located in both the male and female locker rooms as well.

Temporary Holding Facility

Chino's temporary holding facility is intended to detain an arrestee to complete booking procedures and conduct any investigation interviews or testing needed, i.e. alcohol breath

test or blood draw. Once completed, the prisoner will either be released or transported to West Valley Detention Center in Rancho Cucamonga for housing. (a.k.a. Jail)

Traffic Services Office

This unit is responsible for investigating traffic accidents and coordination of special events. This unit also oversees the cadet program.

Xerox Machine

There are three Xerox machines. One Xerox is located across from the Watch Commander's office and the second is located in records, and the third is located in the report writing room. Use of the Xerox is strictly for work related items.

Department Mission Statement And Core Values

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“We the members of the Chino Police Department, are dedicated to the safety of our community through teamwork and problem solving partnerships; providing excellent service with dignity and respect”

Honesty-Placing personal integrity and that of our Department above all. We shall endeavor to serve the community with fairness and sincerity.

Integrity-Being consistent and truthful in our beliefs and actions; holding ourselves to the highest level of moral and ethical conduct.

Accountability-Taking responsibility for our actions and ensuring that our behavior earns the support and trust of the public.

Dedication-Devotion to the causes, ideals and customs that make our Department and community unique.

Professionalism-Working in our community with high standards and a strong sense of equality and impartiality.

Respect-Showing consideration and courteous regard for all persons; recognizing and honoring individual characteristics and traits.

Teamwork-The talents and skills of our employees and members of the community working together to achieve our common goals.

Agency Policies

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Information Book

Employees are responsible to be familiar with the information in this book. Primarily it will contain press releases and “BOLO” information.

Personnel Rules

During initial orientation with the City by Human Resources, employees will be supplied with a copy of the City of Chino Personnel Rules.

Police Department Policies and Procedures Manual

Each police department employee will be issued a copy of the current policies/procedures manual of which they will be responsible to read and understand the policies and procedures described in the manual. There is always a copy of the policy and procedures manual located in the dispatch center in the book cabinet.

Communications Policies

Communications Training Manual

All employees are expected to familiarize themselves with these procedures and incorporate them into every day duties. Communications personnel are expected to use good judgment and common sense in the course of their duties and in the application of all departmental policies and procedures [.02 of the Department Policies and Procedures Manual under codes of conduct].

Appearance

All communications personnel will adhere to departmental guidelines set forth in the policy/procedures manual. The prescribed uniform is to be kept neat and clean in appearance and shall be worn during assigned duty time. The employee's personal appearance will be kept neat and within department prescribed guidelines as indicated in policies/procedures manual (Sections 3.01 and 3.02 of the Policy and Procedures Manual). For employee safety, no badge or police insignia should be visible to the public when driving private vehicles. (Section 3.01.04)

Background Noise

Due to the close quarters of the communications center, the level of background noise needs to be closely monitored. It will be each employee's responsibility to keep the noise level to a minimum while performing his or her duties. Care will be taken when having a conversation either in person or on the phone that no portion of the conversation is transmitted over the radio. It should also be noted that citizens, officers and anyone else on the other end of the phone often times can hear what is going on inside the center. Other than communications and department supervisory personnel, admittance to the Communications Center will be at the discretion of the shift supervisor or senior dispatcher in the absence of shift supervisor.

Communications Center Maintenance

The communications center is a high visibility area and it should be maintained in an orderly fashion.

The drinking of liquids is allowed as long as they are in a spill proof cup. The cup should have a secured lid at all times.

The state maintains a **NO SMOKING POLICY** inside any public building. An employee wishing to smoke will have to exit the building.

Communications Center Privileges (Television and Radio)

The television will not be viewed on Day shift between 1000-1700 hours, Monday through Friday, with the exception of news broadcasts. The television may be viewed by other shifts at the discretion of the supervisor. The AM/FM radio may be kept on at any hour as long as the volume does not interfere with the police radio.

Familiarity of the Communications Center

All communications officers will know the location of the vital components of the communications center.

Personal Activities on Duty

Non-work related activities will be allowed while working only at the discretion of the shift supervisor. All of the employee's ancillary duties must be completed and the workload is slow enough as to not inhibit the quality of work performance to the citizen and officers. Personal activities are at the discretion of the on duty supervisor.

Shift Duties

An oncoming communications officer will be responsible for several duties. The employee will make a daily check of their outlook (email) and voicemail. The oncoming employee will relieve the off going employee in time to receive a thorough briefing by the start of their shift. The oncoming employee will be plugged in and signed on by the assigned start of their shift.

The dispatcher being relieved at the end of shift will give a thorough briefing to the oncoming employee. All major incidents, officer safety items, and anything else thought to be pertinent will be briefed. The employee will make sure that all their belongings are gathered and the work center is left in a neat and orderly manner.

Telephones

The telephones provided by the city are for conducting city business. The use of the telephones for personal calls shall be kept to a minimum. Personal toll calls made on either department standard or cellular phones are to be reimbursed to the City. [Section 1.02.58 policies and procedures manual].

Pagers are allowed on in the Communications Center however they need to be on silent. The use of cellular phones inside the communications center is prohibited. Communications Personnel are not to keep a personal cellular phone inside of the Communications Center. Day lockers for Cellular phones and other personal items are provided to each employee.

General Work Rules

Communications Training Manual

Absences

When an employee is unable to report for duty because of illness, the Dispatch Supervisor shall be notified no less than one hour prior to duty time. If the Dispatch Supervisor is unavailable, notify the senior dispatcher on duty. No employee shall feign illness or injury, falsely report themselves ill or injured or cause their accumulated sick leave to be utilized when their absence from duty is not due to a bona fide illness, injury or other condition set forth in the current applicable Memorandum of Understanding. Employees shall not be absent from duty without permission or proper leave. (Section 1.02.54 of the Policy and Procedure Manual)

Complaints Against Dispatchers

In the event a communications employee receives a complaint regarding a communications officer, transfer the call to the Communications Supervisor. If there is no Communications Supervisor on duty, tell the caller that and let them know you are transferring them to the supervisors office so they can leave a message for a return phone call. If an employee feels that they are going to have someone complain, notify the Communications Supervisor immediately or the patrol supervisor in the absence of a Communications Supervisor. It is much easier for a supervisor to have a rational conversation with a person making a complaint when the supervisor is briefed as to the events.

Complaints Against Officers

Complaints received in the Communications Center in reference to an officer will be forwarded to the on duty Watch Commander. If the Watch Commander is not available the dispatcher will take the callers name and phone number so the Watch Commander can return the call. The dispatcher will not solicit any additional information.

Confidentiality

All communications personnel are expected to maintain a high level of confidentiality. It is a felony to divulge any information obtained through any computer system within the department or to use the computer system for personal gain. Any information obtained during the course of the employee's duties is to remain confidential and is not to be divulged outside of the department.

Information is not to be released to the news media at any time by Communications Personnel. The Watch Commander will handle all press releases at the station or by the Public Information Officer at the scene.

Overtime

Pre-scheduled overtime will be handled in a rotational format. Each employee's name, in order of seniority, will be kept on a list in the front of the sign up book and will be checked off once they have signed up. The end of your FIRST DUTY DAY, according to seniority, will complete voluntary overtime sign-ups after sign-ups have been initiated. Failure to sign up for any voluntary overtime on your first duty day will cause you to be skipped. No bumping will be allowed after the fact. You would then only be able to sign up for any remaining overtime.

Part time communications employees will sign up first, then Full time employees. Part time Police Officers who work in the Communications Center will only be able to cover certain specified shifts. (See Overtime guidelines) This process will continue as long as there are vacancies. If there are still slots available and no one voluntarily signs up, a dispatcher may be ordered to work in order of reverse seniority.

In case of unscheduled overtime, dispatchers working adjacent shifts may have to cover some of the overtime prior to calling someone in on their day off. If no one volunteers to work the overtime, a dispatcher may be ordered to work the overtime in order of reverse seniority.

If communications personnel sign up for overtime, and want to remove their name, they must find coverage for the overtime and receive approval from a communications supervisor.

Personal Emergencies

If a dispatcher has a personal emergency during work hours, they are to notify the shift supervisor. Example: if the dispatcher needs to leave work to take care of the matter or if the shift supervisor feels the employee is unable to perform his/her duties due to the condition of the emergency. The supervisor will then provide for coverage of the shift and allow the dispatcher to leave the center. The supervisor will also check with the employee to confirm they are in a condition to drive. If the employee handling the emergency needs any assistance, it will be offered and provided by the supervisor.

Requests for copies of audio tapes

Audiotape requests are completed by the Communication Supervisors. Audiotape forms will be completed and submitted to the on duty supervisor or placed in the tape request tray.

Ride-a-long/Sit-a-longs

Communication Officers will be assigned on duty ride-a-longs with patrol officers at the discretion of the Communication Supervisor. This is to allow for familiarization of city, patrol procedures, and patrol personnel. Ride-a-longs on-duty will have prior approval by the on-duty Communications Supervisor and Watch Commander.

Sit-a-longs within the Communication Center will be coordinated by the Communications Supervisor. This will be done prior to the date of the individual appearance.

All requests for tours of the center shall be coordinated with the on duty Communications Supervisor.

Shift Change

The communications bureau is on a 4-10/3-12-schedule. On the 4-10, employees work four ten-hour days with three consecutive days off. On the 3-12 hour schedule, the employee works three twelve-hour days and 16 hours of payback a month. Shift rotation

is selected in order of seniority every six months. Communications personnel can stay on a shift for any length of time based upon seniority.

When working a 3-12 hour schedule, an additional 16 payback hours will be required to be worked. Failure to sign up for a payback day on the first duty day, by seniority, could cause a payback shift to be assigned by the scheduling supervisor. No bumping will be allowed after the fact.

Shift sign ups should be completed one month prior to rotation. Sign ups, by seniority, must be completed by the end of the SECOND DUTY DAY after sign-ups have been initiated. Failure to sign up for a shift on the second duty day will cause the dispatcher to be skipped. No bumping will be allowed after the fact. The dispatcher would then have to choose from the remaining shifts.

(Section 2.29.02 of the Policy and Procedure Manual.)

Shift Trades

Shift trades will be permitted at the convenience of the Department. Employees working in like classifications may work for one another upon mutual agreement. When an employee is desirous of trading shifts with another employee, a “Shift trade Approval Form” will be completed. The form will be forwarded to the Communications Scheduling Supervisor.

Once an employee signs the agreement to work for another employee and the schedule is adjusted by the supervisor, the trading employee becomes fully accountable and responsible for the duty day in question. Failure to appear for such duty day will be charged against that employee. The department is not responsible for the repayment of shift trades. It is the sole responsibility of the members involved to ensure repayment is met. (Section 2.29.04 of the Policy and Procedure Manual)

Time Off Requests/Vacation Requests

Time off requests and vacation requests are to be approved by a Dispatch Supervisor and will be granted when operation of the Communications Center is not left understaffed. An overview of the department vacations guidelines is outlined in the policies/procedure manual under section 2.34. You will be given a copy of the current time off/policy guidelines for the Communications Bureau.

Work Hours

Dispatch employee’s work rotating shift schedules. These hours are subject to change based on staffing levels and departmental needs.

Work Hazards

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Fire

If there is a fire in the department, regardless of the location of the fire, the dispatcher should (if time permits) advise the Fire Department, notify the Montclair Police Department to take over all 9-1-1 functions, and leave the building. A broadcast to all field units should be made if possible. If the dispatcher is unable to make any notifications prior to leaving the building, the Mobile Command Post should be activated immediately and all notifications should be made from there. Due to the possibility of toxic fumes from burning materials inside the building it is important for the dispatcher to leave the building even if the fire is not in or near the Communications Center.

Natural Disasters

In the event of a natural disaster such as an earthquake or a flood, the dispatcher is a vital link between the community and emergency services. Should a disaster occur, and the structural integrity of the station is not compromised, the dispatcher should remain at his/her post and provide whatever services are available to both the public and the field officers. If, however, the station is damaged to a point where evacuation becomes necessary, the dispatcher should, if time permits, make an appropriate broadcast to field units, notify the alternate PSAP to take over all 9-1-1 functions, and seek shelter outside the building. The Mobile Command Post should then be activated as soon as possible.

Agency Forms

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Advance Paycheck Requests Forms

Employees may request an advanced paycheck for authorized vacation of 10 or more days with the department head approval. The request must be filed with the Director of Management Services five days before the check is desired. The advance paycheck will be issued between 1:00pm and 3:00pm the last working day prior to going on vacation. If you have any questions, contact Administration.

Alert Forms

Officers who have knowledge of a specific person fill out this form. Once completed, the form is forwarded to the records bureau and the information is then entered in the local file of the Records Management System.

Inter-Departmental Memo

All memos are to be directed to the employee's immediate supervisor. The supervisor will determine what action should be taken or how the memo should be routed.

Manual Dispatch Cards

In the event that the CAD computer should go down, the manual system will be implemented. The dispatch cards are almost identical to the call screen of the CAD. It is important to note that the call taker now becomes responsible for completing the beat and time the call was received and the priority of the call. The manual system will be explained in more depth in later chapters.

Narcotics Activity Form

This form can be filled out by anyone in the department who receives information on narcotics activity at a location. All completed forms are forwarded to the Narcotics unit for follow up. If information is received by dispatch that does not require immediate response, a CAD entry will be made and the information forwarded to the narcotics unit.

Officer Safety Worksheet

Officers who have knowledge of hazards or officer safety concerns at a certain location fill out this form. Once completed, the form is forwarded to the communications center and the information is then entered in CAD under the location of the hazard. An officer safety concern is "attached" to the address so officers can be aware of the situation before they arrive at the scene.

Overtime Forms

Overtime slips are to be filled out completely, including "duty code", the number of hours worked and whether it is to be paid in cash or time off. The amount of regular/overtime hours worked and the reason for the overtime is to be completed on the overtime slip. Do not forget to sign the bottom and turn it in to the Communications Supervisor. Overtime slips that are approved and turned into Administration prior to the close of payroll for that pay period will appear on the next check.

Sick Leave Forms

The Communications Supervisor or senior dispatcher on duty, in their absence, initially completes sick leave forms at the time the employee calls in sick for work. Upon the employees return to work, the sick leave form will be signed by the employee and forwarded to Administration.

Stop and Hold

This form is to be used by an officer who is investigating a crime where the suspect is still outstanding. The officer fills out the paperwork and forwards it to communications. The paperwork is kept in a folder at the front console and should be reviewed on a regular basis by the Communications Officer. Stop and Holds are valid for one month and will be forwarded to the original officer when the month expires. When an officer fills out a stop and hold form they are also to fill out an alert form.

Telephone Trace Request Forms

Should the need arise for a trace to be conducted; the dispatcher will make the appropriate phone calls to Verizon personnel to conduct a trace. Upon completion of the incident, the dispatcher will complete the trace request form and forward it to the Communications Supervisor. Requests are located in the supply closet of the dispatch center.

Time Off Request Forms

Time off request forms are to be filled out completely, including exact dates and times, along with the type of time used and forwarded to the Communications Supervisor for approval. Also indicate your regular days off by marking an "X" for those days.

Time Sheets

Time sheets are maintained by Administration. The Dispatch Supervisor or their designee will account for the time worked by other dispatch employees and enter the information on the time sheet located in the overtime book. The Tuesday before payday, each employee will receive a Xerox copy of his/her time sheet. If there are any discrepancies, bring them to the attention of the Communications Supervisor immediately so the information can be corrected.

Tow Rotation Log

The City of Chino contracts for tow services. The tow rotation between the companies is daily and changes at midnight. There is a log denoting the tow for the day. For Big Rig Tows, West End Towing may be utilized even though it falls outside of the daily rotation. The master tow rotation is located on the side of the gray cabinet in dispatch.

Vacation Check Forms

Vacation requests will be forwarded to records to handle. The "vacation check" form will be filled out and forwarded to the CST mailbox and records will supply us with a copy to be entered into the CAD.

9-1-1 Misrouting Forms

In the event a wrong address is received via 9-1-1, a 9-1-1 mis-routing form will be completed. It is very important to copy down the information on the 9-1-1 screen exactly as it is listed (address, phone number and business name if applicable.) Then include the corrected information. There are occasions when a person had recently moved from one location to another but kept the same phone number and for some reason Verizon has not updated the new information. Accuracy of the 9-1-1 system is of the utmost importance. If the caller is unable to speak but needs emergency help, the police and fire departments need to know where they are calling from. It is imperative that a misroute form be completed when necessary. The form will then be forwarded to the 9-1-1 tray for corrections.

City Geography

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The City of Chino is located in the County of San Bernardino. Chino has a population of approximately 72,000 and covers approximately 30 square miles. The City of Chino is divided into four areas called sectors. The north/south east/west divider for the city is Central Avenue and Riverside Avenue.

