
WELCOME

Welcome to the Cotati Police Department's Communications Team. During your training, you will be assigned to a Communications Training Officer who has been chosen for their experience and capabilities. Over the next several months you will learn how important your role will be in the successful operation of the department. You will be the first contact many citizens have with the Police Department. It will be vital to good public relations that you project an image of professionalism and competence. You will be amazed at the vast amount of knowledge your Training Officer has to share with you.

The Communications/Records Training Program is a structured program. If for some reason you are unable to work an assigned training day, your program will be extended accordingly. If a training supervisor feels a need for additional training, your training program may also be extended. It is imperative that you report to work each day to help you complete your training within an acceptable time period. The training program is designed to be completed within an established time frame, with allowances for the learning ability of the individual trainee.

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

The first section of your training will be Call-taking. This will cover the orientation and general information necessary to ease you into your new role. After that, your Training Officer 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 (I/Dispatcher). You will also begin to learn about departmental and divisional policies and procedures.

The next portion of your training will move you to the radio. At this time, you will be the primary teletype operator for the patrol units in the field. Learning to recognize, decipher, and respond to the radio traffic will be a crucial part of this training.

After you become efficient with radio procedures 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 Cotati. During this time, you will be responsible for making critical decisions that can affect the safety of many people. This can be a stressful, yet highly rewarding time for you.

Through out your training you will learn your role as a records clerk. You will learn the proper procedures for indexing and distributing reports to various agencies, how to process citations and other miscellaneous duties of a records clerk.

The last weeks of your training will be an evaluation period. During this time you will be evaluated on your knowledge and ability to be an independent dispatcher. You will be rated on your retention of all the information given to you during your training period. To complete this phase you must be able to assume the position of an independent dispatcher on an assigned shift.

It is important that you retain all the information presented to you in your training. You will be tested on your job knowledge periodically.

Your training will be evaluated on a daily basis. Upon successful completion of all your training, you will be assigned to a working dispatch shift, based on seniority, as a Probationary Dispatcher.

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

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.

Cotati is a professional, community oriented police department staffed by individuals who pride themselves on the highest standards of conduct and performance. By the end of your training, you will become a valued member of “our” team.

CHAPTER ONE

INTRODUCTION

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

The goal is to improve public safety by increasing 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 police 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. 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 make a notation 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. At Cotati Police Department, one person handles both these functions. You.

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

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

The telephone is the most available, and therefore the most important, means of access the citizen has of obtaining the services of a police 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 are the voice of the law enforcement agency as far

as the public is concerned; the link between someone who needs help and the police officers that can supply the assistance needed. The impression you make on each caller will determine the effectiveness of the department.

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

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 Communications/Records Training Program is carefully planned and programmed in such a way that the new employee is exposed to a comprehensive span of police communications experiences 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 and records clerk positions. It also provides a standard by which trainees can be measured as they progress through the program.

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

Each chapter contains the information pertinent to a specific topic. You will receive written quizzes throughout your training to test you on what you have learned.

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

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

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

YOUR TRAINING PROGRAM

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

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

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

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

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

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

EVALUATION

The evaluation period of your training will consist of Daily Observation Reports (DOR) for each shift. A Training Officer will be assigned to you primarily as a trainer/evaluator.

The level of involvement/intervention by your Training Officer will change as you progress throughout the training program. Your Training Officer will intervene if there is an Officer Safety or liability issue.

The purpose of each evaluation phase is to assess how effectively and safely you perform as a member of the communications team. You must put into action all the training knowledge you have gained.

At the conclusion of each evaluation phase, the Training Officer will make a determination as to your ability to function as a Dispatcher/Clerk for the City of Cotati.

PERFORMANCE STANDARDS

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

PERFORMANCE

The trainee is able to express her/himself clearly, both verbally and in writing. The trainee shows initiative and retains information. He/she has 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. He/she tactfully controls conversations. The trainee is positive and cooperative, with respect shown to the public and their co-workers.

JOB SKILLS

The trainee uses the policies, knowledge and information presented with applied common sense. He/she knows 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. He/she maintains health and minimizes sick time usage. The trainee accepts responsibility to perform and complete the duties assigned and is 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.

EXPLANATION OF TRAINING TERMS

CRITICAL TASK

A list of defined areas that is critical in the performance of a Dispatcher/Clerk's duties. All areas must be demonstrated/explained and performed before a trainee is considered qualified to be released from training.

DAILY EVALUATION REPORT

The evaluation report is used to track the daily performance of a trainee in specific categorized areas. This document is designed so the trainee receives feedback on the progress of the training and pinpoints areas that need improvement.

STANDARDIZED PERFORMANCE ANCHORS

A description of each category in which a trainee is to be evaluated. Each category is broken into specific numerical descriptions explaining performance expectations. A trainee gets marks on the daily evaluation report, which coincides with the described anchor.

REMEDIATION

An ongoing, specific process to improve an identified deficiency.

REPHRASING

The rephrase period is a set period of time to correct deficiencies.

TRAINING WORKSHEET

A contract between the Training Officer and trainee that specify an area of weakness and prescribe a method for improvement which the trainee is required to complete by a specified date.

DAILY EVALUATION FORMS

RATINGS

Ratings are based on what is acceptable minimum performance level for a Dispatcher/Clerk when certified and released at the Call Taking, Dispatch, and Records/Front Counter positions.

4=EXCEEDS STANDARDS

Working at a level that goes above and beyond departmental standards.

3= ACCEPTABLE

Working at an acceptable level as compared to a dispatcher released from training.

2= APPROACHING STANDARDS

Demonstrating steady progress in learning and application techniques. Continued improvement will assist with completing the certification.

1= UNACCEPTABLE

Not responding to training, unable to take direction, not making progress in learning, unable to apply knowledge. No improvement in skills.

N/O= NOT OBSERVED

This rating means the trainee was not exposed to any aspect of the category rated.

STANDARDIZED PERFORMANCE ANCHORS

CALL TAKING/DISPATCH/RECORDS

KNOWLEDGE

1. Department Policies and Procedures

Acceptable: (3-4)

- a. Understands department policies/procedures
- b. Applies department policies/procedures
- c. Knows how to access department's policy manual

Approaching Standards: (2)

- a. Is able to apply department policies/procedures most of the time
- b. Knows how to access department's policy manual

Unacceptable: (1)

- a. Does not understand department policies/procedures
- b. Does not apply department policies/procedures
- c. Does not know how to access the department's policy manual

2. Telephone Mechanics

Acceptable:

- a. Knows the different phone lines
- b. Ability to answer the different phone lines correctly
- c. Knows the transfer procedure

Approaching Standards:

- a. Ability to answer phone lines correctly most of the time
- b. Unable to differentiate phone lines
- c. Difficulty remembering the transfer procedure

Unacceptable:

- a. Consistently has difficulty answering phone lines correctly
- b. Consistently unable to differentiate phone lines
- c. Consistently unable to remember transfer procedure

3. Radio Operations

Acceptable:

- a. Knows equipment locations
- b. Knows how to use equipment
- c. Is able to use equipment appropriately

Approaching Standards:

-
- a. Knows where some of the equipment is located
 - b. May not know how to use all of the equipment

Unacceptable:

- a. Inability to use radio equipment

4. I/Dispatch (CAD)

Acceptable:

- a. Knows the function keys and toolbar
- b. Knows how to move around the system with ease

Approaching Standards:

- a. Knows function keys and toolbar most of the time
- b. Knows where to locate the help manual

Unacceptable:

- a. Does not understand the usage of the function keys and toolbar
- b. Inability to locate the help manual

5. Geography

Acceptable:

- a. Ability to utilize maps/map books
- b. Ability to identify major landmarks
- c. Ability to identify major streets

Approaching Standards:

- a. Frequently unable to utilize maps/map books
- b. Unable to memorize major landmarks
- c. Unable to memorize major streets

Unacceptable:

- a. Consistently unable to utilize maps/map books
- b. Consistently asks for help with common locations
- c. Unable to memorize major landmarks and streets

6. Equipment/Resources

Acceptable:

- a. Able to locate and identify various office/dispatch equipment
- b. Able to locate various resource manuals, important phone numbers, and contact information

Approaching Standards:

- a. Some difficulty locating and/or identifying office/dispatch equipment
- b. Unable to locate resource manuals, important phone numbers, and contact information

Unacceptable:

- a. Continuous inability to locate and/or correctly identify office/dispatch equipment
- b. Consistently has trouble locating resource manuals, important phone numbers, and contact information
- c. Does not ask for help

7. Codes

Acceptable:

- a. Ability to accurately memorize California criminal codes and dispatch codes
- b. Working knowledge of the phonetic alphabet
- c. Knows common abbreviations

Approaching Standards:

- a. General inability to accurately memorize California criminal codes and dispatch codes
- b. Unable to remember common abbreviations
- c. Difficulty remembering the phonetic alphabet

Unacceptable:

- a. Consistently asks for help, and does not know where to look up codes
- b. Consistently unable to understand codes
- c. Consistently unable to remember common abbreviations

8. Terminology

Acceptable:

- a. Is familiar with common police jargon
- b. Understands and uses appropriately

Approaching Standards:

- a. Does not fully understand common police jargon
- b. Does not apply language in work environment

Unacceptable:

- a. Is unable to learn and retain common police terminology
- b. Inability to effectively understand language

9. RMS

Acceptable:

- a. Ability to access the organizer
- b. Knowledge of the different modules
- c. Ability to accurately index reports
- d. Knows how to release vehicles

Approaching Standards:

- a. Difficulty accessing the organizer
- b. Unable to utilize the different modules
- c. Unable to accurately index reports
- d. Frequently forgets to release vehicles

Unacceptable:

- a. Inability to remember how to use various functions/modules
- b. Does not know how to access/use the help manual

10. Front Counter Duties

Acceptable:

- a. Ability to correctly complete a variety of front counter duties
- b. Relays correct information to the public

Approaching Standards:

- a. Difficulty remembering the procedure for some front counter duties
- b. Needs help answering the public's questions

Unacceptable:

- a. Consistently forgets the procedure for most front counter duties
- b. Does not take notes during training on the proper procedure for future reference
- c. Gives incorrect information to the public

PERFORMANCE

1. Call Answering

Acceptable:

- a. Able to answer phone lines efficiently
- b. Can handle multiple calls without showing stress

Approaching Standards:

- a. Answers phone lines correctly most of the time
- b. Show difficulty handling multiple calls
- c. Difficulty transferring calls

Unacceptable:

- a. Consistently has difficulty handing phone calls
- b. Outwardly shows stress
- c. Cannot transfer calls
- d. Rarely answers the phone within 2 rings

2. I/Dispatcher (CAD)

Acceptable:

-
- a. Effectively uses correct commands
 - b. Ability to look up information as needed

Approaching Standards:

- a. Difficulty using CAD commands
- b. Difficulty looking up information

Unacceptable:

- a. Consistently has difficulty using commands
- b. Does not know location of help manual

3. Call Entry

Acceptable:

- a. Obtains appropriate information and accurately enters it in the call screen
- b. Selects the correct event type for the call
- c. Uses abbreviations when applicable

Approaching Standards:

- a. Inability to obtain pertinent information and enter it in the call screen
- b. Makes spelling errors
- c. Frequently selects the incorrect event type for the call

