

DOWNEY POLICE DEPARTMENT

COMMUNICATIONS TRAINING MANUAL

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WELCOME!

Welcome to the Downey Police Department's Communications Team. Your training will be a demanding, yet rewarding time in your career. During the next several months you will learn how important your role will be in the successful operation of the department. You will be the first contact many citizens have with the Police Department. It will be vital to good public relations that you project an image of professionalism and competence. You will be amazed at the vast amount of knowledge your trainer has to share with you.

Your training is broken up into four training phases. The first phase will be the Call-taking phase. This will cover the orientation and general information necessary to ease you into your new role. After that, your trainer will begin to teach you how to properly screen and prioritize incoming calls for service. You will learn the correct use of the various codes and the Computer Aided Dispatch system.

Phase two will move you to the radio. As the secondary dispatcher you will learn how to be a viable back up for the primary dispatcher. Learning to recognize, decipher, and respond to the radio traffic will be a crucial part of this training.

In phase three you will become the primary radio dispatcher, learning to dispatch, update, and complete calls for service. You will be the link between the Police Officer in the field and the citizens of Downey. During this phase you will be responsible to make critical decisions that can affect the safety of many people, you will also be the primary teletype operator for in house requests. This can be a stressful, yet highly rewarding time for you.

Phase four will be an evaluation period. You will be assigned to a trainer or Lead Dispatcher for 160 hours. During this time you will be evaluated on your knowledge and ability to be an independent dispatcher. You will be rated on your retention of all the information given you during your training period. To complete this phase you must be able to assume the position of a working dispatcher on an assigned shift.

Keep in mind that the training program is designed to benefit you. The amount of knowledge you gain is directly proportionate to the amount of energy you put into the program. It is imperative that you report to work every day, alert and ready to learn. We are here to help you become a vital member of the communications team.

CHAPTER ONE INTRODUCTION

The term "telecommunicator" 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 note 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.

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 a 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 read, write, and use your voice so others will understand.

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 call-taker and/or 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 Downey.

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 as comprehensive a 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 trainer 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 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.

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 trainer (T.O.) 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. To be successful, you must make a commitment to learning that may seem uncommonly intense for the first few months.

The training program has been designed to maximize your exposure to the information, tasks, and equipment you will be expected to master in a structured way. You will be trained on a one-to-one basis by your trainer. 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 trainer 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 and accident investigators.

Once trained you will be part of a team that is the vital link between the Downey Police Department and the public that we 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.

APPEARANCE

The trainee is always neatly dressed. The uniform shall conform to dress codes as described in the manual or be appropriate for office attire. On-duty, nothing shall be worn over a uniform that detracts from its professional appearance.

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 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.

REQUIRED SKILLS AND KNOWLEDGE

In order to adequately and safely serve both the department and public, it is necessary that a basic body of knowledge, vital to the communication function, be acquired and applied by Communications personnel, including:

Mental and physical capacity to function effectively in a fast pace environment.

Ability to function in cooperation with co-workers within the Communications Center and other personnel within the Department and City.

Ability to communicate clearly and concisely both orally and in writing using proper grammar and vocabulary.

Ability to comprehend, interpret and retain written and orally presented information.

Ability to process a high volume of incoming telephone traffic in a timely manner and present a professional telephone image while obtaining information from callers.

Ability to extract pertinent information from emotional callers, define the problem at hand, evaluate all facts quickly and accurately, and independently develop a course of action based on Department policies, procedures, and the law.

Knowledge of Federal Communications Commission Rules and Regulations, Federal, State, and local laws pertaining to the operation of public safety communications services.

Knowledge of the basic organizational structure of the Police Department including primary responsibilities, duties, and limitations of the various divisions, bureaus, and units.

Knowledge of the basic organizational structure of the City government, with primary emphasis on those City departments which provide direct services to the public.

Knowledge of current Operations procedures, General Orders, policies, memos, resource and reference materials related to the communication function.

Working knowledge of the operation of the Computer Aided Dispatch (CAD) System, radio, telephone, and related electronic communications devices in the Communications Center.

Knowledge of the general geography of the City, including city boundaries, surrounding jurisdictions, beat and area boundaries, the street numbering system, primary highways and roadways.

CITY HISTORY

Incorporated in 1956, the City of Downey has a population of 91,444. The City encompasses 12.8 square miles and is located 12 miles southeast of the Los Angeles Civic Center.

The City has 11 elementary, 4 middle, 3 senior, 5 private and 2 special education schools. There are 11 parks with a combined total of 106 acres, two 18-hole golf courses, tennis, swimming, art museum, symphony orchestra and civic theater.

Downey's principle industries are aircraft and space systems, missiles, electronics, plastics, extruded products, chemicals and food products. Downey offers a wide variety of residential, commercial and industrial opportunities.

The City of Downey provides its own police and fire services and operates on a City Council-City Manager form of government.

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.

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

The rank of **Captain** is second in command of the Department and assumes the responsibilities and duties of the Chief in his absence. There is one Captain in charge of each of the three Divisions of the Department.

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

Sergeants are responsible for the enforcement of the rules of the Downey Police Department's General Orders and any special rules and regulations pertaining to their tours of duty.

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

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

INTRODUCTION SELF-TEST

1. Introduction to fellow Communications Operators
2. Briefing procedures and performance standards.
3. Tour of Police Department
4. Tour of City Hall
5. Department Organization

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.

DOWNEY ARTERIAL STREETS

NORTH/SOUTH

OLD RIVER SCHOOL ROAD
PARAMOUNT BL
DOWNEY AV
BROOKSHIRE AV
LAKEWOOD BL
WOODRUFF AV
STUDEBAKER RD

EAST/WEST

TELEGRAPH RD
GALLATIN RD
FLORENCE AV
5TH/FIFTH/CECILIA ST
FIRESTONE BL
STEWART & GRAY RD
IMPERIAL HW
FOSTER RD/GARDENDALE AV

FREEWAYS

I-105 CENTURY FREEWAY
I-605 RIO SAN GABRIEL RIVER FREEWAY
I-5 SANTA ANA FREEWAY

BEATS AND REPORTING DISTRICTS

BEATS

The City of Downey is divided into specific areas for patrol purposes. The number of beats is dependent upon the number of officers working a particular shift. Officers are assigned a specific beat to work during their shift.

The City is divided into six (6) patrol areas called beats. Beat boundaries are as follows:

Beat 1

Firestone Bl to south city limits, Lakewood Bl to east city limits.

Beat 2

Firestone Bl to south city limits, Paramount Bl to west city limits.

Beat 3

Firestone Bl to north city limits, Paramount Bl to west city limits.

Beat 4

Firestone Bl to north city limits, Lakewood Bl to east city limits.

Beat 5

Firestone Bl to north city limits, Paramount Bl to Lakewood Bl.

Beat 6

Firestone Bl to south city limits, Paramount Bl to Lakewood Bl.

On a four beat system, the city is divided at Firestone Bl and Downey Av. Beat 1 is the southeast quadrant. Beat 2 is the southwest quadrant. Beat 3 is the northwest quadrant and beat 4 is the northeast quadrant.

REPORTING DISTRICTS

Within the patrol beats, the city is again geographically divided into reporting districts(RD's). Generally, the CAD/GEO (Computer Aided Dispatch/Geography) file lists the appropriate reporting district. When the CAD/GEO file fails to generate an RD the dispatcher will need to check the City of Downey Map at the console to verify the correct RD.

PATROL SHIFT/RADIO CALL SIGNS

PATROL SHIFTS

The three patrol shifts are;

1 WATCH ONE	2130/0730	GRAVEYARD
2 WATCH TWO	0700/1700	DAYS
3 WATCH THREE	1600/0200	SWING

Each shift reports for duty to the briefing room and participates in the daily roll call training for 30 minutes.

RADIO CALL SIGNS

Each officer's radio call sign is based on a combination of the particular shift he is working and the beat assigned. For example, an officer working Watch One in beat one has a radio call sign of 11. The officer working beat one on Watch Two is called 21, and the officer working the same area on Watch Three is called 31.

Unit assignments may also include alpha characters:

A - Adam	Police Assistant or 2 nd car in beat, e.g., 21A
B - Boy	Follow-up car (training), i.e., 21B
C - Charlie	Code Enforcement Officers
D - David	Detective Division assignment, i.e., 16D
K - King	K-9 Units, i.e., 1K
L - Lincoln	Lieutenant
S - Sam	Sergeant
T - Tom	Traffic Unit, i.e., 3T

A complete list of unit assignments can be reviewed in the Gray Book.

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 listening.

PHONETIC ALPHABET

The standard phonetic 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 - YOUNG
M - MARY	Z - ZEBRA

RADIO CODES

The following is a partial list of the codes used by the Downey Police Department. 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 Downey. You have received further clarification of the codes in the Call Types section.

10-1	Receiving poorly
10-2	Receiving well
10-3	Stop transmitting
10-4	OK or acknowledgment
10-5	Relay
10-6	Busy
10-7	Out of service, unavailable
10-8	In service
10-9	Repeat last transmission
10-10	Out of service, but subject to call
10-11	Transmitting too rapidly
10-12	Officials or visitors present
10-13	Weather or road conditions
10-14	Escort or convoy
10-15	Enroute with arrestee(s)
10-16	Pick up prisoner(s)
10-17	Pick up papers or other property
10-18	Complete present assignment asap
10-19	Station
10-20	Location
10-21	Call on the phone
10-21/10-42	Call home
10-22	Cancel last message or assignment
10-23	Standby
10-27	Any return on my request
10-28	Vehicle registration information
10-29	Check for stolen or wanted felony vehicle
10-31	Request code 1 back-up
10-33	Emergency traffic
10-34	Resume normal traffic
10-35	Confidential
10-36	Time
10-37	What is your name or I.D.
10-42	Officer's residence
10-87	Meet ____ at ____

10-97 Arrived at scene
 10-98 Finished last assignment

961 No wants/record your subject
 962 Subject has record, no outstanding wants
 963 Wanted
 963F Felony warrant
 963M Misdemeanor warrant
 963T Traffic warrant
 963V Stolen vehicle
 963X Armed and dangerous
 964 Vacation house
 965 Switch to Tactical Frequency (2)
 997 Officer needs assistance, own agency only
 998 Officer involved in shooting
 999 Officer needs assistance, any agency units OK

Response Codes

CODE 1 Routine response
 CODE 3 Emergency, respond with red lights and siren
 CODE 4 No (further) assistance needed
 CODE 5 Stake out, watching someone or something
 CODE 6 Out for investigation
 CODE 7 Eating
 CODE 9 Only unit 10-8
 CODE 20 Notify the news media

COLOR CODES

We use these codes in calls for service as well as for entry into different CLETS systems. Get familiar with these, you will use them every day.

Beige	BGE
Blue	BLU
Dark blue	DBL
Light blue	LBL
Black	BLK
Bronze	BRZ
Brown	BRO
	BRN (not in SVS, but common)
Cream	CRM
Gold	GLD

COLOR CODES (cont'd)

Green	GRN
Dark Green	DGR
Light Green	LGR
Gray	GRY
Maroon	MAR
Multi-colored	MUL/COL
Orange	ONG
Pink	PNK
Purple	PLE
Red	RED
Silver	SIL
Tan	TAN
Turquoise	TRQ
White	WHI
Yellow	YEL
2-Tone	TOP/BTM (i.e. "blk/whi" Used for 2 color vehicles, convertibles vinyl/paint styles)

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

DAYS OF THE WEEK

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

COMMON LOCATION ABBREVIATIONS

DCH	Downey Community Hospital
DFD	Downey Fire Department
DMC	Downey Municipal Court
DPD	Downey Police Department
DUSD	Downey Unified School District

ABBREVIATIONS AND ACRONYMS

ABC	Alcoholic Beverage Control (California)
ADD	Address
ADR	Address
ADV	Advised
ADW	Assault with a deadly weapon
AI	Accident Investigation
AKA	Also known as
ALI	Automatic location identification (9-1-1 system)
ANI	Automatic number identification (9-1-1 system)
APB	All points bulletin
APT	Apartment
ASAP	As soon as possible
ATF	Alcohol, Tobacco, Firearms (Federal Bureau of)
ATT	Attempt
AWOL	Absent without official leave
BA	Blood alcohol level
BB CAP	Baseball cap
BLDG	Building
B&P	Business and Professions Code
B/O	Bad order (broken or inoperative)
BOLO	Be On the Look Out
BRO	Brother
BRN	Brown
BURG	Burglary
BUS	Business
BW	Bench Warrant
C-7	Code 7/Lunch
CA	Citizen Assist/Citizen Arrest
CAD	Computer Aided Dispatch
CAL-OSHA	California Occupational Safety & Health Agency
CCW	Carrying a concealed weapon
CDL	California driver's license

ABBREVIATIONS AND ACRONYMS (cont'd)