Knowledge of sector boundaries

The City is divided into five sectors. The two streets that divide the City are generally Central Avenue (North/South) and Riverside Drive (East/West). The city is further divided into RD's or Reporting Districts. The North/South streets have 5 digit addresses. The East/West streets have 4-digit addresses. Addresses ending with even numbers are on the West and North sides of the street. The odd numbered addresses are on the East and South sides of the streets. When the Watch Commander deems appropriate, Communications will divide the city into four sectors and work with a four sector beat plan.

Knowledge of jurisdictional boundaries

Montclair surrounds the City of Chino to the North, Ontario to the Northeast and East, Chino Hills to the West, and Pomona to the Northwest. There are several areas in the City where jurisdiction can belong to any one of three different agencies. To assist in determining jurisdiction, CAD is equipped to verify addresses, as you have learned in Phase 1. In addition, the wall map provides some general guidelines as to the City's boundaries. Finally, Dispatch and the Patrol Supervisor's office are equipped with jurisdictional maps. These maps, as well as the Thomas Guide map, can provide more specific information as to the City's boundaries.

Jurisdiction

Neighboring jurisdictions to the City of Chino are as follows:

To the north-Pomona, the county area of Montclair and Ontario

To the west-Chino Hills and county area

To the east-Ontario and county area and Riverside

To the west-Chino Hills and county area

East/West streets

4-digit numbers addresses all east/west-running streets in the City of Chino.

Example: 3400 blk. Schaefer
6835 Walnut

North/South streets

5-digit numbers addresses all north/south-running streets in the City of Chino.

Example: 12356 Central
14000 blk Pipeline

There is NO north/south/east/west directional used before streets within city limits

Odd numbered addresses are located on the east and south sides of the street.

Even numbered addresses are located on the north and west sides of the street.

Landmarks

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Chino Airport

Chino Airport is located at 7000 Merrill Avenue. It is in the southeast portion of the city. Chino Airport services small aircraft.

City/Government Buildings

Chino City Hall-13220 Central
Chino Municipal Court-13260 Central
Chino Police Department-13250 Central
Chino Public Library-13180 Central
City Yards-5050 Schaefer
Community Building-5443 B
Neighborhood Activity Center (NAC) – 5201 D
Senior Center-13170 Central

College (off site locations)

Chaffey College off site – 13106 Central Ave
Chaffey College Tech Center – 13170 7th

Elementary Schools

Alicia Cortez Elementary-12750 Carissa
Anna Borba Fundamental Elementary-12970 3rd
Edwin Rhodes Elementary- 6655 Schaefer
E.J. Marshall Elementary-12045 Telephone
El Rancho Elementary-5862 C St.
Howard Cattle Elementary-13590 Cypress
Newman Elementary-4150 Walnut
Richard Gird Elementary-4980 Riverside
Walnut Elementary-5550 Walnut

Fire Stations

Station 1-Central/Chino
Station 3-Chino Airport
Station 5-Ramona/60 Fwy.

Freeways

The City of Chino has two major thoroughfares. First, the 60 freeway (Pomona freeway) runs through sectors 1 and 2 north of Walnut Avenue and south of Philadelphia Avenue. The second, Highway 71(Chino Valley Freeway), borders sector 3 on the west side. Sections of this highway do fall under the jurisdiction of the City. Euclid Avenue is also known as Highway 83.

High Schools

Buena Vista High Continuation-13509 Ramona
Chino High School-5472 Park
Don Lugo High School-13400 Pipeline

Hospitals

Chino Valley Medical Center-5451 Walnut
Canyon Ridge Hospital-5353 G St.

Junior High Schools

Magnolia Jr. High-13150 Mountain
Ramona Jr. High-4575 Walnut

Major Shopping Centers

Albertson’s Center-Philadelphia/Central NE corner

Chino Promenade-5400 block of Philadelphia on the north side of street

Chino Town Square-5400 block of Philadelphia on the south side of street

Spectrum Shopping Center-Grand/Pipeline NW corner

Spectrum Towne Center (aka Spectrum South) – Grand/Pipeline SW corner

Major Streets

Major North/South Streets

East End Oaks
Roswell Magnolia
Pipeline Mountain
Ramona Cypress
Yorba San Antonio
Monte Vista Fern
Central Euclid
Benson

Major East/West Streets

Phillips Schaefer
Francis Edison
Philadelphia Eucalyptus
60 Fwy. Chino Hills Pkwy.
Walnut Kimball
Riverside Pine
Chino

Parks

Aguire Square-13169 6th
Ayala Park-14225 Central
Centennial Park – 12728 Central
Central Park-13219 Central
Cypress Trails Park-6571 Schaefer
Heritage Park-4250 Chino
Liberty Park-11860 Telephone
McLeod Park-12550 Carissa
Monte Vista Park-13196 Monte Vista
Mountain View Park-13351 Mountain
Sebring Park-12400 Sycamore
Villa Park-13400 3rd
Walnut Park-4600 Walnut

Prisons

California State Institute for Men Chino (CIM) – 14901 Central

California State Institute for Women Chino (CIW)- 16756 Chino-Corona Rd

Youth Correctional Facility (YCF) 15180 Euclid Ave

School District Office

Chino Valley Unified School District Office-5130 Riverside Drive

Related Law Enforcement Agencies

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Adult Protective Services (APS)

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

Bureau of Alcohol, Tobacco, and Firearms (ATF)

The federal agency that is responsible for enforcement of laws pertaining to the use, distribution and regulations of alcohol, tobacco and firearms. Alcohol is only sold until 0200 in the state of California.

California Department Of Justice (DOJ)

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

California Highway Patrol (CHP)

The CHP has investigative responsibility for traffic enforcement and accident investigation for incidents occurring on all freeways, on and off ramps, and roadways in unincorporated county areas of the state. The CHP investigates accidents involving police vehicles only at the Watch Commander's request. The CHP will also investigate accidents involving occupied school buses.

California Institution for Men (CIM)

CIM is a state operated prison facility that provides medium and maximum-security housing for male prisoners. CIM is also a processing center for most prisons in the State of California.

California Institution for Women (CIW)

CIW is a state operated prison facility that provides medium and maximum-security housing for female prisoners.

Youth Correctional Facility (YCF)

YCF is state operated prison facility that provides maximum security housing for juvenile prisoners. However some inmates are held until age 25.

Child Protective Services (CPS)

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

City and County Communications

The City of Chino operates on the 800 Mhz system, which is maintained and monitored by the West End Communications Authority, WECA.

Coroner

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

Court Room Security

The Sheriff's Department provides bailiff services for the municipal courthouses. They deal with civil matters and disputes pertaining to evictions, etc.

Department of Fish and Game

A state office that is responsible for the preservation and enforcement of rules pertaining to fish and wildlife in the state of California. Their local office is located in Long Beach (213) 620-4700 for emergency.

Department Of Motor Vehicles (DMV)

The DMV is not a law enforcement agency. The DMV is responsible for the issuance and maintenance of driver's license, vehicle registration, identification cards, etc. The closest DMV office to the City of Chino is located in Pomona.

Federal Bureau of Investigations (FBI)

The Chino Police Departments main contact with the FBI is in the investigation of robberies occurring at federally insured financial institutions. The FBI is also responsible for the investigation of federal crime.

Health Care Facilities

The Police Department maintains a close working relationship with several health care facilities.

Arrowhead Regional Medical Center- (ARMC), located in Colton at I-10 and Pepper Ave, provides services for persons (Adult and Juveniles) who fall under Section 5150 WIC. They also provide a jail ward for prisoners needing to be admitted into a hospital. ARMC is one of two regional trauma centers for San Bernardino County and has the only burn ward in San Bernardino County.

Canyon Ridge Hospital-Provides services for person who fall under Section 5150 WIC.

Chino Health Care-Provides services for the treatment of minor on-duty injuries to city personnel.

Chino Valley Medical Center- (CVMC) 5451 Walnut, Chino

Loma Linda University Medical Center-Is the second regional trauma center in San Bernardino County.

San Antonio Community Hospital-Located in Upland. Provides services for sexual assault examination of both adult and juvenile victims.

Humane

The Inland Valley Humane Society provides animal services throughout Pomona Valley and specifically to the city of Chino through contract services.

Immigration Services/Border Patrol

The Border Patrol is part of the Immigration and Naturalization Services. They are responsible for securing the borders and subjects who illegally enter the country. They act as an interagency liaison between the United States and Mexico.

Military Police

The Chino Police Department occasionally arrests military personnel for AWOL and desertion. AWOL and transportation of the arrestee is arranged through the military police.

National Crime Information Center (NCIC)

A nationwide database that links police agencies throughout the United States and allows access to property, vehicle and criminal wants and records.

Nuclear Regulatory Commission (NRC)

Located in Washington D.C. and can be reached in cases of nuclear accidents at (415) 273-4237.

Other Communications Centers

Often times it is necessary to communicate with other dispatch centers. That contact may be with a communication center in the neighboring town of Ontario or as far away as a communication center in the state of Rhode Island. Remember that other states use other codes, therefore, talk in plain English when communicating with other centers.

San Bernardino County Probation Department

The Probation Department is responsible for the supervision of adult and juvenile probationers.

San Bernardino County Sheriff's Department (SBSD)

SBSD provides air support, crime lab, booking and jail facilities and other expertise and equipment that may exceed the capabilities of CPD. SBSBD is also responsible for the law enforcement of the unincorporated areas of the county and through contract provides the City of Chino Hills and Rancho Cucamonga with police services. (a.k.a. SBSO)

Union Pacific Railroad

Union Pacific Railroad owns the majority of train tracks running through the City. In addition to reporting any malfunctioning or damaged railroad property, Union Pacific maintains their own Police Department. These officers investigate crimes that occur on railroad property.

Judicial Agencies

Communications Training Manual

Adjuncts to the Court

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

Appellate Court

Handles appeals from the Superior Court.

California Youth Authority

They are charged with housing and confining juvenile offenders.

Department Of Corrections

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

District 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 San Bernardino County for all criminal prosecutions rests with the County District Attorney's Office (except City Municipal Code violations). All criminal matters that Law Enforcement agencies pursue must be filed with the District Attorney's Office for review.

Grand Jury

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

Parole Board

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

Probation Department

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

State Supreme Court

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

Superior Court

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

Criminal Law

Communications Training Manual

The United States legal system operates primarily in two areas, Civil law and Criminal law. Police agencies deal basically with the criminal aspects of the law, but there are gray areas where the two spheres of jurisdiction overlap. It sometimes takes attorneys and judges to decide the jurisdiction.

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

Criminal law deals with crimes. Crimes are defined as illegal acts, which are punishable by fine, imprisonment, or removal from public office, or a combination thereof. Criminal law deals with injury to the State or to the people of the State. The criminal court then passes a sentence of imprisonment and/or fines as established by State law. Only the State, acting through the courts, can impose fines or imprison a violator. Fines are paid to the State. Crime victims do not have a right to the fine, however, through Victim- Witness programs, specified victims may receive some form of compensation.

Civil law deals with non-criminal legal proceedings such as marriage, divorce, adoption, custody, contracts, 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 or the “people of the state” is not clear. However, when the victim is interested in recovering their loss, or damages, recourse is through the civil court. If the victim desires prosecution, and there is a statute or law that applies to the situation, it is a matter for law enforcement.

It is the responsibility of the law enforcement agency to determine if a crime did occur. However, it is the decision of the District Attorney’s office as to whether or not to prosecute a case. The court decides the disposition of the case.

Crime Categories

Communications Training manual

The following definitions do not indicate the actual complexity of the law. 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.

Administration Code

This contains sections related to Fish & Game, Harbor and Navigation, and other regulations.

Business & Professions Code (B&P)

This is the body of law that regulates the 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.

Felony

A crime that is serious in nature, which can be punished by imprisonment in State Prison and fines over \$1,000.00.

Health & Safety Code (H&S)

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

Infraction

A minor offense, which can be punished by fines.

Misdemeanor

A crime which can be punished by up to, but not exceeding, one year in the County Jail and up to \$1,000 in fines.

Municipal Code

This body of ordinances has been enacted by the City Council to regulate the actions of the persons within a given City boundary, which may not already be covered by another code.

Penal Codes

The California Penal Code (PC) contains the majority of the statutes that are enforced by Peace Officers. It also contains laws that establish Peace Officers' powers, jurisdiction, and training. However, there are several other California codes that contain sections enforced by Police Officers.

Vehicle Code (CVC)

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

Welfare & Institutions Code (WIC)

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

Mutual Aid

Communications Training Manual

Mutual aid is the term applied to one department calling upon another department for assistance. Chino may call upon or be called upon for assistance from the following agencies:

Pomona	Montclair
Ontario	Upland
La Verne	California Highway Patrol
Claremont	San Bernardino County Sheriff

Notifications of Mutual Aid Requests

In all cases of requests for mutual aid, immediate notification of the Patrol Supervisor is expected. In some cases the Patrol Supervisor will make the request for mutual aid. On some occasions the dispatcher will be required to make these calls. Always ask to speak with the Watch Commander or Patrol Supervisor of the agency being notified. Explain what is needed, amount of officers, equipment, etc., the circumstances and exact location where the assistance is needed. Always document in the call for service, the agency name, the name of the person the information was given to, number of officers responding, and their estimated time of arrival.

When making notifications for mutual aid always know the exact location of the command post, the safest route for units to travel and if the units will be needed Code 3.

Mutual Aid Response

It is the Patrol Supervisors responsibility to determine the extent of aid to be furnished to the requesting agency.

When more than three officers are sent to the requesting agency, a supervisor shall accompany them.

The Patrol Supervisor may recall officers sent on the mutual aid at any time.

The Patrol Supervisor shall notify the Chief of Police and the Division Commander when mutual aid is furnished for an extended period of time.

Common Referrals

Communications Training Manual

Agency Hotlines

There are a number of resources available. They are located in the note file by name.

Ambulance Service

All requests for ambulances are handled through AMR ambulance services. Any requests for an ambulance can and should be made through the fire department dispatch center that will coordinate any medical response. It is the fire departments responsibility to determine if the fire department should respond with an ambulance to any medical aid.

Bookings

For prisoners that have been transported to the West Valley Detention Center, inquiries should be referred to them.

Code Enforcement

Violations of the Chino Municipal Code are often referred to Code Enforcement. Their office is located in City Hall.

Internal Affairs

Most internal affairs investigations begin with some type of citizen complaint. At no time will the dispatcher interrogate a caller as to the specifics of the complaint. Once the Patrol Supervisor has received a complaint, it may be turned over to Internal Affairs.

Patrol Supervisor

Requests to speak with the Patrol Supervisor may be screened by the dispatcher to determine if it will be transferred. Any points of law or questions that the dispatcher is unable to answer or is unsure of will be referred to the Patrol Supervisor. If the Patrol Supervisor is unavailable, offer to transfer the caller to the Supervisor's voice mail or take a phone number to have the Supervisor call them back.

Phone or Mailed Reports

Officers or PSO's may take a police report over the phone, when appropriate. In the case of mailed reports, Records will call dispatch for a case number and it will be processed the same as any other report.

Records

Phone calls that are general questions about reports or how to get a copy of a completed report will be referred to the Records Bureau.

Restraining Orders

These are orders from the courts that restrain the activity of one person in regards to another. When a restraining order is issued, it is the responsibility of the plaintiff in the case to ensure the restraining order is on file with the department. Once here, the Records Bureau is responsible for the maintenance of these records. Any questions regarding wording or restrictions on the order will be referred to Records.

Taxi Services

There are two taxi companies available in the call out list. Bell Cab Co. and Yellow Cab Co. Yellow Cab is generally used as the primary Taxi Company. Cab requests generally come from the officers in the field.

Vehicle Inquires

Citizens will call regarding the status of their vehicle. Dispatch is able to run the license plate and determine if a vehicle has been towed or stored, reported stolen, or recovered. Should there be any further questions about the status of a vehicle, the call can be transferred to either records or the investigator handling the case.

There are times in which persons other than department personnel will ask to run a vehicle such as CIM or a private security company. Dispatch is able to give out 10-29 information. Dispatchers are not able to give out the 10-28 information.

Warrants

Warrants can be confirmed and abstracted through dispatch. Although the dispatcher holds the responsibility of confirming the warrant, it is the officer's responsibility to ensure that all identifiers match with the person being detained

VESTA Phone System

Communications Training Manual

How Vesta Works

VESTA utilizes the Microsoft Windows interface to answer calls and perform other call-taking functions. Depending on your needs, you may select from a variety of features to process your calls.

The phone lines are broken down as follows:

Five (5) 9-1-1 lines

Five (5) seven digit lines

628-1234

628-1235

628-1236

628-1237

628-1238

Four (4) in-house extensions

These can be dialed in house as – 3201,3202,3303,3304

From the outside as – 334-3201, 334-3202, etc.

Four (4) ring-down lines

CHINO F.D.– Fire Dispatch

CIM – California Institute for Men, Watch Commander Office

DN 2209-1

DN 2209-2

VESTA functions will be discussed in detail. The training officer will review all functions of the VESTA system with you.