Unacceptable:

- a. Consistently fails to obtain important facts from caller
- b. Consistently makes spelling errors
- c. Consistently selects the wrong event type for the call

4. Typing Skills

Acceptable:

- a. Ability to type quickly and accurately with little or no errors

Approaching Standards:

- a. Difficulty typing quickly and accurately
- b. Frequently makes typing errors

Unacceptable:

- a. Inability to type quickly and accurately
- b. Consistently makes typing errors

5. Radio Operations

Acceptable:

- a. Has working knowledge of radio equipment
- b. Knowledge of equipment failure protocol

Approaching Standards:

-
- a. Inability to utilize radio equipment
 - b. Needs help with equipment failure protocol

Unacceptable:

- a. Does not have working knowledge of radio equipment
- b. Inability to retain equipment failure protocol

6. Unit Deployment

Acceptable:

- a. Ability to dispatch units appropriately
- b. Ability to determine how many units to send

Approaching Standards:

- a. Has difficulty determining which units to deploy
- b. Difficulty monitoring unit activity

Unacceptable:

- a. Consistently has difficulty deploying appropriate units
- b. Cannot monitor unit activity

7. Dispatch Continuity

Acceptable:

- a. Ability to reason out a problem
- b. Considers options/alternatives
- c. Solicits other opinions/views
- d. Flexible
- e. Able to prioritize and handle multiple calls/requests

Approaching Standards:

- a. Difficulty reasoning out a problem
- b. Difficulty considering options
- c. Difficulty prioritizing and handling multiple calls/requests

Unacceptable:

- a. Cannot reason out problems
- b. Does not consider options
- c. Is not flexible
- d. Unable to prioritize calls/requests

8. Officer Safety Practices

Acceptable:

- a. Able to recognize officer safety and respond appropriately
- b. Maintains self control

Approaching Standards:

-
- a. Inability to recognize officer safety situations
 - b. Inability to effectively respond to officer safety situations

Unacceptable:

- a. Inability to maintain self control
- b. Does not understand the importance of officer safety

9. Multi-Tasking

Acceptable:

- a. Demonstrates the ability to handle multiple calls/requests

Approaching Standards:

- a. Difficulty handling multiple calls/requests

Unacceptable:

- a. Unable to handle multiple call/requests
- b. Becomes frustrated and loses self-control

10. Verbal Skills

Acceptable:

- a. Uses police jargon in appropriate manner
- b. Ability to control caller while remaining professional
- c. Flexibility with interview techniques
- d. Good community relations
- e. Provides good customer service
- f. Transmissions are clear and well thought out

Approaching Standards:

- a. May not always use police jargon in transmissions
- b. Uses plain text language
- c. Transmissions do not make sense
- d. Loses control of caller
- e. Raises voice and outwardly shows stress

Unacceptable:

- a. Does not know proper codes or police terminology
- b. Consistently uses plain text instead of police codes or jargon
- c. Transmissions do not make sense and are not thought out
- d. Outwardly shows stress
- e. Unable to obtain information in timely fashion
- f. Unprofessional

11. Listening Skills

Acceptable:

- a. Comprehends information received

-
- b. Rarely has to have information repeated
 - c. Pays attention to the speaker
 - d. Rarely misses radio transmissions

Approaching Standards:

- a. Difficulty comprehending information
- b. Needs to have information repeated
- c. Misses some radio transmissions

Unacceptable:

- a. Consistently has difficulty comprehending information
- b. Unable to retain information received
- c. Must have others repeat on a continual basis
- d. Consistently misses radio transmissions

12. Decision Making/Problem Solving

Acceptable:

- a. Able to reason out a problem
- b. Able to prioritize
- c. Ability to consider alternatives
- d. Maintains composure

Approaching Standards:

- a. Difficulty using reasoning skills
- b. Difficulty prioritizing calls/requests
- c. Inability to consider alternatives
- d. Loses control under stress

Unacceptable:

- a. Unable to reason out a problem
- b. Unable to prioritize calls/requests
- c. Does not consider alternatives
- d. Consistently loses control under stress

13. Stress Control

Acceptable:

- a. Ability to control temper
- b. Visibly calm
- c. Able to contain situation
- d. Able to function during emergency situations

Approaching Standards:

- a. Loses temper
- b. Visibly nervous
- c. Has difficulty containing emergency situations

-
- d. Has difficulty functioning during an emergency

Unacceptable:

- a. Consistently loses temper
- b. Is visibly nervous and becomes agitated
- c. Cannot contain situation
- d. Cannot function during an emergency

14. Initiative

Acceptable:

- a. Needs minimal supervision
- b. Tends to do more on their own in increased efficiency
- c. Utilizes computer/resources
- d. Utilizes free time for study/review

Approaching Standards:

- a. Needs continual direction/supervision
- b. Tends to do the minimum required
- c. Failure to use computer/resources
- d. Idle during free time
- e. Sometimes asks for answers instead of researching

Unacceptable:

- a. Needs constant supervision
- b. Wastes time when not busy (plays computer games)
- c. Failure to use computer/resources
- d. Consistently asks for answers instead of researching

15. Equipment/Resources

Acceptable:

- a. Is competent using various office/dispatch equipment
- b. Able to use various resource manuals, important phone numbers, and contact information

Approaching Standards:

- a. Some difficulty using office/dispatch equipment
- b. Unable to use resource manuals, important phone numbers, and contact information

Unacceptable:

- a. Continuous inability to operate office/dispatch equipment
- b. Consistently has trouble using resource manuals, important phone numbers, and contact information

16. RMS

Acceptable:

- a. Accurately index reports
- b. Releases vehicles
- c. Uses the different modules appropriately

Approaching Standards:

- a. Difficulty accurately indexing reports
- b. Frequently forgets to release vehicles
- c. Difficulty using the different modules

Unacceptable:

- a. Consistently has difficulty accurately indexing reports
- b. Consistently forgets to release vehicles
- c. Inability to learn the functions of the different modules

17. Dissemination of paperwork

Acceptable:

- a. Understanding importance of confidentiality
- b. Ability to correctly process reports to appropriate agencies
- c. Utilizes Records Manual

Approaching Standards:

- a. Difficulty understanding department policy
- b. Difficulty to correctly process reports to appropriate agencies
- c. Sometimes utilizes Records Manual

Unacceptable:

- a. Consistently shows difficulty understanding importance of confidentiality
- b. Unable to correctly process reports to appropriate agencies
- c. Does not utilize Records Manual

18. Department forms

Acceptable:

- a. Knowledge of various forms and their locations
- b. Ability to use appropriate forms

Approaching Standards:

- a. Difficulty locating and using forms correctly

Unacceptable:

- a. Consistently has difficulty locating and using forms correctly

19. Front counter duties

Acceptable:

- a. Accurately complete a variety of front counter duties

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- b. Relays correct information to the public

Approaching Standards:

- a. Difficulty remembering the procedure for some front counter duties
- b. Needs help answering the public's questions

Unacceptable:

- a. Consistently forgets the procedure for most front counter duties
- b. Does not take notes during training on the proper procedure for future reference
- c. Gives incorrect information to the public

INTERPERSONAL SKILLS

1. Acceptance of criticism

Acceptable:

- a. Accepts criticism without being argumentative or defensive
- b. Applies criticism in future efforts
- c. Accepts responsibility
- d. Mature

Approaching Standards:

- a. Unable to accept criticism
- b. Argumentative
- c. Difficulty applying criticism to future efforts

Unacceptable:

- a. Refuses to accept criticism
- b. Argumentative and hostile
- c. Refuses to make correction
- d. Defensive
- e. Rationalizes
- f. Immature

2. Behavior toward Public/Co-workers

Acceptable:

- a. Friendly and professional
- b. Non-discriminatory
- c. Patient
- d. Team player
- e. Empathetic

Approaching Standards:

- a. Abrupt
- b. Overbearing
- c. Is not considerate

Unacceptable:

- a. Belligerent
- b. Racist
- c. Patronizing
- d. Disrespectful

3. Preparedness

Acceptable:

- a. Arrives on time for shift
- b. Is well rested
- c. Minimal sick time usage

Approaching Standards:

- a. Late for work
- b. Has hard time focusing on job

Unacceptable:

- a. Consistently late for work
- b. Excessive sick time usage
- c. Cannot focus on job

4. Personal Appearance

Acceptable:

- a. Neat and clean uniform
- b. Wears all pieces of the uniform correctly
- c. Well groomed hair
- d. Good personal hygiene

Approaching Standards:

- a. Uniform is not neat and clean
- b. Poor personal hygiene

Unacceptable:

- a. Uniform is consistently dirty and unkempt
- b. Does not wear all pieces of the uniform
- c. Lack of personal hygiene

CITY HISTORY AND ORGANIZATION

Cotati is a small semi-rural community of 7,500 people (2023), located in the center of Sonoma County. It offers a rural atmosphere with a slower pace of living, but also has many modern conveniences. The shopping facilities offer a variety of goods, from handcrafted items made by local artisans, to everyday necessities available in larger shopping centers. Bike paths are located throughout the area for local commutes around town. There are many recreational facilities available to the residents here. Just over the Sonoma Mountains, the tranquil countryside roads lead one to the heart of the wine country.

Many of the residents of Cotati commute daily to San Francisco or Marin County by Golden Gate Transit which offers special commute buses.

The area is served by 5 hospitals in Petaluma, Sebastopol, and Santa Rosa; the closest one is 7 miles away.

The housing around the area is varied from old country homes to subdivisions, apartments and condominiums. There is one public grammar school and many pre-schools.

Sonoma State University is located just outside the city limits. Many of the faculty and students reside in Cotati, contributing to its character. It is a four-year liberal arts college, part of a nineteen California State University/College system, offering Bachelor and Masters Degrees, as well as teaching credentials. The campus setting is beautiful with trees, mustard fields and rolling hills. Sonoma State University has on-going movies, plays, concerts, and lectures throughout the year.

The three communities gathered around Sonoma State all share a common heritage; Cotati, Penngrove and Rohnert Park are all within the 4 square league of Rancho Cotati, which was first granted to Juan Castenada in 1854. An early sheriff, Dr. Thomas Strokes Page asked for the land and his request was granted in 1856, when Castenada had failed to make his claim good.

Cotati's first permanent white settler, Dr. Thomas Page (native of Valparaiso, Chile) first came in the 1840's to serve the District of Sonoma as sheriff. In 1857, the land grant of approximately 2,000,000 acres was received by Page and named Rancho Cotate. Page chose the name, Cotate, after chief, "Kotate", a Miwok Indian, whose tribe first greeted the Spanish settlers a decade earlier.

Following the death of Page in 1897, his six sons divided the ranch into small farms of five to 20 acres and retained 4,000 acres, later known as Cotati Land Company. His sons then commissioned Newton Smyth to lay out the townsite of Cotati. Considering the new baroque planning trends fashionable in the East and the shape of the barn and watering trough on the Page Ranch, a hexagon shape was chosen. The inner plaza was dedicated

as a public landmark and remains a beautiful park today, located in the center of town. The six streets on the outer hexagon were named for the six Page sons: William, Henry, Charles, Arthur, George and Olof. Due to its uniqueness and historical significance relative to town planning in the 1890's, Cotati's plaza has been designated a State Historical Landmark.