CHS	Criminal History System (California)
CII	Criminal Identification and Information (Bureau of DOJ)
CJI	Central Juvenile Index
CLETS	California Law Enforcement Telecommunications System
CHP	California Highway Patrol
COM	Commercial
CNT	Crisis Negotiation Team
CP	Command Post
CVC	California Vehicle Code
CYA	California Youth Authority
DA	District Attorney
DB	Dead Body
DBA	Doing Business As
DEA	Drug Enforcement Agency (Federal)
DEUCE	Drunk Driver
DL	Driver License
DMV	Department of Motor Vehicles (California)
DOA	Dead on Arrival
DOB	Date of Birth
DOJ	Department of Justice (California)
DOT	Direction of Travel
DR	Departmental report number
DROS	Dealer Report of Sale (Weapons)
DUI	Driving under the influence
DWI	Driving while intoxicated
EMP	Employee
ENR	Enroute
EOC	Emergency Operations Center
EOW	End of Watch
ETA	Estimated time of Arrival
ETS	Emergency tracking signal
EW	End of Watch
FAA	Federal Aviation Administration
FBI	Federal Bureau of Investigation
FCC	Federal Communications Commission
F&G	Fish and Game Code
FI	Field Interview
FI	Field Identification
FST	Field sobriety test
FTA	Failure to appear (warrant)

ABBREVIATIONS AND ACRONYMS (cont'd)

FTP	Failure to pay (warrant)
FU	Follow Up
FWY	Freeway
GOA	Gone on arrival
GTA	Grand theft auto
GSR	Gun Skin Residue Test
HBD	Has been drinking
HG	Handgun
HNT	Hostage and Negotiations Team
HYPE	Heroin User
H/R	Hit and run
H&S	Health & Safety Code
IA	Internal Affairs
INFO	Information
INJ	Injury
INS	Immigration & Naturalization Service (Federal)
IOD	Injured on duty
I/P	In progress
J/O	Just occurred
JUV	Juvenile
LASD	Los Angeles Sheriff's Department
LASO	Los Angeles Sheriff's Office (same as above)
LG	Local government (radio frequency) Large (size)
LIC	License
LKA	Last known address
LOC	Location
LT	Lieutenant Light (color)
M/C	Motorcycle
MED	Medium
MISD	Misdemeanor
MGR	Manager
MARJ	Marijuana
MO	Method of operation (modus operandi)
MP	Military Police
MUNI	Municipal
NATB	National Automobile Theft Bureau
NCIC	National Crime Information Center (Federal)
NFD	No further description/details

ABBREVIATIONS AND ACRONYMS (cont'd)

NFI	No further information
NIP	Not in possession
NLETS	National Law Enforcement Telecommunications System
NMI	No middle initial
NMN	No middle name
NRC	Nuclear Regulatory Commission (hazmat)
NTSB	National Transportation Safety Board
OBS	Observed
OD	Overdose Off-duty
OLN	Operator's (driver's) License Number
OR	(To be released on) own recognizance
ORI	Originating agency identifier
OSHA	Occupational Safety & Health Agency (State and Federal)
OSN	Officer's Serial Number
OT	Overtime
P/A	Police Aide
PASS	Passenger
PC	Penal Code Probable cause
PCF	Primary Collision Factor
PDR	Physician's Desk Reference
PKD	Parked
PKG	Parking
POE	Point of entry (used for burglaries)
POI	Point of impact (used for traffic accident jurisdiction)
POSS	Possible Possession
PPA	Private Persons Arrest
PPI	Private party impound (of a vehicle)
P/U	Pick up (to transport or a truck description)
RD	Reporting District
RE	Reference, refer
REF	Reference, refer
REPO	Repossession (of a vehicle)
RES	Residence or resident
R/O	Registered owner
R/P	Reporting party Responsible party
RPT	Report

ABBREVIATIONS AND ACRONYMS (cont'd)

RT	Right
S	Suspect
SAM	Sergeant
SCE	Southern California Edison
SCH	School
SGT	Sergeant
SRO	School Resources Officer
S&S	Search and Seizure (Subject to)
SUBJ	Subject
SUPP	Supplemental report or supplemental information
SUSP	Suspect
SVS	Stolen Vehicle System (CLETS)
SWAT	Special Weapons and Tactical Team
S/W	Station Wagon
T/C	Traffic collision
TRO	Temporary Restraining Order
UNK	Unknown
UTL	Unable to locate
V	Victim
VC	Vehicle Code
VEH	Vehicle
VICT	Victim
VIN	Vehicle Identification number
VS	Versus
W/	With
W	Witness
W/C	Watch Commander
WIC	Welfare and Institutions Code
WIT	Witness
W/O	Without
WPN	Weapon
WPS	Wanted Persons System (State)
YR	Year
180	CHP 180 form (for stolen/stored/recovered vehicles)

CALL TYPES

As a call taker you will be receiving information over the telephone. With this information you will create a call for service in the CAD system by completing an "incident screen". The CAD acronym for incident screen is : "IS"

To assist in the speed and accuracy of completing the incident screen, the following modified codes or "short cuts" have been entered in CAD which pertain to the types of calls we deal with most frequently.

CALL TYPE	PLAIN LANGUAGE
900	Open Item
901	Vehicle Abandoned, Ill Parked
902	Suspicious Vehicle
903	Auto-Nuisance
911	Disturbance-Neighbors, music/noise
912	Disturbance-Vehicles
913	Disturbance-Fight
914	Disturbance-Keep the Peace
915	Disturbance-Animals
916	Disturbance-Juveniles
917	Disturbance-415 Subjects
918	Disturbance-Annoying Phone Calls
921	Assault/Battery
922	Suspicious Activity
923	Open Door or Window
924	Possible 459/10852 to Vehicle
925	Possible Stolen Vehicle
926	Possible Robbery-211
927	Possible Burglary-459
928	Possible Theft
929	Silent Alarm
930	Audible Alarm
931	Immoral Conduct
932	Malicious Mischief/Vandalism
933	Bomb Threat-No Report
934	Drunk or Drugged Adult
935	Drunk or Drugged Juvenile
936	Narcotics Activity
937	Extra Patrol
938	Muni Code-No report

CALL TYPES (cont'd)

940	Possible 23152
941	Reckless/Speeding Vehicle
942	Traffic Collision-No Report
943	Traffic Collision-Other Jurisdiction
944	Traffic Collision-Hit & Run
945	Traffic Hazard
947	Traffic Collision-Property Damage
948	Traffic Collision-Injury
949	Traffic Collision-Private Property
950	Fire Department Follow-Up
951	Rescue Call
952	Citizen Down-III/Psycho
953	Missing Adult
954	Missing Juvenile
955	Lost Child
956	Found Child or Adult
957	Children Left in Vehicle
958	Truancy/Curfew Violations
959	Pick-up/Detain Juvenile
962	Check Welfare of Party
963	Request to Notify Party
964	Solicitors
965	Loose Animals
966	Injured or Dead Animal
968	Department Information
969	Department Personnel
970	Assist the Citizen
971	Assist Fire Department
972	Assist Other City Department
973	Assist Animal Control
974	Abandoned Refrigerator/Freezer
975	Transportation Detail
976	Private Impound
977	Found Property
980	Assist Other Police Department
999	All Other Calls for Service

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 gray areas where the two spheres of jurisdiction overlap. It sometimes takes attorneys and judges to decide the jurisdiction.

Questions related to legal issues, unless clear cut, should be referred to the Desk Officer or Watch Commander. Legal advice and recommendations should never be made. Often times referrals to attorneys, courts, legal aid are all that the calling party may be soliciting.

Crimes are categorized by the nature of the crime and the punishment by imprisonment in State Prison and fines over \$500.

FELONY

A crime that is very serious in nature which can be punished by imprisonment in State Prison and fines over \$500.

MISDEMEANOR

A crime which can be punished by up to, but not exceeding, one year in the County Jail and up to \$500 in fines.

INFRACTION

A minor offense which can be punished by fines.

These definitions do not indicate the actual complexity of the law. 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.

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)

The body of laws that regulate vehicular traffic within the State of California.

HEALTH & SAFETY CODE (H&S)

The body of laws that regulate food and drugs, including controlled substances as well as fireworks and explosives violations.

BUSINESS & PROFESSIONS CODE (B&P)

Regulations and ethics of the business profession regarding truth in advertising, marketing, controlled sales of certain substances. Contains statues concerning the sales of alcoholic beverages.

WELFARE & INSTITUTIONS CODE (WIC)

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 are statutes regarding child neglect, incorrigibility, and delinquency.

ADMINISTRATION CODE

Miscellaneous sections that include Fish & Game, Harbor and Navigation, and other regulations.

MUNICIPAL CODE

The body of regulations which 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.

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 and 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.

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

MUNICIPAL COURTS

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

SUPERIOR COURT

Handles all felony criminal filings 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

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

DEPARTMENT OF CORRECTIONS

Charged with housing and confining individuals sentenced to prison.

CALIFORNIA YOUTH AUTHORITY

Charged with housing and confining juvenile offenders.

PAROLE BOARD

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

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

GRAND JURY

A 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 Kidnapping (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

- 220 Assault With Intent To Commit (F)**
1. Assault another with the intent to commit
 2. Mayhem, rape, sodomy or oral copulation
- 240 Assault (M)**
1. Unlawful attempt
 2. Coupled with the present ability
 3. To commit a violent injury to another
- 241 Assault On A Peace Officer (M)**
1. Unlawful attempt
 2. Coupled with the present ability
 3. To commit a violent injury to a peace officer
- 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
- 243.4 Sexual Battery (F)**
1. Touching an intimate part of another
 2. While the person is unlawfully restrained
 3. Against the will of the person touched
 4. For the purpose of sexual arousal
- * "Touch" means physical contact with the skin of another person
- 244 Assault With A Caustic Chemical (F)**
1. Willfully and maliciously places or throws
 2. Upon the person of another
 3. A caustic chemical of any nature
 4. With intent to injure the flesh or disfigure the body
- 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 persons will
 3. 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
- 270 Failure To Provide (M)**
1. Parent of a minor child
 2. Willfully omits
 3. Without lawful excuse
 4. To furnish necessary clothing, food, shelter or medical attendance
 5. To his or her child
- 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 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
- 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 cohabiting
 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
- 278 Child Stealing (F)**
1. Every person not having a right of custody who
 2. Maliciously takes, detains, conceals or entices away
 3. Any minor child
 4. With intent to detain or conceal the child from a person having lawful charge of the child
- 278.5 Violation Of Custody Decree (F)**
1. Violation of the physical custody or visitation provisions
 2. Of a custody order, judgment or decree
 3. Takes, detains, conceals or retains the child with the intent to deprive another
 4. Of his or her rights to physical custody or visitation
- 286(a) Sodomy (F)**
1. Sexual conduct
 2. Between the penis of one person and the anus of another
- 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 of 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
- 415(3)** * Using offensive words in a public place which are likely to provoke an immediate violent reaction
- 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
- 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
- 484 Theft-Defined**
1. Feloniously steal, take, carry, lead or drive away personal property or another
- 484g Fraudulent Use Of Credit Call slips (F/M)**
1. Use of a stolen credit card(s) with the intent to defraud
- 485 Misappropriation Of Lost Property (M)**
1. One who finds lost property
 2. Has the ability to locate the owner and fails to do so
 3. Appropriates such property to his own use
 4. Without first making reasonable and just efforts to locate the owner
- 487.1 Grand Theft (F)**
1. Theft of personal property valued in excess of \$400
- 488 Petty Theft (M)**
1. Theft of personal property valued less than \$400
- 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

- 499b Joyriding (M)**
1. Taking of an automobile, motorcycle, boat or bicycle
 2. for temporary use
 3. Without permission of the owner
- 503 Embezzlement (F/M)**
1. Fraudulent appropriation of property
 2. By a person to whom it has been entrusted
- 537(a) Defrauding An Innkeeper (F/M)**
1. Obtaining food, fuel, services or accommodations
 2. With the intent not to pay
- 537(e) Altered Or Obliterated Serial Number (F/M)**
1. Knowingly buy, sell, receive or possess any equipment
 2. From which the manufacturer's nameplate, serial number or any other distinguishing number or identification mark
 3. Has been removed, defaced, covered, altered or destroyed
- 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
- 597(a) Cruelty To Animals (F)**
1. Maliciously and intentionally maims, mutilates, tortures or wounds a living animal
 2. Which is the property of another
 3. Kills an animal which is the property of the person
- 602 Trespass (M)**
1. Entering the land or occupying real property
 2. Without the consent of the owner
- 626.9 Firearms On Public School Campuses (F)**
1. Bring or possess a firearm
 2. Upon the grounds of any public school, university or community college

- 647.6 Disorderly Conduct (M)**
1. Solicit anyone to engage in or who engages in lewd or dissolute conduct
 2. In any public place or in any place open to the public or exposed to public view
- 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
- 647(g) Prowling (M)**
1. Loiter, prowl or wander upon
 2. The private property of another
 3. At any time
 4. Without visible or lawful business with the owner
- 647(h) Voyeur (M)**
1. While loitering, prowling or wandering upon
 2. The private property of another
 3. At any time
 4. Peeks in the door or window
 5. Without visible or lawful business with the owner
- 653k Possession Of A Switchblade (M)**
1. Possesses a switchblade
 2. In a vehicle or in a public place
- 664 Unsuccessful Attempt To Commit A Crime (F/M)**
1. Attempt to commit any crime, but fails
- 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