Greetings/Identification

Communications Training Manual

Greetings

In the interest of professionalism and time, a greeting to the public will be pre-recorded. This ensures that each phone call is answered in a professional tone of voice that sounds interested and identifies the call taker. The caller should never have to ask which agency or department they have reached.

The correct way to answer phone lines are listed below:

911 LINES

“9-1-1 Emergency, what is the address you are reporting?”

EMERGENCY LINES

“Chino Police” and your name.

IN-HOUSE LINES

“Dispatch” or “Communications” and your name.

RING DOWN LINES

“Dispatch” or “Communications” or “Chino” and your name.

Answering Telephone Calls

Always attempt to answer the phone promptly. No one likes to be kept waiting especially on the phone. Some guidelines are as follows:

911 Lines- Should be answered as soon as possible.

Emergency Lines – Should be answered as soon as possible after 9-1-1 calls and other emergencies have been handled.

Ring down and In-house lines

Should be answered after 9-1-1 calls and emergency calls have been handled.

When dealing with the public, use plain English. The general public does not understand codes or law enforcement terminology.

Never attempt to educate the public in law enforcement terminology. For example, do not waste time or the caller’s time trying to explain the difference between a burglary and a robbery. The caller does not care.

Correct Prioritization

Communications Training Manual

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.

Priority 1 Calls

The highest priority calls are those in which the physical well being of a person is in jeopardy. Also included in priority calls are calls in which property is in jeopardy. Procedures for high priority calls are as follows:

Priority 2 Calls

These calls for service do not require an immediate response. All calls of this type must be carefully and accurately evaluated by the call-taker to ensure that no person is in immediate danger. If there is a circumstance that causes a priority 2 call to be upgraded to a priority 1 then the dispatcher has the authority to modify the call priority.

Priority 3 Calls

These calls for service are report calls or calls where no person or property is in jeopardy. If it appears that there will be a delay of over one hour then the call taker should attempt to call the reporting party back and advise them of the delay. This contact with the RP should be noted in the pending call for service.

Priority 4 Calls

Calls in this category include informational calls and annoyance type calls. These calls can include broadcast information for officers, documentation type calls and reports that the Records Personnel assign case numbers to which they have received via fax or mail.

Caller Expectations

Communications Training Manual

Research indicates that the expectations of the caller and the ability of the police to satisfy those expectations are more important to citizen satisfaction than sheer speed of the response. In other words, if the dispatcher tells the citizen that 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 has been told that an officer would be there as soon as possible, and the officer arrived in ten minutes, the 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.

Never quote an officer’s arrival time, there is no way to know what the next call for service may be; it is better to advise the caller the officer will be dispatched as soon as possible.

Questioning

Communications Training Manual

Through careful questioning and listening, a 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 must be obtained.

Primary Questions

WHERE? – Address. If that is unknown, hundred block or cross streets. What color is the house or apartment building? What side of the street is it on? Any cars parked in front of the driveway? Anything that will help the officers find the location. Where is the reporting party calling from? Is the address officers are responding to different from where the incident occurred? Where is the officer to meet the reporting party or victim?

WHAT? – What is happening? - What kind of call are you dealing with?

WHEN? – Did this just occur? If it is a major incident and there was a delay in reporting it, **WHY?** Finding out when the incident occurred will also help determine the priority of the call, just occurred vs. occurred last night.

WHO? Is your reporting party involved? Description of any suspects: How many suspects, starting with the “leader” or prime suspect, and following the Suspect Description list. A description of the victim is needed if it is a third party caller.

WEAPONS? – What type of weapon was used? Where is the weapon now? Who has it? If the caller does not know how to explain the weapon, most people know the difference between a rifle and a handgun. This information alone can be very beneficial to the responding officer.

VEHICLE ? – What type of vehicle was involved? Often the caller will say he does not remember, but by asking key questions: Compact or full size, light or dark colored, the reporting party can usually remember more than originally thought.

DIRECTION OF TRAVEL? If the caller is not familiar with directions, use landmarks: toward the shopping center, towards the football field, through the parking lot towards the market.

Accurate Recording of Information/Organization

Accuracy is imperative, lives are at stake. Not just the officers’, but citizens’ as well. If at any time the call-taker is unsure of the information that is given, **ASK AGAIN.**

Organizing Calls For Service

Communications Training manual

Knowing what information is needed, and asking the right questions is the first step in the process of information organization.

Logical organization of all the information a call-taker obtains is vital. Organize the narrative so the dispatcher and officer understand the circumstances of the call. A general format for organizing information follows, although it may vary due to the demands of the situation:

- Where the incident occurred, or where officers need to respond.
- What happened or what type of incident is it.
- When the incident occurred, if applicable.
- Suspect vehicle information, and Direction if applicable.
- Suspect information, if applicable.
- Weapon information, if applicable.
- What type of property was involved, if applicable.

Information should be presented in this order whenever possible. This gives the officer necessary information in a logical sequence, and if presented the same way each time, it is less likely that information will be omitted.

Logical Sequence of Information

Communications Training Manual

As a dispatcher it is important to know and understand the correct and logical format of broadcast information. Two formats are of primary importance: the description of vehicles, and the description of suspects.

Vehicle description

Vehicle description is given out in a specific order. The acronym for this order is "CYMBOLS."

C	Color
Y	Year
M	Make
B	Body style
O	Other descriptors
L	License
S	State (if out state)

Suspect description

It is important to broadcast a suspect description in the correct order. The order is designed to assist the officer in remembering the description. The correct order to describe a subject/suspect is head to toe, and outside in.

Call Taking Techniques

Communications Training Manual

Accurate/Appropriate Information Given To The Caller

Dispatchers of the Chino Communications Center have not been trained to give pre-arrival medical instructions and no dispatcher of this center will give medical advice. Dispatchers will not become involved with giving out legal advice; we are neither lawyers nor officers. If a question arises where a dispatcher or call-taker is not sure of what information to provide, **ASK** for assistance from a supervisor or senior dispatcher.

Accurate/Complete Descriptions

When a crime has occurred, finding the suspect can be like looking for a needle in a haystack. This is why it is important to provide the responding officers with the most complete and accurate information. If, when questioning an informant about a suspects description, the victim says they do not remember what the suspect looked like or what he is wearing, do not add to the call for service there is no suspect information. This is where interrogation skills are needed. Start with the most obvious things to look for. Male or Female: White, Black, Hispanic or other? About how old (approx)? How tall (at least tall or short)? Was he heavy, thin, average? What about hair (color, long, short, bald)? Any other things about the face or manner that stood out to the caller? (glasses, mustache, tattoos) What was the suspect wearing (always start at the top and work down)? Was the suspect carrying anything in his hands? Do you know who the suspect is, his name? You will be surprised when the informant or victim is asked direct questions such as these, how much information they are able to remember. The more information the dispatcher is able to provide to the responding officers, the better the chance that the suspect might be caught. **NEVER MAKE UP ANYTHING** just to fill in the blanks. If the victim simply cannot remember, even after several attempts at questioning, then list that item as unknown in the call. This shows that the question was asked and the caller was unable to provide an answer. Keep in mind that suspects can change clothes or layer clothing for easy removal after the crime to give the suspect a new look. If the victim noticed layered clothing on the suspect and can provide the color of the other garment, include this in the call to assist the responding officers to know that the suspect may also be wearing another colored shirt. The more information gathered for the officer the better the chance of catching the criminal.

Address/Telephone Number Repeated for Accuracy

In cases of an emergency it is common for citizens to provide information that may be incorrect. This is not intentional, but in the heat of the moment can provide a work address in place of home address, etc. It is always necessary to confirm the information received via 9-1-1. There are times when the phone company has not updated their records in cases where the phone number is transferred to another residence. It is imperative that if the informant is able to speak, that the address and phone number are provided by the caller. We **NEED** to know where crimes are occurring, where the victim is, how to call back the informant should we need more information.

Appropriate Telephone Transfers

Only transfer calls when necessary. Tell the caller that they will be transferred. Make sure the transfer is to the proper person. Never give the caller misinformation and never guess. Rather, refer them to the proper party, and provide the direct phone number prior to transferring so in case there is a problem, they will be able to dial the correct number directly.

Appropriate Termination

By using common sense and experience to the primary questions, a dispatcher will learn to keep the callers on the line when there is **POTENTIAL DANGER** or when **FEAR OF BODILY HARM IS PRESENT**. The following information is a sampling of the types of calls where the caller should be kept on the line:

ALL IN PROGRESS or JUST OCCURRED CALLS. Calls where there has been or there is potential for weapons to be used.

PROWLER CALLS where someone is seen, noises at windows or doors or when a person is very frightened and alone.

ANY CALL that appears to be escalating, sudden mention of weapons, someone just struck or stabbed, etc., or phone drops and sounds of scuffling can be heard.

SUSPICIOUS CIRCUMSTANCES. Someone starts to talk and the phone is dropped or scuffling can be heard or any other strange noises. 911 open lines, etc.

SUBJECTS GIVING DISJOINTED INFORMATION acting as if they are talking to someone other than the police.

SUICIDAL CALLS. If the victim is on the phone, understanding and time may be all that is standing between the threat and the actual suicide.

Assertive Control of the Conversation

It is always necessary to take control of the conversation in order to gather all pertinent information as quickly as possible. But keep in mind this does not have to be done at the expense of the informant. Controlling the conversation does not mean being rude to the caller. Begin by asking direct questions. If the caller seems to ramble on after answering the question, ask another. If the caller continues to ramble, interrupt politely and say, "Excuse me, but I have just a few questions I need you to answer for me so that I can get an officer out to you as soon as possible..." then begin with your direct questions. Be assertive, not rude. Be firm, not short. Be direct, not condescending.

Callers can panic, become irate or hang up if the call-taker does not appear organized in questioning or confident in their work. How far can a suspect run or drive within the time it takes to process the call? The dispatcher must have the information as quickly as possible to properly deploy sufficient units.

Once the reporting party has made the decision to call, found a phone, dialed the correct number, he must still explain the situation. The caller usually knows what they want to report, but they rarely know how to report it. Particularly in emergency situations, people may be under such stress that they have difficulty communicating quickly and clearly. For this reason, the call-taker must take control of the conversation in a courteous, yet business like and professional manner, and ask direct questions

Information Involving Weapons

This is one of the most vital areas to be covered. Just because an informant does not say that a weapon is involved, does not mean one isn't. If a weapon is mentioned, it is necessary to get all the details about the weapon; what type? Who has it? Where is it? Is anyone hurt? Has anyone been threatened or is the weapon just available? etc. Although every officer prepares him/herself at all times to be aware and always anticipate a weapon, if the call taker has information that confirms one.... TELL THEM.

Proper Determination of Injury

Whenever there is mention of possible injury it is necessary to probe further. In all cases of possible injury, the officer(s) responding will be made aware of the fact, and based on information from the informant, will either dispatch the Fire Department or have the officer advise if Medics are needed upon arrival. If there are confirmed injuries, either by the informant or the officer, the Fire Department will be dispatched immediately. In the case of traffic accidents, if the informant cannot say for sure that no one is injured, then the Fire Department will be dispatched and the call type will be "TCU" (Traffic collision unknown on injuries). It is always better to have to cancel a unit then to call after the fact and lose even more time in their response.

Reasonable Alternatives to Callers

The Police Department is not always able to provide help to a caller because the problem is not a police matter. (i.e., civil) Make every effort to provide the caller with at least a direction to turn. If the caller has an eviction problem, the caller should be referred to the Sheriff's office. If the caller has a humane problem, he should be referred to Humane. Requests for slim-jims and battery jumps are referred to the local tow companies.

Per department policy, officers, due to the liability the city incurs, will not perform requests for a slim -jims. The only exception: If a small child/person or animal is locked in the vehicle, officers will respond to assist. The Fire Department will also be dispatched to a call where a person or animal is locked in the vehicle.

Provide a referral phone number, when possible. If the caller needs resource information, check the resource book. Ensure that the caller hangs up feeling as though dispatch has helped them. Any time employees are dealing with the public, courtesy is extremely important. Since first impressions are usually lasting ones, dispatch should always project courtesy and concern. There is never an excuse for rudeness with a caller, regardless of their behavior towards dispatch. Dispatchers must be careful not to say anything to the caller that could be construed as critical or disparaging toward any race, religion, or class of people. Never argue or become defensive with a caller, and never take anything a caller says personally.

Timely Routing of Information

As covered in **PRIORITY 1 CALLS**, it is essential to get information to the dispatcher as quickly as possible in emergency situations. The **ONLY** information needed to forward a call for service to the primary dispatcher is a valid call type and a location. Once these two items have been entered the call can be dispatched. As more information becomes available and added to the call for service, the primary dispatcher is able to relay that information to the responding officers.

Difficult Calls

Communications Training Manual

Armed Callers

Patience and staying calm can make the difference of an outcome. Subjects who are armed may not be rational. The usual arguments that would make sense to most callers won't work with the irrational. The call-takers job in these situations is to gather as much information as possible about who he is with, what kind of weapons, where he is, why? But most importantly, keeping them on the phone and keeping them busy talking while the officers approach the situation. Having the callers attention focused on the call-taker helps reduce the tendency of focusing his hostility towards others.

Calls For Home Numbers of Police Personnel

Employees will NOT give anyone outside of current police personnel, the home address or phone number of any department employee. Confirm the callers identity and that they are entitled to the information. If a person who is not a member of this department indicates that an emergency exists, offer to take the name and phone number of the calling party and dispatch will make the emergency call to the employee.

Evasive Callers

Callers withhold information or give false information for a variety of reasons. Be aware that a suspect may attempt to report a crime as a victim in order to cover a crime they have committed. Callers may be in a situation, which is civil in nature, however the reporting party hopes that the officers' presence will threaten the other party. Or, the reporting party will embellish the story in order to get a faster response if the caller has a valid complaint. Juveniles, pranksters or persons who are upset with the police can make false reports for harassment.

Hysterical

Attempt to calm the hysterical caller. It is the only way to get the information needed. Explain the need for the caller to calm down and assist them in doing so.

“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 information and requesting that no contact be made.

If the reporting party requests anonymity, and does not wish to be contacted by the officer, that should be noted in the call.

Mentally Disturbed Citizens

Mentally unbalanced callers are a difficult type of caller. Listen to what is being said 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 text.

Rude/Angry Citizens

Hostility is contagious. Treat hostility with courtesy, it is also contagious. With uncooperative or evasive callers, a greater attempt must be made to control the conversation. If they are yelling, do not yell back. Speak in a soft voice and they will normally quiet down in order to hear. Never place your personal and professional reputation in jeopardy by responding to profanity with profanity of your own, regardless of provocation. Realize that most callers who are angry are not angry at the call-taker and have a genuine reason, at least to them, to be angry. Be sympathetic. Sometimes a good ear is all they need to dissipate the anger and become a good reporting party.

Speech Impaired

Callers with speech impairments can be difficult for a call-taker to deal with. When a person has speech impairment, added stress, excitement and a multitude of other circumstances can worsen the impairment. Be patient and calm.

Suicidal

Suicidal callers can pose a stressful situation for a call-taker. Suicidal callers are often secretive about who and where they are, and may disconnect the call if asked what the caller perceives as too many questions. Try to get as much information and keep them on the line as long as possible.

Suspects

There are times when call-takers are required to talk with the suspects involved in a crime. It may be during the crime, just after the crime, or days later. Call-takers will NOT make disparaging remarks of any sort. Call-takers will NOT express feelings towards the crime or the suspect. Find out WHY they are calling. This will let the call taker know how to deal with the caller. If the suspect is calling during the commission of the crime, does he have a hostage? Has he barricaded himself? If that is the case, follow the procedures for hostage negotiations. If it is after the crime, does he want to turn himself in? Where is he now? Let the suspect give the information he/she wants and then proceed with questions. Pushing for information may cause them to disconnect the line. Patience will pay off. Try to keep them on the phone as long as possible, at least until officers arrive. Take seriously any threat that is made.

Under the Influence of Drugs/Alcohol

Intoxicated callers can be emotionally unstable. They can ramble and ask the same questions repeatedly. It is best to get the information as quickly as possible without being discourteous to the caller. Remember that intoxicated persons can have legitimate needs for police service. Don't assume that a caller is intoxicated just by the sound of his voice.

Very Old

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

Very Young

Obtain as much information as possible. Treat the calls from children very seriously. Do not assume that the child is simply playing on the phone. And remember, children are very suggestible. If possible, indicate the age of the child in the call for service.

Public Relations

Communications Training Manual

Confidentiality

All communications personnel are expected to maintain a high level of confidentiality. It is a felony to divulge any information obtained through any computer system within the department or to use the computer system for personal gain. Any information obtained during the course of the employee's duties is to remain confidential and is not to be divulged outside of the department. Information is not to be released to the media without consent of the Watch Commander or Field Sergeant.