The city now operates under a charter form of government with a Council-Manager structure. The City Council is comprised of five council members; four are elected at-large on a staggered basis for a term of three years, and the Mayor is elected at-large every year. The Council appoints directors for each of the operating departments, which include Administrative Services, Police Department and Public Works. The city provides many services to its residents such as police, animal control, building safety regulation and inspection, street and park maintenance, street lighting, planning and zoning, a full range of recreational and cultural events, and general administrative services. Fire and medical aid services are provided by a contract with the County of Sonoma.

CHAPTER TWO ORIENTATION

The orientation consists of a basic overview of the department and the city. It will allow you to become familiar with the department's equipment, procedures and the people with whom you will be working.

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.

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

Sergeants and Corporals are responsible for the enforcement of the rules of the Cotati Police Department's Policies and Procedures and any special rules and regulations pertaining to their tours of duty. They are first line supervisors that manage a shift and respond to calls for service.

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 Lieutenant or the Sergeant.

Civilian personnel will be deployed throughout the department to perform a variety of functions as directed by the Chief of Police. Civilian personnel include Community Services Officer, and Dispatcher/Clerk (you). There are also volunteers and Explorers that assist the department by performing miscellaneous tasks.

PATROL SHIFTS/RADIO CALL SIGNS

PATROL SHIFTS

Patrol shifts rotate every six months.

Day Shift	0700-1900
Cover Shift	1500-0300
Night Shift	1900-0700
Supervisor Day	0700-1900 (May vary)
Supervisor Night	1900-0700 (May vary)

The above shifts may vary depending on the needs of the department.

RADIO CALL SIGNS

Personnel are assigned call signs based on their position in the police department.

COMMAND STAFF

Number-Alpha-Number (i.e., 5A1)

The command staff consists of the Chief of Police and the Lieutenant. The first number designates the police department. The alpha designates administration. The chief of police's radio call sign is 5A1.

PATROL SERGEANT

Number-Alpha-Number (i.e., 5S1)

Patrol Sergeants have been assigned number designators from 1 upwards for their radio call sign preceded by the letter "S" to indicate a Sergeant unit. The number designates the seniority of the sergeant.

PATROL

Number-Alpha-Number (i.e. 5L1)

The alpha "L" designates the sworn status. The number after the "L" designates the officer's assigned call number. The K-9 officer's alpha designator is "K." The traffic officer's alpha designator is "M." The reserve officer's alpha designator is "R."

COMMUNITY SERVICES OFFICER (CSO)

Number-Alpha-Number (i.e., 5C80)

The alpha "C" designates the CSO status. The number after the "C" designates the CSO's assigned call number.

EXPLORER

Number-Alpha-Number (i.e., 5N82)

The alpha "N" designates the explorer status. The number after the "N" designates the explorer's assigned call number.

VOLUNTEER

Number-Alpha-Number (i.e., 5N70)

The alpha "N" designates the volunteer status. The number after the "N" designates the volunteer's assigned call number.

IDENTIFICATION NUMBERS

Police personnel have been assigned individual identification numbers depending on position.

COMMAND STAFF

Within the 100 series of numbers is the chief of police

PATROL DIVISION

Within the 200 series of numbers are the sergeants. (Note: Unless the sergeant was promoted from an officer)

Within the 300 series of numbers are the officers and reserve officers

ANIMAL SERVICES, COMMUNITY SERVICES, EVIDENCE, VOLUNTEERS

Within the 400 series of numbers

COMMUNICATIONS DIVISION

Within the 400 series of numbers

ADMINISTRATIVE ORIENTATION

OVERTIME & ABSENCE REQUEST/REPORT

This can now be done on line. Use this format to request vacation time or to use your comp time, and request payment or accrue comp time for overtime worked or attending training on your days off (overtime only, cannot accrue comp time).

TIMESHEETS

All City of Cotati personnel are required to complete a full timesheet. You can find the log in at **REDACTED**

Your trainer will go over how to complete and check the history of your timesheets and time off requests.

EQUIPMENT MALFUNCTION REPORT

Should any equipment need repair or adjustment, there is an online form in the Plannit Scheduling System. It is under the Tab Vehicle Checklist, but allows you to also report General Equipment issues. If there is an issue with specific Dispatch Equipment and it would require major repair, send an email to Lt or Sgt in charge of dispatch to authorize contacting the vendor. If it is an emergency situation, contact the applicable vendor (i.e. Precision Wireless for radio) and advise them of the issue to initiate a service request. Email and advise the supervisor and other dispatchers of the issue.

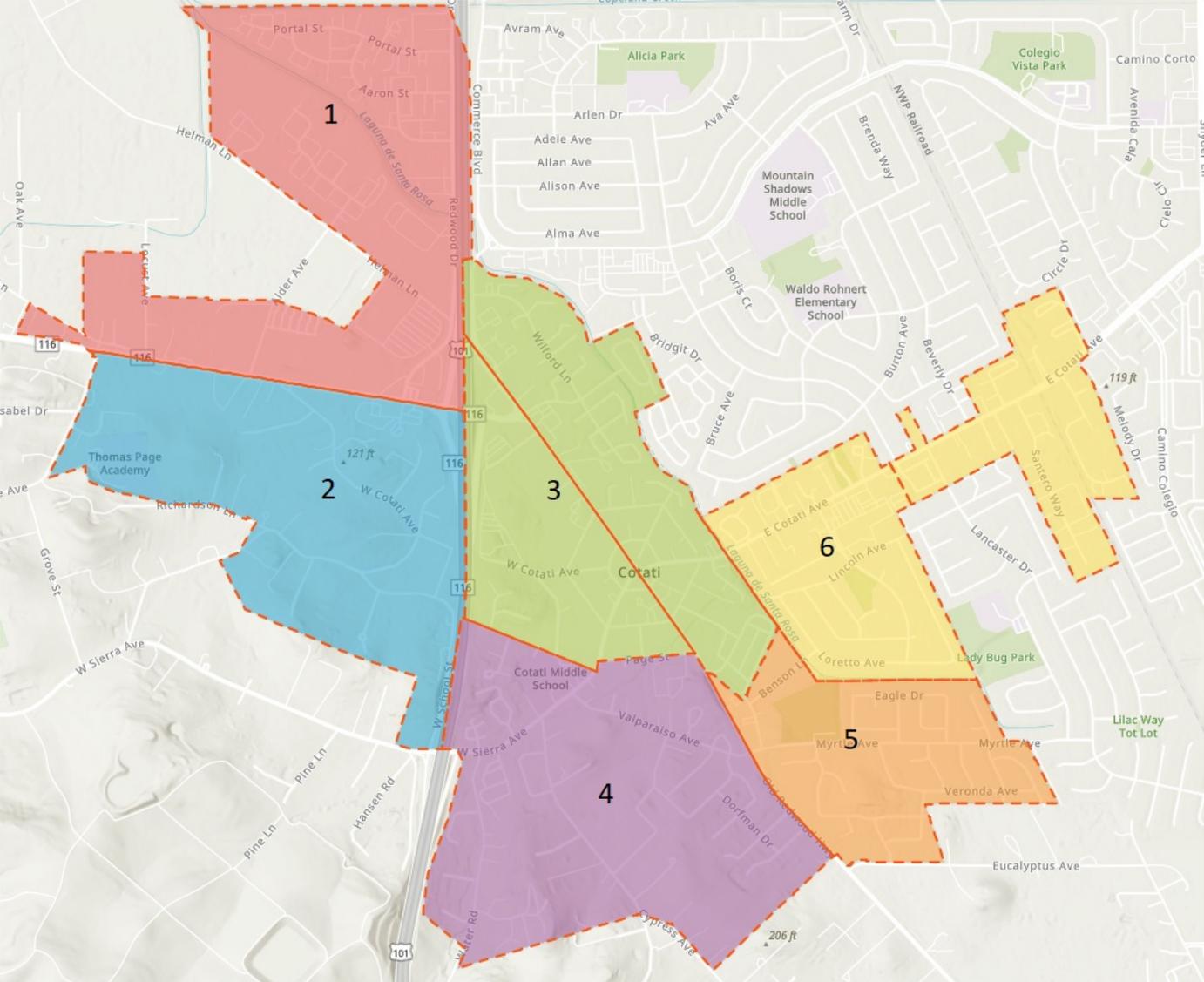
VOICE MAIL

All employees are assigned a voice mailbox. Using the black Yealink telephone you can set up and access your voice mailbox. You can also download the program to access the web based format. Patrol staff have department issued cell phones with voice mail for their use. They will utilize this for their messages primarily.

BEATS/REPORTING DISTRICTS

BEATS

The City of Cotati is divided into seven major patrol beats, which are numbered 1 through 6. The beat/block plan is designed to assist with crime analysis and to designate officers to special details.



LOCAL LAW ENFORCEMENT AGENCIES

SONOMA COUNTY SHERIFF'S DEPARTMENT

Sonoma County Sheriff/Coroner is responsible for the law enforcement of the unincorporated areas of the county, such as Penngrove, and contracts with other incorporated cities for their law enforcement (i.e., Sonoma and Windsor) when such cities have no municipal law enforcement. The Sheriff's Department also maintains the county jail (2777 Ventura Avenue in Santa Rosa), several county detention facilities and work camps, a county crime lab, and various other units such as a bomb squad, SWAT, K-9 and helicopter units (Henry 1) that may be called upon in times of mutual aid. Our Officers will switch to their main channel when they lose frequency on our channel.

SONOMA STATE UNIVERSITY POLICE DEPARTMENT

We are the primary dispatch for SSU PD. Their radio channel is patched with ours and all of their events are handled on our combined channel. SSU PD is responsible for all public safety matters, which occur on the SSU Campus. They are utilized as back-up units if necessary.

CALIFORNIA HIGHWAY PATROL

CHP is responsible for all freeways, on-ramps, off-ramps, and any accidents or traffic related matters on county highways. Any criminal activity on the freeways will be handled by the local city police jurisdictional boundaries or the Sheriff's Department if in unincorporated areas.

ROHNERT PARK DEPARTMENT OF PUBLIC SAFETY

RPDPS provide both police and fire services for the citizens of Rohnert Park. They border us on Redwood Drive, Commerce Boulevard, E. Cotati Avenue, Lincoln Avenue, Lancaster Avenue, and Myrtle Avenue. Addresses of **771, 781, and 791 E. Cotati Avenue are in Rohnert Park's city limits**. They can be called as back-up units and can transmit over our frequency. They also use CLEMARS as a secondary channel.

RANCHO ADOBE FIRE DISTRICT

They have been contracted to handle all medical and fire related emergencies for Cotati and the surrounding unincorporated areas. Their main dispatch center is REDCOM (Redwood Empire Dispatch Communication Authority). Upon a request for paramedics, it is their procedure to send an engine company (fire unit) along with a private ambulance company unit. Cotati Fire Department and Penngrove Fire Department have merged to become one fire district; hence, Rancho Adobe.

PETALUMA POLICE DEPARTMENT

They are located to the south of our city on Hwy 101. They have K-9 units, which are available if needed.

