

CHOWCHILLA POLICE DEPARTMENT



COMMUNICATIONS TRAINING MANUAL

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WELCOME!

Welcome to the Chowchilla Police Department's Communications Training Program. During your training you will be placed with a training officer that has been chose for their experience and capabilities. The communications training program is a structured six phase program. If for some reason you are unable to work an assigned training day, your program will be extended accordingly. If a training supervisor feels a need for additional training, your training program may also be extended. It is imperative that you report to work each day to help you complete your training within an acceptable time period. The training program has been designed to be completed with an established time frame with allowances for the learning ability of the individual trainee.

You will find that the Communications Training Program is very demanding and time consuming. It is important that you focus your energy on the training program and give it your undivided attention each day. A careless approach to your training program will have a negative impact on your desire to be a dispatcher with the City of Chowchilla. The efforts you put into the training program will be directly proportionate with the quality of training you receive.

Your training is broken up into six phases.

Phase I will be the orientation phase. During this time you will become acquainted with the department and the members of the department. You will also cover several policy sections that will prove to be useful during your employment. You will be introduced to our Computer Aided Dispatch system or CAD and start performing daily shift responsibilities.

Phase II is the call taking phase. You will cover telephone skills, public relations, and telephone equipment. is the report processing phase. During this phase you will learn how to properly process reports, and begin to understand the importance of record keeping.

Phase III is the radio phase. You will learn how to properly use the radio and begin developing your "radio ear".

Phase IV is the CLETS systems phase. In this phase you will cover all functions and uses of CLETS.

Phase V is the report processing phase. During this phase you will learn how to properly

process reports, and begin to understand the importance of record keeping.

Phase VI is the evaluation phase. You will act as a solo dispatcher and be evaluated by your CTO.

Your training will be evaluated on a daily basis, and then compiled into weekly evaluations. Upon the successful completion of all training phases, you will be assigned to a working communications shift, based on departmental policies, as a probationary dispatcher.

Any concerns you may have regarding your performance, the training program or your evaluations should be discussed with your Training Officer. If it is a matter that your Training Officer is unable to handle, they will turn the matter over to the Dispatch Supervisor.

CHAPTER ONE

INTRODUCTION

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

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

Welcome to the world of Computer Aided Dispatching (CAD). If you have not previously used a CAD system, you will be introduced to the most modern method of public safety dispatching. Although it can appear intimidating, it is a user friendly system. You can't break the computer by pressing the wrong button, and if you do make a mistake, it can be fixed. You will find the CAD to be faster, more exact, and much easier to use than manual dispatching.

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

The term "call-taker" refers to the individual who receives the call from the reporting party and extracts enough information for the proper allocation of resources. The "dispatcher", by use of the police radio, allocates departmental resources predicated on the information received from the Call-taker. Some departments have a separate person designated for each of these duties, at Chowchilla Police Department, both of these are the duty of the dispatcher, and many more.

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

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

The telephone is the most available, and therefore the most important, means of access the citizen has of obtaining the services of a public safety department. It is the primary link between them and the help they need. When you punch the button on the telephone you are about to meet someone, to engage in a conversation as important as a face to face visit. The dispatcher is the voice of the law enforcement agency as far as the public is concerned. The link between someone who needs help and the public safety officers who can supply the assistance needed. The impression you make on each caller will determine the effectiveness of the department.

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

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

USE OF THE TRAINING MANUAL

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

This guide has been set up so that information is in small chapters, or phases, that coincide with the actual dispatch positions. This also means that several persons can become involved in your training without duplication or gaps, insuring standardization of the training procedures. It also provides a standard by which trainees can be measured as they progress through the program.

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

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

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

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

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

YOUR TRAINING PROGRAM

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

Although your trainer has a responsibility to teach, the ultimate responsibility to learn will be yours.

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

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

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

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

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

PERFORMANCE STANDARDS

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

PERFORMANCE

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

INTERPERSONAL SKILLS

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

JOB SKILLS

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

JOB READINESS

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

CITY HISTORY AND ORGANIZATION

Chowchilla's colorful past began in the spring of 1844 when John Fremont and his party were making their way across what is now Madera County.

In Fremont's memoirs we find recorded, the following: "Continuing along we came upon broad and deeply-worn trails which had been freshly traveled by large bands of horses, apparently coming from the San Joaquin Valley. But we heard enough to know that they came from the settlements on the coast. These and indications from horse bones dragged about by wild animals, wolves or bears, warned us that we were approaching the villages of Horse-thief Indians, a party of whom had just returned from a successful raid." This brief mention of the "Horse-thief Indians" gives us an introduction through the eyes of the white man, of the early inhabitants of the Chowchilla area.

The Chowchilla Indians lived along the several channels of the Chowchilla River in the plains region of Central California. According to one authority the Chowchilla tribe may well have been a very populous tribe; at least we know they were a warlike one and the name Chowchilla was a byword for bravery to the southern-most end of Yokuts territory in the southern end of the San Joaquin Valley.

The growth of the Chowchilla area and subsequent development of the town does not need such fiction to make a thrilling but true story. From the days of the "killer Indians" and the struggles of the early pioneering families to the dreams of O.A. Robertson, we have all the color and romance a student of history needs.

Mr. Orlando Alison Robertson was born in Prosperity, Pennsylvania on August 18, 1858. Having lost his mother when only a small child, he was raised by an aunt on a farm near the place of his birth. By thrift and hard work he managed to secure an education, finally graduating from the California Normal School at California, Pennsylvania.

Not long after Mr. Robertson graduated from college he married Miss Frances Mackey of Pittsburgh. They moved soon after to Campbell, Minnesota, where Robertson taught public school. He also engaged in farming and real estate. In time, he became the County Superintendent of Schools in the Red River Valley of Western Minnesota.

Robertson saw the possibilities in land speculation and gathered the financial backing of several men in the community. He began to buy large tracts of Northern Pacific Railroad land at ninety nine cents an acre. They were the First Minnesota Land and Colonization Co., and altogether they purchased over a million acres of land in Minnesota, the Dakotas, Colorado, Utah, Oregon, California and in two of the three provinces of Canada. He also purchased extensive coal mining properties in England and had lumbering interests in British Columbia and Saskatchewan.

About 1910, Robertson became interested in land development in California. It was during that year he organized the United States Farm Land company. He established a general office in Sacramento and maintained offices in Winnipeg, St. Paul and Denver.

At the time Robertson became interested in the Chowchilla area, he was estimated to be worth over four million dollars. By those who knew him, he was described as a man of compelling personality and boundless energy. Though he was a man of sound integrity, he was also something of a philosopher and dreamer. Robertson believed that Chowchilla was ready for immediate development and held ambitious hopes for transforming the land into prosperous farms owned by happy people. He put all his money into the Chowchilla venture against the advise of his financial counselors and, as we shall see, it cost him heavily.

On May 22, 1912, Robertson purchased the Chowchilla Ranch from the California Pastoral & Agricultural Company Ltd. Over half of this ranch was divided into tracts for sale to farmers and the northeast corner of the property was set aside for the site of the town which became known as Chowchilla.

Robertson's ambitious plans soon became to be carried out. After the surveys were completed and maps made. Streets in the town site and about 300 miles of county roads were opened, including the 12 mile, palm tree lined Robertson Boulevard. A large hotel and office building were erected. Soon a town water system was put into operation and street lights were put up. Later, some twelve miles of railroad (now abandoned) was laid in connection with the Southern Pacific line. The purpose of the railroad was to aid settlers and expedite the new colonizing efforts.

October 15, 1912 was the date set for the grand opening of the colonization project. An extensive advertising program had been conducted and on that date some 4,000 people responded to the invitation to look over the land, see the rodeo and partake of the free barbecue lunch at noon. The day was hot and dry, and according to those present, the beans were salty, causing many in the crowd to drift to Tom's Saloon at Minturn (six miles north) to slack their thirst. October 15, 1912 is still remembered as the day Minturn went dry.

In 1917, Louis Swift, a Chicago packer and Robertson purchased the Western Meat Ranch which was roughly 40,000 acres of adjoining property. It has since then been operated as a cattle and farming operation under different managements. Then in 1919, 26,000 acres of the Old Bliss Ranch were purchased by Mr. Robertson. The land was again subdivided and sold in small tracts.

Robertson had much of his money tied up in extensive land speculation ventures, and when the country began to experience the recession and subsequent depression of the late 20's and early 30's, he became more and more pressed for funds. When Robertson passed away on May 23, 1933, he had lost his vast fortune and died practically penniless.

Chowchilla, though it lies in the center of California and beside the mainlines of the Southern Pacific, was not the outgrowth of geographic or economic need. It was, in fact, the result of the thinking and planning of one man - O.A. Robertson. The Chowchilla colonization project was not unique in California's history. Other small communities such as Kerman, Wasco, Shafter, Patterson, Oakdale and Laguna de Tache were all the product of such private land company efforts. But taken collectively, they are part of a unique story -

the story of a group of far-sighted real estate promoters who saw the future and agricultural productivity of the San Joaquin Valley.

The City of Chowchilla was incorporated on December 28, 1923. The City now operates with a Council-Manager structure. The City Council is comprised of five Council members; four are elected at-large on a staggered basis for a term of four years, and the Mayor is rotated every year between the council members. The Council appoints Directors for each of the operating departments, which include Administrative Services, Community Development, Community Services, Public Safety and Public Works. The City provides many services to its residents such as: public safety, animal control, building safety regulation and inspection, street and park maintenance, refuse collection, street lighting, planning and zoning, a full range of recreational and cultural programs for citizen participation, library, and general administrative services. Fire protection is provided by the Chowchilla Volunteer Fire Department, and emergency medical aid services are provided by Pistoresi Ambulance. Independent special districts provide education, and utility services to Chowchilla citizens.

POLICE DEPARTMENT ORGANIZATION

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

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

Administrative Supervisor maintains control of all records within the police department and authorizes the release of reports from the police department. Secretary to the Chief of Police and is also the Communications Supervisor which monitors the communications personnel.

Sergeants are responsible for the enforcement of the rules of the Chowchilla Police Department's General Orders (G.O.'s) and any special rules and regulations pertaining to their tours of duty. They are administratively responsible for the work of the department within their respective areas. Sergeants are responsible for all personnel working during their shift.

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

Community Service Officer/Dispatchers under the supervision of a watch commander on an assigned shift performs work involved in operating the radio communications console, computer aided dispatch equipment, computer terminals, teletype and other equipment in the receiving and sending of information for police and local government. Receives and coordinates emergency information between the incoming caller and the personnel responding to such calls for service. Performs other duties assigned.

INTRODUCTION SELF-TEST

1. Explain to your Training Officer the location of your folder.
2. Explain to your Training Officer the chain of command from you to the Chief of Police.
3. Where is the shredder?
4. Where is the copy machine? Demonstrate running a copy.
5. Demonstrate to your Training Officer how you request a day off.

CHAPTER TWO GENERAL INFORMATION

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

CHOWCHILLA STREETS

The following streets run north and south.

Acacia Court
Adams Drive
Airport Drive
Califa Drive
Canal Drive
Carlyle Way
Charlene Drive
Chowchilla Boulevard
Commerce Drive
Cypress Lane
Elm Avenue
N. Front Street
S. Front Street
Grant Drive
Hospital Drive
Howell Road
Jackson Court
Jefferson Street
Magnolia Court
Michelle Court
Myer Drive
N. Washington Road
Parkridge Drive
Road 16
Road 16 ½
Washington Drive
Wilson Way
1st Street
2nd Street
3rd Street
4th Street
5th Street
6th Street
7th Street
8th Street
9th Street

10th Street
11th Street
12th Street
13th Street
14th Street
15th Street

The remaining streets in the city run east and west.

HIGHWAYS

HIGHWAY 99 (north/south)
HIGHWAY 152 (east/west)

INSERT - Chowchilla REPORTING DISTRICTS MAP

BEATS

BEATS

The City of Chowchilla is divided into two patrol beats, which are numbered A and B. Patrol units are assigned to specific beats for a shift. Working a beat is designed to allow officers to become familiar with the streets, businesses, resources, and crime in their assigned areas.