No Arrival Times

A dispatcher will not provide arrival times. There is no way to determine what the next call for service might be and it is impossible to predict officer availability. If circumstances exist where an officer will not be available for an extended period of time, inform the caller of that fact. If the caller is aware of the expected delay, they may choose to call back at a later time. It is always courteous to call back the informant and advise of the delay on calls that have been holding for extended periods of time. When this is done, document it in the call for service.

Do Not Give Advice

As a dispatcher, do not give advice or express opinions. Statements such as "If I were you I would do..." or "Sometimes you need to take matters into your own hands", can do nothing but get the dispatcher in trouble. Dispatchers are to gather, organize, relate and refer. If a caller has a problem that requires a police officer, send a police officer. If there is a referral number that can assist the caller, give the number.

Do Not Be A Counselor

In most cases, the dispatcher is not able to remain on the phone with a caller that needs counseling. If the matter is police related, send an officer. If not, attempt to locate an appropriate referral and provide the number if possible. It is the goal of this Center to provide service to all the citizens. This goal cannot be accomplished if the dispatcher is kept from answering other emergency lines while counseling a caller for an extended amount of time.

Citizens "Requesting Contact"

Citizens will call the police department and request to speak with an officer. In many cases, conversation over the phone is not what the caller is looking for. The caller may request an officer respond to discuss a particular problem they may be having. Every attempt should be made to evaluate the call for priority reasons and to assist the officer being sent to the call. Even though the call for service may not necessarily be police related, an officer can still be dispatched.

Avoid Commitments

Some calls for service, no matter how good the interrogation was, the dispatcher may not get all the information or the full story. Dispatchers should not commit to such things as how the officer will handle the call, when the officer will arrive, what action will be taken, etc. When these questions arise, refer the caller to the responding officer. He/she will be the one responsible for determining what action will be taken.

Providing Good Customer Service

The ability to provide excellent service is the single most valuable asset public organizations possess. Citizens, elected officials and many public employees themselves want and expect service equal to the standards set by many of the top performing organizations. We have moved into the era of service management, where public organizations must think strategically about service and manage the design and delivery of service effectively and efficiently.

There is perhaps nothing so important in call taking than making the caller feel good about their contact with the dispatcher. The way they talk and ask questions, the way they solve the caller's problem, and the caller's perception of service virtually establishes the caller's entire feeling about the department.

Key Phrases that are part of good customer service are:

I understand.
I'm sorry
Thank you
You're welcome
I can help you...
I understand you're upset/frightened,
but...(next question)
I don't know, but I can find out
Let me help you.

Always emphasize the help that's available, **NOT** the assistance that you cannot provide.

Say, "Let me give you their telephone number," rather than, "You have to call...".
Say, "What you can do is..." rather than, "We don't do that"

Every employee will attend the city sponsored customer service training.

Computer Aided Dispatch Equipment

Communications Training Manual

Computer Aided Dispatch System Overview

The CAD system allows the dispatcher to enter, validate, process, assign, store and retrieve calls for service. All phone positions have a CAD screen and keyboard. A printer for the system is located in dispatch.

The CAD system is interfaced with the Mobile Data Computer System, or MDC's. Most patrol units are equipped with a MDC. With the MDC system, dispatch is able to transmit calls for service from the CAD screen to the MDC screen in the unit and can eliminate the need for radio traffic on calls such as CODE5's and XPAT's.

CAD also has the capability of transferring 9-1-1 information from the ALI screen on to a call for service mask. By typing in "E9" on the command line, the address and phone number of the 9-1-1 caller will be transferred to the call for service screen, or screen A. This function will also validate the address as being within the City and will assign the correct beat and RD. If the address is not within the city limits the CAD will advise, "Invalid Address"

911 Emergency Call Equipment

Communications Training Manual

The 9-1-1 System

9-1-1 is the emergency number that replaces 7-digit emergency numbers that vary from agency to agency. The 9-1-1 program is used to request emergency assistance from any telephone.

ANI

The ANI (Automatic Number Identification) unit identifies and displays the telephone number of the call origin. (The Vesta System does not have a separate ANI)

ALI

The ALI (Automatic Location Identification) unit identifies and displays the location of the call origin, along with the phone number, time of day and date, and the appropriate police, fire and emergency medical service agencies. This screen also identifies if the call is from a business, residence or a payphone.

PSAP

Public Safety Answering Point. This is the primary answering location of an incoming 9-1-1 call. From this point, the 9-1-1 call can be transferred.

CAD Incident Format

Communications Training Manual

The CAD screen is divided into 3 sections.

Section A consists of the command line and the call for service screen. The command line is where all the commands are executed such as officer initiated activity, additional information being added, changing units status and all access to external inquiry screens. This is also referred to as the call-taking screen where all calls for service are entered.

```
COMMAND: _____ [
AD: _____ C: _ R: _____ INFO:
TY: _____ BT: _ PD: _ FD: _ CN: _____ MG: _ UD: _
H: _ RP: _____ RA: _____ PH: _____
RT: _____ PRI: _ DC: _____ U:
_____
_____
_____
```

Section B is the call pending screen. When a call for service has been entered and forwarded (F3) into the system, the calls will remain in this holding area until the dispatcher assigns the calls. Calls in this field will organize themselves by the priority and then by the time they were received.

```
** POLICE AND FIRE **   POS ZONES:
PENDING CALLS
  P RT TYPE  DESC          INCIDENT ADDRESS          AREA      A
  1 2 1812 WS   WARRANT SERV 13236 11TH           CH BT 4   P
  2 3 1801 459CR NO SUSP INFO 13106 YORBA AV         CH BT 3   P
  3 3 1801 CITC  10-21 RPT   5982 ALFREDO           CH BT 4   P
  4 4 1648 BCINFO OFCR SAFETY 1444 N MOUNTAIN        CH BT     P
  5 4 1805 AV   ABANDONED VE 11836 CENTRAL AV     CH BT 1   P
```

Section C at the very bottom of the CAD screen are eight highlighted boxes. These boxes list what the bottom function keys mean. Depending on which screen you are working within, the function keys will have different capabilities.

SELECT ITEM	VERIFY ADDRESS	ROUTE CALL	RECOMMND UNITS	DISPATCH CALL	CLEAR SCREEN	PAGE WINDOW B	QM,U
----------------	-------------------	---------------	-------------------	------------------	-----------------	------------------	------

CAD Call Taking Functions

Communications Training Manual

ANI/ALI Insertion

The CAD has a 9-1-1 interface that allows the transfer of information from the ANI/ALI to the CAD. By typing “E9” on the command line and hitting <ENTER>, the address and phone number showing on the ANI/ALI will be transferred to the CAD screen into the proper positions. This function will also verify the address and assign beat/RD. It is important to ask the caller his/her address confirming that the information on the ALI screen is correct. Citizens can call from one location and request police for another. The transferred information from the ALI is important to have in the call. However the address field would need to be changed with the correct location information.

CAD Command Keys

The function keys work in different capacities depending on what screen you are currently working in. For example, when working in the call-taking screen, the F6 function key will clear screen A and update your screen B. However, when working in the directory screen, the F6 function key will print your screen. Therefore, be aware of what screen you’re in when using your function keys.

Canceling Incidents

It is possible to cancel calls prior to dispatching units. A call may be cancelled by the discretion of the supervisor or Watch Commander without a response. Should this occur, a note will be made in the narrative as to why the call was cancelled and by whom. The dispo code for canceling a call is “CN”.

In the case of 459A’s or S’, an alarm company can call back to cancel a call because they have received the proper code from the responsible. If units are already on scene, the call will not be cancelled, but a note will be made in the narrative. If the units are still enroute, the call can be cancelled and noted in the narrative. 211S alarms and panic alarms will not be cancelled. Information of the attempt to cancel by the alarm company will be included in the call for service and units will be given the info but will continue to respond.

Control Key Functions

A toggle switch using the control key has been created to allow dispatchers to use only one keyboard to access the Vesta phone system and CAD.

CTRL 1-This combination of keystrokes allows the dispatcher to access CAD-based keyboard functions. Unlike using the “SHIFT” or “ALT” keys, toggling back and forth between CAD and Vesta is accomplished by pressing “CTRL” first and then the number “1” from the number pad at the top of the keyboard. The “CTRL” key is NOT held down while the number key is pressed.

CTRL 2-This combination of keystrokes allows the dispatcher to access Vesta-based keyboard functions. This includes signing onto the phone system and dialing any phone numbers that are not included in the speed dial list. When working in Vesta, either number pad will work. Remember the keypad on the right of the keyboard is the opposite of the keypad on a regular phone.

Cursor Movement

The following is a brief description of the keystrokes that may be used to move the cursor. If the necessary keystroke contains a slash, it indicates that you must press and hold the key preceding the slash and then press the key after the slash. (Example: Back Tab would be written as Shift/Tab)

TAB-Moves the cursor to the next field in Screen A.

SHIFT/TAB-Moves the cursor back to the previous field in Screen A.

HOME-Moves the cursor to the beginning of the Command Line.

BACKSPACE-Moves the cursor back one space, erasing any letters written.

LEFT ARROW-Moves the cursor one space left.

RIGHT ARROW-Moves the cursor one space right.

UP ARROW-Moves the cursor up one line

DOWN ARROW-Moves the cursor down one line.

DELETE-Deletes the character at the cursor and/or moves the remaining characters one space left.

INSERT- Allows the computer to insert characters in the space where the cursor is located without typing over what has already been written.

END-Moves the cursor to last space on the line.

ALT/K-Deletes the line from the current cursor position.

CTRL/RIGHT ARROW-Moves the cursor one word/heading to the right

CTRL/LEFT ARROW-Moves the cursor one word/heading to the left

ENTER-There are two enter keys on the keyboard. The enter key closest to the letter keys has a dual function. It can be used as a tab or enter key. As a tab key it moves the cursor to the beginning of each line in Screen A or will work as a “tab” key or “enter” key depending on how you choose to set up your screen.

Displaying Calls

The command to display calls is “DC” or “DM”. The “DC” command will display closed calls from midnight forward. The “DM” command will display the last 25 calls. To locate a call you would type on the command line:

“DC, P, [time], [yy, mm, dd] and you can locate a closed call on any given day and time.

Another way to locate a call is by case (CR), arrest (AR), FI (FI) or log number (LI).

On the command line type: “SI, CR [CR #]{enter}

The CR and number can be replaced with “AR” “FI” or “LI”

Duplicate Incidents

There are times, especially if more than one person is taking calls, that a duplicate incident may occur. If this occurs and you enter two calls for service that are related to one incident, the primary dispatcher must determine which call they will use. Once that is determined, a call taker will make sure all information from all calls entered are on the main call for service and the other calls will be closed out with a dispo of “DU”.

Function Keys

Both the call takers and dispatchers use F1 (Select Item) -This function key.

F1 (Select Item) Is used to select an item from one of the lists that can be displayed in Window B.

F2 (Verify Address)-After an address has been typed on the address line; F2 is used to verify that the address falls within jurisdiction of the City of Chino. If an abbreviation or a common place name has been entered, F2 can prompt CAD to offer a list of alternate addresses. In this case, it is the responsibility of the dispatcher to choose the correct option.

F3 (Route Call)-When a call for service has been completed, or the pertinent information has been entered, such as address of occurrence and call type, pressing F3 will forward the call to window B, or the Pending Calls screen. From here, the primary dispatcher can press F1 to pull up and dispatch that call for service.

F4 Recommends units to send on a call.

F5 Dispatches the calls to the units.

F6 (Clear Screen)-When working on the incident screen, which displays a command line and a call for service format, pressing F6 has a dual function. F6 clears the screen of any information displayed in windows A or B, and also updates the pending calls list to include any calls that were recently received, cancelled or modified.

F7 (Page Window B)-This command displays the next page of information that appears in Window B. When lists of more than one page are displayed in Window B, the numbered page you are looking at and the total number of pages appears to the right of the header. { 1/6 }

F8 (Query Message)-Pressing F8 allows the dispatcher to view the next unseen message for their terminal. Messages can include returns on warrant checks, plates or subjects, MDC messages sent from officers in the field or messages from other dispatchers within the Communications Center.

Incident Format

Entering a call for service is done on Screen A. All calls for service are entered on this screen. Required information includes a valid call type and a location that can be validated. When the basic information is entered, the CAD will verify the address as being within the City's jurisdiction and assign the correct beat and RD information. When the call is complete, pressing F3 will "route" the call to the calls pending screen.

Re-Opening Incidents

There are occasions where a call is cleared by mistake or the informant left prior to the arrival of the officer and needs him/her to respond back. In these cases, locate the previous call entered (function of DM or DC on command line) and re-open the call. The command is either, "RR, {call sign}, {call type}" or "DI, {call sign}, ovr".

Supplementing

Once an incident has been routed (F3), additional information may become available either from the same informant or from different ones. In all cases, supplemental information can still be added to the existing incident. Typing "EC;" on the command line, allows comments to be entered to the call that is showing on your screen. If there is a different call displayed and comments are needed on another active call, the command is "EC, {unit #};" Comments can also be added to a closed call. Comments are always time stamped, however if you add comments to a call that has been closed on a previous day, you should also include the date into the comments you are adding.

Incident History

The incident history is a detailed history of the call that can include officers assigned to the call, status changes, and CLETS inquiries.

When a call for service has been closed, it does not continue to display the officers that handled the call. In order to locate an officer that was on a call you will need to locate and display the call for service on the call screen. On the command line type, "IH" This will display the officers call sign that handled the call. After locating the officers call sign you would then have to look up the list of officers that were working that day to determine who the handling officer was.

The Handling of 911 Calls

Communications Training Manual

Answering 911

911 will be answered “911 Emergency, what are you reporting?” Always confirm the address and phone number shown on the ANI/ALI by asking for the information. Do this by having the caller give you the address they are calling from if they are able.

Emergency calls

When a 911 call is received and determined to be an emergency, the call-taker shall transfer the ANI/ALI information to the call for service mask (E9 <enter>) on the CAD screen and handle the call in an expedient manner.

Incomplete calls

If a call-taker is unable to gather complete information (ie, there is no voice contact made or no information could be obtained), a 911 call for service will be generated. The call for service will be routed to the dispatcher immediately. The call-taker should call back to confirm the need for emergency services.

If contact is made and emergency services are needed, the call will be handled accordingly.

If contact is made and the caller confirms no emergency services are needed, the call-taker will gather the following information and cancel the call for service. (MD <enter>).

First and last name

Address and phone number (confirm they match the ALI screen)

The call-taker always has the discretion to continue officers for a safety check.

If contact is NOT made, the officers will continue for a safety check.

If contact is NOT made due to the line being busy, the call-taker will contact the operator for an emergency break through. If contact is made at that point and the caller confirms no emergency services are needed, the call-taker will gather the following information and cancel the call for service.

First and last name

Address and phone number (confirm they match the ALI screen)

If contact is made and emergency services are needed, the call will be handled accordingly.

If contact is NOT made due to an open line, a call for service will be generated. The call-taker will keep the line open until units arrive and advise Code 4.

Non-emergency calls

After answering a 911 call and it is determined that it is not an emergency, the caller can be given the non-emergency phone number and instructed to call back.

Express Dial Tone

When Express Dial Tone is on the 911 screen, it simply means the phone is not registered to a person at that location at this time. However, the line remains usable as a safety net so that if someone needs to dial 911 it will still go through to the Police Department. As long as the person calling 911 stays on the line, a dispatcher can speak to them, but if they hang up, you are unable to call the number back.

Wireless 911 Calls

Wireless 911 calls are to be handled the same way as any other 911 call received. However, there is specific criteria and training needed for hang up 911 calls. For further training and information see appendix 1A of the CTO manual.

No Record Found

When a 911 call is rec'd and the ALI screen shows "no record found", it means that no location information is in the phone company database.

Payphone calls

If a 911 hang up call is received from a payphone it will be the call-takers discretion whether or not to make a call for service. If the payphone is at a business, the call-taker can attempt to contact the business to advise them of the emergency calls being received. If the call-taker chooses not to make the 911 hang up a call for service, they will still enter the call into the CAD and clear it out.

Payphone 9-1-1 open line

If there is an open line, a call for service will be generated. The call-taker will keep the line open until units arrive and advise Code 4.

Print Out Explanation

Every 911 call received is logged by phone number at the time the call is received. Along with the phone number, the printer will display the time the call was answered, the time the call was transferred (if any), and the number of times the call was on hold and the time the call was disconnected. The printer is located in the computer room. The printed log of the 9-1-1 calls received are removed daily and filed for future reference.

Transferring 911 Calls

Communications Training Manual

Conference Calling

On a 911 call where you have a foreign language caller and have transferred the call to the translator and determine that there is medical aid needed, the call can be “conferenced” so the translator, fire department, caller and dispatcher can all be on the same line at the same time. The dispatcher will not be able to disconnect till the call is ready to be terminated or it will disconnect all parties on the call.