CHAPTER THREE GENERAL INFORMATION

The following information will help you succeed in all phases of your training. This information includes, but is not limited to, a variety of codes, reference material, and miscellaneous resources 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.

CODES

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

PHONETIC ALPHABET

By agreement of all law enforcement agencies in Sonoma County, the International Phonetic Alphabet is the standard for this county. This alphabet should be memorized and practiced daily until you are able to think in this alphabet without having to translate. A good method of practice is to say, phonetically, every license plate you see while driving, spell the name of everyone in your family, etc.

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

ABBREVIATIONS AND ACRONYMS

ABC	Alcoholic Beverage Control (California)
ACF	Across from
ADD	Address
ADDL	Additional
ADR	Address
ADV	Advised
ADW	Assault with a deadly weapon
AKA	Also known as
ALI	Automatic location identification (911 system)
ANI	Automatic number identification (911 system)
APB	All points bulletin
APT	Apartment
ASAP	As soon as possible
ATC	Attempt to contact
ATF	Alcohol, Tobacco, Firearms (Federal Bureau of)
ATL	Attempt to locate
ATT	Attempt
AWOL	Absent without official leave
BA	Blood alcohol level
BB CAP	Baseball cap
BLDG	Building
B&P	Business and Professions Code
BOL	Be On the Look Out
BRO	Brother
	Brown
BURG	Burglary
BUS	Business
BW	Bench Warrant
CAD	Computer Aided Dispatch
CAL-OSHA	California Occupational Safety & Health Agency
CCW	Carrying a concealed weapon
CDL	California driver's license
CHK	Check
CHS	Criminal History System (California)
CII	Criminal Identification and Information (Bureau of DOJ)
CLETS	California Law Enforcement Telecommunications System
CHP	California Highway Patrol
CP	Command Post
CPD	Cotati Police Department
CSU	California State University
CTC	Contact (the person)
CTI	Civilian Traffic Investigator

CTR	Center
CWI	Central Warrant Index (Sonoma County Warrants)
CYA	California Youth Authority
DA	District Attorney
DBA	Doing Business As
DEA	Drug Enforcement Agency (Federal)
DESC	Described or description
DEUCE	Drunk Driver
DL	Driver's license (used for out-of state)
DMV	Department of Motor Vehicles (California)
DOA	Dead on arrival
DOB	Date of birth
DOJ	Department of Justice (California)
DOT	Direction of travel
DRIV	Driver
DROS	Dealer record of sale (gun history)
DUI	Driving under influence
DWI	Driving while intoxicated
EMP	Employee
ENR	Enroute
EOC	Emergency Operations Center
ETA	Estimated time of arrival
FAA	Federal Aviation Administration
FBI	Federal Bureau of Investigation
FCC	Federal Communications Commission
F&G	Fish and Game Code
FST	Field sobriety test
FTA	Failure to appear (warrant)
FTP	Failure to pay (warrant)
FWY	Freeway
GOA	Gone on arrival
HBD	Has been drinking
HG	Handgun
H/R	Hit and run
H&S	Health & Safety Code
IA	Internal Affairs
IAO	In the area of
I/C	In custody
IFO	In front of
III	Interstate Identification Index (Triple I)
INFO	Information
INJ	Injury
INS	Immigration & Naturalization Service (Federal)
IOD	Injured on duty
I/P	In progress

J/O	Just occurred
JUV	Juvenile
JUVE	Juvenile
LG	Los Guilucos (Juvenile Hall)
	Large (size)
LIC	License
LKA	Last known address
LOC	Location
LSW	Last seen wearing
	Last seen with
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
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
OCC	Occurred
OD	Overdose
	Off-duty
OLN	Operator's (driver's) License Number (for out of state)
OR	(To be released on) own recognizance
ORI	Originating agency identifier
OSHA	Occupational Safety & Health Agency (State and Federal) State is referred to as Cal-Osha)
OT	Overtime
PASS	Passenger
PC	Penal Code
	Probable cause
PDR	Physician's Desk Reference
PKD	Parked
PKG	Parking

POA	Point of activation
POE	Point of entry (used for burglaries)
POI	Point of impact (used for traffic accident jurisdiction)
POSS	Possible
	Possession
PPT	Private property tow (of a vehicle)
PSA	Police Services Aide
P/U	Pick up (to transport or a truck description)
RE	Regarding
REF	Reference, refer
REPO	Repossession (of a vehicle)
RES	Residence or resident
RO	Registered owner
RP	Reporting party
	Responsible party
RPT	Report
RT	Right
SAY	Social Advocates for Youth
SER	Serial number
SGT	Sergeant
SSU	Sonoma State University
SUBJ	Subject
SUPP	Supplemental report or supplemental information
SUSP	Suspect
SVS	Stolen vehicle system (CLETS)
SWAT	Special Weapons and Tactics Team or Unit
TA	Traffic accident
TC	Traffic collision
TWD	Towards
	Toward
UNK	Unknown
UTL	Unable to locate
VC	Vehicle Code
VEH	Vehicle
VIC	Victim
VIN	Vehicle Identification number
VS	Versus
W/	With
WIC	Welfare and Institutions Code
WIT	Witness
W/O	Without
WPN	Weapon
YR	Year
180	CHP 180 form (for stolen/stored/recovered vehicles)

EVENT TYPE CODES

The following codes are samples for your reference and discussion with your Training Officer. There are many more and your Training Officer will have a current printed list. By placing an "R" after most of the event types you will make it a report call. Some are radio codes, some are penal and vehicle codes, and some are just codes we found necessary to make the call clear and more concise. To be a satisfactory call-taker you must be familiar with these codes, their use, and their impact on priority and manpower allocations. If you are not sure of what event type to use, **ASK**.

EVENT TYPE	PLAIN LANGUAGE
IDTHEFT	530.5 Report
911D	911 Disconnect/ Unknown
911O	911 Open Line
911M	911 Misdial
911W	911 Wireless
1124	Abandon vehicle
AACO	Agency Assist- by Cotati PD
1033	Alarm
1033A	Alarm Audible
1033H	Alarm Hold-up
1033P	Alarm Panic
1033S	Alarm Silent
1091	Animal Complaint
ANC	Animal Complaint
AC	Animal Control Call
ANF	Animal Found
ANLS	Animal Loose
ANL	Animal Lost
653M	Annoying Phone Calls
ATC	Attempt to Contact
ATL	Attempt to Locate
1033B	Bank Holdup Alarm
242	Battery
243E	Battery Domestic with Injury
242JO	Battery Just Occurred
242R	Battery Report
BOL	Be on the Lookout
459	Burglary
459A	Burglary Auto Report
459C	Burglary Commercial
459JO	Burglary Just Occurred
459R	Burglary Report
1067	Call for Help

CTW	Check the Welfare
CITE	Citation Sign Off
CIVIL	Civil Situation
KP	Civil Standby/ Keep the Peace
COP	Community Oriented Policing
1055	Coroner's Case
CO	County/City Ordinance
CAT	Dead cat complaint
422R	Death Threats Report
422	Death Threats
537	Defraud Innkeeper
417	Display of Weapon
417JO	Display of Weapon Just Occurred
417R	Display of Weapon Report
415	Disturbance
415D	Disturbance Domestic
415DR	Disturbance Domestic Report
415FAM	Disturbance Family
415JO	Disturbance Just Occurred
415J	Disturbance Juvenile
415M	Disturbance Music
415N	Disturbance Noise General
415P	Disturbance Party
415R	Disturbance Report
415U	Disturbance Unwanted Guest
415V	Disturbance Verbal
DRI	Domestic Related Incident
23152	Drunk Driver
EPO	EPO Service
EXPAT	Extra Patrol
415F	Fight
FIGHT	Fight
PRINTS	Fingerprints- Public
FWORKS	Fireworks
FD	Flagged Down by Citizen
FU	Follow Up/ Investigate
FPAT	Foot Patrol
470	Forgery
470R	Forgery Report
FCHILD	Found Child
FPROP	Found Property
GANG	Gang Activity
415G	Gang Fight
487	Grand Theft
487JO	Grand Theft Just Occurred

487R	Grand Theft Report
20001	Hit & Run Felony
20001R	Hit & Run Felony Report
20002	Hit & Run Misdemeanor
20002R	Hit & Run Misdemeanor Report
314	Indecent Exposure
314R	Indecent Exposure Report
INFO	Information
JUV	Juvenile Problem
LCHILD	Lost Child
LPERSON	Lost Person
LPROP	Lost Property
MD	Man Down
1062	Meet Citizen
5150	Mentally Ill
5150V	Mentally Ill/ Violent
1065AR	Missing Person at Risk Report
1065JR	Missing Person Juvenile Report
1065R	Missing Person Report
MC	Municipal Code
11590	Narcotic Registration
1034	Open Door
1035	Open Window
OTHER	Other/ Add Comments
OWS	Out with Subject
PV	Parking Violation
488	Petty Theft
488IC	Petty Theft / In Custody
488JO	Petty Theft Just Occurred
488R	Petty Theft Report
1057	Promiscuous Shooting
1070	Prowler
23103	Reckless Driving
REG	Registrant
273.6R	Report- Domestic Court Order Violation
211	Robbery
211JO	Robbery Just Occurred
211R	Robbery Report
211SA	Robbery Strong Arm
1017	Security Check
SA	Special Assignment/Detail
273.5R	Spousal Injury Report
484G	Stolen Credit Card
484GR	Stolen Credit Card Report
10851	Stolen Vehicle

10851RR	Stolen Vehicle Recovery
10851R	Stolen Vehicle Report
1126	Stranded Motorist
SUBWGUN	Subject with Gun
1056	Suicide
1056A	Suicide Attempt (Combined Event)
1056AR	Suicide Attempt Report
1056R	Suicide Report
1056T	Suicide Threats
SCR	Suspicious Circumstance Report
SC	Suspicious Circumstances
1066	Suspicious Person
1154O	Suspicious Vehicle Occupied
1154U	Suspicious Vehicle Unoccupied
1154	Suspicious Vehicle
1021	Telephone
TOW	Tow Request/ Private
1179	Traffic Accident Ambulance Enroute
1180	Traffic Accident Major Injury
1181	Traffic Accident Minor Injury
1182	Traffic Accident Non-Injury
1182R	Traffic Accident Non-Injury Report
1183	Traffic Accident Unknown Detail
1125	Traffic Hazard
T	Traffic Stop
1148	Transportation
602	Trespass
602R	Trespass Report
UNK	Unknown Problem
VAC	Vacation House Check
594	Vandalism
594JO	Vandalism Just Occurred
594R	Vandalism Report
REPO	Vehicle Repossession
10852	Vehicle Tampering
10852R	Vehicle Tampering Report
415T	Verbal Threats
166.4	Violation of Court Order
166.4R	Violation of Court Order Report
1203	Violation of Probation
WAR	Warrant Attempt

FIELD EVENT TYPE CODES

These codes are used when an event is initiated by an officer. There is a special format on how these codes are entered on the command line to create an event.

The general format to create a field event is: Event type code, officer's call sign,location,comments. There is a special format for field events that include a vehicle (traffic stops, suspicious vehicles, stranded motorists and parking violations). This format is: Event type code, officer's call sign,location,license plate number,comments,state. A comma separates each piece of data and an extra comma is used as a placeholder if the officer does not have the necessary information such as a license plate number.