PATROL SHIFT/RADIO CALL SIGNS

PATROL SHIFTS

Patrol shift configurations are as follows.

1.	Graveyard	(10)	2100-0700
2.	Graveyard	(8)	2300-0700
3.	Day Shift	(10-Sgt)	0700-1700
4.	Day Shift	(8)	0700-1500
5.	Swing Shift	(10)	1400-0000
6.	Swing Shift	(8)	1500-2300
7.	Late Day Shift	(8)	0900-1700
8.	Cover Shift	(10)	1100-2100
9.	Cover Shift	(8)	1100-1900
10.	Swing Shift	(10-Sgt)	1700-0300
11.	Swing Shift	(10-Sgt)	1500-0100
12.	Graveyard	(12)	2300-1100
13.	Afternoon	(12)	1100-2300
14.	Days	(12)	0700-1900
15.	Graveyard	(12)	1900-0700
16.	Swings	(12)	1500-0300
17.	Morning	(12)	0300-1500

AL	Admin day off	AM	Administrative leave
BL	Bereavement Leave	CT	Comp Time off
XX	Unpaid time off	HL	Holiday Time off
ID	On-duty injury off	PN	Personal necessity
S	Sick	SC	School/Training
SU	Suspension	VL	Vacation Leave
D	Dispatch duty	WC	Watch Commander
LD	Light duty	ML	Military Leave
R	Unpaid Reserve duty	X	Regular Day off

RADIO CALL SIGNS

PATROL

All personnel use their three digit ID # for radio call signs.

PATROL SERGEANTS

Alpha-Number (ie. S5)

Patrol Sergeants have been assigned number designators from 2 upwards for their radio call signs preceded by the letter "S" to indicate a Sergeants unit.

The Alpha designates the sergeant's unit. The number designates the seniority of the sergeant.

ADMINISTRATION

500 Chief of Police, radio call A1 (Adam One)
508 Records Supervisor, radio call A08 (Adam Eight)

INVESTIGATIONS

Investigators use the last two digits of their three digit ID# preceded by the letter "D" to indicate a detectives unit, ie. D06, Dsix

Narcotics Investigators also use their three digit ID# preceded by the letter "D" to indicate investigations unit, ie. D10

SPECIAL ASSIGNMENTS

SPECIAL INVESTIGATIONS UNIT (SIU) Units assigned will use an assigned zebra unit. ie. Z8.

MADNET (Madera Narcotics Enforcement Team) Units assigned will use an assigned Nora unit. ie. N5

COMMUNITY SERVICE OFFICERS

Community Service Officers use their three digit ID#.

RESERVE OFFICERS

Reserve Officers use their ID# 550 series.

All of the previous radio call signs are listed in the a CAD DATA file under "DATABASES/EMPLOYEES". The CAD file breaks down the call signs further into individual assignments by officer name.

RADIO CALL SIGNS-OVERVIEW

“S”	Sergeants
“D”	Detectives
“A”	Administration
“A1”	Chief of Police
510-529	Officers
Z unit	SIU
N unit	MADNET
550-559	Reserves
535-549	Community Service Officers/Dispatchers
570-579	Relief Dispatchers

CODES

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

PHONETIC ALPHABET

This alphabet should be memorized and practiced daily until you are able to think in this alphabet without having to translate. A good method of practice is to say, phonetically, every license plate you see while driving, spell the name of everyone in your family, etc.

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

ABBREVIATIONS AND ACRONYMS

ABC	Alcoholic Beverage Control (California)
ADR	Address
ADV	Advised
ADW	Assault with a deadly weapon
AKA	Also known as
ALI	Automatic location identification (911 system)
ANI	Automatic number identification (911 system)
APB	All points bulletin
APT	Apartment
ASAP	As soon as possible
ATF	Alcohol, Tobacco, Firearms (Federal Bureau of)
AWOL	Absent without official leave
BAC	Blood alcohol content
BB CAP	Baseball cap
BLDG	Building
B&P	Business and Professions Code
BOL	Be On the Look Out
BW	Bench Warrant
CAD	Computer Aided Dispatch
CAL-OSHA	California Occupational Safety & Health Agency
CCW	Carrying a concealed weapon
CDL	California driver's license
CHS	Criminal History System (California)
CII	Criminal Identification and Information (Bureau of DOJ)
CLETS	California Law Enforcement Telecommunications System
CHP	California Highway Patrol
CP	Command Post
CSI	Crime scene investigation
CYA	California Youth Authority
DA	District Attorney
DEA	Drug Enforcement Agency (Federal)
DESC	Described or description
DL	Driver's license (used for out-of state)
DMV	Department of Motor Vehicles (California)
DOA	Dead on arrival
DOB	Date of birth
DOJ	Department of Justice (California)
DOT	Direction of travel/Date of transaction
DRIV	Driver

DROS	Dealer record of sale (gun history)
DUI	Driving under influence
DWI	Driving while intoxicated
EMP	Employee
ENR	Enroute
EOC	Emergency Operating Center
ETA	Estimated time of arrival
FAA	Federal Aviation Administration
FBI	Federal Bureau of Investigation
FCC	Federal Communications Commission
F&G	Fish and Game Code
FST	Field sobriety test
FTA	Failure to appear (warrant)
FTP	Failure to pay (warrant)
FU	Follow Up
GOA	Gone on arrival
HBD	Has been drinking
H&S	Health & Safety Code
IA	Internal Affairs
I/C	In custody
III	Interstate Identification Index (Triple I)
INFO	Information
INS	Immigration & Naturalization Service (Federal)
IOD	Injured on duty
I/P	In progress
JUV	Juvenile
LIC	License
LKA	Last known address
LOC	Location
LSW	Last seen wearing
	Last seen with
LGT	Light (color)
M/C	Motorcycle
MISD	Misdemeanor
MGR	Manager
MARJ	Marijuana
MUNI	Municipal
NATB	National Automobile Theft Bureau
NCIC	National Crime Information Center (Federal)
NFD	No further details
NFI	No further information

NIP	Not in possession
NLETS	National Law Enforcement Telecommunications System
NMI	No middle initial
NMN	No middle name
OD	Overdose
OLN	Operator's (driver's) License Number (for out of state)
ORI	Originating agency identifier
OSHA	Occupational Safety & Health Agency (State and Federal) State is referred to as Cal-Osha)
OT	Overtime
PASS	Passenger
PC	Penal Code
	Probable cause
PDR	Physician's Desk Reference
POI	Point of impact (used for traffic accident jurisdiction)
POSS	Possible
RE	Reference, refer
REPO	Repossession (of a vehicle)
R/O	Registered owner
RP	Reporting party
	Responsible party
RPT	Report
SER	Serial number
SGT	Sergeant
SUBJ	Subject
SVS	Stolen vehicle system (CLETS)
S/W	Station Wagon
SWAT	Special Weapons and Tactics Team or Unit
T/C	Traffic collision
UNK	Unknown
UTL	Unable to locate
VC	Vehicle Code
VEH	Vehicle
VIC	Victim
VIN	Vehicle Identification number
VS	Versus
W/	With
W/C	Watch Commander
W&I	Welfare and Institutions Code
W/O	Without
WPS	Wanted Persons System (State)

YR Year
180 CHP 180 form (for stolen/stored/recovered vehicles)

CALL TYPES

The following codes are samples for your reference and discussion with your Training Officer. There are many more and your Training Officer will have a current printed list. Your Training Officer will demonstrate the proper usage. Some are radio codes, some are penal and vehicle codes, and some are just codes we found necessary to make the call clear and more concise. To be a satisfactory Call-taker you must be familiar with these codes, their use, and their impact on priority and manpower allocations. For instance, a call that is entered for dispatch as an "in-progress call" in error, will cause several patrol officers, and possibly a field Sergeant to respond when it is not necessary and their services may be needed elsewhere. If you are not sure of what call type to use, ASK.

CALL TYPE PLAIN LANGUAGE

911	Incomplete 911 Call
ABAN	Abandoned Vehicles
ABATE	Vehicle Abatements
ACC PD	Accident Police Vehicle
ACCB	Accident Boat
ACCC	Accident County Sheriff Vehicle
ACCI	Accident Motor Vehicle Only
ALARM	Alarms burglary and robbery
ALI	ALI Manual request
ANIB	Animal Bite report
ANIO	Animal Calls
AOA	Assist other agency
ARSN	Arson
ARSV	Vehicle Arson
ASSA	Assault Aggravated
ASSO	Assault Non Aggravated
ASST	Assist Citizen or Motorist
ATC	Attempt to contact
BARC	Bar check
BIOT	Biological Threat
BOAT	Boating Citation
BOL	BOL

BOMB	Bomb Threats- All
BURA	Burglary from a locked vehicle
BURC	Burglary Commercial
BURR	Burglary Residential
BURS	Burglary Shoplift
CAMERA	Camera
CHEM	Chempac Deployment
CHILD	Child Neglect
CHLD	Child abuse
CITE SO	Citation Sign off
CIVL	Civil Disputes Non-Criminal
CIVP	Civil Papers
CMO	City Municipal Code Violation
CODEE	Code Enforcement
CORN	Coroners Case
CPCO	Penal Code Viol Not listed
CVCO	Vehicle Code not listed
DISF	Disturbance- Fighting/Challenge to fight
DISN	Disturbance- Noise, Loud music
DISV	Disturbance- Verbal disturbance
DOME	Domestic disturbance
DRIL	Mock Exercise
DROW	Drowning
DUI	Driving under the influence of alcohol
ELDR	Elder Abuse
EVIC	Eviction
EXPL	Explosives
FAMI	Family Disturbance
FI	Field Investigation
FIRE	Fire calls
FLAG	Citizen Flag down
FLWUP	Follow Up
FOUN	Found Property
FRAU	Fraud
GEOV	GEO Verification Code
HARA	Harassing or threatening phone calls
HAZD	Hazardous conditions-all
HCHK	House check- Vacation
INDU	Industrial Accident
JUVE	Juvenile & Protective Minor Calls
KIDN	Kidnapping

LIQL	Alcohol Law Violations- All
LOBBY	Lobby
MADR	Madera County Code violations
MEDI	Medical Emergencies
MEET	Meeting
MISC	Miscellaneous Information
MPER	Missing Person/Runaway Juvenile
MURA	Murder- Attempted
MURD	Murder
NARC	Narcotics violations- all
OHV	Off Highway vehicle call
OHV CITE	OHV Citation
ON VIEW	On view incident
PARK	Parking Violation
PATR	Patrol Check
PR	Public Relations
PRINT	Live Scan
PROP	Property- Recovered/Found
PROPR	Property- Release
PRWL	Prowler
PSTND	Request for stand by
PUBH	Public Health including 5150 W&I
PUBI	Public Intoxication
RADAR	Radar trailer placement
RAPE	Rape
RECO	Records Request
RECP	Recovered stolen property
RECV	Recovered stolen vehicle
REG	Criminal Registrant
REPO	Repossession of a vehicle
ROBB	Robberies- All
SAFE	Weapons/Property taken for safekeeping
SAR	Search and Rescue
SEAR	Search Warrant
SEXO	Sex Offenses
SHOT	Shots fired
STAK	Stalking
STND	Civil Stand by
SUB STOP	Subject/Person Stop
SUBP	Subpoenas Served- All
SUPP	Supplemental to a previous call

SUSP	Suspicious- person/vehicle
SWAT	SWAT Calls- All
TEST	Test Call
TESTFIRE	Test Fire
THEA	Theft Auto- All
THEF	Theft including petty and grand theft
THRE	Threats- all
STONE	Tone
TRAF	Traffic Stop- all
TRAN	Transportation
TRES	Trespassers- All
TRUA	Truant
TRUAN	Truancy abatement
TWS	Trouble with subject
VAC	Vacation house check
VAND	Vandalism violation/malicious
VEH CK	Vehicle Check
VEH STOP	Vehicle Stop
VEHR	Vehicle Release
VIOL	Court order violations- all
WARR	Warrants
WEAP	Weapons violations- all
WELF	Welfare check- all

RADIO CODES

The following is a list of the codes used by the Chowchilla Police. The plain language equivalents that have been listed for you have been edited to reflect the every day use of the code as we apply them in Chowchilla. You have received further clarification of the codes in the Call Types chapter.