To a Translator

To reach a translator with the caller on the line connect the caller with the translation service. There will be a three-way line in which all parties will be able to communicate with each other. When the translation service answers, identify yourself as Chino PD and provide our client number (901384). Remain on the line the entire time you are connected with the translation service. The call-taker will question the caller through the translator. Based on the information provided, the call will be handled appropriately.

To Other Agencies

Most surrounding agencies are listed under the “911 Transfer” tab. Highlight the correct agency and click on “dial”. Advise the caller they are being transferred. Remain on the line until the call has been answered. If the agency is not listed in the “911 Transfer” tab then the number will need to be manually dialed.

To the Fire Department

Advise the caller they are being transferred. Connect the caller to the fire department. There will be a three-way line in which all parties will be able to communicate with each other. The call-taker will remain on the line until it is determined that police assistance will not be needed. If the fire department will be responding, a call for service will be created using the call type, “INFO”. The primary dispatcher broadcasts this information and the call is logged off, using the dispo “BC”

In cases where police response is necessary, a call for service will be generated using the appropriate call type.

TTY

On a 911 call where the tweedle sound is heard the TTY screen on Vesta will be activated. There are pre-programmed responses to choose from or a blank screen that the call-taker can type their own questions.

Data Bases

Communications Training Manual

The California Law Enforcement Telecommunications System (CLETS) is a network system. The CLETS network provides law enforcement and criminal justice agencies access to several data bases as well as the ability to transmit messages.

The Chino Police Department has two San Bernardino county CLETS terminals and printers. The primary terminal is located in the Records Bureau and the secondary terminal is located in Communications. Printer access is maintained 24 hours a day. When Records personnel are working, they are responsible for checking the San Bernardino county CLETS printer in their bureau. When Records is closed, Communications personnel will be responsible to check the CLETS printer located in dispatch.

The SBSO CLETS terminal is primarily used to verify warrant information sheets if/when the CAD interface for CLETS is not working properly. The terminal requires a password to sign on. Each employee is given a password and will be responsible to maintain this password in a secure location for them to access when necessary. The employee who is signed on to the SBSO CLETS terminal is responsible for all CLETS entries and transactions that occur on that terminal. At the end of a shift, or when there is no longer a need to use the SBSO CLETS terminal, it is imperative to log off.

In order to maintain the integrity of CLETS and to ensure the security of information received and transmitted by users of the system, all CLETS equipment must be secure from unauthorized personnel. Any information transmitted and received via CLETS is confidential and for official use only by authorized law enforcement or criminal justice personnel. Access to CLETS information is on a “right to know” and “need to know” basis. Accessing and/or releasing CLETS information for non-law enforcement purposes is prohibited by law and is subject to administrative action and/or criminal prosecution.

The following is an overview of the systems.

CAD CLETS interface

The CAD system is interfaced with CLETS. This enables every dispatcher signed onto the CAD to complete all CLETS inquiries, such as running a license plate or drivers license. Other capabilities include being able to run boats, registration inquiries, guns, property, criminal history, wanted persons, out of state vehicles or person inquiries and missing persons.

On the command line, preface the inquiry command with the command "OP", then the command and press <enter>. The option inquiry screen will appear. Once the required fields are completed, press <enter> and/or F2 to send the message. To retrieve the information sent, press F1 to display the directory. This will lead to an inquiry message directory that gives all returns sent by the dispatcher. New messages or messages that have not been viewed will display an asterisk. To view new messages on the directory screen, press F5. To view messages that have been in the directory enter the selected number and press <enter>. Messages can also be viewed from the call taking screen and displayed by using F8. The message will display in the bottom section of the screen. The CAD CLETS interface enables each dispatcher signed into the CAD system complete access to any CLETS inquiries and entries as needed. All CLETS screens can be accessed from the command line using the correct command. Some of the following are a few of the basic commands used by dispatchers:

VEH	USDMV
PROPRT	REG
WANT	RAPS
GUN	BOAT
DRIVER	SUPREL

Criminal Justice Information System (CJIS)

The CJIS network is a computerized file containing records that are of interest to the criminal justice community. This network is maintained by the California Department of Justice (DOJ) and is available to authorized local, state, and federal criminal justice agencies via the CLETS network system.

There are nine data bases within CJIS. They include:

- Automated Boat System (ABS)
- Automated Firearms System (AFS)
- Automated Property System (APS)
- Criminal History System (CHS)
- Domestic Violence Restraining Order system (DVROS)
- Missing/Unidentified Persons System (MUPS)
- Stolen Vehicle System (SVS)
- Supervised Released File (SRF)
- Wanted Person System (WPS)

The state property and warrant systems are maintained and monitored by the Department of Justice (DOJ). Data is entered by the agency holding the report and/or warrant. Because names, physical descriptors, and property descriptions are not unique, DOJ and

NCIC policy states that you do not take any further police action based on a “hit” until it has been confirmed that the person or property is the same as that of an active record.

Automated Boat System

The ABS is a file of records of boats and boat parts that are stolen, lost, repossessed or stored. California registered boats have CF as the first 2 characters of the registration number.

An inquiry may be made on a boat using the vessel number, also known as the hull number, or the registered owner’s name.

Automated Firearms System

The AFS is a file of records pertaining to serialized weapons. These files include stolen, lost and found as well as records of serialized weapons associated with names of persons, pawns, and voluntary registration. Receiving 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. Inquires may be made using either the serial number of the weapon, or a subject’s name. Name inquiries access only historical records, while inquiries using serial numbers can access the law enforcement records as well.

Inquiry can be made into 4 categories. Each will query a particular series of gun entries. They are:

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

Automated Property System

The APS is a file of records of serialized property that is stolen, lost, found, held as evidence, under observation or pawned and bears either the manufacturers and or owner applied numbers. An owner applied number (OAN) is a number which is permanently

stamped, etched, engraved or welded on a piece of property and can be utilized in lieu of a serial number. Inquiries are made using serial numbers or owner applied numbers, and by either the category, brand or article code. Inquiries into the property system requires a category be specified. The categories are listed in the A/B/C (Article/Brand/Category) manual. Property codes are as follows:

A	Automotive
B	Bicycle
C	Cameras
D	Data Processing Equipment
E	Equipment/Tools
F	Furniture and Furnishings
G	Games and Gambling Apparatus
I	Identification Cards, Special Documents, Food Stamps, Tickets
J	Non-serialized Jewelry, Coins, Precious Metals
K	Keepsakes
L	Livestock/Pets
O	Office equipment includes cellular phones
R	Radio, Sound Devices, Stereos
S	Sports Equipment and Toys
T	Televisions, TV Games, related accessories
V	Optical Viewing Equipment
W	Well Drilling Equipment
Y	Other, Lottery Tickets, Mace, Ingots, etc
Z	Credit Cards

Confirmation restrictions apply to any hit that you may receive on property. By itself, a positive response is not enough for confiscation. The hit must be confirmed.

Criminal History System

The Criminal History System contains the records of criminal offenders. Criminal History is not to be used for licensing, employment, or certification purposes. Information is provided to agencies on a right-to-know and need-to-know basis. The California Penal Code further defines who may have access to this information (PC 11105).

Inquiries can be made by name and date of birth, social security number, FBI number, California drivers license or identification number, or California Department of Corrections or Youth Authority Institution number. When making an inquiry it is possible to specify an abbreviated criminal history, complete history via mail, or personal descriptions only.

There are different number groupings used in the CHS. They are as follows:

“A”	Automated Criminal Information Index records. (“CII”)
“M”	Manual Criminal Information Index

“CII” records with numbers less than 90000000 indicate a criminal record.

Numbers from 90 million to 98999999 indicate applicant records

“DSP” These files are non-fingerprint supported files.

Information received from this file is confidential and cannot be shared with unauthorized personnel. PC 11142 states that “any person authorized by law to receive a record or information obtained from a record who knowingly furnishes the record or information to a person who is not authorized by law to receive the record or information is guilty of a misdemeanor”. Anyone found in violation will be subject to departmental sanctions, up to and including termination.

Domestic Violence Restraining Order System

The DVROS system contains information regarding restraining orders entered by California law enforcement agencies in accordance with a court order. The entry must be based on a restraining order and can be entered into DVROS, regardless of service status. DVROS also contains restraining and protective orders including: Emergency Protective Orders, Juvenile Orders, Temporary and Permanent Workplace harassment, criminal orders, etc.

Missing and Unidentified Persons System

MUPS contains records of Missing and Unidentified Persons. The MUPS system automatically forwards copies of all missing/unidentified persons reports to NCIC. Copies of persons missing “at risk” reports and all unidentified persons reports will also 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.

Stolen Vehicle System

SVS contains records of stolen, stored or felony vehicles; stolen, lost or felony license plates; stolen vehicle parts; and vehicles associated with missing persons. SVS inquiries may be made using the license number, vehicle identification number (VIN) or engine number of the vehicle. SVS returns either exact matches or near misses.

Inquiries to determine if a vehicle, license plate, or vehicle part is wanted by a criminal justice agency, are actually 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
Stored Vehicle	30 days
Impounded Vehicle	60 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

Once the vehicle information has successfully been entered into the system, an acknowledgement of the entry, along with a uniquely generated File Control Number (FCN) will be received.

Vehicle Registration

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

A-	Auto, legislative officials, historical vehicles (you must enter "HV" prior to the license plate of an historical vehicle)
C -	Commercial
E -	Exempts
F -	Off road vehicles
H -	Ham radio operators
I -	Apportioned plates
L -	Environmental plates
M -	Motorcycles
P -	Prorated ill commercial and trailers
S -	Special vehicles (mopeds w/o motorcycle plates, etc)
T -	Trailers, horseless carriage, press photographer, special equipment

Types of plates/license codes

California license plates are configured according to vehicle types. For example, automobiles have different configurations than trucks; trailers have different configurations than motorcycles. Below are examples of these types of configurations. No license plate has more than seven characters.

Plate configurations

<u>TYPE OF VEHICLE</u>	<u>PLATE CONFIGURATION</u>	<u>EXAMPLES</u>
Automobile	3 letters and 3 numbers (either order)	123ABC
	1 number followed by	ABC123
	3 letters and 3 numbers	1ABC123
Commercial Vehicle (trucks)(either order)	5 numbers and a letter	12345A A12345
Motorcycles OR	1 number a letter and 4 numbers	2H4567
	2 numbers a letter and 4 numbers	12H9876
Trailer or Apportioned	2 letters and 4 numbers	BM5698
State Government Plate	< E > in front of 5 numbers	< E > 12345
Personalized	any combination of numbers and letters that does not conform to above	PERSPLT
Special Plates	There are several type of special plates including Olympic plates Dealer plates, Disabled Veterans Plates, handicapped placards and Plates with symbols in them Such as hearts, hands, or stars	

When running an out of state vehicle plate using the CAD system, the type of plate on the vehicle must be indicated. The codes are as follows:

- PC Passenger vehicle
- CO Commercial vehicle
- AP Apportioned Vehicle
- TL Trailer Plate

Supervised Release File

The SRF is designed to monitor subjects who are on active parole from the California Department of Corrections and California Youth Authority, probationers, violent offenders, sex and arson registrants, and career criminals. The SRF is unique because it not only allows an agency to obtain information on a subject (parole status, search terms, registration requirements), but it also allows an agency to provide information to the supervising agency or parole/probation officer (circumstances surrounding the stop/contact).

Wanted Persons System

The WPS system pertains to arrest warrants maintained by state, local and federal criminal justice agencies. All WPS records must be based on an arrest warrant.

Additional databases (non-CJIS)

Department of Motor Vehicles (DMV)

The DMV maintains a record on all driver's license applicants (permits), those with a driver's license, those with an identification card, and those subjects issued an index number. The driver's license file is designed to cross reference a name to a drivers license or index number by soundexing. Soundexing is a method of coding names so that sound alike names are grouped together.

Driver's license information

The system is set up to query two basic types of driver license history. They are as follows:

CDL (aka L1 or 10-29) Basic record, identifying information, license and ID issue data, license status, departmental actions, abstracts of convictions, FTA's and accidents.

Out of state DL's Basic record, name, DOB, valid, FTA's (return information will vary from state to state).

Drivers License with Suspension Information

When querying information for a field officer on a suspended or revoked license it is necessary to obtain the "DL" response. The officer will be given the following suspension data:

- Effective date of suspension
- Authority code
- Reason for suspension (not all officers request this)
- Service code

There may be suspension information on a drivers license that shows "action ended" If there is an ending date on the suspension, that suspension has ended and is no longer valid.

Driver's license information with FTA's

When a person fails to appear in court for a citation that was issued, the Department of Motor Vehicles will reflect this on the person's driver's license record. The FTA record will show the dates of the violation, the type of violation(s), the docket number, the court, and the license plate of the vehicle the subject was driving when cited. The first 2 numbers of the 5-digit court number, will tell you what county the FTA originated from. The most common numbers you will see are, 19 (Los Angeles County), 30 (Orange County), 33 (Riverside County), 36 (San Bernardino County). In order to determine if the FTA's are active warrants, the county of origin must be called to confirm the warrant.

- An FTA is considered confidential information. When this information is returned to the officer, first advise him/her that you have confidential information. The Code “10-35 DL info” is used to do this. Once the officer has advised that he/she is clear to receive the information, advise him/her of the subjects license status, and that the subject has an FTA. You would also tell them the county of origin.

The officer may ask you for the violations listed on the FTA. At this point, the officer may ask you to confirm the FTA through the county of origin or to disregard any further information

National Crime Information Center (NCIC)

NCIC is a federal system used to access property and warrant systems nationwide as well as the district of Columbia, The Commonwealth of Puerto Rico, the US Virgin Islands, and Canada.

National Law Enforcement Telecommunications System (NLETS)

NLETS is a system created for the sole purpose of providing interstate and/or interagency information that is criminal justice-related.

Local Returns

A local return indicates any previously recorded contact that generate a file number., (IE: CR, AR and/or FI.) When a dispatcher does an inquiry that generates a local return, the dispatcher will check the local record information and local alert information. When giving officers back the return information, the dispatcher will advise them that there is “LOCAL” and/or “ALERT” information. If officers require the specific local and or alert information they must ask for it and the dispatcher will assume the officer is 10-35 and ready for the information.

County Records Divisions (Los Angeles, San Bernardino, Orange and Riverside)

The County Records Division provides a single point of inquiry for all warrants issued in that county. The County Records Division is responsible for entering all warrants into the (county) system. Confirmation of warrant status is made by phone.

County Records Divisions are an additional resource, obtained by phone. County Records can provide additional information about a subject entered into their system. This supplementary information can include other names or dates of birth, monikers, previous addresses, and other identifiers (scars, marks or tattoos). The county records division also has information on previous arrests.

The National Crime Information Center (NCIC) identifier is similar to a mnemonic. Each agency in the United States is assigned a letter identifier. California agencies start with “CA”. The rest is the identifier for the specific agency and terminal. It is also referred to as an “ORI” (Originating Agency Identifier).

**ORI -CA0360200 CHINO
CA0360034 WVDC**

A mnemonic is the “address” of a terminal. Each agency in California has at least one mnemonic. A 3-letter identifier unique to the terminal, which determines where a message is routed.

**FREQUENTY USED MNEMONICS- AXV (COMMUNICATIONS)
CHN (RECORDS)
ISG (WEST VALLEY)**

The FCN (file control number) is a thirteen-digit number that is constructed in such a way as to indicate the identifying number of the entering agency, year of entry, Julian date of the entry, and sequential number of the entry (sequential number of entries made by the entering agency).

For example:

FCN/8339717801243

833	Chino’s agency identifier
97	Year of entry
178	Julian date for June 26 -178 th day of the year

Warrant degrees

I Infraction
M Misdemeanor
F Felony

Warrant type codes

BW Bench Warrant
FTA Failure to Appear

To abstract a warrant

- Call the appropriate agency. Identify your agency prior to giving them the warrant number or the last name, first name and DOB.
- Advise them to abstract the warrant to the location requested by the arresting officer, along with the officer’s name and CR number.

The 800 MHz Radio Equipment

Communications Training Manual

Radio Monitor

Each radio position in dispatch has an 800 MHz monitor. These monitors display channels, the time and date, and several menu buttons. Each of the menu buttons assist the dispatcher in performing such functions as patching, paging multi-selecting channels, selecting channels and emergency button reset.

Speaker Console

Each radio position also has a speaker console. This console allows the dispatcher to listen to multiple channels. It also has dials to adjust speaker volume as well as headset volume for telephones and radio.

CPU

The CPU for the radio computers are left on at all times.

Track-ball

The track-ball is an upside down mouse. Rolling the ball in the direction desired moves the cursor. The track-ball also has buttons located at the top. There are three buttons located at the top of the trackball controller. The center button (oval button) is the Push To Talk (PTT) button and will activate the microphone on the users headset when pressed for all selected channels (talk groups). The round button to the left is the cursor select button and is used to select or move items on the radio monitor screen. The round button to the right serves as an alternate PTT or unselect transmit button and is used to activate the microphone for whichever channel (talk group) the cursor is resting on, whether the channel is selected or not. To monitor radio traffic on unselected frequencies, monitor the unselect speaker.