EVENT TYPE	PLAIN LANGUAGE
1017	Security Check
1034	Open Door
1062	Meet Citizen
1064	Public Assist
1066	Suspicious Person
1124	Abandoned Vehicle
1125	Traffic Hazard
1126	Stranded Motorist
1148	Transportation
1154	Suspicious Vehicle
1154O	Suspicious veh occupied
1154U	Suspicious veh unoccupied
1179	Traff Acc Ambul Enroute
1181	Traff Acc Minor Injury
1182	Traff Acc Non-injury
1183	Traff Acc Unknown Detail
C5	Code 5
COP	Community Oriented Policing
EPO	EPO Service
FD	Flagged Down by Citizen
FP	Foot Pursuit
FU	Follow Up/Investigate
HG	Hospital Guard
OWS	Out with Subject
PV	Parking Violation
SA	Special Assignment/Detain
SC	Suspicious Circumstances
T	Traffic Stop
UNK	Unknown Problem
VP	Vehicle Pursuit
WAR	Warrant Attempt

RADIO CODES

The following is a partial list of the codes. It is not a comprehensive list of the codes because we don't use them all. 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 Cotati.

10-1	I can't copy you, poor radio reception
10-2	Receiving well
10-4	OK or acknowledgement
10-5	Relay
10-6	Busy
10-7	Out of service, unavailable
10-7OD	Off duty
10-8	In service
10-9	Repeat
10-15	Subject Arrested
10-16	Pick up
10-17	Security/Vacation Check
10-19	Return/enroute Station
10-20	Location
10-21	Call on the phone
10-22	Cancel last message or assignment
10-23	Standby
10-26	Check DL, warrants, IJS, SRF, CARPOS status (person inquiry mask)
10-27	Driver's License check
10-28	Vehicle registration check
10-29	Check for stolen or wanted
10-30F	Your subject is wanted (Felony)
10-30M	Your subject is wanted (Misdemeanor)
10-30AD	Your subject is wanted (Armed and Dangerous)
10-33	Alarm Sounding
10-34	Open Door
10-35	Open Window
10-36	Radio Clear / Confidential Info
10-49	Proceed/Proceeding to
10-54	Possible dead body
10-55	Coroner's Case
10-56	Suicide
10-56A	Attempted Suicide
10-57	Firearms Discharged
10-62	Meet the Citizen
10-64	Public Assist
10-65	Missing Person
10-66	Suspicious Person
10-67	Person Calling for Help

10-70	Prowler
10-73	How do you receive?
10-86	Do you have traffic for me?
10-87	Meet ____ at ____
10-91	Animal Complaint
10-97	Arrived
10-98	Last assignment is finished
11-24	Abandoned Vehicle
11-25	Traffic Hazard
11-48	Transportation
11-54	Suspicious Vehicle
11-79	Accident / Ambulance enroute
11-80	Accident / Major injuries
11-81	Accident / Minor injuries
11-82	Accident / Property Damage
11-83	Accident / No details
11-84	Traffic Control
11-85	Tow Truck
11-86	Traffic Stop
11-99	CHP's code for Emergency Law Enforcement Assistance
CODE 1	Routine response
CODE 2	Urgent, expedite but follow all traffic laws
CODE 3	Emergency; respond with red lights and sirens
CODE 4	No (further) assistance needed
CODE 5	Stake out, watching someone or something
CODE 6	Officer Requesting Backup/cover – routine
CODE 7	Mealtime
CODE 10	Bomb Threat
CODE 11	Explosion
CODE 20	Officer needs help urgent
CODE 30	Officer needs help emergency
CODE 33	Do not transmit / emergency
CODE 666	Road block (N/B 101 off-ramp at 116 – Do not broadcast location)
CODE 1000	Plane Crash

COLOR CODES

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

Aluminum	SIL
Amethyst	AME
Beige	BGE
Black	BLK
Blue	BLU
Dark blue	DBL
Light blue	LBL
Bronze	BRZ
Brown	BRO or BRN (not in SVS, but common)
Camouflage	CAM
Chrome	COM
Copper	CPR
Cream	CRM
Gold	GLD
Gray	GRY
Green	GRN
Dark Green	DGR
Light Green	LGR
Ivory	CRM
Lavender	LAV
Maroon	MAR
Mauve	MVE
Multi-colored	MUL/COL
Orange	ONG
Pink	PNK
Purple	PLE or PUR (not in SVS, but common)
Red	RED
Silver	SIL
Stainless Steel	COM
Tan	TAN
Taupe	TPE
Teal	TEA
Turquoise	TRQ
White	WHI
Yellow	YEL
2-Tone	TOP/BTM (i.e. "BLK/WHI" Used for 2 color vehicles, convertibles, vinyl/paint styles)

STATES/DIRECTIONS/DAYS/24-HOUR CLOCK

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

DIRECTIONAL CODES

WB	WESTBOUND
EB	EASTBOUND
SB	SOUTHBOUND
NB	NORTHBOUND

DAYS OF THE WEEK

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

24 HOUR CLOCK (AKA- MILITARY TIME)

12:01 AM	=	0001
1:00 AM	=	0100
2:00 AM	=	0200
3:00 AM	=	0300
4:00 AM	=	0400
5:00 AM	=	0500
6:00 AM	=	0600
7:00 AM	=	0700
8:00 AM	=	0800
9:00 AM	=	0900
10:00 AM	=	1000
11:00 AM	=	1100
12:00 PM	=	1200
1:00 PM	=	1300
2:00 PM	=	1400
3:00 PM	=	1500
4:00 PM	=	1600
5:00 PM	=	1700
6:00 PM	=	1800
7:00 PM	=	1900
8:00 PM	=	2000
9:00 PM	=	2100
10:00 PM	=	2200
11:00 PM	=	2300
12:00 AM	=	0000

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 a sworn Officer or Watch commander. Legal advice and recommendations should not be made. Often times referrals to attorneys, courts, or legal aid are all that the calling party may be soliciting.

Law enforcement agencies are the arm of the law that are charged with the responsibility to apprehend and arrest those individuals who break the law. They are the "hands" of the legal system and although agency's 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. A crime is defined as an illegal act, which is punishable by fine, imprisonment, or removal from public office, or a combination thereof. Criminal law deals with injury to the State or to the people of the State. The criminal court then passes a sentence of imprisonment and/or fines as established by State law. Only the State, acting through the courts, can impose fines or imprison a violator.

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

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

There are many instances where the distinction between injury to the individual as "people of the state" is not clear. However, when the victim is interested in recovering their loss, or damages, recourse is through the civil court. If the victim desires prosecution, and there is a statute or law that applies to the situation, it is a matter for law enforcement.

It is the responsibility of the law enforcement agency to determine if a crime did occur. However, it is the decision of the District Attorney's office and the courts whether or not to prosecute a case.

CRIME CATEGORIES

Crimes are categorized by the nature of the crime, the punishment of imprisonment, and fines.

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

FELONY

A crime that is very serious in nature which can be punished by imprisonment in state prison and fines.

MISDEMEANOR

A crime which can be punished by up to, but not exceeding, one year in the county jail or by a fine not exceeding \$1,000, or by both.

INFRACTION

A minor offense that can be punished by fines only.

CRIME CODES

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

VEHICLE CODE (VC)

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

HEALTH & SAFETY CODE (H&S)

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

BUSINESS & PROFESSIONS CODE (B&P)

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

WELFARE & INSTITUTIONS CODE (WIC)

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

MUNICIPAL CODE (CMC)

This body of regulations has been enacted by the City Council to regulate the actions of the persons within a given City's boundaries, which are not already covered by any other code.

BASIC COURT STRUCTURE

COUNTY/CITY ATTORNEY'S OFFICE

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

SUPERIOR COURT

This is the reviewing court and the court charged with dispensing justice in all criminal matters. The Superior Court presides over preliminary hearings in felony cases, judgement, juries, and related matters. Small Claims is a division of the Superior Court.

APPELLATE COURT

Handles appeals from the Superior Court.

STATE SUPREME COURT

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

ADJUNCTS TO THE COURT

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

DEPARTMENT OF CORRECTIONS

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

CALIFORNIA YOUTH AUTHORITY

They are charged with housing and confining juvenile offenders.

PAROLE BOARD

They are charged with reviewing a prisoner's record and making recommendations regarding the termination or continuation of a sentence.

STATE PAROLE

Charged with monitoring parolees (prisoners released before completion of a sentence).

PROBATION DEPARTMENT

They are charged with making recommendations regarding sentencing of offenders and supervising misdemeanor offenders not serving time in the county jail. Also monitor parolee's released by AB109, into the probation system.

GRAND JURY

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

COTATI MUNICIPAL CODES

7.12.030	Dog license required within the city
7.24.020	Public nuisance (animal)
7.24.080	Animals at large (leash law)
7.24.210	Control of sick / vicious animals
7.24.300	Vicious dog
9.30.010	Discharging fireworks in city
9.33.010	Public urination prohibited
9.36.040	Commercial activity without permit
9.36.050	Business prohibited without permit
9.36.060	Sleeping in vehicles
9.36.100(b)(1)	No person shall consume alcohol in a public place
9.41.010(a)	Curfew for minors between 2300 and 0600
9.48.010	Handbill distribution / Public place
9.80.010	Discharging firearms in city
10.30.090	Prohibits parking over 72 hours
10.30.170	Parking of trailers prohibited- not attached
10.40.090	No commercial vehicles over 3 tons
17.30.050	Noise standards for construction (<u>exception</u> for property owner who occupies the parcel) only permitted Monday through Friday from 0700-1900 hours and on Saturdays, Sundays and holidays construction activities may only be allowed by the review authority through conditions of approval between 0900 and 1700 hours.
17.38.050(E)	Signs in the public right-of-way

*** A full listing of all Municodes can be found on the City of Cotati Website

REFERENCE MATERIAL/RESOURCES: PART 1

There are numerous binders in the dispatch center for your reference. Be sure to take the time and know what and where they are. Your Training Officer will show you books ranging from emergency numbers to CLETS reference binders. You will be responsible to know where they are, and what type of information is contained in each binder. You will be expected to use them for reference on a continuing basis.

DEPARTMENT'S POLICY MANUAL

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

CRIMINAL JUSTICE INFORMATION SYSTEMS (CJIS)

This manual (split up into two binders) contains reference material for data entry into CLETS, such as Stolen Vehicle System, Automated Property System, and Missing Persons System. This is the manual used most often in our dispatch center.

ARTICLE/BRAND GUIDE

This guidebook contains article, brand and category codes for data entry in the Automated Property System.

CLETS/DMV MANUAL

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

NCIC OPERATING MANUAL

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

NCIC CODE MANUAL

This guidebook is similar to the Article/Brand Guide. It contains a more extensive list of article, brand and category codes for data entry in the Automated Property System, Stolen Vehicle System and the Automated Firearms System.

CRIMINAL HISTORY MANUAL

This is an instruction manual for authorized users of criminal history information. The manual provides both summarized and detailed procedures for accessing and obtaining the most complete and comprehensive California criminal history record available for a subject. Procedures are also provided for accessing the federal National Crime Information Center (NCIC) Interstate Identification Index (III).