- 10-1 I can't copy you, poor radio reception
- 10-2 Receiving well
- 10-4 OK or acknowledgement
- 10-6 Busy
- 10-7 Out of service, unavailable
- 10-8 In service
- 10-9 Repeat
- 10-10 Out of service
- 10-14 Escort or convoy, courtesy transport
- 10-15 Prisoner
- 10-15X Female Prisoner
- 10-19 Station
- 10-20 Location
- 10-21 Call on the phone
- 10-22 Cancel last message or assignment
- 10-23 Standby
- 10-27 Check for drivers license
- 10-28 Vehicle registration information
- 10-29 Check for stolen or wanted
- 10-36m Misd Warrant
- 10-36f Felony Warrant
- 10-39 Message delivered
- 10-66 Subject/Vehicle check
- 10-97 Arrived (Arrive F6)
- 10-98 Last assignment is finished (Clears Call F7)
- 11-24 Abandoned Vehicle
- 11-25 Traffic Hazard
- 11-26 Disabled Motorist
- 11-41 Request for Ambulance/Medical Aid
- 11-44 Coroners Case
- 11-48 Provide Transportation
- 11-79 Traffic Accident - Ambulance Dispatched
- 11-81 Traffic Accident – Minor Injuries

-
- 11-82 Traffic Accident - No Injuries
 - 11-83 Traffic Accident - No details
 - 11-84 Traffic Control
 - 11-85 Request for a Rotation Tow
 - 11-96 Vehicle Stop
 - 11-98 Meet With
 - 11-99 Officer needs help/officer down
 - CODE 1 Routine response
 - CODE 2 Urgent, expedite but follow all traffic laws
 - CODE 3 Emergency, respond with red lights and sirens
 - CODE 4 No (further) assistance needed
 - CODE 5 Stake out, watching someone or something
 - CODE 7 Eating
 - CODE 7A Eating at home
 - CODE 9 Fill Unit Needed
 - CODE 10 Responsible party
 - CODE 33 Emergency Traffic Only

 - X Female
 - J Juvenile

COLOR CODES

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

Amethyst	AME
Beige	BGE
Blue	BLU
Dark blue	DBL
Light blue	LBL
Black	BLK
Bronze	BRZ
Brown	BRO
Camouflage	CAM
Cream	CRM
Gold	GLD
Green	GRN
Dark Green	DGR
Light Green	LGR
Gray	GRY
Maroon	MAR
Mauve	MVE
Multi-colored	MUL/COL
Orange	ONG
Pink	PNK
Purple	PLE
	PUR (not in SVS, but common)
Red	RED
Silver	SIL
Tan	TAN
Taupe	TPE
Teal	TEA
Turquoise	TRQ
White	WHI
Yellow	YEL

DAYS/DIRECTIONS/STATES

STATE CODES

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

DIRECTIONS

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

DAYS OF THE WEEK

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

COMMON LOCATION ABBREVIATIONS

APT	Apartment
BLDG	Building
BUS	Business

CRIMINAL LAW

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

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

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

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

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

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

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

There are many instances where the distinction between injury to the individual as "people of the state" is not clear. However, when the victim is interested in recovering their loss, or damages, recourse is 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 and the courts whether or not to prosecute a case.

CRIME CATEGORIES

Crimes are categorized by the nature of the crime, the punishment by imprisonment in State Prison, and fines over \$1000.

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

FELONY

A crime that is very serious in nature which can be punished by imprisonment in State Prison and fines over \$1000.

MISDEMEANOR

A crime which can be punished by up to, but not exceeding, one year in the County Jail and up to \$1000 in fines, with exception to some misdemeanor crimes.

INFRACTION

A minor offense which can be punished by fines.

CODES

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

VEHICLE CODE (VC)

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

HEALTH & SAFETY CODE (H&S)

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

BUSINESS & PROFESSIONS CODE (B&P)

These are the regulations and ethics of the business profession regarding truth in advertising, marketing, controls sales of certain substances. They also contain statues concerning the sales of alcoholic beverages.

WELFARE & INSTITUTIONS CODE (W&I)

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

ADMINISTRATION CODE

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

MUNICIPAL CODE

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

JUDICIAL AGENCIES

COUNTY/CITY ATTORNEY'S OFFICE

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

MUNICIPAL COURTS

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

SUPERIOR COURT

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

APPELLATE COURT

Handles appeals from the Superior Court.

STATE SUPREME COURT

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.

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 judgements of the court, review, confine, release, and otherwise control the lives of individuals in any way deemed appropriate by the court.

DEPARTMENT OF CORRECTIONS

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

CALIFORNIA YOUTH AUTHORITY

They are charged with housing and confining juvenile offenders.

PAROLE BOARD

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

PROBATION DEPARTMENT

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

GRAND JURY

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

CRIME ELEMENTS

PENAL CODES

- 148** Resisting Arrest (M)
1. Willfully resisting, delaying or obstructing
 2. A peace officer
- 148.1 False Bomb Report (M)
1. Falsely reporting a bomb threat
- 148.5 False Police Report (M)
1. Knowingly reporting a false crime report
- 148.9 Falsely Representing Self As Another Person (M)
1. False representation or identification
 2. To a police officer
 3. To evade the process of the court
- 166.4** Criminal Contempt (M)
1. Disobeying any process or order issued by any court
- 187** Murder (F)
1. Unlawful killing
 2. Of a human being
 3. With malice aforethought
- 203 Mayhem (F)
1. Unlawfully and maliciously depriving a human being of a member of his body
- 207** Kidnaping (F)
1. Forcibly stealing, taking or arresting
 2. Any person in this state
 3. Into another part of the state or county
- 211** Robbery (F)
1. Taking of personal property
 2. In the possession of another
 3. From his person or immediate presence

-
4. Against his will
 5. By means of force or fear

- 215** Car Jacking (F)
1. Taking of a vehicle
 2. In the possession of another
 3. By force or fear
 4. With the intent to deprive

- 240 Assault (M)
1. Unlawful attempt
 2. Coupled with the present ability
 - 3 To commit a violent injury to another

- 242** Battery (M)
1. Willfully and unlawfully
 2. Use of force or violence
 3. On the person of another

- 243 Battery On A Peace Officer (M)
1. Willfully and unlawfully
 2. Use of force or violence
 3. On the person of a peace officer

- 245(a)** Assault With A Deadly Weapon Or Instrument (F)
1. Assault upon the person of another
 2. With a deadly weapon or instrument
 3. By any means of force likely to produce great bodily injury

- 245(b) Assault With A Deadly Weapon Or Instrument Upon a Peace Officer (F)
1. Assault upon a peace officer or fireman
 2. With a deadly weapon or instrument
 3. By any means force likely to produce great bodily harm

- 246** Discharge Of Firearm At Inhabited Dwelling Or Vehicle (F)
1. Maliciously and willfully discharge a firearm
 2. At an inhabited dwelling house, occupied building, occupied motor vehicle or inhabited camper
 - * "Inhabited" means currently being used for dwelling purposes whether occupied or not

-
- 261** Rape (F)
1. Act of sexual intercourse
 2. Against a person's will
 2. By means of force, violence or fear of immediate and unlawful bodily injury
- 261.5** Unlawful Sexual Intercourse (F)
1. Unlawful sexual intercourse
 2. Accomplished with a female not the wife of the perpetrator
 3. The female is under the age of 18
- 272** Contributing To The Delinquency Of A Minor (M)
1. Commit any act which would cause
 2. Any person under the age of 18
 3. To come within the provisions of sections 300, 601 or 602 WIC
- 273(a)** Willful Cruelty Toward Child (F)
1. Any person under circumstances or conditions likely to produce
 2. Great bodily harm or death
 3. Willfully causes or permits
 4. Any child to suffer or inflict thereon
 5. Unjustifiable physical pain or mental suffering
- 273D** Child abuse (M or F)
1. Willfully inflicts cruel or inhuman physical punishment
 2. On a minor
 3. Causing traumatic physical condition
 4. Not reasonably disciplining the minor
- 273.5** Infliction Of Injury On Spouse Or Cohabitee (F)
1. Willfully inflict upon his or her spouse or upon any person of the opposite sex with whom he or she is cohabitating
 2. Corporal injury resulting in a traumatic condition
 - * "Traumatic condition" is a condition of the body such as a wound/external/internal injury of a minor or serious nature caused by a physical force
- 277** Child Abduction
1. Maliciously taking, enticed away, kept, withheld or concealed a child from the lawful custodian
 2. The child was younger than 18 at the time

-
3. No legal right to custody

288(a) Lewd Or Lascivious Acts (F)

1. Willfully and lewdly commit any lewd or lascivious act
2. Upon or with the body of a child under the age of 14
3. With intent of arousing, appealing to or gratifying the lust or passions or sexual desires
4. Of such child or the perpetrator of the crime

288a

Oral Copulation (F)

1. Act of copulating the mouth or one person
2. With the sexual organ or anus of another

290

Registration Of A Sex Offender-Definition

1. Any person convicted in this state of any sex crime
2. Must register with the local police agency of their residence
3. Within 14 days

314.1

Indecent Exposure (M)

1. Exposes his person or private parts
2. In any public place or in any place where there are present other persons
3. To be offended or annoyed thereby

415

Disturbance (M)

415(1) *

Unlawfully fight or challenge to fight in a public place

415(2) *

Maliciously and willfully disturb another person by loud and unreasonable noise

417(a) Exhibiting A Firearm (M)

1. Draws or exhibits any deadly weapon
2. In a rude, angry or threatening manner
3. In the presence of another person

417(b) Exhibiting A firearm In The Presence Of A Peace Officer (F)

1. Draws or exhibits any deadly weapon
2. In a rude, angry or threatening manner
3. In the presence of a peace officer

422

Criminal Threats (F)

-
1. Threaten to cause harm or injury
 2. Intended to be received as a threat
 3. Individual reasonably feared for their safety.
- 451** Arson (F)
1. Willfully and maliciously sets fire to or burns or causes to be burned
 2. Any structure, forest land or property
- 459** Burglary (F)
1. Enters any structure or locked vehicle
 2. With intent to commit petty or grand theft or any other felony
- 466 Possession Of Burglary Tools (M)
1. Possessing tools with intent to feloniously break or enter any building or vehicle
- 470** Forgery (F)
1. Every person who, with intent to defraud
 2. Signs the name of another or fictitious person
 3. Having no authority to do so
- 476(a)** Insufficient Funds (M)
1. Willfully makes or draws any check
 2. With intent to defraud
 3. Knowing at the time that non sufficient funds exist
- 484g Fraudulent Use Of Credit Cards (F/M)
1. Use of a stolen credit card(s) with the intent to defraud
- 487.1** Grand Theft (F)
1. Theft of personal property valued in excess of \$950
- 488** Petty Theft (M)
1. Theft of personal property valued less than \$950
- 496.1 Receiving Or Possessing Stolen Property (F/M)
1. Buy or receive any property
 2. Which as been stolen
 3. Knowing the property is stolen
- 503 Embezzlement (F/M)

-
1. Fraudulent appropriation of property
 2. By a person to whom it has been entrusted

530.5 Identity Theft (M, F)

1. Willfully obtains personal identifying information of another person.
2. Uses that information for any unlawful purpose

537(a) Defrauding An Innkeeper (F/M)

1. Obtaining food, fuel, services or accommodations
2. With the intent not to pay

594 Vandalism (F/M)

1. Maliciously defaces with paint or any other liquid or
2. Permanently damages or
3. Destroys any real or personal property not his own

602 Trespass (M)

1. Entering the land or occupying real property
2. Without the consent of the owner

640.6 Graffiti (M)

1. Any person who defaces with graffiti or inscribed material
any real or personal property that is not his or her own.

647(f) Public Intoxication (M)