4390 Possession Of A Forged Prescription (M)
1. Forging the name on a prescription
2. Passes or attempts to pass prescription
3. To obtain any prescription drug

25658a Furnishing, Giving Or Sales Of Alcohol To A Minor (M)
1. Obtaining alcohol
2. Furnishing, giving or selling to a minor

25662 Possession Of Alcohol By A Minor (M)
1. Possession of alcohol by persons under the age of 21
2. In a public place

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
Barbiturates
LSD
Methamphetamine
Phencyclidine (PCP)
Preludin
Psilocydin (Mushrooms)
Ritalin

11550a Under Influence Of A Controlled Substance (M)

1. Influence of the following:
Heroin
Cocaine

11550b Under The Influence Of A Specified Controlled Substance (M)

1. Influence of the following:
Phencyclidine (PCP)

WELFARE AND INSTITUTIONS CODES

- 300** **Persons Subject To The Jurisdiction Of The Juvenile Court**
1. Any minor who may be adjudged to be a dependent child of the juvenile court
- 300a** **Dependent 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** **Dependent Child**
1. Lack of parental control
- 300c** **Dependent Child**
1. Mental abuse and/or neglect by parent or guardian
- 300d** **Dependent Child**
1. Failure by parent or guardian to adequately protect minor from sexual abuse
- 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
- 12500b Driving Out Of Classification (I)**
1. Drive a vehicle upon a highway
 2. That is not a type for which the person is licensed
- 12951a No License In Possession (I)**
1. Drive a vehicle upon a highway
 2. Without a drivers license in possession
- 12951b Fail To Present License (I)**
1. Fail to present drivers license upon demand of a peace officer
- 14601.1a Drive With Suspended License (M)**
1. Drive a vehicle
 2. After driving privileges have been suspended or revoked

- 16000 Reporting Of Traffic Collisions**
1. Driver of a vehicle involved in a traffic collision causing over \$500 damage or injury
 2. Shall report the collision to the Department Of Motor Vehicles (DMV) within 10 days
- 16025A 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

23110b Throwing Objects At A Vehicle Causing Injury (F)
1. Throw any substance at a vehicle or occupant
2. With intent to do great bodily injury

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

23153a Felony Driving Under The Influence (F)
1. Driving a vehicle on a public or private property
2. Under the influence of an alcoholic beverage or any drug
3. Causing bodily injury to anyone other than the driver

- 23222b Possession Of Marijuana In A Vehicle (M)**
1. Possession of less than 1 oz. of marijuana
 2. In a vehicle upon a highway

- 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

DOWNEY MUNICIPAL CODES

The Downey Municipal Codes cover a wide range of nuisance and public order offenses. The areas that most often concern the police department are: Alcohol, Curfew, Handbills, Noise, Soliciting, Trash, Vehicles and Weapons. The following is a partial list of the most recently used DMC sections.

ALCOHOL

DMC 4103	Consuming in public place
DMC 4104	Consuming alcohol in on highway
DMC 4105	Consuming alcohol in vehicle

BICYCLES AND SKATEBOARDS

DMC 3142a	Riding bicycle on sidewalk in central business area
DMC 3142b	Riding bicycle in crosswalk
DMC 3144	Riding skates or other wheeled vehicle on roadway or sidewalk in central business district

DISORDERLY CONDUCT

DMC 4108	Curfew 2200-sunrise (Juveniles)
DMC 4109	Parents allowing juveniles out after curfew
DMC 4110	Discharge of firearm
DMC 4116	Dump or deposit trash on public or private property
DMC 4117	Flow mud, water, or oil onto roadway, ditch or alley (permit may be obtained for water)

FIREWORKS

DMC 3348	Possession of dangerous fireworks
DMC 3349	Discharge of fireworks on/across property of another
DMC 3349.1	Discharge of fireworks in city park

HANDBILLS

DMC 4118	Placing posters, signs, handbills on public property
DMC 4901	Distribute commercial handbills in public place
DMC 4902	Placing handbills on vehicles
DMC 4903	Placing handbills on vacant, uninhabited private

- premises
- DMC 4904 Placing handbills on property when asked not to do so or posted "No peddlers", etc.
- DMC 4906 Distribute handbills on private property 0700-1800 Monday-Saturday only

MINORS

- DMC 4108 Curfew, 17 years and under, 2200 hrs to sunrise
- DMC 4109 Parents allowing minors to violate curfew
- DMC 4111 Owner allowing minor (7-16) to play arcade game before 1500 on school days or after 2200 any day
- DMC 4136a Sell/give spray paint to minor
- DMC 4136c Possession of spray paint in public park (adult or juvenile)
- DMC 4136d Minor in possession of spray paint in public place
- DMC 6573.4a No person under 18 allowed in arcade between 2200-0200 without parent

NOISE

- DMC 4600 Loud or unusual noise
- DMC 4600.2 Operate power tools between 2200-0700
- DMC 4600.3 Motor vehicle noise less than 100' from residence
- DMC 4602 Amplified music between 2200-0700

PARKING

- DMC 3152 Parking on parkway
- DMC 3153a Unattached trailer
- DMC 3154a Parking on roadway for purpose of selling vehicle
- DMC 3154b Parking on roadway to wash or repair vehicle
- DMC 3169 Parking in alley
- DMC 3175 No parking for street sweeping
- DMC 3185b Commercial vehicle parked in residential area
- DMC 3185d Parking on private property without consent
- DMC 3194a Parking in public lot for purpose of sale
- DMC 9-1-10.12c(1) Parking in setback area
- DMC 9150.20 Parking in front or side yard (landscape required)

PARKS

DMC 3349.1	Discharge of fireworks
DMC 4136	Possess spray paint (adult or juvenile)
DMC 10107a	Damage or disturb park property
DMC 10107b	Writing or marking on
DMC 10107c	Attach sign to
DMC 10107d	Remove or injure any plant
DMC 10107e	Remove any wood, sand, gravel or rock, etc
DMC 10109a	Loud or unusual noise
DMC 10109c	Disorderly conduct

SOLICITING

DMC 3161a	Stopping within 1000' of school or 300' of park for purposes of selling food or any item
DMC 3161b	Selling from cart/wagon without permit
DMC 4502	Charitable solicitation without registration
DMC 6500	Solicitor license required
DMC 6501	Door to door solicitation between 0900-1900 Monday-Saturday

WEAPONS

DMC 4110	Discharge of firearms
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LOCAL LAW ENFORCEMENT AGENCIES

WEST

South Gate PD
8620 California Av
South Gate, CA 90280
213-567-2222

Bell PD
6326 Pine Av
Bell, CA 90201
213-585-1245

Bell Gardens PD
7100 Garfield Av
Bell Gardens, CA 90201
310-806-4573

Cudahy (LASD - Firestone Station)
7901 S. Compton Av
Los Angeles, CA 90001
213-582-7878

NORTH

Commerce (LASD - East Los Angeles Station)
5019 E. Third St
Los Angeles, CA 90001
213-264-4151

Pico Rivera (LASD - Pico Rivera Station)
6631 S. Passons Bl
Pico Rivera, CA 90660
310-949-2421

Montebello PD
1600 W. Beverly Bl
Montebello, CA 90640
213-887-1212

EAST

Santa Fe Springs (LASD - Norwalk Station)
Norwalk (LASD - Norwalk Station)
12335 Civic Center Dr
Norwalk, CA 90650

California Highway Patrol (CHP)
Santa Fe Springs Station
10051 Orr & Day Rd
Santa Fe Springs, CA 90670
310-868-0503

SOUTH

Bellflower (LASD - Lakewood Station)
Paramount (LASD - Lakewood Station)
5130 N. Clark Av
Lakewood, CA 90712
310-866-9061

SEAACA

The South East Area Animal Control Agency (SEAACA) is an agency designed to handle all animal problems within the City of Downey as well as contract services for Norwalk, Pico Rivera, Bell Gardens, Lakewood, Montebello, Santa Fe Springs, Paramount and Vernon. Animal Control officers are available on a 24 hour basis for emergencies. They respond to loose animals endangering the safety of humans, reported bites where the animal is not confined, injured cats or dogs with no apparent owner, loose livestock and to assist law.

DOWNEY FIRE DEPARTMENT

The Downey Fire Department (DFD) handles all medical and fire related emergencies in the City of Downey. The Downey Fire Department operates a joint communications center from Headquarters Station #1. DFD provides communications dispatch for the Area "E" Fire District which includes the cities of Compton, Downey, Lynwood, Montebello and Santa Fe Springs.

The City of Downey has four Fire Stations :

STA #1	12222 Paramount Bl (Headquarters)
STA #2	9556 Imperial Hw
STA #3	9900 Paramount Bl
STA #4	9349 Florence Av

BOOK RESOURCES

POLICE MANUAL/OPERATIONS MANUAL

These books contains the rules, regulations, policies, procedures and directives for the Downey Police Department. Although many of the procedures in this book are for the sworn officer, many can impact your day to day duties. You are required to become familiar with the material. Violating a general order can be embarrassing and could ultimately cost you your job, depending on the severity of the violation.

CAD MANUAL

The CAD operations manual will provide you with information relative to the operation of the CAD system.

ALARM BOOK

Listing of locations within the city connected to the alarm panel.

MAPS AND MAP BOOKS

In addition to the lighted City map, there are Thomas Bros map books, City plot plan books and other reference material available in the Communications Center. You will need to utilize all these reference materials to become an expert on the City of Downey.

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 may be used a little more frequently than the penal code, but it is again for reference. This book lists the definitions of and punishment for various vehicle code violations in the State of California. One handy area of the book is in the back where it lists 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.

DOWNEY MUNICIPAL CODE BOOK

This book lists the "DMC" 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 noise abatement, stealing recyclable materials from City supplied trash bins, door to door peddling, etc.

PHONE CRISS-CROSS BOOK

Many times an officer will have a phone number and need the address or be at a residence and ask us to ascertain a phone number when we don't know the name of the resident. The criss-cross index is our main source for doing this. This book lists only published numbers, but is an invaluable resource for us. This book is leased from the company who publishes it and is not used for general public information.

SPECIAL AGENTS BOOK

Often it will be necessary to contact Law Enforcement Agencies outside of Downey County. The Chief/Special Agents Association Directory is for this purpose. This directory is a paperback size book which lists all the agencies in California. The information is divided by type of agency, i.e., Police, Sheriff, Marshall, etc., then in alphabetical order by the name of the city. This book lists the name, address and phone number of the agency as well as the name and title of the agency head.

GRAY BOOK

At each of the dispatch consoles is a 1" gray notebook. This book contains a great deal of information. The first few pages are for immediate reference. They contain CAD computer coding, and employee serial number information. The next section of the book is the street index guide. This guide lists every street in the City of Downey alphabetically then provides a directional and numeric break down and lists the RD.

MISCELLANEOUS

The bookcase located in the Watch Commander's Office contains many reference books. There is a copy of the Penal Code, Vehicle Code, Downey Municipal Code and Department Operations Manual and a copy of the Dispatch Training manual. There are also many reference books i.e., Los Angeles County Referral Agencies, Emergency Disaster Plans, Computer Handbooks, telephone

books and a dictionary. Your trainer will show you these references, however, it is your responsibility to become familiar with them. Read as much as you can, but most importantly for now, know what they are and where they are, and how to use them.

OTHER RESOURCES

CAD INFO AND DATA FILES

Currently, located within the computer are two files that contain a great deal of reference material. Learn to utilize these files and you will have quick access to emergency business information, business locations, phone numbers, personnel identification information and outside agency information. You will learn how to access;

- A. BUS / BNS FILES
- B. HAZ / NO RESPONSE FILES
- C. OUTSIDE AGENCY INFO

POLICE MANAGEMENT INFORMATION SYSTEM (PMIS) / RECORDS MANAGEMENT SYSTEM (RMS)

Our CAD system is an internal computer system which "talks" to the Police Management Information System (PMIS). This information 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, but the usual request will be for an officer safety check to see what kinds of contact we have had at a particular residence, or to see what a person has been arrested for by our agency, or to get information on a past DR. These last three examples are directly obtainable through our RMS query formats. You will learn to access and understand the following files;

- A. NLS / name
- B. NLS / location
- C. EVT / search previous info
- D. QIE / CAD inquiry field

BUSINESS LICENSE FILE

The business license file is available to you in two places. There is a printed copy located in Communications which is divided into two blue plastic binders. One is filed alphabetically by business name and the other is filed alphabetically by address. These books are kept on the table adjacent to the primary call-taker position. Business file information is currently being entered into the CAD system as well.