Foot Pedal

Beneath each console, on the floor is a foot pedal, which may also be used for transmitting.

Features of the 800 MHz Radio System

Communications Training Manual

Channel Windows

The radio console allows the dispatcher access to 58 channels. The radio can display up to 18 channels. The channels are displayed in rectangular boxes or "windows". Inside each of these windows is the name of the channel, a six-digit radio identification display and a volume control bar.

Six digit radio identification display

The 6-digit radio identification display shows the dispatcher what radio or H.T. is transmitting. Each radio in the department has a 6-digit identification number. This number is displayed in red while that radio is transmitting. When the unit stops transmitting, the number remains displayed in black until the next unit, or dispatch, transmits. The 6-digit numbers have been entered into CAD so that when a radio is keyed, dispatch can quickly look up the number in the computer to ascertain which unit is transmitting. Each officer is assigned an H.T. If an officer changes units during his/her shift, they will advise dispatch of the new information and it will be updated on the beat sheet and in the CAD.

The monitor volume display

Each channel window contains a volume display. It is the triangle located at the bottom of each window. The digit in the middle of the triangle as well as the triangle itself reflects the level of volume. Each section represents an increment in the volume. If the digit in the middle of the triangle reads Zero (0), the triangle will only be outlined in yellow. As the volume is increased, each of the 7 increments is filled in yellow. At level 7, the highest volume level, the triangle will be solid yellow.

Transmit box/busy indicator

When a microphone is keyed in dispatch, one of two words will appear on the channel window. If the microphone is keyed, a red box with the abbreviation "**XMIT**" appears inside the box. This red box will remain on the window until the microphone is unkeyed. If a dispatcher keys the microphone, while another dispatcher is transmitting, the word "**BUSY**" appears in red inside the channel window.

Alert tones

The radio system is capable of transmitting 3 different alert tones. The purpose of the alert tones is to alert officers of important information to follow. The tones primarily used by the Chino Police Department are alert 2 and alert 3. Protocol is to activate alert 2 prior to dispatching a 211 type call, including panic alarms. A dispatcher has discretion on high priority calls to also use the alert 2 if warranted. Alert 3 is also used prior to informational broadcasts on Chino PD channels and Law-Icom.

The VU meter

The VU meter is a bar graph, which responds to the voice of the dispatcher while he/she is transmitting. The VU meter can be used as a guide to monitor the volume of transmissions. While transmitting, the VU meter should read as close to "0" as possible. Low readings indicates the dispatcher is too far away from the microphone or that he/she is speaking too quietly. High readings indicate the dispatcher is too close to the microphone or is speaking too loudly. The VU meter is only a guide. The most important thing is that the officers in the field can hear the dispatcher and understand them regardless of what the VU meter reads.

Call check

Most of the radio consoles are equipped with an instant recall recorder that continuously records all radio transmissions and telephone conversations received at that console. The call check menu is displayed on the left-hand side of the radio screen. The call check allows the dispatcher access to the last 10 minutes of transmissions (both telephone and radio).

Channel list

The channel list is located on the right hand side of the radio screen. The channels that are highlighted in gray are channels that are already displayed, or open. The arrow keys at the bottom of the list are used to move up and down the list of channels.

Menu buttons

There are eight menu buttons displayed at the bottom of the screen. These buttons assist the dispatcher in performing such functions as moving channels, patching channels, sending an alert tone, paging additional resources and multi-selecting channels.

Status area

The rectangular box in the lower right hand corner of the screen is the Status area. It displays error messages, the time, date and if an emergency button is activated it shows which frequency the activation occurred on.

Patching channels

Patching channels allows a dispatcher to connect channels, allowing officers to communicate with one another. Patching is used when communication is essential and there is no other way to establish a link.

Multi-selecting channels

The radio system is capable of selecting multiple channels to make a broadcast. This is used when there are several channels being utilized at one time, and there is an officer safety broadcast that needs to go out to all officers regardless of their assigned channel.

Headset jacks

The headset jacks are located underneath the counter top below the radio consoles. There are jacks at every position. There are two jacks at each position used for primary radio. The dispatcher may choose either jack, as both allow access to radios and phones. There are also back up jacks at certain positions that have a back up radio. They are used when our primary radios go down.

The boom microphone

Each radio console is equipped with a boom microphone. This boom mike can be used to transmit when a headset fails or in case of an emergency. The transmit button on the track-ball is used to transmit over the boom microphone. The microphone will not work if a headset is plugged into a jack.

Talk Groups

Communications Training Manual

CHINO PD CHANNELS

These are Chino talk groups that are specific to the City of Chino.

CPD 1

Primary channel for patrol.

CPD 2

The records channel is for making inquiries for teletype or warrant information, and miscellaneous non-emergency requests by field units. This frequency may be used as the primary channel if the air is cleared on CPD-1.

CPD 3

Officers use this channel for car to car traffic. However, this channel is also used occasionally to relay information from dispatch to the officers or vice versa. The information relayed on this channel is information that is not pertinent to other officers. Although dispatch should be monitoring this channel, staffing levels or workload may not always allow it. Therefore, if an officer has a request for dispatch to go to Channel 3, it may have to be made on CPD-1 instead.

CPD EVNT

Used for special details. (Rodeo, parade) Also used for car to car traffic.

CPSWAT1

Used by S.W.A.T. for tactical operations.

Allied Agency Channels (Talk Groups)

These are allied agency talk groups shared with other agencies using the 800 MHz system. Monitoring of these channels is discretionary.

6-ATAC-1

Units will transmit on 6-ATAC-1 once they are out of range of CPD-1 and are in the San Bernardino area. This channel is programmed into the unit radios as Button #1.

9-SBLAW-1

9-SBLAW-1 is the West End mutual aid channel.

WESTLAW-1

WESTLAW-1 is a secondary mutual aid channel for local event, involving West End agencies. (SBSO and 40K do not have the ability to monitor these channels).

CHASE CHANNELS

Chase channels are used for pursuits that go outside of the city and/or into county. The direction of the pursuit will determine which chase channel is utilized.

LAW-ICOM

Regional broadcasts can be transmitted on this channel. This is an inter-com channel that is available to the dispatch centers. Officers do not have this channel in their units.

Basic Use of Radio Equipment

Communications Training Manual

Selecting channels

The selected channel is the channel the dispatcher will hear through the headset.

Using the track ball, move the cursor to the desired channel.

Place the cursor above the volume indicator triangle on the channel window you wish to select. Press the left button on the track ball. A green bar will highlight the name of the channel that has been selected.

Unselect Channels

Unselected channels are heard through the speaker on the right hand side of the radio console.

Multi- select

The multi-select feature allows the dispatcher to transmit on several different channels simultaneously. To use the multi-select:

- Using the track ball, move the cursor to the menu button marked “multisel” and press the left button on the track ball.
- Place the cursor on the “Msel 1” and press the left button on the track ball. Move the cursor to the desired channel and press the left button. A green bar will highlight across the selected channels.
- To unselect the multiple channels, move the cursor with the track ball to the channel to be unselected, press the left button on the individual channels to be closed. To close the menu option, move the cursor to the “close” option on the multi-select menu.

Patching channels

Patching is used to establish a link between two agencies that have no other way of establishing a link. To initiate a patch:

- Using the track ball, move the cursor to the menu button marked “patch” and press the left button on the track ball.
- Using the left button on the track ball, press on “patch 1” then move the cursor to the first channel to be patched and press the left button. Then go to the second channel to be patched and do the same. “P-1” indicates which channels are patched.
- To unselect, once the patch is no longer needed, unselect the 2 channels by pressing the left button on each channel individually that is to be unselected. To close the menu option, move the cursor to the “close” option on the patch menu.

ADJUSTING VOLUMES

Select volume control

The fourth dial on the speaker console is marked “select”. Its function is similar to the “unselect” dial. This dial controls the volume of the selected channel when you are engaged in a phone call. When a phone line is opened, the phone conversation comes through the headset. All radio traffic on the selected channel will come through the left speaker on the speaker console. If the dial is turned all the way to the left and the dispatcher is on the phone, he/she will miss all traffic on that channel. Also, as a courtesy to your co-workers, it is important that the volume for the select speaker is not too loud as to cause a distraction.

Radio volume control

Once a channel is selected, the volume of that channel, as shown on the monitor, will automatically default to 7. The dial on the speaker console marked “radio” will further adjust the volume of the selected channel. If this dial is turned all the way to the left, the traffic on the channel will not be audible (regardless of what the monitor volume reads). If the dial is turned all the way to the right, with the monitor volume set at 7, the radio will be at its loudest.

Telephone volume control

The volume control for the telephone is located on the speaker console. It is the dial marked “telephone”. The telephone volume may also be increased or decreased through the Vesta System, which will be covered in another section.

Unselect volume control

Move the cursor to the triangle of the channel to be adjusted.

To increase the volume, place the cursor to the right of the digit on the triangle. Press the left button on the track ball until you have reached the desired volume. Each press of the button increases the volume level one increment until level 7 is reached.

To decrease the volume, use the same procedure, this time placing the cursor to the left of the digit on the triangle. To further adjust the volume of these channels, the dial marked “unselect” on the speaker console may be used. Again, if this dial is turned all the way to the left, the unselected channels will not be audible, regardless of what the monitor volume level reads. Turning this dial all the way to the right is generally too loud and distracting for the other dispatchers in the Communications Center.

Unselected channels

Any channel with a monitor volume of 2 or higher will be audible through that speaker. Several channels are to be monitored by dispatch at all times. These channels include but are not limited to CPD-1, CPD-2, CPD-3, CPD EVNT, CITY COMM, WESTLAW1, 9-SBLAW-1, 6-ATAC-1, 373 RCSO, LAW I/C, 16-CPD-1, and the Inspect channel.

Transmitting

Transmitting on the radio can be done one of four ways. The most common means of transmitting (and the most recommended) is by using the foot pedal.

Transmitting using the foot pedal

Plug the headset into one of the jacks used for primary radio.

Check that the correct channel is selected and adjust the volume so that it is comfortable. To transmit, press the foot pedal. The red transmit box will appear on the selected channel.

Transmitting using the headset

The headset is equipped with a white transmit button, located on the belt clip of the headset. This button can be used as a substitute for the foot pedal. This button is not recommended for use by a dispatcher in training because it takes one hand away from the computer keyboard.

Transmitting on a selected channel using the track ball

The center button on the track ball is the transmit button. After plugging in, select the correct channel and adjust the volume. The middle button on the track ball can be used as a substitute for the foot pedal. This is not recommended for a dispatcher in training because it takes one hand away from the computer keyboard.

Transmitting on an unselected channel using the track ball

This method of transmitting is for the special situation when the dispatcher is selected on one channel and wants to talk to another on an unselected channel. This is the only time the right button of the track-ball is used.

- Move the cursor to the channel on wish to speak on.
- Press the right button of the track-ball to transmit. The red transmit box will appear on that channel. A dispatcher voice will not be heard over the channel selected but will still be heard on the selected channel through the headset.

Displaying channels on the monitor

- Move the cursor to the “Display” button located at the bottom of the monitor screen. Press the left button of the track-ball. A menu will appear.
- Move the cursor to “Move Windows”. Press the left button of the track-ball.
- Another menu will appear that reads “Move Window ”. Move the cursor to the list of channels located on the far right hand of the screen. Page through this list to locate the channel to be displayed. (To page up or down on the list, move the cursor to the up and down arrow located below the list of channels and press the left button.) Channels highlighted in gray are channels that are already displayed on the screen.
- Locate the channel to be moved, place the cursor on that channel and press the left button. Yellow boxes will appear on the screen. These indicate the areas that are available for the channel or window to be displayed.
- Move the cursor to one of the yellow box and press the left button. The channel chosen to be displayed will appear in that space.

- To return the screen to normal, move the cursor to the orange “quit” button located at the bottom of the menu and press the left button.

Moving channels

The radio monitor is set up so that all consoles display the same format of selected channels. The channels are only to be moved when it is necessary to display and monitor a channel not on the screen.

Moving channels back to the list of channels

- From the “Display” menu. Move the cursor to the channel to be moved back to the list and press the left button. (The yellow boxes will appear.)
- Move the cursor to the list of channels located on the right side of the screen. (It is not necessary to locate the name of that channel in the list. Place the cursor anywhere on the list and the channel will automatically return to its place.) Press the left button.
- To return the screen to normal, move the cursor to the orange “quit” button located at the bottom of the menu and press the left button.

Moving or rearranging channels that are already displayed

- From the menu options, move the cursor to “Display”. Using the left button on the track ball press on display, then put the cursor on “Move Window”. Move the cursor to the channel to be moved to a new location and press the left button. The yellow boxes will appear indicating the spaces available for that channel.
- Move the cursor to the yellow box where the channel is to be moved. Press the left button. The channel will now occupy the space chosen.
- To return the screen to normal, move the cursor to the orange “quit” button located at the bottom of the menu and press the left button.

How to use the alert tones

- Place the cursor on the menu option “Special.” Place the cursor on “Special” and press the left button. This will bring up another menu, place the cursor on “Alert” and press the left button again. The “alert” menu described above will appear on the screen. The alert option should always be showing on the radio screen.
- To use one of the alert tones, move the cursor to the desired alert, press the left button and hold it down on the alert tone chosen. The alert tone will transmit over the channel selected. Hold the button down until the tone is heard 3 times. The tone will stop once the button is released.

Call check

The majority of the consoles are equipped with an instant recall recorder, which continuously records radio transmissions and telephone conversation received at that console. There are occasions when it may be necessary for the dispatcher to review a recent transmission. The Call Check allows the dispatcher access to the last 10 minutes

of transmissions (both telephone and radio). Although it is available to the dispatcher it should not be abused or used as a crutch.

Playing back a recent transmission

- Move the cursor to the Call Check menu window on the left hand side of the Screen. Place the cursor on the top line, “PREV/REW” (previous/rewind). Press the left button. The radio will beep as it rewinds (one beep for every transmission). Pressing the button once (hearing one beep) will give you the last transmission. Pressing it twice (and hearing two beeps) will give the last two transmissions, and so forth. The playback will be heard through the unselect or right speaker.
- (While playing back the transmissions the word “playing” will appear on the Call Check menu.
- Occasionally the tape maybe rewound further than intended. Instead of waiting for the entire transmission or transmissions to play, the tape can be forwarded to the next transmission.

Forwarding the tape

- Move the cursor to the line “NEXT/FWD” (next/forward) on the Call Check Menu. Press the left button once for every transmission to be forwarded. Again, the radio will beep for every transmission. When finished it is necessary to restore the playback.
- It may be necessary to interrupt the playback. If a phone call or an officer transmission is received the call check will need to be either put on pause or restored.

Pausing the playback

- It may be necessary to pause a playback. If interrupted while searching for a recent transmission, put the Call Check on pause. This would freeze the playback until a later time. The recorder will continue to record the most recent transmission even though the playback is on pause.
- Putting the playback on pause does not guarantee that the information will be saved. If you have rewound the playback to the first transmission made within the last 10 minutes, put the playback on pause, and have not gotten back to it for 10 or 15 minutes, the transmission will not be there. Even though the tape is stopped at that transmission, ongoing traffic is continually recorded. The tape will always record the last 10 minutes of transmissions (no exception).
- Move the cursor to the word “PAUSE” on the Call Check screen. Press the left button. The screen will read “Pause On”. (the tape can not be rewound while the pause is on.)
- To take the pause off, move the cursor to “Pause On” and press the left button. The playback will continue where it was stopped (as long as it has not been on pause for an extended period of time).

Restoring the call check

- Move the cursor to the word “RESTORE”. Move the left button. This will return the Call Check to its “home” position. If there were any transmissions while rewinding the tape, they are recorded and would be the most recent transmission on the tape. (The word “playing” should disappear once this has been done. There may be a slight pause before the word disappears. However, the button should only have to be pushed once.

Resetting the emergency button

The officer’s unit radios, hand-held radios (HT’s), and MDC’s are all equipped with emergency buttons. These buttons allow the officer to contact dispatch in case of an emergency without having to transmit over the air. When the emergency button is activated on the radio, it sends an alarm type signal to all dispatch centers within our county. Officers in the field do not hear this audible signal.

In addition to the alarm, when the emergency button is activated, the main frequency for that department (CPD-1 for Chino) will have a red, flashing box around the channel. In the box, the officer’s radio six digit identification number will also be flashing in red. The Status Area on the radio screen will read, “Emergency (name of channel).”

The Channel 1 dispatcher has the responsibility of checking on the officer’s safety and responding the appropriate units.