CLETS/CJIS/DMV UPDATES

This binder contains a variety of information bulletins published and distributed by the California Department of Justice, California Highway Patrol and the Department of Motor Vehicles.

CALIFORNIA 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.

CALIFORNIA VEHICLE CODE

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

COTATI MUNICIPAL CODE

Municipal Codes are generally infraction violations, but can be charges as misdemeanors and can be arrestable as any of the penal or vehicle codes. You will learn the most common violations, such as vehicle abatement, dog licensing, etc. The Municipal codes are available on line on the City of Cotati Website.

STAFF/EMERGENCY NUMBERS

This binder contains of variety of phone numbers, which include a department personnel roster, law enforcement agencies in California, miscellaneous county offices, and many more.

RMS (RECORDS MANAGEMENT SYSTEM)

RMS is one of the computerized systems utilized by the Cotati Police Department and most of the other law enforcement agencies in Sonoma County. Some of the information contained in the system is considered Criminal Offender Record Information (CORI) per 11105 CPC. RMS contains only those events that have a specific reference number attached to them (case number or event number). An event number is generated for all calls for service and are contained in RMS. RMS includes, but is not limited to, the following modules:

- A. Person
- B. Vehicle
- C. Case/Report
- D. Event Location
- E. Property

RMS can provide information, which was previously only available from Records personnel reading the physical report. However, there will still be many instances when you will need to obtain information directly from the report. The usual request will be for an officer safety check to see what kinds of contact we have had at a particular residence; to see what a person has been previously arrested for; or to get a case number for a supplemental report.

CALIFORNIA LAW ENFORCEMENT WEB (CLEW)

The California Department of Justice maintains CLEW. It contains an online version of all of the manuals that we have related to CLETS, DMV, CJIS, and NCIC, miscellaneous forms, miscellaneous publications, links to other law enforcement related web sites and much more.

REFERENCE MATERIAL/RESOURCES: PART 2

MAPS AND MAP BOOKS

Pictometry is an aerial view of the actual properties that can be utilized with even further detail as well as Google Maps.

ALARM PERMITS

The alarm permit master list in the Dispatch drive is a good resource to use during alarm calls. All businesses and residents installing alarms must obtain a permit from the police department per the city ordinance. This shows all active permits in the city by the resident or business owner that includes after-hours contact information. If the business or residence does not have an alarm permit there is a procedure that will be discussed later to make sure that the business gets into compliance with the city ordinance. Often business contacts can also be found in CAD on the Special Situations tab for contacts.

ROTATION TOW/JUNK TOW LOGS

This binder lists the companies, which respond for rotation tow and junk tow requests and should be called in order of the listing. Make sure to ask the estimate time of arrival (ETA) for the tow truck to respond to the scene. (Tows should take no longer than 30 minutes to respond.) Should the tow take longer than that, call the tow company back and get an updated ETA.

DOG LICENSING INFORMATION

Dog Licensing is handled by Finance at City Hall but there is a site that allows us to access current licensed dogs in our city. The City is now using DocuPet for dog licensing..

REDACTED

VACATION HOUSE CHECKS

When a resident of Cotati goes on vacation, he can submit a request for the police department to provide extra patrol around his residence. The resident will complete a request, which will be processed by the dispatcher. Assign a vacation house inspection number to the request. At the beginning of each year the log will start with #1 and continue chronologically to the end of the year. Write in the next number on the log and then write it on the vacation house inspection form. A number will be assigned to the request so that the officer does not use the address of the vacation house check on the radio that could be heard by anyone with a police scanner.

The blank forms are kept in the "Vacation House Checks" binder in dispatch to be given out to the citizens for completion, or it may be filled out online on the City of Cotati website on the Police Department page.

Complete the top portion of the form with the vacation house inspection number, your identification number and the date you received the form. Make a copy of the form. Place the original form in the briefing binder basket in the copy/mail room and put the copy in the "Vacation House Checks" binder.

Note: We do not provide vacation house checks for vacant rental properties.

I/DISPATCHER 8.1.3 MANUAL

This manual contains information on all functions of I/Dispatcher (our CAD system). It also contains any information on new features when I/Dispatcher is upgraded.

I/DISPATCHER HELP INFO

This manual is your guide for information pertaining to I/Dispatcher. This book is a quick reference guide, which contains helpful tips on how to enter calls; update calls; and various codes used in this system.

EQUIPMENT MANUALS

Since there is a variety of equipment in the dispatch center, it is a good idea to become familiar with their functions and how to troubleshoot any problems that you may encounter. The manuals can be found in the small black file cabinet next to the front counter in the drawer labeled "Equipment Manuals."

CITY SECURITY SYSTEMS/ALARMS

CITY SECURITY SYSTEMS

The entire city hall complex is equipped with a security system that monitors the planning department, the finance department and the city manager's office. The security system also monitors the classrooms at the Cotati Community Center and the Chamber of Commerce/Recreation Office. This system is monitored in dispatch. All these alarms can be armed or disarmed in the dispatch center.

There are also "duress" alarms in the city council chambers and the finance office. These are to be considered "panic alarms." These alarms are also monitored on the alarm panel in the dispatch center.

The fire alarm for city hall can also be monitored on the alarm panel.

When the janitors come in at night to clean city hall and/or the rooms at the Cotati Community Center, the alarm will need to be disarmed. When the janitors leave, the alarm must be armed.

GENERATOR ALARM

The generator at the police department runs automatically once a week. When a mechanical issue prevents the generator from operating a warning signal activates in the dispatch center. If the generator malfunction alarm activates, note where the failure is and then silence the alarm. Immediately call the technician and then notify the on duty supervisor and the chief.

UTILITY/CHLORINE ALARM

The City Utility and Chlorine alarm is connected to a computer system that, when activated, will automatically call the police department. This call is automated. The recording will advise you of the source of the alarm and then ask you for an access code. The code is **REDACTED**. The recording then will ask you to push another button to continue. Continue to listen to the recording and follow the instructions given. Then, the computer will ask for the acknowledgement code, which is **REDACTED** (the same as the access code). Wait to hear the computer acknowledge you and then hang up. After hanging up you will contact the Public Works Department. If it is after hours, contact the first Public Works employee on the call out list.

There are two water tanks in the city. The main water tank is to the south of W. Sierra Avenue just to the west of Hwy 101 on top of the hill. The second tank is at the end of Nelson Lane which is off of Cypress Avenue.

There are three wells in the city. Well # 1 is at E. Sierra Avenue and La Plaza, well # 2 is on Lakewood Avenue near the entrance to Lady Bug Park, and well # 3 is between 425 and 441 Houser Street.

CAMERAS/INTERCOMS

The Police Department and corporation yard are covered by a series of video cameras covering the most important areas for Security including the Lobby, Booking area and the Exterior of the Police Department. These afford the dispatcher the ability to monitor the security of the facilities, review video and dub video if necessary.

There are also a series of intercoms located throughout the police department. Some of the intercoms have a camera attached, so when the intercom button is pushed you will be able to see to whom you are talking. The intercoms allow you to determine who and/or why a person(s) may need access to a particular area as well as assist the physically challenged.

DIGITAL VOICE RECORDER

The main telephone and all radio channels in the communications center are recorded on a central recorder. This recorder is located next to the primary dispatch station. It stores the information onto a hard drive, this system is called the JEI recorder. In addition, the radio system has an instant recall recorder that you can playback and listen recent radio transmissions.

If the digital voice recorder fails, complete an Equipment Malfunction Report and notify the Lieutenant.

FRONT COUNTER/MISCELLANEOUS DUTIES

Any public contacts you have at the front counter should be documented by creating an event in I/Dispatcher. You will primarily use "PUB" or 10-64 for public assist as the event type code. Remember to select "W" for walk-in for the source field. For some of the contacts at the counter there are specific event type codes that should be used such as for vehicle releases use VEHREL.

VISITOR PASSES

A visitor pass should be issued to any person that is allowed access into the police department that is not a city employee or a uniformed law enforcement officer. A log along with the visitor passes is located under the front counter. Be sure to complete the log or have the person complete the log before issuing a pass. When the person leaves make sure that the pass is returned and the person signs out.

TEMPORARY RESTRAINING ORDERS

Occasionally a protected person in a restraining order will come to the police department to drop off a copy of the restraining order. Write the restrained and protected persons' last names on the left edge of the front page. Run the restrained person's name through CLETS to determine if the order has been served. If the order has been served, make a copy of the order and file one copy under the restrained person's last name and the other copy under the protected person's last name. If the order has not been served, file the single copy in "Proof of Service Needed" folder.

MAIL PROCEDURE

The police department mail is either placed in the mailbox in front of the department or in interview room # 2. It is the responsibility of the on-duty dispatcher to put the mail in the appropriate mail slots and if time permits, process record check requests and report requests. Prior to putting the mail in the appropriate mail slot, stamp each piece with the Received stamp. Make sure to select the correct date on the stamp. On Saturdays and any other day that city hall is closed, the police department receives city hall's mail. The mail will be stored at the department until a city hall employee picks it up. When any packages are received from UPS, FED-EX, or any other source, ask the deliver person to place the package(s) in interview room #2. Remember to notify someone as soon as possible so that the package can be retrieved and delivered to the appropriate person.

DOG LICENSING

The finance department at City hall now handles all Dog Licensing functions. There is City Fee Schedule for licensing fees. A senior citizen (55 years old or older) is allowed one free dog license per year.

The City of Cotati has partnered with DocuPet and the Rohnert Park Animal Services to enhance your pet licensing experience.

The cost for the dog license is:

- \$26 for each dog if spayed/neutered
- \$36 for each dog if not spayed/neutered
- Adults 55 and older get one free dog license per household and each additional dog is \$6. (To receive the initial senior discount you must call into DocuPet to request the waiver and refund.)

PLANNING PACKETS

Planning packets contain information for the planning commissioners. They are brought to the police department from city hall. Since we are open 24-hours a day, seven days a week, the planning packets are at the police department for planning commission members to pick up. The packets are placed in the cabinet in interview room # 2.

KEY SIGN OUT LOGS

There are two different logs to sign out keys. The logs are kept in the cabinet in the stacking tray on the wall labeled "Key Logs" in the dispatch center. The keys are kept on the Board on the wall in dispatch and spares are located in the drawer beneath the Intercoms.

One log is for the janitors to sign in and out keys that they need. Be sure to have the janitor sign out the keys (date, person's name, and time out) and when the keys are returned to you, be sure the "Time Returned" field on the log is filled in. The log includes a field to be completed by the on-duty dispatcher indicating the time the alarm was set after the janitors have left.

The other log is used for anyone else, besides the janitors, who need to sign out city hall or middle school keys. Make sure that the log is filled out completely and accurately.

REPOSSESSION FEE

When a vehicle is repossessed by the legal owner from the city limits of Cotati, the tow company must call and notify us of the repossession. The registered owner is required to pay a \$47.00 repossession fee to the police department before the vehicle can be released to him or her. Give the registered owner a receipt as proof of payment so that he or she may retrieve the vehicle.