1. A person in any public place
2. Under the influence of intoxicating liquor or drug
3. Unable to exercise care for his own safety or the safety of others

664 Unsuccessful Attempt To Commit A Crime (F/M)

1. Attempt to commit any crime, but fails

4849 ARREST BY WHOM, AND HOW

853.7 Failure To Appear (M)

1. Willfully violated his written promise to appear in court

12020(a) Manufacture, Sell, Possess Weapons (F)

1. Manufacture, sell, give, lend, possess
2. Cane gun, wallet gun, any firearm which is not immediately recognizable as a firearm

-
3. Any ammunition which contains or consists of any flechette dart, any bullet containing or carrying an explosive agent, any ballistic knife
 4. Any weapon commonly known as a blackjack, slingshot, billy, nunchaku, sandclub, sandbag, sawed-off shotgun or metal knuckles
 5. Or who carries concealed upon his person any explosive substance or any dirk or dagger

12025 Possession Of A Concealed Firearm (M)

1. Carry concealed within any vehicle or upon his person
2. Any firearm capable of being concealed

12031(a) Carrying A Loaded Firearm (M)

1. Carry a loaded firearm on his person or in a vehicle
2. In a public place

BUSINESS AND PROFESSIONS CODES

4149 Possession Of A Hypodermic Needle/Syringe (M)

1. Possess needle/syringe without a prescription

HEALTH AND SAFETY CODES

11350 Possession Of A Controlled Substance (F)

1. Possession of following drugs:
Codeine
Cocaine
Demerol
Dilaudid
Heroin
Mescaline
Methadone
Percodan
Peyote
Quaalude

11357a Possession Of Concentrated Cannabis (F)

1. Possession of hashish or hash oil

-
- 11357b Possession Of Less Than 1 OZ. Of Marijuana (M)
- 11357c Possession Of More Than 1 OZ. Of Marijuana (M)
- 11357d Possession Of Less Than 1 OZ. Of Marijuana On School Grounds (M)
1. Violator must be over 18 yrs to be in violation
- 11377a** Possession Of A Controlled Substance (F)
1. Possession of the following:
 - Amphetamines
 - Barbituates
 - LSD
 - Methamphetamine
 - Phencyclidine (PCP)
 - Preludin
 - Psilocydin (Mushrooms)
 - Ritalin
- 11550a** Under Influence Of A Controlled Substance (M)
1. Influence of the following:
 - Heroin
 - Cocaine

WELFARE AND INSTITUTIONS CODES

- 300 Persons Subject To The Jurisdiction Of The Juvenile Court
1. Any minor who may be adjudged to be a dependant child of the juvenile court
- 300a Dependant Child
1. Minor has suffered or there is substantial risk that the minor will suffer serious physical harm inflicted by the minor's parent or guardian
- 300b Dependant Child
1. Lack of parental control
- 601 Juvenile Offender
1. Violation of curfew, or truancy, refusal to obey parents.
- 602 Juvenile Offender

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

VEHICLE CODES

31 Supply False Information To A Peace Officer (M)

1. Give false information to peace officer
2. During the course of enforcing the vehicle code

4000a Expired Vehicle Registration (I)

1. Drive or park a vehicle upon a public roadway
2. Without current registration

2800.1 Evading (M)

1. Knowingly evade a peace officer
2. In a motor vehicle

10851 Grand Theft Auto (F)

1. Permanently or temporarily deprive the owner of his vehicle
2. Without consent of the owner

10852 Vehicle Tampering (M)

1. Injure or tamper with vehicle and/or contents
2. Without consent of the owner

12500a Unlicensed Driver (M)

1. Drive a vehicle upon a roadway
2. Without a current drivers license

12951a No License In Possession (I)

1. Drive a vehicle upon a highway
2. Without a drivers license in possession

14601.1a Drive With Suspended License (M)

1. Drive a vehicle
2. After driving privileges have been suspended or revoked

16028A Proof Of Financial Responsibility

1. Driver of any vehicle registered in this state
2. Required to possess current proof of financial responsibility

20001 Felony Hit And Run (F)

-
1. Driver of any vehicle involved in an accident
 2. Resulting in injury or death to any person other than himself
 3. Shall immediately stop the vehicle at the scene of the accident and render aid

20002a

Misdemeanor Hit And Run (M)

1. Driver of any vehicle involved in an accident
2. Resulting in property damage (including vehicles)
3. Shall immediately stop the vehicle at the scene of the accident and render aid

22651 Authority To tow Vehicles On Public Property

- a. Left unattended on a bridge or causeway obstructing traffic
- b. Left unattended on a roadway obstructing traffic
- c. Parked on highway and previously reported stolen or embezzled
- d. Parked blocking entrance to a private driveway
- e. Parked blocking access to a fire hydrant
- f. Parked over 4 hours on a freeway
- g. Parked and driver incapacitated or physically unable to move the vehicle
- h. Driver is arrested
- i. Parked without current registration and has received 5 or more parking violations over 5 or more days
- j. Illegally parked with no plates or evidence of registration displayed
- k. Parked over 72 hours
- l. Parked blocking cleaning, repair or construction of the highway (after being posted)
- m. Parked blocking street to be used for other than normal flow of traffic
- n. Parked in violation of local ordinance when previously posted
- o. Parked with registration expired over 1 year and not occupied
- p. Driver is cited for being an unlicensed driver or driving on a suspended/revoked license

22658 Authority to Tow From Private Property

1. Authority for private person to tow a vehicle off private property

23109 Speed Contest (M)

1. Engage in a speed contest
2. Upon a highway

23110a Throwing Objects At A Vehicle (M)

1. Throw any substance at a vehicle or occupant

-
2. On a highway

23103 Reckless Driving (M)

1. Drive any vehicle on a highway
2. With willful or wanton disregard for the safety of persons or property

23152a Driving Under The Influence (M)

1. Driving a vehicle on a public or private property
2. Under the influence of an alcoholic beverage/drug

23152b Driving Under The Influence (M)

1. Driving a vehicle on a public or private property
2. Under the influence of an alcoholic beverage or any drug
3. With blood alcohol level of .08 or over

40508a Failure To Appear (M)

1. Failure to appear in court in violation of a written promise to appear
2. For a violation of a vehicle code

40508b Failure To Pay Fine (M)

1. Failure to pay a fine
2. For a violation of a vehicle code

CHOWCHILLA MUNICIPAL CODES

5.08.530 Soliciting license required when conducting business within the city

5.20.080 Soliciting permitted only between 9 A.M. and sunset, prohibited on Sundays and holidays

6.04.240 Dog License required

6.04.070 Dog must be kept on a leash

6.04.280 Animal noise completed

9.16.010 Curfew for minors between 2200-0600 hours

9.20.010 Discharge of firearms prohibited (including pellet and air guns)

10.28.180

Unlawful to repair, dismantle or overhaul vehicles on the street

LOCAL LAW ENFORCEMENT AGENCIES

MADERA COUNTY SHERIFF

Madera County Sheriff/Coroner is responsible for the law enforcement of the unincorporated areas of the county, such as Fairmead. The Sheriff's department also responds as coroners for 11-44 calls.

CHOWCHILLA VOLUNTEER FIRE DEPARTMENT

They have been contracted to handle all fire related emergencies for Chowchilla. Upon a request for paramedics, and all police units are unavailable fire units will be dispatched. Fire units can also be called upon for lifting subjects.

IMMIGRATION CUSTOMS ENFORCEMENT ICE

They monitor and regulate the flow of persons at the nation's borders. They act as an interagency liaison between the U.S. and Mexico.

CONTROL ONE

Chowchilla Police Department is control one.

CONTROL TWO

City Hall is designated as control two. City Hall dispatches Public Works Monday - Friday, 8:00 am - 4:30 pm.

(After working hours, Public Works provides "Stand-By" which is an on call city personnel to respond to after hours emergencies. Stand-By should only be called out 559-647-9138 when a Sergeant or Watch Commander has authorized the call out and it is noted in the Work order.)

BOOK RESOURCES

COMMUNICATIONS MANUAL

This manual is an extensive guide book on the operations of report processing, CAD, CLETS, and other dispatch equipment. This manual has been designed as a help manual.

Policy Manual

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

- A. Schedule and work hours
- B. Sick reporting procedure
- C. Shift rotation
- D. Personal leave
- E. Vacation scheduling
- F. Employee accidents
- G. Uniform policy

There are numerous other procedures contained in this book. Many, but not all, of the procedures are discussed in other parts of this manual. You will be held responsible to know these procedures and will be tested on your knowledge of them.

MAPS AND MAP BOOKS

Become familiar with the city map book that is at each console. There is also a map of the city provided on each computer.

SVS MASTER MANUAL

We have a book available that lists all of the make/model/style codes of vehicles you will need for entering them in the Stolen Vehicle System.

AMIS/CLETS

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

NCIC OPERATING MANUAL

This is another teletype reference manual which contains all of the codes and explanations for this system.

PENAL CODE

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

VEHICLE CODE

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

CHOWCHILLA MUNICIPAL CODE BOOK

This book lists the "CMO" violations which have been passed by the City Council and approved by the City Attorney. Municipal Codes are generally misdemeanor violations and are as arrestable as any of the penal or vehicle codes. You will learn the most common violations, such as vehicle abatement, door to door peddling, etc. A list of the municipal codes is posted on the City of Chowchilla's website.

MISCELLANEOUS

There are numerous books in this room for your reference. Be sure to take your time and know what and where they are. Your Training Officer will show you books ranging from HAZMAT to the EIS manual. You will be responsible to know where they are, and what type of information is contained in each book. You will be expected to use them for reference on a continuing basis.

OTHER RESOURCES

CAD INFO/DATA FILES

Our CAD system contains two reference files that act as an internal information center. You will find everything from needed phone numbers to radio call signs for departmental personnel. Learning how to utilize these files to their fullest potential will afford you access to most information you will need to perform your daily duties. During your training you will learn:

- A. How to access the information
- B. What each entry contains

RECORDS MANAGEMENT SYSTEM (RMS)

The Records Management System is one of the computerized systems utilized by the Chowchilla Police Department. Some of the information contained in the system is considered Criminal Offender Record Information (CORI) per 11105 CPC. RMS includes the following systems:

- A. MNI
- B. Location
- C. Traffic
- D. Citation
- F. Crime Statistics
- G. Protection Orders
- H. Case Management
- I. Case Files
- J. Personnel
- K. Crime Codes
- L. Calls for Service
- M. Utility

The RMS can provide information which was previously only available from records personnel reading the physical report. There will still be many instances when you will need to obtain information directly from the report. The usual request will be for an officer safety check to see what kinds of contact we have had at a particular residence, to see what a person has been arrested for by our agency.

MASTER CASE LOG

The master case log is a listing of all incidences that generated a file number.

- A. Lists incidents in date and time order.

ANIMAL LICENSE FILE

(Located in Old Cad)

Using the Animal Control Log in the computer you can access complete registration information on all animals licensed in the city.

COMMAND POST VEHICLE TELEPHONES/RADIOS

The City of Chowchilla is fortunate to have a mobile command post available for use in case of emergency. The command post (CP) is also used for scheduled special events.

The command post is a self contained trailer containing a radio system and the necessary capabilities for CAD and landline.

When used at special events, the fair, or the boat races, a radio is used for communication with Control 1. In case of emergency a hard phone line could be established.

CAD CODES

DISPOSITION CODES

AR-	ARREST
AST-	ASSISTING UNIT
CAN-	CANCELLED
CIT-	CITED TRAFFIC
CIV-	CIVIL PROBLEM
CK-	CHECK OK
F/C-	FOLLOW UP COMPLETE
FAL-	FALSE ALARM
GOA-	GONE ON ARRIVAL
HOM-	HOMICIDE
K9-	K9 USED ON CALL
NAT-	NATURAL CAUSES
NEG-	NEGATIVE SERVICE
NFA-	NO FURTHER ACTION
NRP-	NO REPORT WRITTEN
QOA-	QUIET ON ARRIVAL
RPT-	REPORT WRITTEN
SBO-	SETTLED BY OFFICER
SUM-	SUMMARY WRITTEN
SUP-	SUPPLEMENTAL WRITTEN
SVD-	SERVICE COMPLETED
TC-	TRAFFIC COLLISION
TOT-	TURNED OVER TO OTHER AGENCY
UNF-	UNFOUNDED
UTL-	UNABLE TO LOCATE
VER-	VERBAL

All Dispositions that are entered into CAD are to be free of short hand.