Whatever the reason for the activation, the emergency button needs to be reset. The officers’ reset their radios by pressing down the emergency button until it beeps and shows that it has reset. The dispatchers must also reset their consoles but only after the unit has been identified and action has been taken to resolve the situation. (The console must also be reset if the activation is not Chino’s, in which case the only action taken is to reset the console.)

Resetting the console after an emergency activation

The console will automatically bring up the reset menu when there is an activation of the emergency button. The dispatcher will NOT reset the console until the unit number of the officer is noted and the officer with that radio is identified. Resetting the console too soon may cause the dispatcher to lose the radio identification number and not be able to identify the officer in trouble. If the activation is from another agency, the dispatcher may proceed in resetting the console without any further action.

The menu will be located in the bottom right corner and it will give 3 options: “Tone off”, “Clear Sts”, “Knockdown”. Place the cursor over the second option “Clear Sts” (clear status). Press the left button. The menu will disappear and the red outline around the channel should disappear as well.

If for some reason the menu does not come up, display the menu from the “Special” menu button. Place the cursor over the menu button “Special”. Press the left button. A

menu will come up giving you 4 options. Move the cursor to the option, “Emergency Reset” and press the left button. This will bring up the reset menu described above.

Radio Positions

Communications Training Manual

Primary Dispatch - The primary dispatcher operates the main frequency, CPD-1 and is responsible for dispatching calls, keeping track of units, and relaying and receiving information. The dispatcher also fulfills the officers' requests for records information when Channel 2 is not open. This position is referred to as "Primary", or "Channel 1."

Channel two/Secondary dispatch – The channel 2 dispatcher runs records and warrants checks and handles miscellaneous non-emergency requests by field units. Channel 2 can also be used to dispatch units if channel 1 is closed as a result of a 10-33 (emergency traffic only). Staffing levels will dictate whether or not Ch. 2 is opened.

Call Taker – Call takers are responsible for taking incoming phone calls; 911, non-emergency, in house and ring down lines. This call taker should also serve as a back up to the radio dispatcher, listening to the officers' traffic and assisting in fulfilling their requests. If there is more than one call taker on duty, one person is assigned as primary phones and the other as secondary phones. Call takers are also referred to as "phones."

Tactical Dispatch -The role of the tactical dispatcher is to support the tactical units with accurate and timely documentation of events during high risk operations. Inherent in this responsibility is the processing and posting of tactical and operational information, including communication procedures to support the command and control protocol for conducting critical operations.

The primary responsibility of the tactical dispatcher is to support the incident commander and the tactical commander in the execution of their duties during the course of those commanders' critical incidents. In other words, the information that the tactical dispatcher records and posts will assist the incident and/or tactical commanders in making sound decisions concerning how SWAT and/or CNT will execute and complete the incident. Tactical dispatchers are equipped and trained in the skills and knowledge necessary to understand tactical communication traffic. They process and verify information collected at the command post. Often, they direct or brief critical information to specific commanders based upon their duties and responsibilities. Each tactical dispatcher understands the General Orders and policy regarding department protocol for tactical operations. Tactical dispatchers are familiar with field deployment procedures of the following tactical and support resources:

S.W.A.T.

C.N.T.

Sniper Team(s)

Containment Team(s)

Media Officer

Command Post Staff

Command Team

Proper Identification of Field Units

Communications Training Manual

Chino Police Department is a part of the West End Communications Authority (WECA). Our Department, along with the other members of WECA, share the 800 MHz radio system. With this shared communication system, each department is assigned a number. That number must precede all of the unit call signs. This is to aid in identifying agencies when a mutual aid situation occurs and multiple agencies are on one channel. A letter followed by a 1 or 2 digit number further identifies our department's call signs. Below is a list of the letters used to identify Chino PD units.

A	Administration	N	Narcotics Unit
B	Bike Patrol/CIT	O	
C	Corporal	P	Patrol Unit
D	Detective	Q	
E	Special Event	R	Reserve Unit
F	Fire Unit	S	Sergeant
G	Gang Unit	T	Traffic Unit
H		U	
I		V	
J	CST Unit	W	
K	K-9 Unit	X	
L	Lieutenant	Y	
M	Motor Unit	Z	SWAT Unit

Initiating Broadcasts

Dispatching Routine Calls

Communications Training Manual

Below is a step-by-step procedure to dispatch routine calls for service. This will not include the procedure for dispatching priority one calls.

Unit status

Review the units' status. It is vital that the dispatcher knows where units are and what they are doing. Check for any 10-8 units. Plan and think ahead. Does the call require two units? If so, are there two units to send?

Displaying the call

The first step is to display the call to be dispatched. "F1" is the function key used to display the first call pending.

Dispatching the call

Look at which sector the call is in. Decide which officers to send and enter their call signs on the command line using the appropriate dispatch command. The primary officer should be dispatched first and the backing unit(s) there after. Once it has been determined which officers to send and who the primary units will be, the dispatcher will call the officers over the radio in that order.

Calling officers

When the microphone is keyed to call the officers, be aware of the fact that there is a slight delay. Wait for 1-2 seconds before starting the transmission to ensure that the entire transmission will go out. To start the transmission, say the officer's call sign. Be sure to say the officer's in the order in which they will be responsible for the call. In other words, primary first, backing unit second. Wait for the officer's to acknowledge before giving them the circumstances of the call, unless it is a priority one call. If it is a priority 1 call the dispatcher will assign the officers, and dispatch "in the blind"

EXAMPLE:

DISPATCH "FIVE PAUL TWENTY-ONE, FIVE CHARLIE TWO"

(pause)

Officer 1: "Five Paul twenty-one"

Officer 2: Five Charlie Two"

Call type and address

The next step is to inform the officers what kind of call they are going to and where it is.

EXAMPLE:

Address: 12301 Monte Vista

"One, two, three, zero, one Monte Vista"

Then repeated as:

“One Twenty three, zero one Monte Vista”

It is also important to include the name of the business, if applicable.

This is the first segment of information to give the officers. It is given out after the officers have answered with their call sign. Below is an example of how 5P21 and 5C2 would be dispatched to a 415 at 11871 Monte Vista. (Remember that this information would be given out after the offices have answered with their call signs.)

DISPATCH “FIVE PAUL TWENTY-ONE, FIVE CHARLIE TWO, A FOUR FIFTEEN AT ONE, ONE, EIGHT, SEVEN, ONE, MONTE VISTA. ONE EIGHTEEN, SEVENTY-ONE MONTE VISTA, BREAK”

Always repeat the addresses when dispatching the call. When repeating an address it is important to say the address two different ways.

Remember to keep transmissions short. Information should be broken up into logical segments. This allows the frequency to be open for emergency traffic. These segments should be ended with the word “Break”, to indicate to the officers that there is more information to come. After saying, “break”, stay off the air for a few seconds so that any emergency traffic can be heard. Then, each segment of information should begin with the officers’ call signs so that there is no confusion as to who the information is directed.

The call taker has entered the call type that he/she feels best describes the circumstances. Whenever possible the call type will reflect the type of crime being committed i.e., 594 for vandalism, or 484 for petty theft. However, there are times when a call type that is not a code needs to be used because at the time of the call there has been no actual crime committed. It is the responsibility of the channel 1 dispatcher to ensure that the call type reflects the circumstances of the call. Therefore it is sometimes necessary to change the call type to what best suits the call. For example, if reading a call of a 484 just occurred and in the comments it now states the total value of the items taken are \$682.00 then modify the call type to a 487.

Comments in calls

The comments put into the call can be lengthy at times. Make sure the information is dispatched in the proper order. Scan the call for the pertinent information while dispatching. Try to think ahead to the next transmission. If there is a suspect description, how much information is left after the information has been given out? If there are only a few comments left, give them out right after the description and not break again. Remember, if “break” is used, the officers are expecting to hear something else.

There are times when the call can be read right off the screen without modifying or moving information around. But, it is not always that easy. Sometimes the information is coming from more than one call-taker, (and more than one RP). This can get confusing but it is important to make as much sense of the information as possible. Below is an example of comments that could be found in a 415 call.

COMMENTS: 415 VERBAL BETWEEN 2 MALE SUBJS. SUBJ #1 WMA 30 YRS, BLK/BRO, 5'10/165 LSW BLU SWEATSHIRT AND JEANS ///#2 WMA 25 YRS, 5'7, 170 BLND/BLU, BODY BUILDER, LSW WHI TANK TOP BLK SHORTS, BOTH HBD//NOW SUBJ #2 HAS MADE MENTION OF A KNIFE/NONE SEEN//SUBJECTS ARE NOW TO THE FRONT OF THE RP'S RESD//UNK TO RP//VEH THEY ARRIVED IN IS A BLK 89 CHEVY CAMERO//STILL VERBAL

This is how the information would be relayed to the officers:

DISPATCH: "FIVE PAUL TWENTY-ONE, FIVE CHARLIE TWO, FOUR FIFTEEN VERBAL BETWEEN TWO MALE SUBJECTS. SUBJECT NUMBER 1 DESCRIBED AS A WHITE MALE ADULT THIRTY YEARS OF AGE, BLACK OVER BROWN, FIVE TEN, ONE SIXTY FIVE, LAST SEEN WEARING A BLUE SWEATSHIRT AND JEANS, BREAK"

DISPATCH: "FIVE PAUL TWENTY-ONE, FIVE CHARLIE TWO, SUBJECT NUMBER TWO DESCRIBED AS A WHITE MALE ADULT TWENTY FIVE YEARS OF AGE, FIVE SEVEN, ONE SEVENTY, BODY BUILDER TYPE. LAST SEEN WEARING A WHITE TANK TOP AND BLACK SHORTS, BREAK"

DISPATCH: "FIVE PAUL TWENTY-ONE, FIVE CHARLIE TWO BOTH SUBJECTS ARE HBD SUBJECT # 2 HAS MADE MENTION OF A KNIFE HOWEVER NONE SEEN. BOTH SUBJECTS ARRIVED IN A BLACK 89 CHEVY CAMERO UNK LIC PLATE. BOTH SUBJECTS ARE TO THE FRONT OF THE RP'S RESIDENCE.

Relaying all pertinent information

This call is an example of a well-organized call. All of the pertinent information is there in a logical order. Notice that not every word said was in the call. It is important to make the information flow. Do not make it sound like you are reading a grocery list. The words that were added were just enough to put the abbreviations into a sentence structure.

Comments are sometimes entered into the call to let the dispatcher know exactly what is happening. The additional comments can aid the Channel 1 dispatcher in answering the officer's questions without having to ask the call taker. Some information is not important and does not need to be entered into the call. However, different individuals are going to interpret "important information" in a different way.

Notice too that most of the abbreviations in the call are not said in their abbreviated form. For example WMA is not given out as "WMA". There are exceptions though. For example, HBD is given out as, "HBD". It will take some time to learn which abbreviations stay abbreviated and which ones do not.

Be sure the officers have acknowledged the call for service.

Maintain accurate unit status

It is very important to know where the units are at all times. If a unit calls for help, it is

the responsibility of the Channel 1 dispatcher to assign someone immediately to back the officer. In an emergency situation there is no time to pull up the call and read the address off of the call screen. The unit status on the CAD screen should always be current with the officer's activity and most updated location. Everyone at a CAD console should be able to tell, at a glance, where every officer is at all times.

Proper voice modulation

Monitoring the quality of one's voice over the radio is very important. The VU meter located on the CRT console is a good guide, but the officers are probably a better guide. Regardless of what the VU meter reads, of greater importance is that the dispatchers voice can be heard and understood by the officers in the field.

Another important concern is the tone of voice. Anger, frustration and impatience can be detected in one's voice. Do not fall into the trap of letting emotions show over the radio. It is unprofessional and can start a rash of hostility from both sides of the radio. On the opposite end of the spectrum, do not laugh over the radio. This too is unprofessional and can lead to misinterpretation.

Proper Selection of Units to Dispatch

Communications training Manual

BASIC DEPLOYMENT OF UNITS

Sector Unit Available

When the Sector unit is available, send that unit as the primary unit on any call. When there are two Sector units available, determine which unit to send as primary. The beat sheet will determine which units are primary during which hours. The backing unit will be the other Sector unit. If there is only one Sector unit available, send the cover unit or corporal as a backing unit. Cover units are units that don't have a Sector assigned to the end of their call sign. Any patrol call sign that ends with a 5 or higher is a cover unit. If none of the above stated units are available to use a backing unit, send the Corporal or Charlie unit. If the Corporal or Charlie unit is not available, send the closest unit in an adjoining Sector. For instance, if the call for service were in Sector 1 on Central Ave and Philadelphia, send the Sector 2 unit because they border Sector 1 on that side. If the call for service in Sector 1 is at Yorba and Riverside it would be better to send the Sector 3 unit, because they are closer than any other Sector unit. It becomes very important to be familiar with your geography and Sector boundaries. It is also equally important to know where units are **AT ALL TIMES**, so you are not wasting time trying to figure out who to send on a particular call.

Priority one call pending/Sector unit 10-6 (busy)

What happens when a priority 1 call comes in and the Sector unit is not available? Calls will be dispatched immediately and blanketed as "any unit to clear". If only one unit is clear. That unit will be dispatched and a second unit will be asked to clear and back. If no unit(s) responds, Dispatch or field supervisor will attempt to clear a unit(s) as necessary.

Example:

Dispatch "Any unit to clear and respond on a 415 domestic at 5140 Walnut, Code 1."

If no one responds right away, it is important for the dispatcher to add into the call, "Code 50 at time of call BC made." This is entered into the remarks of the call so that if someone researches the call at a later date, it will be evident why there was a delay in the response.

Priority two call pending/Sector unit 10-6 (busy)

With priority 2 calls for service, the goal is to have the call dispatched as soon as possible. When priority 2 calls are code 50 broadcast, the call as "information only". Officers are not expected to drop what they are doing and respond. Officers may choose to respond to these calls, keeping in mind that two person calls may require they go code 51 before arriving at the scene.

For example;

Dispatch: "Information to units, holding Suspicious Circumstances at 5525 Philadelphia, Code 50."

In progress priority two calls need to be broadcast.

Priority 3 calls holding

As a guideline, priority three calls do not require an immediate response. These calls for service are report calls or calls where no person or property is in jeopardy. If it appears that there will be a delay of over one hour advise a call taker to attempt call back to the reporting party and advise them of the delay.

Priority 4 calls holding

Calls in this category include informational calls and annoyance type calls. These calls can include broadcast information for officers, documentation type calls and reports that the Records Personnel assign case numbers to which they have received via fax or mail. The fact that the calls are a priority 4 does not mean they can be ignored. The sector unit should, in most cases, handle them. If there is an extended ETA for the sector unit to clear, a cover car or other sector officer can handle the call.

If it appears that there will be a delay of over one hour advise a call taker to attempt call back to the reporting party and advise them of the delay.

Sector and Jurisdiction Boundaries

The city is divided into four sectors and surrounded by Montclair ,Ontario, Chino Hills, and Pomona.

Logical Composition

Sequence of Radio Broadcasts

Communications Training Manual

Initiating broadcasts/giving pertinent and accurate information

A broadcast is information is given to all units in the field over the radio. Whenever a city has a critical incident with outstanding suspects, surrounding agencies should be notified of the information so they can advise their own officers of the incident and be on the lookout for the suspects. Examples of broadcasts that a dispatcher would make include, but are not limited to, GTA's, missing juveniles, and missing critical's. We give and receive broadcast information to/from surrounding agencies on LAW I-COM.

As a dispatcher it is important use the correct and logical format when broadcasting information. Two formats are of primary importance: the description of vehicles, and the description of suspects.

Vehicle description

A vehicle description is given out in a specific order. The acronym for this order is "CYMBOLS."

C	Color
Y	Year
M	Make
B	Body style
O	Other Information or Oddities
L	License
S	State (if out state)

Suspect description

It is important to broadcast a suspect description in the correct order. The order is designed to assist the officer in remembering the description. The correct order to describe a subject/suspect is head to toe, and outside to in.

Officer Safety and Proper Procedures

Communications Training Manual

Code 4

When an officer calls out Code 4 it needs to be entered in the call for service. If an officer calls out a code 4 while assigned to a call that is on a 10-33, the code 4 instructs the dispatcher to call a 10-34. However, an officer may request the 10-33 restriction remain in place until he/she advises otherwise.

Code 51

When an officer is dispatched to a higher priority call and is on scene but waiting for a backing unit they will advise code 51.

Accurately understanding radio traffic

It can, at times, be difficult to hear radio transmissions due to officers cutting off their transmissions, static, or units covering each other. This is a normal part of radio communications. Although this occurs, it is imperative for the dispatcher to strive to accurately understand and comprehend what is said.

Awareness/efficiency

Be aware of all the events in the field. If an officer has pulled traffic, what could happen next? Is the officer going to go into pursuit? Is the vehicle going to be towed? Is the driver going to be arrested? Try to prepare for the possibilities. It is impossible to anticipate everything, but most transmissions are logical outcomes considering the officers' activities. For example, if officers are checking a 459A at a business and they find an open door, you would anticipate them to request a responsible party, a third unit to cover the rear of the business, and a 10-33 while they check the interior, etc.