VEHICLE RELEASE PROCEDURE

When a vehicle is towed at the request of an officer from this department, the registered owner or agent must obtain a vehicle release from the police department prior to retrieving his or her vehicle. Before releasing the vehicle, confirm that the person is the registered owner of the vehicle or has permission (notarized letter or property release form from the Sonoma County Jail) to pick up the vehicle and has a valid license or has a person with him or her that has a valid license. Also verify that the vehicle has current registration. The cost for a vehicle release is \$200.00 for any criminal based tow and \$104.00 for any non-criminal based tow. Once you have completed the paperwork (CHP-180 and the receipt), give the person a copy of the CHP-180 and the white copy of the receipt.

Then you will need to release the vehicle from RMS. Go to the case in RMS and into the Impound module created by the officer. Go into the vehicle within the Impound and scroll down past the registered owner's information to the section that says Vehicle Release and fill out the applicable information including the date/time of release and your info.

MONTHLY ARREST LOG

This log is used to document arrests where the offense is listed as a retainable offense by the Department of Justice. The following list are some of the offenses that are not to be listed on the arrest register: 12500(a) VC, 14601.1(a) VC (FTA only), and 11357(b) HS. This log is especially helpful in determining if there are any in-custody reports that will need to be faxed to the District Attorney's Office.

BUSINESS LICENSE APPLICATIONS

Any person who operates a business in Cotati is required to obtain a business license through City Hall. The business owner/representative is required to complete an application along with any other required paperwork and obtain signatures from a representative with different departments in Cotati including the police department. The Chief and Lieutenant are the representatives within the department that signs off on the applications.

APPEAL PROCESS FOR PARKING CITATIONS

Occasionally, a person will come into the police department who wants to appeal a parking citation that he has received. Give him the Parking Administration Request for Review form (located in the bottom drawer of the small black file cabinet next to the front counter in the folder labeled PARKING ADMIN REVIEW). The top page explains the process for the review and the second page is the one that needs to be completed. Once the form is completed, make a copy of the citation and any documents that would support the dismissal (e.g. a handicap placard). Complete a registration check on the handicap placard and attach the printout to the rest of the documents. If the citation is for parking in a handicap space without a placard and the requestor has a placard there is a \$25.00 administrative fee for dismissal of the citation that can be collected at the time the form is completed. Attached the payment to the paperwork. Place the paperwork in Sgt's mail

slot for review. The review form will be returned to the person in charge of processing parking citation appeals.

CITATION SIGN OFFS

Officers can issue citations for correctable violations such as a defective taillight, expired registration, or no front license plate. The citation, once the violation(s) has been corrected, can be signed off by any employee of a law enforcement agency, DMV employee or authorized inspection/installation station agent. Citations that are for correctable violations only are kept in an accordion folder for thirty (30) days before they are mailed to Traffic Court. If the violator corrects the violation prior to the thirty (30) days, the citation is never mailed to Traffic Court.

If an officer issues a parking citation for a correctable violation (5200 VC- missing license plate or 5204 VC- current tags not displayed), once the citation is processed, it is mailed to JDS. If a person comes in and shows that the violation has been corrected, advise her that the fine will be reduced to \$10.00. If the citation has not been mailed to JDS, we can collect the fine. If they don't have the money, they can send it to JDS. If she pays the fine, write "CORRECTED" along with the date across the original citation so that it does not get mailed to JDS. Put the citations in the Approved Citations mail slot so that the RMS entry of the citation can be updated.

People will come into the police department lobby to get a citation signed off once the violation(s) has been corrected.

If the citation was issued by an officer from this department and the correction date is within thirty (30) days of the issue date, keep the pink copy of the citation which has been signed off. Pull the original citation out of the accordion folder (citations are filed under the corresponding day, e.g., a citation issued 11/15/2007 would be filed under the "15" tab) and write "CORRECTED" across the front of the white copy of the citation with a yellow highlighter along with the date the citation was signed off. Pull the yellow copy of the citation and staple all three copies together with the white citation on top. Put the citations in the Approved Citations mail slot so that the RMS entry of the citation can be updated.

CHAPTER FOUR CALL-TAKER

Call-taking is a critical position for the smooth operation of the dispatch center. You are the first contact the citizens will have with the police department. It is imperative that you personify an attitude of helpfulness and professionalism. The officer will be relying on you for accurate and timely information. This information will not only assist the citizens of the City of Cotati, but also provide the necessary tools for officer safety. Your quick and efficient work has the potential to supply emergency help to those in need.

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

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

It is imperative that you comprehend and retain all the information that your Training Officer presents to you. If you do not understand a topic fully, ask clarification questions of your Training Officer. Remember that it is your responsibility to ask questions and to learn.

TELEPHONE MECHANICS

BUSINESS LINES

Although emergency lines must be answered first, remember that emergency calls can sometimes come in on the business lines and these lines should be answered as soon as possible. There are 3 business lines, 2 seven-digit emergency lines and (3) 9-1-1 lines.

The business lines are to be answered, "Cotati Police". To put a call on hold, just push the "hold" button on the keypad or the screen for the phone. You can tell which line you put on hold because the word "Hold" will appear in a yellow box above the line that is on hold.

To hang up, hit the red "Release" button on the keypad or the release button on the screen.

TRANSFERRING CALLS INTERNALLY

Most personnel within the Police department can be reached by transferring the call to the department cell phone or internal lines within the department. You can do this by pressing the appropriate button on the Genovation Key pad or by selecting the Internal Lines button on the phone and selecting the appropriate location, ie. Report writing #1 etc.

TELEPHONE MESSAGES FOR PERSONNEL

Communications personnel will take telephone messages or transfer calls to voice mail for personnel when the occasions arise. All messages should be as complete as possible, including a case number or reference an incident.

When you transfer a caller to the voice mail of someone that is on duty, try and remember to let him know that he has a voice mail message.

OBTAINING NON-PUBLISHED NUMBERS

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

- A. To enable response to a possible life and death situation. These have been described as 9-1-1 incomplete calls, unknown trouble calls, barricaded suspects, suicides, and similar situations.
- B. In response to a lawful search warrant.

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

9-1-1 LINES

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 both positions in the dispatch center. Each position is independently supported by Automatic Number Identification (ANI), and Automatic Location Identification (ALI) systems. The Cotati Police Department's Dispatch Center 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 Cotati.

The Sonoma County Information Technology Department is responsible for 9-1-1 Coordination for the County of Sonoma.

The 9-1-1 phone lines (not nine-eleven) are to be answered within three rings by state law, however we at Cotati pride ourselves on answering on the first ring whenever possible. The appropriate way to answer 9-1-1 is by saying, "9-1-1, What is your emergency?". After you say "9-1-1, What is your emergency?", listen to see if the call is an emergency. If the caller says that his call is not an emergency, and you confirm from a short conversation that it is not urgent enough to continue the conversation, it is recommended that you ask the caller to call back on our non-emergency, police business line of 792-4611.

When the call sounds fire or medical related, you should always tell the caller that you will connect them directly to REDCOM and that they should stay on the line to talk to REDCOM directly. If the incident sounds like it is also a police related matter (an injury accident, an arson fire) stay on the line to obtain the information you need to create an event. Don't make the caller give all of the information to you and then have them repeat the entire matter to REDCOM. By staying on the line you will have a 3-way conversation and can usually obtain the necessary information and even coordinate directly with REDCOM when necessary.

Just be sure to verify that what is showing on the screen is accurate. If the person has recently moved, the address may not be accurate. The 9-1-1 system is comprised of five components:

- A. The Call Director telephone installed at each of the two dispatch 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.

The keypad and the telephone screen has an additional set of buttons 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 hang up at this point. The caller and that agency will have a 2-way conversation. These "quick-dialer" buttons are located on the bottom of the telephone screen or on the keypad. You can also transfer calls by choosing the agency under the "911 TX" tab. Simply scroll down to the desired agency, touch the appropriate box, announce "Cotati transfer" and then hang up by pushing the red "Release" button on the keypad.

If you receive a 9-1-1 call where it is obviously a child playing on the line, you may call the number back and attempt to talk to the child's parents to advise them of the circumstances. An officer must still be sent to check the validity of the story.

If you receive a 9-1-1 call where there is no one talking, listen for background noise. If you hear nothing, create an event reflecting what you heard and send it for dispatch. There may be a person unconscious or in some other dire peril that could only dial. THIS IS A PRIORITY CALL. If at all possible, stay on the line and listen for any other traffic until the unit arrives.

If you receive a 9-1-1 call and the caller immediately hangs up or the line immediately disconnects, create an event and send it for dispatch. Attempt to call back the phone number listed on the ANI/ALI screen. Make a notation in the call weather or not you talked to someone and what they told you. Even if the excuse given on call back seems reasonable still send an officer to confirm their story. Do not advise the caller that an officer is responding for officer safety reasons and the victim's safety.

If you receive a 9-1-1 call and hear fighting or arguing in the background, stay on the line. Dispatch an officer with the information you can hear, and advise the officer that you still have an open line. Periodically update the officer with any pertinent information.

The ANI/ALI display for wireless calls (cell phones) have a slightly different format than calls received from a residence or business. If you receive a 9-1-1 call from a cell phone caller, the address that will be displayed will be the location of the closest antennae site of the cell phone provider, not the location of the caller. You will need to confirm the actual location of the caller. The screen will also display the cell phone provider's name and phone number (as well as the cell phone number of the caller). If the caller is unable to tell you where she is at, the latitude and longitude coordinates that are displayed on the screen can be entered into the location field in I/Dispatcher in order to locate the caller. In the location field use the following format: LL (-122.7575, 38.4975). The latitude and longitude on the 9-1-1 screen will display more than four numbers after the decimal point so you will need to round up or down before you enter it in the location field. Below the coordinates is meters information. This is the uncertainty factor in the distance of the caller. The lower the uncertainty meter, the better we know where the caller is. The

percent information shows that when it is a higher percentage the more pinpoint we can be of the coordinates information.

Rapid SOS and Rapid Deploy are two programs that have been designed to assist us in further locating callers. They are connected to the 9-1-1 system and often can give us a very reliable and accurate location of the call, the caller and sometimes even the area of a residence the caller is in. If the caller is moving it will continue to update their location by continuous updating the signal coming from the phone. It will show the new location on the map associated with the program as long as the call is Live. It will also sometimes show the subscribers name and information, emergency contact info and medical information associated with the phone. We can even utilize the Rapid Deploy system to Initiate a text message to the caller if the call drops or they are no longer responding. Sometimes callers are unable to talk, but, can text with us and initiating a text conversation with them will allow us to safely determine what is occurring. If a caller initiates a 911 Call via text message, it will come through the Rapid Deploy System; this will allow you to have a text message conversation with the caller about their emergency.

If you receive a 9-1-1 call and the only information that you receive on the 9-1-1 screen is the telephone or you receive an emergency call on the business line and all you have is the phone number for the location of the emergency, try and complete a manual ALI query to obtain the address. On the phone screen, touch the ALI button, and then the DBR button. Enter the phone number to retrieve the address information. An ALI search can be done for **LIFE THREATENING EMERGENCIES ONLY** and not for investigative purposes. If anyone asks you to do one of these searches, determine if it's an emergency before completing the request.