All Dispositions where a subject has been contacted the name and status of that individual shall be noted in the name field of the CAD event.

i.e. "Subject Joe Smith checked ok."

All Dispositions where a report was taken the crime code shall be noted in the comment line.

i.e. "314pc report taken."

CHAPTER THREE

CALL-TAKER

TELEPHONE OPERATIONS

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

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

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

As a Call-taker, the CAD will verify any address you enter into a complaint mask and let you know if it is in the city. The pre-set complaint mask will guide you through your preliminary questions of the reporting party. You will also have access to all files within the system for quick reference. Relaying information to the officer is elevated to its most effective level when using the CAD.

The objective of your telephone training is:

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

VOICE QUALITY

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

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

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

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

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

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

PROFESSIONALISM AND COURTESY

PUBLIC RELATIONS

Do you realize that you are one of the top public relations people in the department? When someone calls Chowchilla, you ARE Chowchilla Police Department. If you appear cheerful, knowledgeable and interested, their attitude toward the department will generally be a good one.

IDENTIFY YOURSELF

In the interests of professionalism and saving time, tell the caller immediately, "CSO/Dispatcher Smith" or "9-1-1 State Your Emergency", depending upon which line you have answered. The caller should never have to ask which agency or office they have reached.

ANSWER QUICKLY

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

LEGAL JARGON

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

PERSONAL CONDUCT

Remember, you are always on tape. Develop good telephone habits. You should be dignified without sounding aloof, friendly without becoming familiar, and sincerely interested in the caller.

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

Be business like at all times, but use your sense of humor when it is appropriate. It can help the caller get through a trying time and will certainly leave you feeling better. People respond to a smile in the voice and it will help them feel that you are genuinely interested in their problem. Avoid unprofessional expressions. Never appear flirtatious. Again, remember you are being recorded. Would you be embarrassed to have a call listened to by your supervisor, or how about in court? The crux of this matter is knowledge and sincerity. The public can spot a phony, and your whole rapport with the caller could be gone before you realize it.

COMMUNICATIONS BARRIERS

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

TALKING TOO FAST

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

HOSTILE

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

ANGRY

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

HYSTERICAL

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

INTOXICATED

Don't assume that because a caller is intoxicated that you have an excuse for being rude or discourteous. Do not hang up on a drunk caller before evaluating his request. This may be the time that service is truly necessary. If, after questioning, it is determined or suspected

that the caller is inebriated, be sure to include in that information in the call and to advise the officer of the caller's condition.

MENTALLY UNSTABLE

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

LIMITED ENGLISH SKILLS

The situation with a foreign born citizen may have to be more thoroughly probed to secure the information necessary for full thought transfer to occur. Specifically, the barrier is the difficulty to say in words what a situation is because of unfamiliarity, or lack of knowledge, of words necessary to effectively communicate. Make a concerted effort. If possible, at least get a call back number.

CHILDREN

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

VERY OLD PERSONS

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

EVASIVE CALLERS

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

"I DON'T WANT TO BE INVOLVED"

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

LIARS

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

COMPLAINTS AGAINST OFFICERS

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

COMPLAINTS AGAINST A DISPATCHER

In this unlikely event, transfer the call to the Watch Commander. Again, don't get into the event and don't take sides. If you feel you are going to have someone complain about you, notify the Watch Commander or Dispatch Supervisor, or the Communications Training Officer if you are still training, immediately. It is much easier to have a rational conversation with a person making a complaint when briefed as to the events.

CALLS FOR HOME PHONE NUMBERS OF POLICE PERSONNEL

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

take the name and phone number of the calling party and make the emergency call to the employee yourself.

CONTROL THE CONVERSATION

In order to ascertain the urgency of the problem and assist in prioritizing calls, the Call-taker must take control of the conversation. After the initial exchange, and you sense the need of the calling party, cut off superfluous wordage by leading the call into meaningful context by asking questions. Be courteous, but firm. If it appears the person calling does not have complete information, or is getting information from someone nearby, ask to talk to the most knowledgeable party.

Remember that you may only have seconds to abstract critical information for the citizen's welfare and officer safety. The caller may only have a few seconds to talk. The right questions must be asked first.

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

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

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

WHAT (type of incident)

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

WHERE (did the incident occur)

Remember jurisdictional boundaries. No use taking the time to take the call if another agency is going to handle.

WHEN (did the incident occur)

The time element greatly impacts the priority of the call. Ascertain quickly if the crime is in progress, just occurred, or has a longer time element. From the above information you should be able to determine if this is a high priority (emergency/hot call/urgent), a secondary priority, or a routine (cold call).

COMMON REFFERALS

Civil Issues/ Subpoena Service/ Eviction ----- Madera Sheriffs Office Civil Division 559-675-7737

Restraining Orders/ Child Custody Orders ----- Madera Superior Court 559-416-5599

Homeless Shelter ----- Madera Rescue Mission 559-675-8321

Traffic/ Roadway Issues in the County ----- California Highway Patrol 209-356-2900

Elder/ Dependent Adult ----- Madera County Adult Protective Services 559-675-7839

County Animal Calls ----- Madera County Animal Services 559-675-7891

Madera District Attorney's Office----- 559-675-7726

Child Protective Services----- 559-662-8300

CALL SCREENING AND PRIORITIZATION

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

HIGH PRIORITY CALLS

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

Procedure for high priority calls is as follows:

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

If the Reporting Party is calling from a business, get the name of that business and include it in the call, including the suite number. If the caller is calling on 911, confirm that the address and phone number displayed are accurate. This will also establish that the problem is in our jurisdiction. Get the correct spelling of the names as an officer may have to check mailboxes, driver's license files, or vehicle license files.

- C. Dispatch an officer to the call immediately with the partial information, then return to the caller for further information. Update the officer and the call as new information is received.

-
- D. Ascertain if anyone is injured as soon as possible. Keep the party on the line. Update the call that there is an injury involved so the ambulance can be notified.
- E. For officer safety, it is imperative that you obtain the following information immediately, preferably in this order:
1. Vehicle description and license number
 - a. color - be specific - light blue, dark blue
 - b. year - at the minimum, newer or older model
 - c. make/model - Chev/Camaro, Ford/T-Bird.
 - d. body style - station wagon, convertible. If a truck, a full-size or mini pick-up, a van, stake-bed, etc.
 2. Direction of travel, whether on foot or in a vehicle, and toward what street or landmark.
 3. Weapon(s) used, if any - never assume anything. Just because no weapon was mentioned does not mean no weapon was involved. ASK. Also be sure the caller observed the weapon and not just assumed they had one because they were talking about it.
 4. Number of suspects
 5. Suspect's description (one at a time)
 - a. race
 - b. sex
 - c. age
 - d. height (at least tall or short)
 - e. weight or build
 - f. hair/eye color
 - g. physical oddities, i.e. glasses, mustache, scars/marks/tatoos
 - h. clothing description - start at the top and work down the body (i.e. hat, shirt, pants, shoes, carrying anything)-inside out (i.e. shirt, jacket)

SECONDARY PRIORITY CALLS

These calls for service do not require an immediate response, but should be dealt with, ideally, in minutes or less. However, a situation such as a combative shoplifter in custody by a merchant could well fall within the Priority 1 classification. All calls of this type must be

carefully and accurately evaluated by the Call-taker to ensure that no person is in immediate danger. The procedure would be the same as above, except you need not send an incomplete call to the officer and you need not keep the caller on the phone.

ROUTINE CALLS

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

Research indicates that the expectations of the caller and the ability of the police to satisfy those expectations are more important to citizen satisfaction than sheer speed of response. In other words, if the dispatcher tells the citizen that the officer will "be right over", and the officer does not arrive for fifteen minutes, the citizen will not be impressed or satisfied with the response time. However, if the citizen had been told that an officer would be there in approximately twenty minutes, and the officer arrived in ten minutes, that same citizen would probably be satisfied with the response time because the officer arrived earlier than expected. Before terminating the call, the caller should always be advised if there will be an undue time delay.

QUESTIONING AND LISTENING - SPECIAL QUESTIONS FOR SPECIAL CALLS

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

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

TRANSFERRING A CALL

Only transfer calls when necessary. None of us likes the proverbial "run around". In time you will become proficient in answering many questions, but you will never be able to handle them all. When it is necessary to transfer, tell the caller what you are going to do. Make sure the transfer is to the proper person. Never give the caller misinformation and never guess. Rather, refer them to the proper party even if it means transferring the call. If requested information is not immediately available, obtain the name and number and return the call yourself. *You can learn a lot of information in this manner.*

PUTTING A CALL ON HOLD

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

TERMINATING A CALL

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

TELEPHONE MECHANICS

BUSINESS LINES

Although emergency lines must be answered first, remember that emergency calls can sometimes come in on the business lines and these lines should be answered as soon as possible.

The business lines are to be answered, "CSO/Dispatcher Smith". To put a call on hold, just push the "hold" button. To hang up, hit the "release" button. The redial button is very handy when trying to get through to a number that has been busy, or to re-contact someone to whom you were just talking.

TRANSFERRING CALLS INTERNALLY

When a call is received that should be transferred to another extension within the Department, press FLASH button, and press the 3 digit extension number. You may again disconnect unless you want to announce the caller.

TRANSFERRING OUTSIDE CALLS TO OUTSIDE NUMBERS

Often an officer in the field will ask you to call him on a phone booth number. After you get the officer on the line he will then ask you to connect him to another number outside the Department. You may also be placed in the position of transferring a call from a citizen to another outside agency. Our phones allow us to do this by:

-
- A. Do not put caller on hold, simply push Flash Hook (lightning bolt) button.
 - B. Dial 9 to get an outside line
 - C. Dial 1
 - D. Dial the number requested by the caller.
 - F. When the phone rings, before anyone answers, hit the Flash button again.
 - G. At this time you should be able to disconnect

TELEPHONE MESSAGES FOR PERSONNEL

Communications personnel will take telephone messages for personnel when the occasions arise. All messages should be as complete as possible, including a reference or an incident. Messages for on- and off-duty personnel can be taken and left via their electronic mail.

OBTAINING NON-PUBLISHED NUMBERS

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

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

Any employee requesting and obtaining non-published telephone information must complete a "non-published information request" form which will be forwarded through Chain of Command. The Department must respond, in writing, to the telephone company security department within five working days after receipt of the information. This does not apply to numbers that are published.

This policy does not cover calls relayed to this Department by the telephone operator where callers have requested police assistance. The operator will have and is authorized to give such information (i.e. address and telephone number of calling party) to enable police response.

911 LINES

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

The 911 Coordination for the City of Chowchilla is the responsibility of the Administrative Supervisor. The Madera County Sheriff's Department is responsible for 911 Coordination for the County of Madera.

The 9-1-1 phone lines (not nine-eleven) are to be answered within three rings by state law, however we at Chowchilla pride ourselves on answering on the first ring whenever possible. The appropriate way to answer 9-1-1 is by saying, "9-1-1 State Your Emergency". After you say "9-1-1 state your emergency", listen to see if the call is an emergency. If the caller says that his call is not an emergency, and you confirm from a short conversation that it is not urgent enough to continue the conversation, it is recommended that you ask the caller to call back on our non-emergency, police business line of 665-8600.

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

It is a good practice to leave the location of occurrence blank on a complaint mask until you are sure that is where the incident is occurring. You can be just that far ahead of the call by putting the Reporting Party's location and phone number in place. Just be sure to verify that what is showing on the screen is accurate. If the person has recently moved, the address may not be accurate. The 911 system is comprised of five components;

A. The Call Director telephone installed at each of the Communication Center consoles.

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- B. The Transfer Unit which allows the 911 caller to be transferred to pre-programmed destinations.
 - C. The ANI (Automatic Number Identification) unit which displays the number calling the 911 system.
 - D. The ALI (Automatic Location Identification) unit which displays the address of the calling party.
 - E. The E911 located on CAD will auto populate with ANI ALI info as available.