BLOTTER REPORTS

Not all reports need be taken by Officers in the field. A blotter report may be taken by Communications personnel when the following criteria is met:

- A. Any report where there is no known suspect / or evidence.
- B. Misdemeanor reports where the suspect has left the area.

E-MAIL

Built into the Police Management Information System is an electronic mail box. With this you are able to send a message to any departmental personnel. Notification of a message in the electronic mail is displayed when the person signs on to any of the PMIS computer terminals.

CAD EMERGENCY PROCEDURES

In the event of a CAD system failure, all Communications personnel must be familiar with the manual card system of dispatching. This system requires call takers to manually write out a call for service and forward it to the radio dispatcher when completed. The dispatcher will keep track of the status of the call manually. Officer initiated activity will also need to be manually tracked by the radio dispatcher. If the systems failure is unexpected, then no DR's can be issued until it is stabilized. However, if the failure is planned, DR's can be issued in order from the last DR issued before the crash. It is extremely important that any DR's or information affecting the status of a call be carefully recorded for future update when the system becomes operational.

CAD CRASH / CATCH-UP

To facilitate an easier catch-up mode when the CAD crashes, the following guidelines should be utilized.

Divide the completed status call slips into three groups:

- A. All status call slips that update/close incidents that were active when CAD crashed.
- B. All status call slips that are for out-of-service codes (C-7, 10-19, etc.) that DO NOT generate an incident number.

- C. Status call slips for incidents that BEGAN and ENDED while the CAD was down that DO generate an incident number.

When the CAD system becomes operational again, you must not use the system until the following steps are complete.

- A.. Update all incidents showing on the status monitor with amended times.
**IF AN INCIDENT TOOK A DR WHEN THE CAD SYSTEM WAS DOWN, ISSUE THE DR. Make sure the number issued to the incident is in the same order that it was issued on the DR log.
- B. Input any incidents that began when the system was down and are still active by use of a new incident screen with the time entered in the time area of the screen. Enter all updates on the call with amended times.

You can now utilize CAD for normal dispatching and call taking. Be sure you advise all terminal users that they can now issue DR's.

Completed status call cards may now be shredded except for major incidents which may need to be kept. Always check with your trainer or Watch Commander if you have any questions whether a card should be kept or shredded.

CAD COMMANDS

ADD

AN ADD NAME
AP ADD PLATE
AV ADD VICTIM

BACK UP

BU BACK UP

CLOSE

C CLOSE

DISPATCH

BU BACK UP
TS TRAFFIC STOP
TX TEN SIX
VC VEHICLE CHECK
PC PED CHECK
TF TEN FIFTEEN
TN TEN NINETEEN
CS CODE SEVEN
CM COMMENTS
EW END OF WATCH

INCIDENT

CI CREATE INCIDENT
IC INCIDENT CLOSE
ID INCIDENT DISPATCH
IH INCIDENT HOLD
IM INCIDENT MODIFY
IS INCIDENT START

LIST

LN LIST UNIT LOCATION NOW
LS LIST UNIT LOCATION LAST
LU LIST UNITS
US UNIT HISTORY (SHIFT)
SU SORT UNITS
SI SORT INCIDENTS
IQ ACRONYM LIST
UN UNIT HISTORY (SHIFT)
UH UNIT HISTORY (PAST DATE)

UNIT

UA UNIT ADD
UC UNIT CLEAR
UD UNIT DELETE
UP UNIT PRIMARY
UT UNIT TO

UPDATE

SS START SHIFT
XU EXCHANGE UNIT
MC MODIFY CLOSE

DISPATCH SHORT CUT

D DISPATCH
C CLOSE
H HOLD
M MODIFY

CALLS BY COLOR CODING

OPEN	GREEN
DISPATCHED	FUSCHIA
SITE	RED
CLOSED	DK BLUE
HOLD	GREEN

NO REPORT DISPOSITION CODES

0 UNFOUNDED
1 GOA/UTL
2 ADVISED/ASSISTED
3 BUILDING CHECKS SECURE
4 NOTIFICATION MADE
5 SEE F.I.
6 VEH MARKED/CITED
7 SEE REPORT
8 OTHER
9 PATROL CHECK REQUESTED

CHAPTER THREE CALL-TAKER

TELEPHONE MECHANICS

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 this 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.

The objective of your telephone training is:

- A. Ability to speak in a voice that is clear, easily understood, and authoritative;
- B. Ability to deal courteously with the public under **all** circumstances;
- C. Ability to take control and direct the flow of the conversation;
- D. Knowledge and understanding of call screening and prioritization;
- E. Recognition of the importance of information verification;
- F. Knowledge of logical questions to ask, in the proper sequence;
- G. Importance of keeping others in the room and supervisors apprised;
- H. Knowledge of 9-1-1 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.

PUBLIC RELATIONS

Do you realize that you are one of the top public relations people in the department? When someone calls Downey, you **ARE** the Downey Police Department. If you appear pleasant, knowledgeable, interested, and helpful, their attitude toward the department will generally be positive.

IDENTIFY YOURSELF

In the interests of professionalism and saving time, tell the caller immediately, "Downey Police" or "9-1-1 Emergency" or "Communications", 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 sure to answer every call as soon as possible. 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. Your trainer will play back recordings of your phone conversations. This will be a good tool to gauge any modifications you may want to make in your phone demeanor. Make personal calls outside of the communications center.

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 businesslike 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. Would you be embarrassed to have a call listened to by your supervisor, or the 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. **DO NOT** yell at them.

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 to advise the dispatcher of the caller's condition.

MENTALLY UNSTABLE

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

LIMITED ENGLISH SKILLS

The situation with a 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. There are several translation resources available.

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 the Reporting Party hopes that the officers' presence will threaten the other party. The Reporting Party will embellish the story in order to get a unit. 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 tranquillity 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.

FALSE INFORMATION

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 pertinent information.

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, or Desk Sergeant. If both are unavailable, take a message and make sure it is received. Don't get into the complaint and don't take sides.

COMPLAINTS AGAINST A DISPATCHER

If this occurs, transfer the call to the Desk Sergeant or 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 Desk Sergeant or Watch Commander immediately. It is much easier to have a rational conversation with a person making a complaint when the Watch Commander is 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, refer them to the on-duty Watch Commander.

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 extract 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, 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, while asking direct questions.

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. If it is an emergency and there is question as to jurisdiction, dispatch appropriate personnel. Jurisdiction will be determined at an appropriate time.

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).

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.

PRIORITY 1 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, calls reporting any in progress or just occurred call involving the use of weapons, including fights and robberies. Included are domestic violence calls reporting threatened, imminent, or ongoing domestic violence, and the violation of any protection order, including orders issued pursuant to Penal Code §136.2 and restraining orders, shall be ranked among the highest priority calls. It is not necessary that the dispatcher verify the validity of the protective order before responding to the request for assistance.

Also included in Priority 1 calls 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 9-1-1, 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. Send the call to the dispatcher immediately with the partial information, then return to the caller for further information. Update the call as new information is received so the dispatcher may, in turn, advise the responding officer.
- 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 paramedics 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. This will verify the direction in case the caller is confused or does not know his/her directions.
 - 3. Weapon(s) used, if any - NEVER ASSUME. Just because a weapon was not mentioned does not mean a weapon was not 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. sex
 - b. race
 - 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/tattoos
- h. clothing description - start at the top and work down the body (i.e. hat, jacket, shirt, pants, shoes, carrying anything)

PRIORITY 2 CALLS - up to 10 minute delay

Priority 2 calls shall be assigned when a threat to person or property is possible, or a breach of the peace is occurring. This may include disturbances caused by juveniles or racing vehicles. It may be used where citizens are standing by, waiting for the arrival of police and delays would cause an inconvenience. These calls for service do not require an immediate response, but should be dealt with, ideally, in 10 minutes or less. However, a situation such as a combative shoplifter in custody by a merchant could 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. Priority 2 calls follow the same procedure, except you need not send an incomplete call to the dispatcher and you need not keep the caller on the phone.

PRIORITY 3 CALLS - up to 30 minute delay

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. Priority 3 calls should be dispatched within 10 minutes of receipt of the call.

The informant should be informed that there may be a slight delay in the response of the unit. 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. Because of unexpected priority calls, an officer may be delayed in his expected arrival for a routine call.

Any call that is delayed for 30 minutes or longer will require a call back with an explanation to the original caller. This is a courtesy that will go a long way in exemplifying our professional image. The call shall be made after 30 minutes and every thirty minutes there continues to be a delay. The Watch Commander shall also be notified if a call is to be delayed for 30 minutes or more.

PRIORITY 5 CALLS - as time permits

Priority Five calls are calls received and handled within the police facility when it has not been necessary to dispatch a patrol unit to the scene, e.g., blotter reports, station reports, etc..

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, but should not be relied upon as a crutch. Let the questions become second nature to you. If you learn good basic skills, then 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

Transfer calls requiring legal advise to the desk officer or supervisor. Advise the caller to whom you are transferring them to. Press FLSH and the proper extension. Press Clear.

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, never leave the caller for more than 30 seconds. Remember the information already provided and don't make the caller start over each time you come back on the line. If you see a call on hold and you are available, offer to take over the call and explain to the caller that you will help them as the original call-taker is in the middle of an urgent call. 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 OPERATIONS

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.

There are ten incoming non-emergency phone lines. They are located on the bottom row of the third bank of phones on the phone panel. The phone number for these incoming lines is 861-0771. These lines should be answered, "Downey Police Department. To put a call on hold, just push the "hold" button. You can tell which line you put on hold because there will be a green light on that button to accompany the red light which indicates that line is in use. To hang up, use the "Clear" button. The Last # Redial (redial) button is used when you need to call back the number you had previously dialed.

INTERNAL LINES

The three phone lines of the sixth bank of phone lines are "internal lines". These lines are normally from city personnel, either inside or out of the building. You should answer these lines, "Communications" or "Radio Room". There have been cases where officers have inadvertently given this number to citizens, so occasionally you may get a stray call from outside the department. These five lines are the only lines which should be used to reach an outside line. To do so you must dial "9" and then the number you wish.

In case of emergency shut down or failure of the phone system, GTE has installed two lines to be used for emergency only. These two lines are the eighth and ninth buttons on the last row. The phone numbers for these lines are 904-7122 and 904-7123.

AUTOMATIC DIALER

On each phone panel there is an automatic dialer which has 58 pre-programmed numbers. To use the automatic dial function push the number you wish to reach. To reach the 2nd set of pre-programmed numbers, push 2ndF and the number you wish to reach.

TRANSFERRING CALLS INTERNALLY

When a call is received that should be transferred to another extension within the Department, press FLSH (hookflash), wait for a high/low tone and dial the three digit extension you want. When the other extension rings, disconnect the call by pressing the release switch. If the requested party does not answer the phone, the voice mail system will activate and take a message. If you wish to announce the call, follow the same procedure. FLSH and dial the 3 digit extension, but this time stay on the line, announce the call and that you are disconnecting. Now release the call.

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. Our phones allow us to do this by:

- A. Call the officer using one of the CentraNet Lines (904-7122/23).
- B. Do not put caller on hold, simply push FLSH button.
- C. Get a dial tone
- D. Dial 9 to get an outside line
- E. Dial the number requested by the caller.
- F. When the phone rings, you may press "Clear" and the officer will be connected to the third party. You may announce the call by waiting until the third party answers, then press "Clear". The call is transferred to the officer.

TELEPHONE PAGING SYSTEM

To page someone inside the Police facility, your phone can be used. Dial 780 or 781 and you are live on the public address system. Speak slowly, distinctly, and repeat the name of the person you are paging. It is also suggested that you give the person an extension number on which to contact you.

TELEPHONE MESSAGES FOR PERSONNEL

Direct telephone messages for department personnel to the Watch Commander.

9-1-1 - PSAP

The State of California, like many other states, has adopted the 9-1-1 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. 9-1-1 calls can be answered at all five 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 9-1-1 call. The Downey Police Department is the primary answering point for Police and Fire service. Therefore, the proper operation and maintenance of the 9-1-1 system is of vital importance to the welfare and safety of the residents of Downey.

The 9-1-1 Coordinator for the City of Downey is the Officer-In-Charge, Special Operations Section, Field Operations Division. The Los Angeles County Sheriff's Department is responsible for 9-1-1 Coordination for the County of Los Angeles.

There are eight incoming 9-1-1 lines. They are located in the first bank of phone lines. The 9-1-1 phone lines are to be answered within three rings by state law, however every effort should be made to answer these lines immediately. The appropriate way to answer 9-1-1 is by saying, "9-1-1 Emergency". If you determine the call is not an emergency, and the call should not be lengthy, then complete the call on the emergency line.

When the phone call is fire department or paramedic related, you should always advise the caller that you will immediately connect them directly to the fire department and that they should stay on the line. If the incident sounds like it is also a police related matter (an injury accident, an arson fire) stay on the line to obtain the information you need for a complaint screen. 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 the fire department when necessary.