Second guessing

Keeping aware of the officer's activities allows the dispatcher to anticipate their requests and therefore be able to better understand a scratchy transmission. However, **DO NOT SECOND-GUESS ANY TRANSMISSION THAT YOU ARE UNSURE OF!** The most efficient dispatcher, who is always completely aware of the officers' activities and can anticipate every transmission, **STILL CANNOT** read an officer's mind. If there is any question as to what an officer has said—double check. Remember that 10-4 means there is acknowledgment to what the officer has said. Do not say 10-4 unless the transmission is heard and understood.

Procedure for clarifying transmissions

There are several reasons for not understanding a transmission. Sometimes the officer's radio will cut out and only part of a transmission will be heard. Sometimes there is static on the radio which essentially blocks or distorts the officer's transmission. Other times, the officers will talk at the same time and "cover" each other which causes a lot of static. Lastly, the content of the officer's transmission may be confusing or difficult to understand. That is, the transmission may have been heard, but the content of the transmission is not understood. If only a partial transmission is heard, tell the officer what was heard and then ask them to repeat what was missed. For example if 5P31 pulls traffic and only a part of his/her transmission was heard the dispatcher would say:

DISPATCH: "5P31, I COPIED RIVERSIDE AND ROSS, 10-9 THE PLATE." OR
DISPATCH: "5P31, 10-9 THE CROSS STREET WITH RIVERSIDE"

Notice that the whole transmission is not requested, only the portion of the transmission that was missed. There is no need to tie up the air by having the officer repeat everything he/she has said. Ask specifically for what was missed.

If only static is heard

If the unit is unidentifiable because of the static, ask the officer with traffic to repeat their transmission. Do not ignore the transmission. For example the dispatcher would say:

DISPATCH: "LAST UNIT I COPIED STATIC ONLY."

As this broadcast is made, record the 6-digit number from the Channel window on the radio screen. Typing DN and the six-digit ID number, identify which radio the transmission came from and who is using that radio. Always check the unit identifying number. If the unit identified as the transmitting unit does not answer, call him/her and ask if he/she has traffic for dispatch. You would say:

DISPATCH: "5P15 DID YOU HAVE TRAFFIC?"

If that unit still does not answer, call the unit again.

DISPATCH: "5PI5" (pause)

If the dispatcher still does not get a response:

DISPATCH: "5PI5, CODE 1."

If the officer is busy on a call, ask another dispatcher to call the location (via landline) and check on the officer's safety. If the officer is with another officer, try to raise the second officer over the radio and ask him/her to advise if the other unit has traffic. If the officer is 10-8 and is not answering the radio, assign a second unit to the officer's last known location and continue to call him over the radio. If the officer still cannot be raised, continue the unit to check him and contact the Patrol Supervisor.

If two units are covering each other

Try to identify at least one of the officers talking. (Sometimes it is possible to hear a partial call sign or recognize a voice.) If one officer can be identified the dispatcher would say:

DISPATCH: "UNITS ARE COVERING, 5P23 GO AHEAD."

If both officers can be identified, and it can be determined which transmission is more important, advise the unit with the less pertinent information to stand by, and call the

other officer. After that officer's transmission, advise the other unit to go ahead. (Do not forget about the other officer.) For example:

DISPATCH: "UNITS ARE COVERING, 5P22 10-23, 5P23 GO AHEAD."

If neither officer can be identified, advise the officers that they are covering. Not advising them results in two or more officers thinking that their transmissions have been heard. Again, after one officer speaks, be sure to call the second officer. A possible exchange would be:

DISPATCH: "UNITS ARE COVERING."

Officer 1: "5P23, request CFD we have a victim of a stabbing."

DISPATCH: "5P23 COPY, OTHER UNIT."

Officer 2: "5P22, I'll be 10-8, dispo 07."

A way to tell an officer to clarify a transmission is to repeat the interpretation of what was heard and ask the officer to confirm it. In the example below, 5P12 is on an AGTAR and asks:

Officer: "5P12 request a second CR for a 459'd vehicle report."

DISPATCH: "CONFIRM YOU NEED A SEPARATE CR FOR A SEPARATE INCIDENT?"

Officer: "Affirm. I was flagged down by another RP in the area reference the 459V."

DISPATCH: "10-4, 10-23."

The request that the officer made could be interpreted in two different ways. He/she could have been asking for another CR because the RP's other vehicle was 459'd, or he/she could have been asking for a CR for a totally separate incident (which happens to be the case in this scenario.)

General guidelines for clearing units

Generally speaking, the guidelines set for the number of units assigned to a particular call type is accurate and should be followed. Situations will arise that require three or more units to respond on a two-unit call. In situations where the dispatcher believes that more units should be dispatched, he/she may use discretion to assign additional units. By the same token if a sergeant allows only 2 units to respond, when three have been dispatched, it is also the responsibility of the dispatcher to clear the unit which is the furthest away. Another situation that can arise is when two officers have been dispatched and another unit, a unit who may be closer, volunteers to assist on the call. In this case, it is the dispatcher's responsibility to clear one of the two units who were originally dispatched. Do not let all three of them go to the call unless it is believed (or advised) that the situation warrants three units. This type of situation occurs often and it is imperative to keep up with the exchange and clearing of units in order to maintain accurate unit status.

How units will clear a call

Although there are a few exceptions, officers will usually clear all of their calls over the air. For an officer to clear a call, they must advise who is 10-8, the disposition of the call, and any additional remarks they want added to the call. Sometimes, the officer will run all of these remarks together which can be a bit confusing at first. However, there are a limited number of disposition codes and they become quite familiar after a short period of time.

For example, a unit clearing a traffic stop may say:

Officer: "Five Paul thirty-four, ten-eight, seven."
Which means:

5P34 is 10-8 and his/her disposition code is 07.

The disposition codes must be used to clear a call or to clear the primary officer assigned to a call. The computer will not accept the "Clear" command unless it is followed by a recognized disposition code. The officers may give you a disposition that is not abbreviated. For example they may say:

Officer: "Five Paul twenty-five, I'm ten-eight, U-T-L." Which means:

5P25 is 10-8 and the disposition code is 01.

The officer's disposition may have to be translated into one of the disposition codes that are used. If an officer does not advise a disposition, one must be requested, before the call can be cleared. Do not make up a disposition if one is not given.

Warrant and Registration on Vehicles

Communications Training Manual

Terms and their meanings.

Local return

This return will tell you if then Chino Police department has ever had contact with the vehicle. Local will give you citations, associated persons, field interviews, cases and traffic accidents. Local returns will also provide registered owners address and on occasion the owner's name. Local information is not always accurate, therefore, you must make sure to verify the license plate for an exact match. If the license plate ran shows local, advise the officer, "showing local". The officer will request more detailed information if he/she requires it.

Officer: "5P21, 9-12 a 10-28, 10-29?"

DISPATCH: "5P21 9-13."

Officer: "5P21 10-4, it is 1ABC123."

DISPATCH: "5P21 10-4."

(pause to run the plate)

DISPATCH: "5P21."

Officer: "5P21 "

DISPATCH: "5P21, YOUR PLATE SHOWS LOCAL, CODE 30, CURRENT (OR EXPIRED) 12/31/2000 ON A 91 ACURA OUT OF ONTARIO. (If the plate comes back to an address in Chino give out the full address and last name of the R/O)

Officer: "5P21 10-4."

(It is not mandatory for an officer to acknowledge his return.)

10-29

The wants/warrant information on the vehicle. This will tell you if the vehicle has been used in a felony, stolen, towed/stored, or repossessed. Assuming the vehicle is not stolen, there may be "Near Misses" on the plate. If there is a plate that is similar to the one entered, that plate will be displayed along with the action taken on that vehicle.

10-28

The complete registration information including, expiration, year of vehicle, type of vehicle, the registered owner, the registered owner's address, and the last 4 numbers of the VIN. There are several things to look for when reading a 10-28. Below is a list of things to look for in reading registration information. It is important to know where all of these fields are located. When giving the officer the 10- 28 information you will need to supply; the registration ending date, the vehicle year, vehicle make, the current registered owner, and their address.

Running a 10-28 and a 10-29 on a vehicle The officer will request a vehicle to be run. Once their request has been acknowledged, they will advise the plate or VIN number.

When an officer pulls a traffic stop he will advise of his/her location and the license plate number. A possible exchange might sound like this:

EXAMPLE:

Officer: "5P74 Traffic"

DISPATCH: "5P74"

Officer: "Central and C Charles on 3ABC123"

DISPATCH: "10-4 Central and C Charles"

It is important to repeat the address back to the officer to ensure that you have the correct location.

To enter a traffic stop into the computer, make sure your cursor is on the Command Line. Type in TS (for traffic stop) comma, then the officer's call sign, comma, the location, semi colon and a back slash, and plate number.

Registration date

This will appear at the top of the return. It indicates "From (date) To (date)." This determines whether or not the registration is valid.

License number

The license plate will appear below the registration date. Check to make sure you have run the correct plate.

Year/Make

This information is all located on the same line of the return.

Registered owner

Denoted by “R/O,” will give the full name and address of the registered owner.

Legal owner

If the vehicle has a legal owner, it will be denoted by “L/O” with the legal owner’s full name and address.

RIP/TIP/SIP

These three abbreviations reflect “In Progress” actions (Registration, Transfer, and Suspense). These will appear about mid-way through a return, if they appear at all.

Clearance information records

This is usually a long list at the end of the return that shows the date and amount of fees paid by the registered owner. This information is used by DMV.

Release of liability

This usually appears in the middle of the return and in most cases is the most recent registered owner.

Pending master file

This always appears in conjunction with a RIP (although not every RIP has a Pending Master File). It too shows the most recent registered owner. (However, this registered owner has not paid all of the fees required.)

Parking violations on file

This usually appears above the Clearance Information Records. An officer may ask whether or not there are parking violations on file for a particular vehicle.

Below is an example of how to give out a 10-28, 10-29.

****A Very Critical Distinction To Be Made****

When returning a plate to an officer, there is a very important distinction to be made. The code used to advise the officer the vehicle is stolen is, “Code 32.” The code used to advise the officer that the vehicle is not stolen is “Code 30.” A dispatcher needs to not make the mistake of giving out the year and make of a vehicle before giving out the date of registration expiration. When this occurs, the transmission is similar to:

DISPATCH: “5P22, YOUR PLATE IS CODE 30 TO A 92 CHEVY OUT OF UPLAND.”

Notice that “Code 30 to” sounds the same as “Code 32.” Because of how it was worded. Be sure that you do not forget to give back the registration expiration ending date before giving out the rest of the vehicle information. The correct procedure would be:

DISPATCH: “5P22, YOUR PLATE IS CODE 30, EXPIRATION 5/12/95, A 92 CHEVY OUT OF UPLAND.”

Located vehicle

“Located Vehicle” will be displayed at the top of the 10-29. This means that the vehicle was stolen, and an agency other than the originating agency, located the vehicle. Once the originating agency receives the paperwork (electronically) showing that the vehicle has been located, they will change the status of the vehicle to “Recovered/Located.” The 10-29 would include the vehicle’s description, the shape the vehicle was in when it was located, and the agency that located it. The return for a located vehicle would be given out, “Code 30, recently located.

Recovered vehicle

“Recovered Vehicle” will be displayed at the top of the 10-29. This means that the vehicle was stolen, but has since been located and recovered. The 10-29 would include the vehicle’s description, the shape the vehicle was in when it was recovered, and the agency that located it. This information stays in the computer for 30 days. The return for a recovered vehicle would be given out, “Code 30, recently recovered. “

Towed, stored or impound vehicle

“Towed/Stored Vehicle” will be displayed at the top of the 10-29. This means that the vehicle was recently towed or stored. The 10-29 will show a vehicle description, the agency that towed the vehicle, and where the vehicle was stored.

Towed/Stored vehicle information stays in the computer for 30 days and Impounded vehicle information stays in the system for 60 days. The return on a towed or stored vehicle would be given out, “Code 30, recently towed or stored. “

Repossessed vehicle

“Repossessed Vehicle” will be displayed at the top of the 10-29. This information usually comes up when a citizen calls to report their vehicle stolen. If this occurs, the citizen should be told to call the bank that holds their car loan.. It is no longer a police matter. This information stays in the computer for 30 days.

One (or two) lost or stolen plates

This information will be displayed at the top of the 10-29. This does not mean that the vehicle is stolen, but that one or both of the plates for that vehicle have been lost or stolen. The return on this vehicle would be given out, “Code 30, with one lost or stolen plate.”

10-28 on a vehicle with a release of liability, or pending master file

When reading a 10-28, it is very important to look through the entire record. It is important to check the entire record for any “Release of Liability” or “Pending Master File” information. If there is a “Release of Liability” listed on the 10-28, look to see if there is a “Removed” date listed. If there is no “Removed” date, the registered owner of the vehicle is the person whose name is listed under the “Release of Liability.” If there is a “Removed” date, the registered owner is the person whose name is listed next to “R/O.” If there is a “Pending Master File,” the registered owner of the vehicle is the person whose name is listed under “Pending Master File.” 10-28’s that show a “Pending Master File” generally has an expired registration because the registered owner has not paid all of his/her fees.

Supervisor Notifications

Communications Training Manual

Calls for service

Certain calls for service require that a field sergeant be notified. Following is a list of call types in which a sergeant and your immediate supervisor should be notified.

CALL TYPE TO BE NOTIFIED

187	DB
207	DROWN
211	ESCAPE
HAZMAT	415P2
999	MC
AIRTC	OD
AOD	PURSUIT
ATTSUI	SHOOTING
CODE32	SUICIDE
CODE90	TCTRN
MANGUN	

For calls that require a sergeant to be notified, the dispatching procedure is the same as it is for any call type. The appropriate numbers of units are assigned and the call is dispatched to them. Once the call has been dispatched and acknowledged by the officers, the sergeant is then called to confirm that he/she also heard the call. The sergeant will then advise whether or not he/she will be enroute. If the sergeant did not hear the call, repeat the information and wait for him/her to acknowledge.

There are particular calls and situations that require a Field Supervisor or Watch Commander to be notified as well as communications supervisors. It is the responsibility of the primary dispatcher to be sure these notifications are made. Even if there are no supervisors in the field, be sure that a supervisor is notified. Make sure to also notify your immediate Communications supervisor if they are unaware of the call when it occurs.

Request by a unit for a supervisor

Officers may at times have difficulty with a citizen. The citizen may be argumentative over a citation being issued, or may have a complaint over the way a situation is being handled. In these cases, the officer will request a supervisor to respond. If a supervisor is in the field, he/she may hear the request and advise he/she is responding before you call him/her over the radio. If the supervisor does not hear the request or is busy, attempt to raise the supervisor either over the radio or via landline. An example might be,

Officer: "5P31, requesting a supervisor at my 10-20."

Field Sgt.: "5S3."

DISPATCH: "5S3, 5P31 IS REQUESTING A SUPERVISOR WALNUT/RUSSEL ON TRAFFIC."

Field Sgt.: "5S3 copy, enroute"

DISPATCH: "5S3, 10-4, 5P31, 5S3 IS ENROUTE."

Officer: "5P31, 10-4."

Notice that the officer's location, and activity is given to the field supervisor. Most of the time, giving out the location is necessary, especially if the field supervisor is busy when the request was made. It is also helpful to give out the type of call or incident in which the supervisor is responding. This may help the supervisor to anticipate what he/she is getting involved in.

Request for special equipment

The Field Supervisor's units and the corporal's units are equipped with any special equipment that may be needed by an officer in the field. If an officer requests a Taser or Stun-bag, a corporal or a sergeant should be raised and asked to respond. (Not all corporals are trained to use a Taser, but all sergeants are.) Other requests for special equipment may be for a camera, or portable breathalyzer test (PBT). A corporal's unit or a sergeant's unit should be able to fill these requests.

Escalated situations

As is evident, the majority of the call types do not require the notification of a Field Supervisor. However, many, so-called "routine" calls can escalate into situations which require a supervisor to be notified. Anytime a situation escalates into a more serious and potentially dangerous situation, do not hesitate to notify a Field Supervisor. Many times they will already be aware of the activity in the field, but it never hurts to be sure.

Airport Events

Communications Training Manual

On occasion the Chino Airport may hold a special event or be the site for an emergency drill. In these cases, if an officer or group of officers is assigned to participate they will generally keep their traffic on the CPD Event channel (CPD-EVNT). A dispatcher may be assigned to monitor the channel for any requests that an officer may have. The primary dispatcher should be aware of the activity in the event that one of the officers assigned to the event makes a request over channel 1. In the event of an actual emergency, the CAD system has several types of calls specifically designated for airport emergencies. Dispatching these calls would be no different than dispatching any other priority 1 or priority 2 call. In the case of an airport disaster, the Emergency Operations Center (E.O.C.) of Chino Police Department may be activated.