The 911 screen has additional set of 5 buttons that will connect the caller directly to;

- 1. Madera County Sheriff Department
- 2. California Highway Patrol
- 3. Language Translator
- 4. Emergency Medical Services
- 5. California Department of Forestry

A drop down table is also available to transfer callers to:

- 1. Merced County Sheriff Department
- 2. Posion Control
- 3. TDD Translations

A 911 call can also be transferred to a number not on the quick dialer buttons. Keep the caller on the line, push ADD and wait for a dial tone, then the number you wish to call. Unlike the rest of the phone lines, you do not have to dial 9 to get an outside line. The 911 system is independent of our phone system. When the phone is answered, you can listen in or disconnect, as common sense dictates. You do not need to place the call on hold to maintain the connection.

If you receive a 911 call where that is obviously a child playing on the line, you may call the number back and attempt to talk to the child's parents to advise them of the circumstances. If you receive a 911 call where there is no one talking, listen for background noise. If you hear nothing or the caller hung up and you are unable to re-establish contact, make a complaint mask reflecting what you heard. There may be a person unconscious or in some other dire peril that could only dial. **THIS IS A PRIORITY CALL.** If at all possible, stay on the line and listen for any other traffic until the unit arrives.

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

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

If a 911 call is received from a cell phone and the caller has disconnected the line the dispatcher shall enter the latitude and longitude into the xy tab in the CAD event a location on the map in CAD should appear. If this fails to work the dispatcher may utilize google earth or another online map application. A police officer shall be dispatched to every 911 hang up even if the call comes in from a disconnected line. Disconnected cell phones will begin with the numbers "911". All other numbers will be called back, if the caller does not answer or refuses to give information the dispatcher will check in Law Inquiry for previous contact with the phone number. The dispatcher shall check under name and CFS for previous contacted, the service carrier may also be contacted for a location. Some service providers may request that a warrant be written, this is up to the watch commander or Sgt's discretion and shall be noted in the call of the dispatchers attempt of locating information. If the subjects are still on the line the dispatcher shall hit the "repeat" button located in Zetron next to the call screen, this takes approximately 20 seconds for the tower to resend a more recent location of the incoming 911 call. After the call is successfully entered an officer shall be dispatched to the location of the 911 hang up.

CALL TYPE QUESTIONS

Unfortunately you will not receive a call for service for all the different call types there are. There will probably be several calls that will be discussed during your training, but that you will not have the opportunity to complete during the training period. Following is a list of calls, and questions that need to be answered for accurate dispatching.

Read the material and become very familiar with the call types and questions that need to be asked. When the calls come in, it is doubtful that you will have the time to locate and use the following material. But, by studying the material and becoming aware of what information is needed for the different call types will help to insure that the proper information is gathered.

Practicing gathering information on non-emergency calls will tend to make emergency traffic procedures automatic and reduce tension.

Each dispatcher has there own way of gathering and disseminating information. The important thing is that all the necessary information gathered and given to the officers in a timely manner. If you are consistent in the way that you gather and give out information, this will help to insure that all appropriate information is gathered. This also helps the officers get used to hearing the information in a certain order.

STOLEN VEHICLE

GENERAL QUESTIONS

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

NO SUSPECT INFORMATION:

- A. Run license plate to see if it has been stored or repossessed
- B. How long was it parked?
- C. Was it legally parked?
- D. Could it have been towed by an apartment or condominium association?
- E. Make sure the Reporting Party is the registered owner or is responsible for the vehicle
- F. Sometimes it takes time for a towing agency to call us and notify us of a repossession or private property impound. Also check with records to see if it has been called in to them and not entered into SVS yet.

NOTE:

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

RAPE

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

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

Often a hospital will call with a rape victim in the emergency room-notify.

PROWLER

A PROWLER CALL CAN BE ANYTIME, DAY OR NIGHT.

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

WITH SUSPECT DESCRIPTION

- A. Where was he and where did he go?
- B. What was he doing?
- C. Does he know you saw him?

GENERAL QUESTIONS

- A. Any dogs or other pets in the yard or house?
- B. Do you have a gun out?

PRIVATE IMPOUND

- A. Run a 10-28/29 on the plate
- B. Confirm the make/license/vin matches tow company information
- C. Enter into SVS using information from the 10-28
- D. Supplement the original call, indicating veh entered into SVS and the FCN number

SUICIDE

- A. Method
 - 1. If pills:
 - a. What kind?
 - b. How many?
 - c. When taken?
 - 2. If weapon:
 - a. Does Reporting Party have personal knowledge of victim having a weapon?
 - b. When was last time caller talked to victim
 - c. How was contact made, in person or by phone
 - d. Did victim contact caller, or did caller contact victim
 - 3. Victim's information
 - a. Name
 - b. Age
 - c. Victim's phone number and address
 - d. Does victim live alone
 - e. Does victim have previous history of 914A and the method used
 - f. Any history of other mental or physical problems

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

MISSING CHILD

- A. Name?
- B. Age?
- C. Sex?
- D. Clothing?
- E. Last seen how long ago?
- F. Where seen?
- G. Have you checked the house thoroughly, including under the beds and in the closets?
- H. Is the child's bicycle, tricycle or skateboard gone?
- I. Any problems involving child custody or visitation?
- J. Have you checked with the neighbors or the child's friends?
- h. Stay at your house, officers are on the way

BOMB THREAT

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

ROBBERY ALARM

If alarm company advises you of a 211S at a residence, confirm if it is truly a 211 alarm or a panic alarm (which can also indicate medical and fire emergencies as well as a robbery).

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

For banks only - know "the procedure" for exiting the building after we place a call to them.

**211S cannot be canceled by alarm company, by business employees or by a resident. We must respond officers.

BURGLARY ALARMS

- A. Include in text
1. Indicate if the Alarm Co. Has called the premise and what the response was (i.e. No answer, answering machine, if someone there, a name and who they claimed to be).
 2. Indicate if any responsible is enroute. Include eta and their vehicle description.

FAMILY DISPUTE

- A. Who is involved?
 - 1. Husband vs wife?
 - 2. Boyfriend vs girlfriend?
 - 3. Mother vs son?
 - a. If son or daughters are involved, get age
 - 4. Are the parties adults or juveniles?
- B. Verbal or physical altercation? If physical;
 - 1. Weapons?
 - a. What kind?
 - b. Where in house (even if not displayed during fight)
- C. Anyone been drinking or using drugs?
- D. What is happening now and what have you been hearing?
 - 1. Arguing?
 - 2. Thumping or slapping?
 - 3. Screaming?
 - 4. Breaking glass?
 - 5. Any dialogue?
 - 6. Shots fired?
 - 7. Does this happen often?

HIT & RUN ACCIDENT

20001 = Hit and run with injuries

20002 = Hit and run with no injuries (misdemeanor)

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

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

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

ILLEGAL PARKING

- A. Typical violations
 - 1. Parked in a posted "no parking" zone
 - 2. Parked in a fire lane
 - 3. Parked within 15 feet of a fire hydrant
 - 4. Parked in a handicapped space
 - 5. Blocking a driveway or sidewalk

**On private property we only enforce handicapped and fire lane violations.

ABANDONED VEHICLES

It is illegal to park a vehicle on a public street for over 72 hours in Chowchilla.

A vehicle left on a freeway is subject to tow in 4 hours. California Highway Patrol handles these violations.

The 72 hour countdown starts from the time an officer marks the vehicle. We cannot enforce 72 hour violations in private condominium or apartment spaces. They must contact a board member of their association or the leasing company.

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

TRAFFIC ACCIDENTS

A. Are there any injuries?

1. Yes = 11-79
2. Unk = 11-83
3. No = 11-82

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

1. How many vehicles involved?
2. What kind of accident?
 - a. vehicle vs vehicle?
 - b. vehicle vs bicyclist?
 - c. vehicle vs pedestrian?
 - d. vehicle vs pole (pole or wires down?)

C. If you are advised of a non-injury accident;

1. Determine if the vehicles are still in the roadway.
2. Try to determine which direction the vehicles are from the intersection or if they are exactly in the intersection.

D. Try to get a basic vehicle description.

E. If the reporting party will be in a parking lot, ask them to flag down the officer when they see the unit.

F. Try to ask each caller if they witnessed the accident. Get their name and phone number if they are not remaining at the scene. Include that information in the call history so the dispatcher can advise the officer taking the report for follow up contact.

-
- G. A police report is not required in California unless there is injury or death.
 - H. If the damage to any vehicle is over \$500, the state requires the victim to file a financial responsibility form (SR 1) that is available from the Department of Motor Vehicles, and most insurance companies.
 - I. Parties are required to exchange information with each other, regardless of who is at fault.
 - J. The Police Department will not determine fault on private property accidents.
 - K. If a caller wants the police regardless of the above information or if they are having any problems with the exchange of information with the other driver, send an officer.

MALICIOUS MISCHIEF

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

TRAFFIC HAZARD

- A. A traffic hazard can be any of the following;
1. A vehicle stalled in the traffic lanes
 2. An object in the roadway
 3. A substance (i.e. wet or dry concrete, sand, oil, etc) on the surface of the road.
 4. Flooding
 - a. Due to rain
 - b. Due to long running sprinklers
 1. water running on street can be a hazard to vehicles and pedestrians.
 5. Malfunctioning traffic signals

HAZMAT

- A. Hazardous materials can be;
 - 1. Gasoline
 - 2. Pool chlorine
 - 3. Oil
 - 4. Paint
- B. Is the material in a container(s)?
 - 1. How large?
 - 2. Any placards or markings?
 - 3. Any leaks (liquid, powder, smoking)?
- C. Is the material spilled?
 - 1. Is the spill a liquid, powder, or gas (smoking)?
 - 2. How large of an area does it cover?
 - 3. From what container did it spill?
 - a. Are there any identifiable placards, marking, numbers, or the name of the product on the container(s)?
- D. Is anyone injured?
- E. Do you know who owns the container or how it got there?
- F. A HAZMAT incident can be anything from a spill of a gallon of motor oil into the storm drains to a spill of radioactive material from a train.
- G. Remember, the information you obtain will be relayed to the responding officers and can be vital to their safety.

SUBJECT WITH A GUN

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

PARTY DISTURBANCE

- A. Determine the main complaint of the caller;
 - 1. Live band or loud music?
 - 2. Loud talking and laughing?
 - 3. Minors in possession of alcohol?
 - 4. Racing and/or illegally parked vehicles?
 - 5. All of the above?
- B. Approximately how many people are at the party?
- C. Do you know if the party is adults or juveniles?
- D. Is the caller willing to sign a complaint if the host of the party does not comply with the officers request to quiet the party?

PLANE CRASH

- A. Where is the aircraft down?
- B. Did it strike any buildings, vehicles, or pedestrians?
- C. Do you know if anyone is injured?
 - 1. Did the pilot get out?
- D. Is it on fire?
- E. What type of aircraft is it?
 - 1. Civilian?
 - a. helicopter?
 - b. jet?
 - c. private aircraft/how many engines?
 - 2. Military?
 - a. helicopter?
 - b. jet?
- F. Can the caller read the tail number (it starts with an "N")
- G. Respond the Fire Department on all calls of aircraft down.
- H. If a military aircraft make sure you notify the proper agency.
- I. If a civilian aircraft, it is our responsibility to notify the F.A.A. (Federal Aviation Administration) and the N.T.S.B (National Transportation and Safety Board).