The 9-1-1 system is comprised of five components;

- A. The Call Director telephone installed at each of the four Communication Center consoles.
- B. The Transfer Unit which allows the 9-1-1 caller to be transferred to pre-programmed destinations.
- C. The ANI (Automatic Number Identification) unit which displays the number calling the 9-1-1 system.
- D. The ALI (Automatic Location Identification) unit which displays the address of the calling party.
- E. The printer connected directly to the 9-1-1 system that logs every call received by the 9-1-1 system. (Located in the equipment room).

There are 12 non-locking keys, four are control keys which are standard on all consoles.

- A. ADD -used to transfer a call to a 7 or 10 digit number.
- B. CANC (cancel) -used to cancel a transfer prior to or after the destination has answered.
- C. ALM (alarm) -used to turn off audible alarm when certain conditions occur. Also, indicates a malfunction or failure condition in our equipment.
- D. REPT ALI -used to repeat information shown on the Address Location Identifier.

The 9-1-1 keyboard has additional set of 8 keys that is a quick-dialer (transfer unit) to other agencies when you determine the caller has an emergency in another jurisdiction. You only have to push the button, hear the phone being answered and you have a 3-way conversation. If you have no need to stay on the line, you can simply press release at this point. The caller and that agency will have a proper connection.

A 9-1-1 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 9-1-1 system is independent of our phone system. When the phone is answered, you can listen in or disconnect.

If you receive a 9-1-1 call where there is obviously a child playing on the line, you may call the number back and attempt to talk to a responsible person and advise them of the circumstances.

If you receive a 9-1-1 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 screen reflecting what you can hear and send it. There may be a person unconscious or in need of emergency services could only dial 9-1-1. If at all possible, stay on the line and listen for any additional background noise until the unit arrives.

If you receive a 9-1-1 call and hear fighting or arguing in the background, make a complaint screen, send it, and stay on the line. Complete the complaint screen with the information you can hear and that you still have an open line, and then periodically update with any pertinent information.

If a 9-1-1 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 screen so that an officer can be sent to the location.

The 9-1-1 printer, which records the time and phone number of the caller, is located in the Communications Center.

CALLS-FOR-SERVICE PROCEDURES

You will handle many telephone calls during your shift. These calls will range from emergency or "HOT" calls for service to requests for directions. Each call received must be handled individually, as there are no two calls exactly the same.

The quickest and easiest way for a trainee to learn how to handle phone traffic is to monitor those calls the trainer receives. As the trainee monitors the calls the trainer will demonstrate and explain each call. When the trainee has been exposed to a variety of calls, the trainee will begin handling phone calls under the direction of the trainer.

When the trainers feels that the trainee has had sufficient training on call taking, and has had the opportunity to handle a large variety of call types, the trainee will be expected to handle the incoming telephone traffic without assistance from the trainer.

BASIC CALL TAKING PROCEDURES

THE PRIMARY OBJECTIVE OF THE CALL TAKER IS TO OBTAIN AS MUCH FACTUAL INFORMATION AS POSSIBLE, IN A BRIEF AND TIMELY MANNER, SO FIELD OFFICERS RESPONDING TO THE CALL MAY OPERATE AS SAFELY AND EFFECTIVELY AS POSSIBLE.

You will take many different types of calls, however, the basic required information remains the same for emergency and routine calls. The call taker should develop a standard method of taking information from the caller to determine:

- Nature of the call (What's wrong)
- The location (Where is it happening)
- Name/Phone/and Location of calling party
- Officer safety issues
- As much relevant detail as is available

A. Nature of the Call

This is the most critical phase of the call taking process. First, you must determine if you have an emergency or just a routing call for service. To make this decision you must consider the following facts:

1. Is anyone's life or well being in immediate danger?

2. Potential for violence
3. Suspect location in relationship to victim/s
4. Time element
5. What crime elements exist?

B. Location

Equally important is obtaining an accurate location for the call. Callers are often excited and/or frightened, so you must take special care to get the correct information. Remember to get specific information whenever possible.

1. Don't trust the callers sense of directions, confirm landmarks
2. Get direction of travel for large intersections and freeways
3. Ask for suite, unit or apartment numbers
4. Get specific directions inside large complexes, ie., next to pool, upstairs, downstairs, in the alley, in the carports, etc.

C. Name/Phone/Locations of calling party

The name and telephone of the reporting party should be included on every call. The caller may be the only person who knows what is happening. If things change and/or the location is wrong or unclear to the officers, only the calling party can clarify it. Additionally, the officers regularly request caller information in order to follow up on their investigations.

D. Officer Safety Issues

Officer safety starts with the call takers ability to get accurate and pertinent information. When handling calls for service:

1. Ask about weapons; now and in the past.
2. Find out how many people are involved.
3. Get history of violence at the location.
4. Keep caller on the phone for inprogress crimes.
5. Is anyone involved HBD/ or on drugs.
6. Update the dispatcher as often as possible.

E. Details of Crime

Once you have determined you have a crime and where to send the officers, get as much detailed information as possible. This will help in the apprehension of suspects and will provide better officer safety for responding units. Verify the following:

1. Vehicle description and DOT
2. Number and description of suspects
3. Weapons/type and number.
4. Suspect last known location.

F. Race/Descent

The reporting of race/descent of persons has been standardized by the Department of Justice. In accordance with General Order I-27 (Standardized References to Race), the following ethnic codes will be used:

White	Chinese
Hispanic	Japanese
Black	Philipino
Indian (American)	Other
Pacific Islander	

GENERAL QUESTIONS

STOLEN VEHICLE

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

NO SUSPECT INFORMATION:

- A. Run the license plate to see if the vehicle has been stored or repossessed
- B. How long was the vehicle parked?
- C. Was the vehicle 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 the vehicle has been called in to them and not entered into SVS yet.

NOTE:

- A. Private property impounds involve illegal parking as deemed by private property owners (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

PRIVATE IMPOUND

Anytime a private party impounds a vehicle, they are required to report it to the local police agency within a "reasonable time". When you receive this type of call, refer the call to Records, Ext. 315. They will verify the vehicle information and enter it into the SVS computer system

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.

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 weapon with you?

Keep the calling party on the line and advise them to stay inside and keep all family members inside. If they have a dog, secure it in the residence if possible. Advise them when the officers are there and keep them on the line until the officers have made contact with the calling party.

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. Notify DFD after method established
- C. When was last time caller talked to victim
- D. How was contact made, in person or by phone
- E. Did victim contact caller, or did caller contact victim
- F. Victim's information
 - 1. Name
 - 2. Age
 - 3. Victim's phone number and address
 - 4. Does victim live alone
 - 5. Does victim have previous history of suicide attempts and the method used
 - 6. Any history of other mental or physical problems

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

If the calling party is the attempt suicide victim, try to keep them calm. Keep them on the line. If they leave the phone, keep the phone line open so you can hear anything that may happen. Advise the caller that someone is on the way to help them. Try to keep them talking to you until the officers can arrive.

MISSING CHILD

12 YEARS AND UNDER

- A. Name?
- B. Age?
- C. Sex?
- D. Clothing?
- E. Last seen?
- 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 missing?
- I. Any problems involving child custody or visitation?
- J. Have you checked with the neighbors or the child's friends?
- K. Stay at your house, officers are on the way

General Order I-15 outlines the Department's policy on the handling of Missing Persons. With respect to children under 12 years of age, the Detective Bureau personnel will begin an immediate investigation upon an unsuccessful search by patrol personnel. Familiarize yourself with this entire General Order.

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 callers 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).

ALARM CALLS

- A. Type of Alarm.
- B. Location of alarm.
- C. Telephone inside location.
- D. Alarm Co. name and phone.
- E. What does alarm cover?
- F. Is owner responding and/or being notified?
- G. Owner name and veh description /eta, if responding.
- H. Has the Alarm Co called the premise?
- I. If someone at the premise answered the phone, how did they ID?

SILENT ALARMS

If the alarm is a medical or fire alarm and is called in on 9-1-1, transfer the information to DFD. If the call comes on a regular line, you will need to get the pertinent information and forward it to DFD using the drop line.

If the alarm is a 211S, 211 Bank, Panic, Duress or Hostage alarm, it should be handled the same as a robbery in progress with a priority one.

If the alarm is a 459S or 459 Silent, it should be handled as a possible burglary in progress and is given a priority 2.

AUDIBLE ALARM CALLS

Audible alarms called in by neighbors and passersby are different than regular alarm calls in that the calling party only hears the alarm and does not have any particulars as to the type of alarm, the coverage, or the alarm company.

- A. Ask the caller to be as specific as possible about the location of the alarm.
- B. Ask if the caller saw anything suspicious or any unk vehicles in the area.
- C. Get location of the R/P and relationship to alarm from that point.
- D. Find out if the alarm is continuous or has shut off and reactivated.

CAR ALARMS

Car alarms are generally "audible" alarms. When taking a car alarm, get all the same information you would get for an audible alarm, but be sure to also get a complete vehicle description if available.

DOMESTIC VIOLENCE

- 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. Does this happen often?

- E. What is happening now and what have you been hearing?
 - 1. Arguing?
 - 2. Thumping or slapping?
 - 3. Screaming?
 - 4. Breaking glass?
 - 5. Any dialogue?
 - 6. Shots fired?
 - 7. Does this happen often?

Penal Code §13702

Domestic violence calls reporting threatened, imminent, or ongoing domestic violence, and the violation of any protection order, including orders issued pursuant to Penal Code §136.2 and restraining orders, shall be ranked among the highest priority calls. It is not necessary that the dispatcher verify the validity of the protective order before responding to the request for assistance.

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.

Get the most specific location possible for traffic hazards, direction of travel, number of lanes involved, etc. If the hazard involves #4 , during regular business hours, contact the Public Works Yard. If it is after hours, have an officer dispatched to determine what is needed and then notify DFD who will make proper notifications.

ILLEGAL PARKING

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

ABANDONED VEHICLES

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

- A. Location of vehicle
- B. Description and plate of vehicle
- C. How long has it been there?
- D. Name and phone of caller.
- E. Is the vehicle currently registered?
- F. It is an immediate hazard of some kind?

Complete a call card and leave in basket for Parking Enforcement Personnel.

Parking Enforcement Personnel check the basket each day and go out and mark the vehicles as soon as possible. Advise the calling party that you will refer the information to Traffic and they will have someone handle the call in the next few days.

The 72 hour countdown starts from the time the vehicle is marked. The officer makes note of odometer reading, so just rolling over chalk mark won't suffice. Significant mileage must be registered on the odometer.

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.

ACCIDENTS

- A. Are there any injuries?
 - 1. Yes = (roll DFD) Priority 1
 - 2. Unk = Priority 1
 - 3. No = Priority 3 unless blocking traffic then P2

- B. For the text of the call, be sure to include:
 - 1. How many vehicles involved?
 - 2. What kind of accident?
 - a. vehicle vs vehicle?
 - b. vehicle vs bicyclist?
 - c. vehicle vs pedestrian?
 - d. vehicle vs pole (pole or wires down?)

- C. If you are advised of an injury ;
 - 1. Advise DFD by calling them on the drop line after disconnecting with the caller.
 - 2. Indicate in the call history that the Fire Department is en route to the accident.

- D. 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.

- E. Try to get a basic vehicle description.

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

- G. 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 .

- I. Be alert for pending or actual fights between parties in all accidents.

- J. A police report is not required in California unless there is injury or death.

- K. 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, most insurance companies, and at the front desk of the Police Department.
- L. Parties are required to exchange information with each other, regardless of who is at fault.
- M. 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.

General Order III - 15 outlines the Department's policy on taking Accident Reports. A complete investigation report will be taken in the following instances:

- A. All fatalities
- B. All injuries
- C. A provable violation was a proximate cause of the accident
- D. Hit and run collision where workable follow-up information is available
- E. A tax-supported vehicle or property is involved
- F. School buses **without** passengers

HIT & RUN ACCIDENT

Hit and run with injuries (felony)

Hit and run with no injuries (misdemeanor)

Hit and run of parked vehicle/property damage (if just occurred with suspect info)

- A. Are there injuries?
- B. How long ago did the accident occur?
- C. Suspect vehicle description?
- D. Direction of travel of 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

**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.

AMBULANCE REQUESTS

All ambulance requests should be referred to DFD for dispatch. If the caller is on 9-1-1, use the automatic transfer button for DFD. If the caller is on a regular line, determine if the call is an emergency. If it is, get the following information:

- A. Nature of Medical Aid
- B. Are paramedics also needed
- C. Location ambulance should go to.
- D. Age, Sex and name of injured party.
- E. Name and phone of caller.

Put the caller on hold while you notify DFD using the drop line. If they have any questions, ask the caller. If there is no further information needed, advise the caller that the Fire Department Dispatchers have been notified and are handling the request. Also give the caller the direct number in case they have any further problems or questions.

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.