BURGLARY

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

VEHICLE BURGLARY

- A. If occurring now or just occurred;
1. Description of the victim vehicle?
 2. Exactly where is it parked? (to help determine from which direction the officers should respond)
 3. Description of suspect?
 4. Suspect vehicle? (or any unknown vehicles parked nearby that could be associated with the suspect)
 5. Direction of travel on the suspect?
 6. Keep the caller on the line until the officers are on scene to update the officers on the suspect(s) activity.
- B. If past;
1. Time element?
 2. The loss?
 3. The point of entry?
 4. Description of the victim vehicle?
 5. Exactly where is the vehicle parked?
 6. If in a business parking lot;
 - a. The name of the business?
 - b. Where in the lot? (small lot vs a parking structure)
- C. Remember, the vehicle must be locked for it to be a burglary. If the vehicle was not locked, it will be a petty theft (488) or grand theft (487).

ROBBERY

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

DEAD BODY

- A. Are you sure the victim is dead?
- B. How did you happen upon the victim?
- C. Where exactly is the victim?
- D. Do you know how they died?
 - 1. Have they been ill?
 - 2. Is suicide possible?
 - 3. Could this be a homicide?
- E. Identification of the victim?
- F. Always treat every dead body call as a possible homicide.
- G. Advise the caller not to disturb anything around the victim.
- H. Remember, that most of these calls originate as a call for the paramedics on 911. Stay on the line and listen to the circumstances. When you determine that this is a dead body call, start your own questioning when the Fire Department has disconnected.

HOMICIDE

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

INDECENT EXPOSURE

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

CALL-TAKER SELF-TEST

- A. You receive an in-progress call that needs to be dispatched immediately. Answer the following:
1. Should you dispatch a unit with partial information?
 2. Name the minimum amount of information needed.
- B. You receive a phone call from an alarm company requesting to cancel an alarm call. Using the computer, explain how;
1. You check to see if the call has been dispatched.
 2. If it has been dispatched, if the officer is on scene?
 3. If it has not been dispatched or the officer is not on scene, explain how to cancel the call.
- C. You receive a phone call from a citizen requesting to speak to a specific officer. Using the computer, explain how;
1. You see if the officer is on duty.
 2. If the officer is in the field, how do you deliver the message to the officer?
- D. You receive a phone call from a citizen has one of the following characteristics. Explain to your Training Officer a phrase or technique you could use to deal effectively with this caller.
1. Hostile towards police
 2. Angry
 3. Hysterical
 4. Profane
 5. Inebriated

-
- E. List five direct questions you would ask in order to gain control of a telephone conversation.

 - F. List four examples of an incident which would require notification of a supervisor or Watch Commander.

 - G. Assuming that each of the following categories of calls is of a non-critical nature, list the questions you would ask that would be unique to that type of call.
 - 1. HAZMAT
 - 2. 594
 - 3. 415P
 - 4. 415
 - 5. 273.5
 - 6. WC
 - 7. ATC

 - H. Show your Training Officer the steps necessary when a teletype is received from an outside agency notifying us that they have located one of our stolen vehicles.

 - I. You have received a locate from Fresno Police Department over the teletype for one of our stolen vehicles. What do you do with it?

 - J. Send a message in CAD.

 - K. An officer needs to locate a report number he took on a call that he handled on the previous Tuesday at approximately 1300 hours. He does not know the exact location or the type code. How do you find the information?

 - L. How do you obtain an unlisted phone number in case of an emergency? Under what circumstances may you obtain an unlisted number?

CHAPTER FOUR

TELETYPES

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

Communications at Chowchilla deals with the querying of data, enter and delete property and missing persons. In this County, the county warrant system determines who gets placed into the state and federal warrant files.

In order to access County, State, and Federal property and warrant systems, you need to be familiar with the formats pertaining to that request, and the special codes that are required to fill those formats. Many of the formats query state and federal systems in one action.

All three of the aforementioned systems have methods of sending messages between agencies. That means you, sitting at a terminal, can send a message to another operator sitting at another terminal by addressing that message to their specific mnemonic. A mnemonic is nothing more than the "address" of that terminal. Each agency in California has at least one mnemonic, a 3-letter digit unique to that terminal, that determines where your message is routed. If you are talking to someone at Madera PD and they want to send you a message, they might ask you for your mnemonic. A proper response would be "CHO0". The masks already contain, out of view, our mnemonic.

Chowchilla'S Mneumonic - CHO0

The NCIC (National Crime Information Center) identifier is of the same nature, only each agency in the United States is assigned a letter/number identifier. All of California starts with "CA". It is also referred to as an "ORI" (Originating Agency Identifier). The masks already contains, out of view, our NCIC number.

Chowchilla'S NCIC ID - CA0200100

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

THE FEDERAL SYSTEM

NCIC is the name of the federal system we use to access property and warrant systems that are of a significant enough nature to warrant being placed in the nationwide system.

In order to place a warrant in NCIC you must be willing to extradite out of state. That would mean a felony warrant, of a significant severity and bail amount to justify bringing a prisoner back from another state for trial. This is obviously a lengthy and costly venture. If you do get an NCIC "hit" on a person or on property, plan to spend a significant amount of time making phone calls to verify information. Not all states are as efficient as California and it is often a real adventure talking to another state's agencies. Since this system "points" us into the direction of whom to call to verify this information, it is one of the "Pointer" systems.

THE STATE SYSTEM

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

THE MERCED COUNTY SYSTEM

Merced County has only a warrant system, but it is a significant tool for expedient arrests and on-going investigations. When a hit is received call the agency listed on the warrant for warrant confirmation. If the warrant is confirmed and the subject is arrested, send a

teletype to the Merced Sheriff Department advising them the name of the subject, warrant number, and arrest information. If the subject was cited and released, give the citation number and court date. If the subject was transported to Madera DOC, provide them with that information.

This information is needed so that the agency may clear the warrant from the warrant system.

WARRANT TYPE CODES

BW	Bench Warrant
CW	Civil Warrant
FA	Failure to Appear
WA	Warrant of Arrest

WARRANT DEGREES

I	Infraction
M	Misdemeanor
F	Felony

SERVICE DISPOSITIONS

BAIL	Bail was posted
BOOK	Subject booked into jail
DEAD	Death
HOLD	Hold on the subject due to warrant being sent out of county

CRIMINAL HISTORY SYSTEM

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

-
- "A" - Automated Criminal Information Index ("CII") records. Rap sheets and identifiers can be accessed via the "CR-HST" mask or the "RAP" string format.(601)
 - "M" - Numbers less than 90000000 indicate a manual record. A criminal history record can be obtained via mail. Only the personal descriptions can be obtained via the "CR-HST" mask.
 - "M" - Numbers from 90 million to 98999999 indicate applicant records. These will have the abbreviation "APP" in the type field of the return.

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

MISSING/UNIDENTIFIED PERSONS

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

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

Dispatch will have responsibility to enter missing/unidentified person into the system, and to make periodic entries, inquiry into the MUPS. Inquiry can be made via name, vehicle, drivers license number, guns, originating agency case number, or body parts status.

DEPARTMENT OF MOTOR VEHICLES

The California Department of Motor Vehicles maintains fully automated vehicle registration and driver's license files. This system is often referred to as "AMIS" (Automated Management Information System). It is interfaced with the Department of Justice's statewide California Law Enforcement Telecommunications System (CLETS). The information contained within this system is one of the largest persons and property files in the country. It can be accessed within seconds via messages transmitted over the

telephone lines and returned to your terminal. Information contained in this system is intended strictly for the purpose of enforcing the law and may not be given out to unauthorized second parties.

PERSONS

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

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

When querying information for a field officer on a suspended or revoked license it is necessary to obtain the following suspension data:

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

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

Service codes are as follows:

- | | | |
|---|---|-----------------------------------|
| A | - | Mailed, not returned unclaimed |
| B | - | Served, signed document on file |
| D | - | Personal service document on file |

-
- H - Acknowledged, no signature
 - I - Returned unclaimed
 - J - Written notice served by officer
 - K - Refused
 - L - Deceased
 - M - Verbal notice document on file

VEHICLE REGISTRATIONS

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

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

Our system is set up to return a "4P" response. This includes complete records and/or any DMV automated update information on the vehicle. A response may indicate a pending master file record, release of liability, or lease vehicle information. The abbreviation "PNO" may be listed above the expiration date of the registration. This will mean that the vehicle has been registered through DMV to be non-operational. The owner will not have to pay registration for the time of non-operation and will not be penalized any late fees when they register the vehicle for use on the streets. However, if they are driving the vehicle on the streets expired during this time, they can be cited for 4000A CVC.

STOLEN VEHICLE SYSTEM

When we inquire to determine if a vehicle, license plate, or vehicle part is wanted by a criminal justice agency we 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	30 days
Lost Vehicle	30 days
Located Vehicle	30 days
Cleared Vehicle	30 days, unless another agency record of the same vehicle needs to be entered

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

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

Once the vehicle has successfully been entered into the CJIS, you will receive an acknowledgment of the entry, along with a uniquely generated File Control Number (FCN). The FCN is a thirteen digit number constructed in such a way as to indicate the identifying number of the entering agency, date of the entry, and sequential number of the entry (sequential number of entries made by the entering agency). For example:

FCN		3139817801043
313	=	Chowchilla's agency identifier
98	=	Year of the entry
178	=	Julian date for June 26 - 178th day of the year
01234	=	Sequential number of entries made by Chowchilla for the year

AUTOMATED PROPERTY SYSTEM

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

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

- 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 and Collectibles
- L - Livestock/Pets
- 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

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

** Not available to field at this time

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

AUTOMATED FIREARMS SYSTEM

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

The caliber and serial number are the only two fields that are mandatory for entry. You can specify inquiry into one of 4 categories. Each will query a particular series of gun entries. They are:

Law Enforcement	Will query guns that are stolen, evidence, found, institutional registration, lost, under observation, retained for official use, or destroyed.
Historical	Will query guns that are listed as bought, on consignment, DROS, serial number assigned, serial number restored, licensed for CCW, pawned, voluntary registration, or sold at auction.
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 previous inquiry or when a mail response is wanted. This will check both the law enforcement and historical segments of the system.

HOW TO INQUIRE AND INTERPRET A Warrant

You will be inquiring into five systems.

WANTED PERSONS (CALIFORNIA STATE WARRANT SYSTEM)

If a match is made with an out of county warrant, you will need to call to verify with the agency that entered the warrant.

NCIC (NATIONAL CRIME INFORMATION CENTER - NATIONWIDE FELONY WARRANTS)

A "hit" from this system will require a phone call to the entering agency to verify validity and whether that agency will extradite.

VIOLENT FELON FILE

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

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

This is a pointer system and all information must be verified prior to arrest.

MISSING AND UNIDENTIFIED PERSONS FILE

This file is used to enter information on persons that are missing. Also listed are unidentified persons and/or body parts that have been found.

RESTRAINING ORDER FILE

This file will return information on a defendant against which a restraining order has been filed in the state. This entry is added whether the defendant has been served with the order and also if the defendant has not been served, this will be indicated on the entry. The entry is purged on the date the restraining order expires.

SUPERVISED RELEASE FILE

Any person entered into this file is one that the supervising agent may feel is important for law enforcement personnel to know about. Not all parolees and probationers are in this system. This information will be a great aid to the safety of the officers in the field. It can save the dispatcher the time and energy of searching and calling various agencies to

see if a particular subject is on parole, probation, search and seizure, or a registrant. A person can be placed into the supervised release file only if they fall into one of the following categories:

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

Armed with the above teletype systems and information, you now possess the ability to use them to their fullest potential. If you see that the warrant information you are tracking could pose a potential officer safety problem, like a felony warrant. Advise the officer of the information you have received using the code "10-36f", lets him know that you are working something that could jeopardize his safety. Don't verbalize the information until the officer advises you he is ready. Remember, the officer could be standing next to the suspect alone and you don't want the suspect to know that you have information on him that could put him in jail. Many suspects **do** know police codes. Let the officer ask for the complete information when he knows that he has placed himself in a safe position. If you have located misdemeanor warrants, use the radio terms "10-36m", Again, don't go ahead until the officer advises you he is ready. Know what you are going to say before you get on the radio. Be very clear whether your 10-36 information is confirmed already or whether you will have to call to confirm. Don't abstract the warrant until you are directed to do so. If you are unclear, ask the officer.

THE WATCH LOG

The Daily Log is accessed and maintained via CAD to keep a written track of our department's daily activities. It is a public record and reviewed by everyone in the Department as well as the Press and the Public.

A log item is generated for every incident for which an officer responds or a call is handled by police department employees. Your Training Officer will show you a method that they prefer for making sure that each log item is complete. Before making the log item, check three things in the call history:

- A. Look in the call history to make sure any vehicles that were stolen or stored have been entered into CLETS.
- B. Check to see that the location is a legitimate intersection or location, and change it if it is not.
- C. Check to see that the type code is reflective of the type of report taken. Many times a "2115" has turned into an actual robbery and the call type should reflect the type of report taken. You would therefore change "2115" to "211" robbery.
- D. Make sure that you have a complete narrative describing the call. This should be complete but brief.
- E. Make sure that the disposition is correct and complete.

When making a log item for an physical arrest, be sure to include name, DOB, charges, and whether the subject was booked into Madera jail or cited and released. If a vehicle was towed, include that information in the daily log.

When making a log item for vehicle burglary, include the description of the victim's vehicle along with the point of entry, the time element and the loss. Sometimes a pattern can be discerned by this simple means. When making a log item for an incident that occurred at a business or a business parking lot, be sure to include the name of that business in the log item even though it may not be the victim. It helps for the officers to visualize the location when discussing the matter in briefing.

Make sure that you generate a log item for any missing persons. This information is a high priority and must be available to the officers in briefing. Often times the officer in

the field is the one who either will know where a missing person is, or locate the missing person while in the course of their patrol duties. Put the name and date of birth of the missing person in the disposition of the call entry.

It is also imperative to include anything that would be of particular importance to the officers. .

Make sure to validate all addresses using the “...” after the entry of an address into a call for service.

You will be responsible to keep the daily log current by monitoring calls as they close and maintaining the data entry. Remember to be professional in log items. This is a public record and is available to the press to read.

MISCELLANEOUS DUTIES

Prisoner Searches

At times dispatchers may be utilized for conducting searching on prisoners that are at the Chowchilla Police Department.

SECONDARY SELF-TEST

1. You have received a special request to call out public works. Demonstrate to your Training Officer how to call out public works and enter the information into the call.
2. Explain to your Training Officer all the functions of the secondary radio channels and our transmitting capabilities.
3. Run a drivers license that is suspended and explain how and what information is given to the officer.
4. An officer requests for a dog registration check. Show your Training Officer how you do this.
5. You are working a possible burglary with the suspect on foot in the area. The officer has requested air support. How do you obtain the needed help?
6. It is 1800hrs, show your Training Officer how to conduct the Fire Test...
7. You receive a request for a tow truck.
 - a. How do you find out who is on call?
 - b. After you get the tow truck, how do you notify the officer that the tow truck is en route and enter that information in the call traffic?
8. You are running a warrant check for an officer and you receive a Merced response with several names and DOB's listed. The first one is the subject you want.
 - a. Find the complete warrant information?
 - b. Tell the officer the information?
 - c. Abstract the warrant?
9. CAD has crashed. What do you do?
10. How can you access the city building and elementary schools camera system?

CHAPTER FIVE

PRIMARY DISPATCHER

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

The Primary Dispatcher will find the CAD system to be of great benefit. Keep in mind that the CAD system is a tool and never replaces the good judgement and discretion of a trained dispatcher. Through a series of preset commands the dispatcher can update an officer's status and activity.

COMPUTER AIDED DISPATCH TERMINALS

All dispatch positions have three monitors. The first monitor is the dispatch terminal used for CAD. The second terminal is used for CLETS. The third monitor is for the radio and telephone systems.

RADIO CONSOLE

The radio monitor has the capability of transmitting or receiving numerous channels. Each frequency has a specific purpose. Assignments are made by the Coordinated Radio Communications Systems and must operate in accordance with their laws and regulations. Each authorized transmitter must be licensed by the Federal Communications Commission. Each base station transmitter is issued a call sign for identification for the purpose of tracing and identifying problems and interference. Our channel call sign is **KJ1543**.

LOCAL GOVERNMENT

The city Local Government frequency is used and monitored by crews from several Chowchilla city departments, including Public Work and City Hall. It is a very useful tool in talking directly to a public works crew needed in the field.

PURSUIT

When officers are involved in pursuits it is your duty to echo back location of officers and to relay back any pertinent information. You may be asked to contact CHP. You will also be expected to record all information an officer gives you into the call for service.

OFFICER NEEDS HELP (11-99)

The 11-99 emergency response is for immediate, urgent and emergency need for police assistance.

If you receive a call for a Code 9 fill, 11-99 or shots fired, you are to contact Madera S.O., CHP and automatically start EMS as a precaution. Then contact every member of the police department starting with Officers who reside in town. The Chief of Police needs to be notified as soon as reasonable. If you need assistance while working dispatch call in a relief for assistance.

RADIO Computer

To become proficient, a dispatcher must know the equipment and its capabilities. Before operating the radio control position, carefully study the purpose and function of each button and indicator. Become familiar with the operating procedures given in this section.

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

It may be necessary to review a recently received phone call or radio call, the operator can initiate the recall sequence which will cause the recorder to back track to the desired conversation. This will emit from the un-select speaker.

DISPATCHING A CALL

Sit down, get comfortable at your console. Sign on. Adjust your chair. Adjust the lighting. Be sure you have gotten a briefing by the off-going shift as to the status of calls pending, making sure every unit is where they show to be and that you understand any other pertinent information. Be sure all of your volumes are adjusted comfortably. You don't want to miss a transmission.

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

To be truthful, there is no perfect way to dispatch a call. Dispatching is more an art than a science. Each department, and certainly each dispatcher, has a way to dispatch a call that may be very different from another person or department. If you are a brand new dispatcher, follow exactly the manner in which your Training Officer is teaching you while you are in training. That will make for a lot less conflict during a very stressful time. Then when you are on your own, listen to the speech patterns and phraseology of other dispatchers. If there is a way that someone dispatches that you think sounds better, try it. If you like it, keep it. If it doesn't feel comfortable, go back to the original way you were taught. If you are not a new dispatcher, only new to Chowchilla, listen to the way calls are being dispatched. Make every effort to mesh what you have been doing with the current practice here. You may or may not have a better way, usually only a different way. The primary goal is getting information to the officers in a timely manner. They are used to hearing information in a certain rhythm. Breaking that rhythm may disrupt the speedy flow of information and negate your whole dispatch. Be flexible. Clearly, no manual of policies could ever cover all of the possible circumstances that a dispatcher will be faced with in the realm of the operational realities. Your response must be within departmental guidelines, and must be logical, reasonable and prudent.

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

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

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

Be impersonal on the air. Refrain from using names of the person receiving the message or the term "I" when referring to yourself.

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

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

Remember not to chop transmissions by speaking too soon after the mike is keyed or by letting the foot pedal up too soon. There is a short delay built into the system.

When dispatching, call the officer or officers and give them a chance to answer. Remember they are usually driving and writing at the same time and may need that moment to pull over to write, or to pick up a pen to write down the information. It is a matter of simple radio courtesy which you will want, and expect, to be reciprocated.

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

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

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

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

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

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

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

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

Know when to send two units or a two-officer unit to a call. Consider the type of call, time of day or night, amount of traffic, weather, amount of other radio traffic, etc. Always send two units to alarm calls (exception is a 211 alarm - send three units), on any in progress or just occurred call, domestic disturbances, fights, suspicious circumstances, party complaints, and any other time you feel there is a potential crime occurring.

Know who to send as a follow. The whole trick of keeping ahead of requests is to know who is busy and who is available. When an officer requests a fill "Code 9", decide who is the closest available unit, and send that unit. In one transmission send the second unit and also advise the location where he is requested to respond.

Understand beat integrity vs response time. That is the on-going battle between keeping an officer in his beat and getting the call out. In an emergency situation (priority calls or

requests for a back up officer) SEND THE CLOSEST UNIT(S), regardless of beat assignment. There can always be a beat officer sent later in the call to take any required report.

If it is a report call, you should generally hold the call for an officer assigned to that beat. You may want to call the reporting party and advise them of the delay. You should be able to supply some sort of response time estimate.

If it is a report call and you know that the assigned beat unit or units are going to be out of service for more than 30 minutes, or there are so many calls in one beat that there is no likelihood of a timely response, dispatch a unit from another beat area. Be sure to include in your dispatch that the call is out of their area. That way they know that you are aware that you are sending them out of their area and are not making an error.

If you have no units to send on a call, cover your action by making a notation in the call history that no unit is available. If you are holding priority calls, notify the Sergeant/Watch Commander as well as making a notation in the call disposition.

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

OFFICER SAFETY

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

PRIMARY SELF-TEST

- A. You receive an emergency call and have no units available to handle the call. Explain to your Training Officer what steps you would take to properly handle the call.
- B. You receive two calls of no-detail accidents and one call of a non-injury accident. You have only one officer available. Tell your Training Officer how you would decide which call the officer should handle and who you would assign to the other calls.
- C. An officer calls that he is in pursuit of a vehicle going eastbound on Robertson Blvd. at Chowchilla Blvd. Tell your Training Officer what information you would obtain from the officer and any instructions you would give them. What command would you use to enter his activity into the CAD system. What command do you use to enter the progress of location?
- D. You have dispatched an officer to a possible 10851 that just occurred. While driving to the call he observes the suspect vehicle leaving the area at a high rate of speed. The officer goes into pursuit of the vehicle. How do you note in CAD the officer is in pursuit? What command do you use to place the officer at the scene of the final Stop?
- E. An officer on a petty theft report advises you that he is actually taking a residential burglary report. Explain the method of changing the type code on the incident while it is still open.

RIDE ALONG CHECKLISTS

BEAT A

Trainee: _____

Riding with: _____ Date: _____

1. Country Wood Shopping Center
2. Stephens School
3. Fuller School
4. Senior Citizens Center
6. City Yard
7. Myer Wood Apartments
8. Chowchilla Garden Apartments
9. Washington Apartments
10. Chowchilla Fire Department
13. Shell
14. Corsaro's
15. Rite Aid
16. Ed Ray Park
17. Golden Acres
18. Chowchilla District Memorial Hospital (CDMH)
19. Veteran's Park
20. Farnesis
21. S&K Mini mart
22. Starbucks
23. The Weigh Station
24. Chevron Station
25. Days Inn Motel
26. Star Motel
27. Bussey's Mini Storage
30. Library

RIDE ALONG CHECKLIST

BEAT B

Trainee: _____

Riding with: _____ Date: _____

1. 76 Station
2. Mc Donalds
3. B&B Liquor
4. Quality Liquor
5. Chowchilla Airport
6. Circle K
7. Golden Acres
8. Taco Bell/Kentucky Fried Chicken
9. Steve's Chevrolet
10. City Hall
11. Chowchilla Union High School
12. Adult Education
13. Gateway School
14. Wilson Middle School
15. Jiffy Mart
16. Las Palmas Used Cars
17. State Foods Market
18. Trinity Park Retirement Home (Golden Years)
19. Farmers Hardware
20. Tri-Counties Bank
21. U.S. Post Office
22. Darin Camerena Health Center
23. Allwire
24. Chowchilla Fairgrounds
25. Greenhills
26. Ronald Regan
27. Cornerstone Community Church
28. El Grullense
29. Carl's Jr
30. Holiday Inn

RIDE ALONG CHECKLIST ANIMAL SERVICES

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

Trainee: _____

Riding with: _____ Date: _____

1. Tour of the Animal Shelter
2. Tour of the Animal Services TRUCK
3. Picking up a stray animal, priorities
4. Picking up a dead animal, priorities
5. Picking up an injured animal, priorities

RIDE ALONG CHECKLIST PATROL OFFICERS

Officer _____

Date _____

Officer _____

Date _____

Officer _____

Date _____

Officer _____

Date _____

Officer _____

Date _____

ITEM CHECKLIST

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

ITEM	DATE	ISSUED BY
Policy Manual Log in		
Training Workbook		
Communications Training Manual		
Locker		
Mailbox		
ID Card		
Badge		
General Orders		

Notes