HAZMAT

- A. Hazardous materials can be any toxic substance.
- B. Is the material in a container(s)?
 - 1. How large?
 - 2. 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, markings, numbers, or the name of the product on the container(s)?
- D. Is anyone injured?
- E. Notify DFD and advise of circumstance.
- F. Notify the Watch Commander
- G. Do you know who owns the container or how it got there?
- H. 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.
- J. Remember, the information you obtain will be relayed to the responding officers and can be vital to their safety.

MAN WITH A GUN

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

PARTY DISTURBANCE

- A. Determine the main complaint of the caller;
 - 1. Live band or loud music?
 - 2. Loud talking and laughing?
 - 3. Minors in possession of alcohol?
 - 4. Racing and/or illegally parked vehicles?
 - 5. All of the above?

- B. Approximately how many people at the party?

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

- D. Is the caller willing to sign a complaint if the host of the party does not comply with the 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?
- 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. Where is the pilot?
- H. Respond the Fire Department on all calls of aircraft down.
- I. If a military aircraft make sure you notify the proper agency.
- J. If a civilian aircraft, it is our responsibility to notify the F.A.A. and the N.A.T.B.

COMMERCIAL 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 it's already occurred;
 - 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)
 - 4. Direction of travel on the suspect?
 - 5. Keep the caller on the line until the officers are on scene to update the officers on the suspect(s) activity.

- B. If it's already occurred;
 - 1. Time element?
 - 2. The loss?
 - 3. The point of entry?
 - 4. Description of the victim vehicle?
 - 5. Exactly where is the vehicle parked?
 - a. If in a business parking lot;
 - 1. The name of the business?
 - 2. 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 or grand theft.

ROBBERY

- A. Was there a weapon involved? (often a person calls in a robbery when it is actually a burglary) Determine the proper crime.
 - 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?
 - 3. Was there a tracking device taken? (banks)
- 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. How can you tell the victim is dead?
- B. How did you find 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 9-1-1. 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.
- I. Keep in mind that the caller could be the suspect.

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.

CLETS/NCIC INFORMATION

As dispatcher, when teletype requests are received by telephone, you are the primary person who runs the queries for warrants, registration, stolen vehicles, and all of the other teletype systems. You must be familiar with the corresponding systems and accurate in your data taking, input, and ability to read and interpret the information you receive from the computer.

The Communications Center deals mainly with the querying of data. Records has been given the duty to enter and delete property, vehicles and missing persons. In this County, the county warrant system (WIS) (formerly AWWWS) determines who gets placed into the state and federal warrant files. As dispatchers, our need is to be able to query, and pull information from the various systems.

In order to access County, State and Federal property and warrant systems, you need to be familiar with the JDIC Terminal located in the Communications Center.

Our CLETS terminal has several other formats stored on function keys at the top of the keyboard. You should become familiar with the other information available through automated systems. These formats contain the directions needed to complete the inquiry. remember that all data received is of a confidential nature and unless the document is turned over to an officer, the teletype return should be shredded.

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. 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 set and monitored by the Department of Justice (DOJ). The data is entered by the agency initiating 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 useful tool for putting someone in possession of stolen property in jail, and returning property back to its owner. You must always confirm the information with the officer prior to an arrest or seizure (i.e. serial number, make, model, etc.) and confirm the data with the originating agency. The state systems are also pointer systems.

CALL-TAKER SELF-TEST

1. You receive an in-progress call that needs to be dispatched immediately. Answer the following:
 - A. What is the quickest way to start a unit rolling into the area while you obtain further information?
 - B. Name the minimum amount of information needed on the incident screen to send the call to the dispatcher and receive a supplemental incident screen?
 - C. What priority code do you use?
 - D. How do you send supplemental information?

2. You receive a phone call from an alarm company requesting to cancel an alarm call. Using the computer, explain how;
 - A. You check to see if the call has been dispatched.
 - B. If it has been dispatched, if the officer is on scene?
 - C. If it has not been dispatched or the officer is not on scene, explain the two methods to cancel the call.

3. You receive a phone call from a citizen requesting to speak to a specific officer. Explain how you would ascertain;
 - A. If the officer is on duty.
 - B. If the officer is in the field, how you would deliver the message.
 - C. If the officer is not on duty, how would you process the message?

4. You receive a phone call from a citizen who has one of the following characteristics. Explain to your Trainer a phrase or technique you could use to deal effectively with this caller.
 - A. Hostile towards police
 - B. Angry
 - C. Hysterical
 - D. Profane
 - E. Inebriated

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

6. List four examples of an incident which would require notification of a supervisor or Watch Commander.
7. When would an officer be dispatched to a private property accident?
8. Send and retrieve a message in E-Mail.
9. An officer needs to locate a DR he took on a call that he handled on the previous Tuesday at approximately 1300 hours at 10911 Brookshire Av. How would you research this information? If the officer had the DR but no other information, how would you research this information?
10. How do you obtain an unlisted phone number in case of an emergency? Under what circumstances may you obtain an unlisted number?
11. You have received a special request to call out public works. Demonstrate to your trainer how to call out public works and enter the information into the call history. If it is after hours, how do you make notification?
12. Explain to your trainer all the functions of the secondary radio channels and our transmitting capabilities.
13. The jail alarm has sounded, what do you do?
14. Show your trainer what needs to be done for the 24 hour tapes.
15. Run an L1 that is suspended and explain how and what information is given to the officer.
16. 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?
17. The alarm on the 24 hour tape recorder has sounded. How do you reset it?
18. You are running a WIS for an officer and you receive a response with several names and DOB's listed. The first one is the subject you want and the name has a "+" after it. How do you;
 - A. Find the complete warrant information?
 - B. Tell the officer the information?
 - C. Abstract the warrant?

- D. Send the warrant to records?
19. There is one call taker on duty and the 9-1-1 board lights up due to a power failure. What do you do next?

CHAPTER FOUR DISPATCHER POSITION

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

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

RADIO CONSOLE

The radio console has the capability of transmitting or receiving several channels. 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 main frequency call sign is **KMH 797**. This is to be verbalized on the radio on the hour and half hour. On the hour you must give the radio call sign and the time in military terms, i.e. "K-M-H-7-9-7", 2300 HOURS". On the half hour you need only give our radio call sign.

FREQUENCY 1 (Main Dispatch Channel)

This is a dedicated repeated radio channel assigned to the Downey Police Department for voice and digital two-way transmissions between mobile units and the base station or between units. Frequency 1 is utilized for routine radio dispatch to and from mobile units.

FREQUENCY 2 (Tactical Frequency - 965)

Frequency 2 is a simplex frequency licensed to the Downey Police Department for use during times when it is necessary to operate normally in addition to handling a special incident. The Communication Center transmits and monitors this frequency, and all mobile units have the capability of transmitting on this channel. Frequency 2 is also used for car-car transmissions.

FREQUENCY 3 (Talk-around)

Frequency 3 is the receive half of our main dispatch channel. It is to be used when the repeater becomes inoperative. By selecting Frequency 3 on the console, you can monitor and communicate with mobile units. In the event of a

repeater failure, advise all units to switch to Frequency 3. During normal operations, the Communications Console will not receive transmissions from the field on Frequency 3. The units, however, can hear one another.

CLEMARS

CLEMARS is a common channel shared by all law enforcement units in Los Angeles County. Dispatch can monitor and transmit on this frequency.

The Communications Center is capable of monitoring the Public Works Trunked Radio System. This radio also programmed to communicate with the City of Downey Emergency Operating Center.

PUBLIC WORKS

The City Public Works frequency shall be monitored whenever a request has been received that such frequency be monitored. The Communications Operator shall act as the Base Station for such Department under these conditions.

LASD MUTUAL AID RADIO

This system consists of a five channel mutual aid radio network which permits direct, two-way communications between this Department and the Los Angeles County Sheriff's Department and other participating Los Angeles County Law Enforcement agencies.

RADIO CONTROL PANEL

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

Three speakers are provided. One is for "select" audio, another is for "un-select" and the third is to monitor the red channel. 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.

Each vertical row of switches on the top portion of the panel relates to a specific radio channel. Again, each is labeled. The purpose of each switch and illuminating indicator is outlined below.

TRANSMIT SWITCH AND INDICATOR

This may be used as a press to talk switch whether the channel is or is not in the "select" mode.

SELECT SWITCH AND INDICATOR

This places the channel in the selected mode when depressed and automatically cancels any previously selected channel. The select switch is the one that determines which frequency you will be hearing in your headset.

MUTE SWITCH AND INDICATOR

This lowers the volume of the channel by a pre-determined amount without disturbing the volume control setting.

CALL INDICATOR

The call indicator flashes to indicate that a message is being received on the channel even though the channel is muted.

TRANSMIT BAR

The transmit bar causes the "selected" channel to transmit when depressed.

ALERT TONE

The alert tone transmits a piercing note to alert field personnel that an important message follows. When depressed, this button causes an attention-getting tone to be broadcast on the radio channel in the "select" mode. The tone will be transmitted continuously as long as the button is depressed.

ALL MUTE

The all mute causes all "non-select" audio to mute to a predetermined level for approximately 30 seconds. Restores to normal automatically or can be restored to normal by depressing the ALL MUTE button a second time.

MULTI-SELECT

When the multi-select is held depressed with one hand, the other hand can depress any number of desired channel select buttons to facilitate a simultaneous broadcast. To reset the system to normal, depress the channel select button for the single channel you wish to retain.

10-33 MARKER TONE

Each console is equipped with a 10-33 beeper which, when depressed, is heard on the green channel. It signifies emergency traffic only.

VU METER

The VU meter is a bar graph which responds to the dispatcher's voice during transmit and intercom operation. The VU meter should be used as a guide to proper use of the microphone. When speaking in a normal voice the level on the VU meter should be as close as possible to "0". Consistently low readings indicate the dispatcher is not close enough to the microphone or speaking too softly. Consistently high readings indicate the dispatcher is too close to the microphone or speaking too loudly.

VOLUME CONTROL

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

CALL CHECKS

Each console position is equipped with a panel mounted instant recall recorder which continuously records radio and telephone calls received through that console. Should it 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.

HEADSET

To use the headset, plug the cord into the receptacle on the front of the desk. This activates the headset microphone, disables the desk microphone and

switches select audio from the select audio speaker to the headset earpiece. Volume in the headset earpiece can be adjusted with the select audio speaker volume control.

The headset/foot pedal equipment is dual purpose. With it, you can monitor and dispatch radio traffic and handle telephone traffic as outlined below:

A. No Phone Conversation in Progress

As long as none of the phone lines are being used, radio traffic is carried through the headset.

B. Phone Conversation in Progress

Anytime a phone line is activated, telephone traffic is diverted to the select audio speaker mounted in the console. During the phone conversation, you may communicate to field units as follows:

1. Foot Pedal/Push-To-Talk/Headset (PTT)

By depressing the foot pedal or PTT, the call is automatically placed on hold and your voice will be transmitted over the radio only.

2. Transmit Button/Console Microphone

By depressing the transmit button and utilizing the console microphone, the phone call may continue uninterrupted and the caller can hear the units being dispatched.

C. Headset Use

Headsets must be worn at all times when dispatching unless activity involved in training requires the headset to be off. This practice should be controlled, as the quality of voice transmissions are severely affected by room noise being picked up and transmitted through the console microphone.

COMPUTER AIDED DISPATCH TERMINALS

Each dispatch position has a CAD input terminal. This is the screen from which you make entries, updates, searches, and commands. In addition, there are three CAD monitors.

The Status Screen is the screen that lists all the units in the field , their activity and location. The Incident Screen lists all the calls for service and their current status:

- Open-green
- Active-magenta
- Site-red
- Closed-dark blue
- Hold-green

24 HOUR RECORDER

All telephone and radio lines in communications are taped by a central recorder. This recorder is located in the Communications equipment room. Every night at 2400 hours the tapes must be changed and the recorder cleaned. Your trainer will detail this procedure along with resetting the recorder should it go into a failure.

ALARM PANEL

This is a 'direct connect' alarm receiver, meaning it does not go through an alarm company. When an alarm is activated, a buzzer will sound and a red light will appear next to a number which represents a location within the city. These direct connect alarms are used in businesses and residences.

When an alarm is received, press SOUND RESET. This will turn off the buzzer. The alarm book will provide you with the address and type of alarm, 459, 211, etc.. LIGHT STORE will reset the position light. LIGHT RECALL will show you which alarms are still active or disabled.

ELECTRONIC TRACKING SYSTEM (ETS)

ETS is a tracking device placed in money bundles at specified banks. The device allows units to track the money packet. There are two receivers monitored in the console. You will hear a buzzer and a light will appear indicating whether the device is located in the north or south portion of the city. Once there is an activation, the units will be able to begin tracking. Refer to General Order III-8 for Department policy on this system.

CITY HALL SECURITY SYSTEM

Security and panic alarms are installed in certain areas of the police department and City Hall. In the event of an alarm activation, an audible tone will be heard and the light will switch from green to red under the point of activation.

Identify the location on the alarm panel and dispatch appropriate personnel. The Watch Commander shall also be notified of the alarm. The incident shall be entered into the computer-aided-dispatch (CAD) system, handled and cleared accordingly.

The activated alarm must be reset in order for another audible alarm to be received. Until it has been reset, you will only receive a visual alarm, a light turning from green to red. To have an alarm reset, telephone City Hall maintenance at 82-119 and leave a message indicating which switch has been activated. Maintenance will reset the switch at the earliest possible opportunity.

Points of protection include specified doors/offices within City Hall and manually activated switches. This is a type of silent alarm that can be activated when there is an immediate need for immediate police assistance without the disturbing party being aware.

ALARM LOCATIONS

LOCATION	TYPE OF PROTECTION
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POLICE DEPARTMENT

Records Counter	Trouble
Detective Secretary	Trouble

CITY HALL

1st Floor

Cashier	Trouble
Planning	Trouble
Building	Trouble
Revenue Supervisor	Trouble
Council Chambers	Trouble
Council Conference Room	Trouble

2nd Floor

Credit Union	Door/Motion
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CITY HALL

3rd Floor

City Manager's Office	Door
Mayor's Office	Trouble
Council District 1 Office	Trouble
Council District 2 Office	Trouble
Council District 3 Office	Trouble
Council District 4 Office	Trouble
City Council Secretary	Trouble

FIRE ALARM PANEL

A police department/city hall fire annunciator panel is located adjacent the south door. An activation will sound a buzzer and a red light will appear identifying the location of the activation.

Upon activation of an alarm, notify fire dispatch at extension 348 and the Watch Commander. The fire department will reset the alarm.

DEPARTMENT NOTIFICATIONS

During the course of the evening and weekends, officers and citizens call in various types of information which is not urgent, but needs to have follow up by other departments within the City. This would include minor traffic signal malfunctions, broken trees, missing stop signs or street signs, abandoned property, etc. Service requests should be completed and forwarded to the appropriate City department or in many cases a telephone call to the appropriate agency will be made to report the problem.

SECURITY CAMERAS/GATES

The Communications Center is equipped with specialized equipment designed to monitor access to the Police Facility. Closed Circuit Television System and Door Controls control and monitor access to the Police facility.

Communications personnel must maintain constant observation of all CCTV monitors, operate the intercom, and electronic lock system for the building.

When the intercom system is used, the Operator shall respond to the inquirer by stating, "what is your name and OSN number?" If the inquirer is recognized, the

door may be opened. When identification is questionable, the Operator shall then ask for further identification.

If there is any doubt regarding any person requesting entry to controlled spaces, entry shall be denied and the Watch Commander shall be informed immediately.

CAMERA AND MONITOR OPERATION

The security system is preprogrammed to scan key areas of the Police facility and display those locations on monitors in the Communications Center. Camera numbers are listed on the actual display on the monitor screen. Monitor numbers are listed on the monitor screen frame at the bottom. To isolate a particular location for prolonged viewing, the following procedure must be followed:

Flip the toggle switch up under the corresponding camera. This camera will be displayed on the monitor screen.

INTERCOM OPERATION

When the tone signal from the intercom is heard, the following procedure will allow two-way conversation between the Console and the caller:

- A. When the tone sounds, the location will be identified by a light under the position.
- B. Toggle the switch above the light, depress the red transmit switch to talk.
- C. Release to listen.
- D. After the conversation is finished, replace the switch in the upright position.

JAIL ALARM

Tied into the intercom system is the jail alarm. There are a number of locations within the Sally Ports, Intoxilyzer Room, Hallway and throughout the jail with jail alarm activation buttons. They are red in color. When an alarm is activated, a buzzer will sound alerting you to a potential problem within the jail. Since it is only heard in the Communications Center and Watch Commander's Office, it will be necessary for you to alert personnel within the station of the activation via the paging system.

ELECTRONIC DOOR LOCK OPERATION

Those doors designated as Security Doors can be unlocked or locked remotely from controls within the Communications Center. Each control button is labeled with the location of that particular lock. Each button has two small lights on it. The green light will be on when the door is closed and locked. The red light will be on whenever the door is actually opened.

To open a locked door, press the button once. The green light will indicate it is unlocked. To lock the door, press the button and the green light will go out.

DEPARTMENT ACCESS

The general policy will be to allow reasonable access to the Police facilities by the public and city employees wishing to conduct business. However, because of the sensitive nature of Police operations, access to certain areas will be under strictly controlled conditions.

SECURED AREA

The Secured Area is the area north of the front counter and north of the Detective Bureau Counter. Access to the secured area will be restricted to all except:

- A. Downey Police Department Personnel.
- B. Personnel with security clearances, such as city employees or contractors requiring frequent access to the building.
 - 1. A Visitor's pass, obtained from the Watch Commander's office will be required for persons requiring unescorted access to this area.
- C. Individuals on official business who are accompanied by Police Department personnel.

DISPATCHING A CALL

Sit down, get comfortable at your console. Logon. 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. And lastly, clear out any saved messages that you do not need. Be ready to go to work.

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 Radio Code facilitates both brevity and clarity. Be familiar with the radio codes listed in this book.

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 incorrectly. It is always faster to take your time and do it right rather than doing it again.

Make your voice as emotionless as possible while on the air, 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. Maintain a constant tone of voice. Voice inflections can be misunderstood and instill complacency on the part of the officer handling the call. It can also misrepresent you when dispatching the call.

Be impersonal on the air. Refrain from using names of the person receiving the message or the term "I" when referring to yourself. Such expressions as "please", "thank you", show courtesy but are superfluous in emergency communications and should be avoided.

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. It also allows units with emergency traffic to broadcast information.

Think before you speak. Read the call screen 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;

Use

Unable
Affirmative
Negative
Assaulting
Pending

Don't Use

Can't
Yes
No
Beating Up
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

YOUR MAIN RESPONSIBILITY AS A DISPATCHER, IS TO ENSURE THE SAFETY OF THE CITIZENS AND OFFICERS. 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. 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.

You are the lifeline between the officer and the help he may need. Keep the officer's status screen current. 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.

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.

DISPATCH PROTOCOL

Initial broadcasts from Communications will begin with the units being assigned. Once you have received an acknowledgment from the assigned units, the nature and location of the call are to be dispatched. This allows the officer to prepare to copy necessary information and eliminates the necessity to repeat yourself for the officer who might have otherwise been unable to copy the entire broadcast.

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, 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 back-up.

Use your wild cars to assist beat units on calls requiring two or more units. In the event a wild car is not available to assist, dispatch an adjacent beat unit as available.

Understand beat integrity vs response time. That is the on-going battle between keeping an officer in his beat and getting the call dispatched in a timely manner. In an emergency situation (priority one calls or requests for a back up officer) SEND THE CLOSEST UNIT(S), regardless of beat assignment.

If it is a report call and you know that the beat unit or units are going to be out of service for an extended time, or there are so many calls in one beat that there is no likelihood of a timely response, dispatch a wild car or the adjacent beat unit and advise that the beat unit is 10-6.

If you have no units to send on a call and you are holding priority calls, notify the Watch Commander. Also, start polling units to see if they have any ETA clearing. If you have an urgent/emergency call, you can clear officers from calls that are already C-4 to handle the emergency call. They can return to the original call if needed.

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.

PRECEDENCE OF UNITS ASSIGNED

In an effort to maintain beat integrity, assign units to calls and/or investigations in the following manner:

GENERAL CALLS

1. Beat unit
2. Wild unit
3. Nearest or most available unit
4. Accident Investigation/Motor unit

Assists will be assigned to the wild unit or most available unit
Back-ups will be assigned to the closest available unit.

TRAFFIC COLLISIONS

1. Accident Investigation/Motor unit
2. Beat unit
3. Wild unit
4. Nearest or most available unit

TRAFFIC/PARKING COMPLAINTS

1. Moving
 - a. Motor/Accident Investigation Unit
 - b. Beat unit
 - c. Wild unit
 - d. Nearest or most available unit

2. Non-Moving (parking/abandoned vehicle)
 - a. Parking Enforcement Officer
 - b. Motor/Accident Investigation unit
 - c. Beat unit
 - d. Wild unit
 - e. Nearest or most available unit

Attempt to secure sufficient information to determine if non-moving calls can be handled at the earliest convenience or the situation is dangerous.

If the unit listed as number one , in any instance is not available, assign the call to the unit listed as number two and so forth. Supervisors will, at their discretion, have the authority to re-assign units. Calls requiring a report will be dispatched without delay.

DISPATCHER POSITION SELF-TEST

1. You receive an emergency call and have no units available to handle the call. Explain to your trainer what steps you would take to properly handle the call.
2. You are experiencing problems with the main channel frequency. Show your trainer how you would check the voting system and how you would disable the repeater.
3. You receive two calls of no-detail accidents and one call of a non-injury accident. You have only one A/I and no motor officers available. Tell your trainer how you would decide which call A/I should handle and who you would assign to the other calls.
5. Unit 31 is on a fight call and calls 10-33, what would you do?
6. An officer calls that he is in pursuit of a vehicle going northbound on the I5 freeway at Lakewood. Tell your trainer 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 else would you do?
7. Explain to your trainer the purpose of having multiple repeater sites and where these sites are located.
8. You have two officers on a call. The first officer is cleared with a disposition. What do you enter into CAD? Explain two ways you could clear the follow up officer from the call.
9. 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. What command do you use? What other action do you take?
10. An officer on a petty theft report advises you that he is actually at a different location than the one he was dispatched to. Explain the method of changing the location on the incident while it is still open. Explain how to change the location while filing the closed call.

11. You have two call takers incidents on the same call. How do you combine these units before dispatching the call? After dispatching the call? When one incident has been dispatched and the other incident is still open?
12. How do you change assigned units with follow ups on the same call?

RIDE ALONGS

To be a successful dispatcher, it is imperative that you know the geography of the city. It is also important that you be aware of natural and man made boundaries as well as trouble spots. To that end, you will be assigned to periodic ride-alongs.

To assure that the ride-along is used to its full potential, check lists have been made for each area. When a ride along for a certain area is to be scheduled, the trainee will be given the checklist for that particular area. The trainee will check the city and car plan maps as well as research and record the correct address and/or name information for the locations on the checklist, prior to going on the ride-along.

Most ride-alongs will be for only a few hours a day, therefore it is most likely that you will not complete the checklist for a particular area in one ride-along. For that reason, a master record will be kept of ride-alongs so you may be re-assigned to a certain area until all areas are covered.

The checklists are only a guideline to point out the areas with a high level of action and/or areas of particular officer safety problems. It is strongly recommended that you take notes and ask questions when you are on ride-along.

RIDE ALONG CHECKLISTS

BEAT ONE

This form is to be returned to your Trainer upon completion for inclusion in your personnel file. Until that time it will be kept in your training manual.

Trainee: _____

Riding with: _____ Date: _____

_____	_____
_____	_____
_____	_____
_____	_____

1. BOUNDARIES

- _____ a. North Firestone Bl
- _____ b. South Foster Rd/Gardendale St - Rosecrans Av
- _____ c. East East City Limits
- _____ d. West Lakewood Bl

2. COUNTY FACILITIES

- _____ a. LA County Internal Services 9150 Imperial Hw

3. APARTMENTS

- _____ a. Park Regency Club Apts 10000 Imperial Hw
- _____ b. Royal Vista Apts 9240 Elm Vista Dr
- _____ c. The Elms Apts 9343 Elm Vista Dr
- _____ d. Villa Vista Apts 9341 Elm Vista Dr
- _____ e. Stonecrest Apts 9217 Washburn Rd
- _____ f. Del Norte Apts 9231 Washburn Rd
- _____ g. Capri Apts. 9307 Washburn Rd
- _____ h. The Pines Apts. 9351 Washburn Rd
- _____ i. Woodruff Manor 13220-28 Woodruff Av

4. SCHOOLS

- _____ a. Gauldin Elementary 9724 Spry St
- _____ b. Carpenter Elementary 9439 Foster Rd

5. PARKS

_____a. Independence Park 12334 Bellflower Bl

6. HOTELS/MOTELS

_____a. Apollo Motel 9050 Imperial Hw
_____b. American Inn Motel 12644 Lakewood Bl
_____c. Downey Inn 11510 Lakewood Bl
_____d. Empire Motel 12340 Lakewood Bl

7. MAJOR BUSINESSES/BANKS

_____a. Boeing
_____b. Kaiser Permanente 9449 Imperial Hwy
_____c. Bank of America 9330 Firestone Bl
_____d. Western Financial 9550 Firestone Bl
_____e. HUDD Transportation 9400 Hall Rd

8. BARS / NIGHTCLUBS

_____a. Final Score 12329 Bellflower Bl
_____b. The Keg 12132 Woodruff Av
_____c. Dixie Belle 9559 Imperial Hw
_____d. The Shuttle Inn 9067 Imperial Hw

RIDE ALONG CHECKLIST

BEAT TWO

This form is to be returned to your trainer upon completion for inclusion in your personnel file. Until that time it will be kept in your training manual.

Trainee: _____

Riding with: _____

Date: _____

1. BOUNDARIES

- _____ a. North Firestone Bl
- _____ b. South Gardendale St
- _____ c. East Paramount Bl
- _____ d. West West City Limits

2. APARTMENTS

- _____ a. Neo Kahn 7358 Neo St
- _____ b. Bahamas 7340 Neo St
- _____ c. Rio Hondo 11517-23 Adco Av
- _____ d. New Orleans 11942-50 Old River School Rd

3. BARS / NIGHTCLUBS

- _____ a. The Glen 7356 Stewart & Gray Rd

5. MAJOR BUSINESSES/BANKS

- _____ a. Bank of America 7878 Imperial Hw
- _____ b. Kirk Paper Company 7500 Amigos Way
- _____ c. Post Office 7911 Imperial Hw

6. PARKS

- _____a. Apollo Park 12540 Rives
- _____b. Temple Park 7134 Cole

7. SCHOOLS

- _____a. St. Matthias High School 7851 Gardendale St
- _____b. Spencer Williams Elem 7530 Arnett
- _____c. West Middle School 11985 Old River School Rd
- _____d. Old River Elementary 11995 Old River School Rd

8. UNIQUE TO AREA

- _____a. Rancho Los Amigos Hospital 7601 Imperial Hw
- _____b. Rancho Los Amogos Golf 7295 Quill Dr
- _____c. Los Padrinos Juvenile Hall 7281 Quill Dr
- _____d. Downey Municipal Court 7500 Imperial Hw

RIDE ALONG CHECKLIST

BEAT THREE

This form is to be returned to your trainer upon completion for inclusion in your personnel file. Until that time it will be kept in your training manual.

Trainee: _____

Riding with: _____

Date: _____

1. BOUNDARIES

- _____ a. North Telegraph Rd
- _____ b. South Firestone Bl
- _____ c. East Paramount Bl
- _____ d. West West City Limits

1. APARTMENTS

- | | | |
|----------|-----------------|-------------------|
| _____ a. | Silver Manor | 7301 Florence Av |
| _____ b. | Marquis Apts | 7300 Florence Av |
| _____ c. | Birchcrest Apts | 8525 Paramount Bl |
| _____ d. | Seville Apts | 8000 Telegraph Rd |
| _____ e. | Dolphin Apts | 8434 Telegraph Rd |

2. BARS / NIGHTCLUBS

- | | | |
|----------|---------------------|-------------------|
| _____ a. | Stardust Club | 7643 Firestone Bl |
| _____ b. | Vasilio's NightClub | 7931 Firestone Bl |
| _____ c. | Guardsman Bar | 7850 Florence Av |

5. MAJOR BUSINESSES/BANKS

- | | | |
|----------|-------------------|-------------------|
| _____ a. | Rite Aid | 7859 Firestone Bl |
| _____ b. | Kragen Auto Parts | 7839 Firestone Bl |

- _____c. All American Home Center 7201 Firestone Bl
- _____d. Savon Drugs 7915 Florence Bl
- _____e. Vons Market 10001 Paramount Bl
- _____f. Pacific Western Nat'l Bank 10245 Paramount Bl
- _____g. Home Depot 7121 Firestone Bl

6. PARKS

- _____a. Furman Park 10419 Rives Av
- _____b. Treasure Island Park 9300 Bluff Rd
- _____c. Crawford Park 7000 Dinwiddie St

7. SCHOOLS

- _____a. Rio Hondo Elementary 7731 Muller
- _____b. Maude Price Elementary 9525 Tweedy Ln
- _____c. Griffith's Middle 9633 Tweedy Ln

8. UNIQUE TO AREA - LIQUOR STORES

- _____a. Del Rio Liquor 10220 Old River School Rd
- _____b. Price's Liquor 7371 Florence Av
- _____c. Double "D" Liquor 11117 Old River School Rd
- _____d. Downey Liquor 7619 Firestone Bl

RIDE ALONG CHECKLIST

BEAT FOUR

This form is to be returned to your trainer upon completion for inclusion in your personnel file. Until that time it will be kept in your training manual.

Trainee: _____

Riding with: _____

Date: _____

1. BOUNDARIES

- _____ a. North Telegraph Rd
- _____ b. South Firestone Bl
- _____ c. East East City Limits
- _____ d. West Lakewood Bl

2. APARTMENTS

- _____ a. 8840-80 Lindell Av

3. BARS / NIGHTCLUBS

- _____ a. Golden Goose 9106 Telegraph Rd
- _____ b. Little John's 9370 telegraph Rd

4. HOTELS / MOTELS

- _____ a. Rick's Motel 9415 Firestone Bl
- _____ b. Days Inn 11102 Lakewood Bl
- _____ c. Courtyard Motel 9403 Firestone Bl
- _____ d. Chateau Motel 9565 Firestone Bl

5. MAJOR BUSINESSES/BANKS

- | | | |
|---------|--------------------------|--------------------------|
| _____a. | Washington Mutual | 9001 Firestone Bl |
| _____b. | Care More Medical | 10000 Lakewood Bl |
| _____c. | Southern California Bank | 9040 Telegraph Rd |
| _____d. | Ralph's Market | 9200 Lakewood Bl |
| _____e. | Sams Club | 11111 Florence Av |
| _____f. | Penske Cadillac | 10700 Studebaker Rd |
| _____g. | Downey Auto Center | 9500 Lakewood Bl |
| _____h. | Downey Dodge | 9655 Firestone Bl |
| _____i. | Stonewood Center | Lakewood Bl/Firestone Bl |
| _____j. | Glendale Federal Savings | 121 Stonewood |

6. PARKS

- | | | |
|---------|------------------------|------------------|
| _____a. | Rio San Gabriel Park | 9612 Ardine |
| _____b. | Dennis the Menace Park | 9125 Arrington |
| _____c. | Wilderness Park | 10999 Littlelake |

7. SCHOOLS

- | | | |
|---------|----------------------------|----------------|
| _____a. | Rio San Gabriel Elementary | 9338 Gotham |
| _____b. | East Middle School | 10307 Woodruff |

RIDE ALONG CHECKLIST

BEAT FIVE

This form is to be returned to your trainer upon completion for inclusion in your personnel file. Until that time it will be kept in your training manual.

Trainee: _____

Riding with: _____

Date: _____

1. BOUNDARIES

- _____ a. North Telegraph Rd
- _____ b. South Firestone Bl
- _____ c. East Lakewood Bl
- _____ d. West Paramount Bl

1. APARTMENTS

- _____ a. La Villa Descanso 10620 Paramount Bl
- _____ b. Woodcreek 10440 Paramount Bl
- _____ c. Holiday 10400 Paramount Bl
- _____ d. Charter House 10348 Paramount Bl
- _____ e. The Teahouse 10326 Paramount Bl
- _____ f. Capri 8220 Telegraph Rd

2. BARS / NIGHTCLUBS

- _____ a. Anchor Inn 8450 Telegraph Rd

4. HOTEL / MOTELS

- _____ a. La Siesta Motel 8747 Firestone Bl
- _____ b. Embassy Suites 8425 Firestone Bl

5. MAJOR BUSINESSES/BANKS

_____a.	California Federal	8211 Firestone Bl
_____b.	Matthew's Gun Shop	10224 Paramount Bl
_____c.	Bank of America	10010 Paramount Bl
_____d.	DePaul's Jewelers	10337 Lakewood Bl
_____e.	Ideal Camera	10313 Lakewood Bl
_____f.	GTE	8613 Firestone Bl
_____g.	Post Office	8111 Firestone Bl
_____h.	Post Office	10345 Lakewood Bl
_____i.	Checks Cashed	8516 Paramount Bl
_____j.	Banco Popular	11101 La Reina Av
_____k.	Sanwa Bank	10230 Paramount Bl
_____l.	Bank of America	11021 La Reina Av
_____m.	Downey National Bank	8345 Firestone Bl
_____n.	Pan American	8151 Third St
_____o.	Southern California Bank	10990 Downey Av
_____p.	Downey Savings	8444 Florence Av

7. SCHOOLS

_____a.	Downey High School	11040 Brookshire Av
_____b.	Gallatin Elementary	9513 Brookshire Av

RIDE ALONG CHECKLIST

BEAT SIX

This form is to be returned to your trainer upon completion for inclusion in your personnel file. Until that time it will be kept in your training manual.

Trainee: _____

Riding with: _____

Date: _____

1. BOUNDARIES

- _____ a. North Firestone Bl
- _____ b. South Gardendale St / Rosecrans Av
- _____ c. East Lakewood Bl
- _____ d. West Paramount Bl

2. APARTMENTS

- | | |
|----------------------------|----------------------------|
| _____ a. 11931 Lakewood Bl | |
| _____ b. 8445 Imperial Hw | h._____ 8709 Lyndora St |
| _____ c. 8439 Imperial Hw | i._____ 8717 Lyndora St |
| _____ d. 8435 Imperial Hw | j._____ 8721 Lyndora St |
| _____ e. 8429 Imperial Hw | k._____ 8729 Lyndora St |
| _____ f. 8525 Imperial Hw | l._____ 8735 Lyndora St |
| _____ g. 8725 Imperial Hw | m._____ 8730-36 Lyndora St |

3. BARS / NIGHTCLUBS

- | | |
|-------------------------|-------------------|
| _____ a. El Maguey | 8811 Imperial Hw |
| _____ b. Casa Blanca | 8744 Imperial Hw |
| _____ c. Kelleys Tavern | 8148 Firestone Bl |
| _____ d. Mr. K's | 11849 Lakewood Bl |

4. HOTELS/MOTELS

- | | | |
|---------|------------------|-------------------|
| _____a. | Tri-City Motel | 13415 Lakewood Bl |
| _____b. | Colonial Motel | 13407 Lakewood Bl |
| _____c. | Tahitian Village | 13535 Lakewood Bl |

5. MAJOR BUSINESSES/BANKS

- | | | |
|---------|-------------------|-------------------|
| _____a. | CitiBank | 8764 Firestone Bl |
| _____b. | Washington Mutual | 8450 Firestone Bl |
| _____c. | Ralphs Market | 8626 Firestone Bl |

6. PARKS

- | | | |
|---------|-----------------|---------------------|
| _____a. | Golden Park | 8840 Golden |
| _____b. | Brookshire Park | 12520 Brookshire Av |

7. SCHOOLS

- | | | |
|---------|---------------------|--------------------|
| _____a. | Warren High School | 8141 De Palma |
| _____b. | St. Raymond's | 12320 Paramount Bl |
| _____c. | Imperial Elementary | 8133 Imperial Hwy |
| _____d. | Alameda School | 8613 Alameda St |
| _____e. | South Middle | 12500 Birchdale |
| _____f. | E. W. Ward | 8851 Adoree |

RIDE ALONG CHECKLIST

ACCIDENT INVESTIGATOR

This form is to be returned to your trainer upon completion for inclusion in your personnel file. Until that time it will be kept in your training manual.

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

Trainee: _____

Riding with: _____

Date: _____

____ 1. abandoned vehicles, on the street

____ 2. parking lot (fire lanes, handicap)

____ 3. 72 hr violations

____ 4. 72 hr vehicles, to store

____ 5. Private property accidents

____ 6. Non-injury accidents

____ 7. Injury accidents

____ 8. Hit and Run accidents

RIDE ALONG CHECKLIST

IDENTIFICATION TECHNICIAN

This form is to be returned to your trainer upon completion for inclusion in your personnel file. Until that time it will be kept in your training manual.

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

Trainee: _____

Riding with: _____ Date: _____

- ____ 1. Fingerprint capabilities
- ____ 2. CAL-ID, where it is and how it works
- ____ 3. Storing of evidence
- ____ 4. Photo capabilities
- ____ 5. Securing fingerprints from a vehicle
- ____ 6. Securing fingerprints from a residence/business
- ____ 7. ID Tech concerns reference getting a timely call on a major incident
- ____ 8. Responsibilities on major crime scenes

RIDE ALONG CHECKLIST

PATROL OFFICERS

This form is to be returned to your trainer upon completion for inclusion in your personnel file. Until that time it will be kept in your training manual.

Officer _____ Date _____

Officer _____ Date _____

Officer _____ Date _____

Officer _____ Date _____

Officer _____ Date _____

Officer _____ Date _____

Officer _____ Date _____

Officer _____ Date _____

Officer _____ Date _____

Officer _____ Date _____

Officer _____ Date _____

Officer _____ Date _____

Officer _____ Date _____

Officer _____ Date _____

Officer _____ Date _____

Officer _____ Date _____

ITEM CHECKLIST

TO BE MAINTAINED IN TRAINING MANUAL

ITEM	DATE	ISSUED BY
TRAINING MANUAL	_____	_____
UNIFORM REQUISITION	_____	_____
LOCKER	_____	_____
MAILBOX	_____	_____
ID CARD	_____	_____
GENERAL ORDERS	_____	_____
LOCKER ROOM LOCKER	_____	_____
CITY MAP	_____	_____
HEAD SET	_____	_____

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