If the 9-1-1 lines need to be transferred to the Sheriff's Department, call the Sheriff's Department and ask the dispatcher to flip the switch. This will allow the phone company to fix any problems with 9-1-1 calls that come into the department.

TTY

To answer a TTY call:

1. Answer the call.

1a. If the TTY panel automatically appears, the TTY device of the caller is using the Baudot communication protocol. The Baudot indicator becomes steady green indicating that a connection has been established between you and the caller. The Baudot button must be highlighted in order for the canned greetings and the keyboard to work.

2. If you hear a carrier detection frequency, the TTY device of the caller is using the ASCII communication protocol. From the selection panel, tap TTY to access the TTY panel. Tap ASCII to connect to the TTY device of the caller. The ASCII indicator flashes green while the communication is being established and then becomes steady green.

Note: Messages received from the caller are preceded by RX>. Generic TTY questions sent by Simon to the TTY device of the caller are preceded by TX>.

To communicate with a TTY caller:

1. You can communicate with the TTY caller through pre-defined messages or using the virtual keyboard or the keyboard connected to the console.

1a. To send a message using the pre-defined message buttons:

Tap a pre-defined message button. The message appears in the TTY conversation window and is immediately sent to the caller.

Note: The Buffer feature (BUF) works only when you are using the TTY Keyboard text box to enter your message. The message buttons send the first five pre-defined TTY messages. The Other button displays a list of all 20 pre-defined messages.

1b. To send a message using the virtual keyboard:

Tap the Keyboard text box to open the virtual keyboard.

The message appears in the TTY conversation window and in the keyboard text box. The message is immediately sent to the caller if the Buffer button is not selected. If the Buffer button is selected, the message will be sent when you tap the GA or the carriage return button on the virtual keyboard. Tapping the GA button (Go Ahead) will add the text GA at the end of the TTY message. Tap ESC to close virtual keyboard.

1c. To send a message using a keyboard:

Type the message using the keyboard. The message appears in the TTY conversation window and is immediately sent to the caller if the Buffer button is not selected. If the Buffer button is selected, the message will be sent when you tap the carriage return key on the keyboard.

2. When finished with the TTY caller, tap Disc to disconnect from the TTY device or Release to release the call.

Buttons:

Pre-defined message buttons: The message buttons send the first five pre-defined TTY messages. When on a TTY call, selecting a pre-defined message button will send the message to the caller.

Other Button:

The Other button displays a list of all 20 pre-defined messages. When on a TTY call, selecting a pre-defined message from this list will send the message to the caller.

Keyboard Text Box:

The keyboard text box enables you to access the virtual keyboard and displays the messages typed using the virtual keyboard.

Buffer Button:

The Buffer button enables you to choose to transmit each keystroke directly to the caller as you type or keep the text in a buffer until you press the carriage return key on the external keyboard or on the virtual keyboard. This enables you to verify the exactness of the text before sending it to the caller. Selecting the Buffer button keeps the text in a buffer.

VCO Button:

The VCO button is used to communicate with a TTY caller that can speak, but cannot hear. A green indicator on the VCO button, indicates that this feature is enabled.

HCO Button:

The HCO button enables you to communicate with a TTY caller that can hear, but cannot speak. A green indicator on the HCO button indicates that this feature is enabled.

Baudot Button:

The Baudot button is used to enable communication with a TTY caller using the Baudot communication protocol. A green indicator on the Baudot button indicates that this feature is enabled.

ASCII Button:

The ASCII button is used to enable communication with a TTY call using the ASCII communication protocol. A green indicator on the ASCII button, indicates that this feature is enabled.

Disc Button:

The Disc button is used to disconnect a TTY communication.

ABORT Button:

The ABORT button is used to terminate the transmission of TTY text.

TELEPHONE OPERATIONS

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. The ability to speak in a voice that is clear, easily understood, and authoritative.
- B. The ability to deal courteously with the public under **any** circumstances.
- C. The ability to take control and direct the flow of the conversation.
- D. A knowledge and understanding of call screening and prioritization.
- E. A recognition of the importance of information verification.
- F. A knowledge of logical questions to ask, in the proper sequence.
- G. The importance of keeping others in the room, and supervisors, appraised.
- H. Knowledge of the 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 leftover from a previous difficult phone call. It is not a sign of weakness to be empathetic or polite. Be attentive to the caller and attempt to determine from the caller's tone of voice the urgency of the call. Keep the length of all incoming calls short. Be polite, but discourage the marathon conversation. They may have a wealth of information to give you, but only a small portion of the information is pertinent to the call.

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

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

Project an air of authority and knowledge. This is called **COMMAND PRESENCE**. Make positive and accurate statements. If you give the impression that you know you are

correct, the caller will accept your authority and expertise. If you seem hesitant and unsure, the caller will question your abilities.

PROFESSIONALISM AND COURTESY

PUBLIC RELATIONS

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

IDENTIFY YOURSELF

In the interests of professionalism and saving time, tell the caller immediately, "Cotati Police" or "9-1-1, What is your emergency?" or "Dispatch", depending upon which line you have answered. The caller should never have to ask which agency or office they have reached.

ANSWER QUICKLY

No one likes to be kept waiting, especially on the phone. Make a real effort to answer every call before the second ring. That incoming call that you have kept waiting could very 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 layman's term translation? Never attempt to educate the public in law enforcement terminology. For example, don't waste time by explaining the legal difference between a robbery and a burglary. They don't care, and you may have alienated a person who only wants to report an incident.

PERSONAL CONDUCT

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

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

Be 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. Again, remember you are being recorded. Would you be embarrassed to have a call listened to by your supervisor, or how about in court? The crux of this matter is knowledge and sincerity. The public can spot a phony, and your whole rapport with the caller could be gone before you realize it.

COMMUNICATION BARRIERS

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

TALKING TOO FAST

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

HOSTILE

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

ANGRY

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

HYSTERICAL

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

INTOXICATED

Don't assume that because a caller is intoxicated that you have an excuse for being rude or discourteous. Do not hang up on a drunk caller before evaluating his request. This

may be the time that service is truly necessary. If, after questioning, it is determined or suspected that the caller is inebriated, be sure to include in that information in the call to advise the dispatcher of the caller's condition.

PERSONS IN CRISIS

Callers experiencing a mental health crisis are often one of the most difficult types of callers. 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. Not every call from someone in crisis requires a law enforcement response; consider using S.A.F.E Team or MST for a response. If you are uncertain which resource to send, ask a supervisor or senior officer.

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.

ELDERLY CALLERS

Treat the confused, elderly, 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 or the S.A.F.E Team to check on that person's welfare.

EVASIVE CALLERS

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

"I DON'T WANT TO BE INVOLVED"

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

LIARS

If you feel the caller is giving you false information, check the callback number. Check for contradictions in names, numbers and locations. Ask them to repeat certain information later in the call. Listen for unusual noises or conversations in the background. Confirm that they really **see** a weapon. On rare occasions, dispatch will receive a "SWATTING" call where the reporting party reports a major incident to elicit a large police response. Be wary that these types of calls occur and be sure to pick up on subtle cues that the caller may be making up the event.

CITIZEN COMPLAINTS COMPLAINTS AGAINST OFFICERS

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

COMPLAINTS AGAINST A DISPATCHER

In this unlikely event, transfer the call to the watch commander. Again, don't get into the event and don't take sides. If you feel you are going to have someone complain about you, notify the watch commander immediately. It is much easier to have a rational conversation with a person making a complaint when the supervisor has been briefed about the details of the call.

CALLS FOR HOME PHONE NUMBERS OF POLICE PERSONNEL

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

emergency exists, offer to take their name and phone number and make the emergency call to the employee yourself.

CONTROL THE CONVERSATION

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

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

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

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

For this reason, the call-taker must take control of the conversation in a courteous, yet businesslike and professional manner (you will get to practice your command presence), and ask these direct 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 obtain information related to the call if another agency is going to handle it.

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.

HIGH PRIORITY CALLS

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

Procedure for high priority calls is as follows:

A. Ascertain the nature of the problem.

B. Ascertain the location of the problem. It may not be within our jurisdiction to handle. Get the phone number the reporting party is calling from in case the line is disconnected or the caller hangs up. 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 name as an officer may have to check mailboxes, driver's license files, or vehicle registration files.

C. Send the call to the officer immediately with the partial information, then return to the caller for further information. Update the call as new information is received to 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 REDCOM 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(CYMBAL)
 - 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.
 - e. All Other, distinguishing characteristics, ie. Bumper stickers, broken items on car, damage to vehicle etc.

2. Direction of travel, whether on foot or in a vehicle, and toward what street or landmark. Giving north/east/south/west in Cotati is just as confusing to everyone since it seems nothing runs true to the compass.

3. Weapon(s) used, if any - never assume anything. Just because no weapon was mentioned does not mean no weapon was involved. ASK. Also be sure the caller observed the weapon and not just assumed they had one because they were talking about it. Was it mentioned or actually seen.

4. Number of suspects.

5. Suspect's description (one at a time)
 - a. sex
 - b. race(it's helpful to give the caller choice, ie. Was the subject white, black, Hispanic, Asian?)
 - c. age
 - d. height (at least tall or short)
 - e. weight or build (heavy set? Thin 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)

SECONDARY PRIORITY CALLS

These calls for service do not require an immediate response, but should be dealt with, ideally, in minutes or less. However, a situation such as a combative shoplifter in custody by a merchant could well fall within the priority 1 classification. All calls of this type must be carefully and accurately evaluated by the call-taker to ensure that no person is in immediate danger. The procedure would be the same as above, except you need not keep the caller on the phone.

ROUTINE CALLS

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

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

QUESTIONING AND LISTENING - SPECIAL QUESTIONS FOR SPECIAL CALLS

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

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

TRANSFERRING A CALL

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

PUTTING A CALL ON HOLD

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

lengthy phone conversation. A caller should never be put on hold while you are on a personal call, unless it is to terminate that personal call.

TERMINATING A CALL

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

I/DISPATCHER TERMINALS

The I/Dispatcher terminal is used to create events, update events and make system inquiries. At a glance, the dispatcher can determine the status of all available units, busy or active units, and pending calls. The display of active units contains the Unit ID, type of call, location, and the time the officer has been on the call. The status monitor is an invaluable aid to effective dispatching.

COMPUTER CRASH/CATCH UP

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

In the event of a scheduled, or unscheduled crash, dispatchers shall revert to manual dispatch cards to take calls for service, dispatch, and keep track of officers in the field.

When the I/Dispatcher system goes back online, data from the manually dispatched cards will be entered into the I/Dispatcher system. See the "I/Dispatcher Help Info" binder for further instructions. The procedure is called Catch Up. This procedure may be time consuming but the cards must be entered in order so that the incident numbers will be in consecutive order. In other words, continue to use dispatch cards until all the cards are entered.

ONLINE REPORTING SYSTEM

There is an online reporting system on the City of Cotati Website under the Police Tab that allows Citizens to report Non-Emergency type situations that do not involve a known suspect. These reports are submitted and reviewed by Police Sgt who will determine if it meets the criteria or an investigation needs to be initiated. The report will be assigned a case number through the reporting system and they will be able to print it. The system is designed for reporting, vandalism, thefts, lost property or telephone harassment that does not involve a suspect.

Once reviewed if it is determined that an investigation or further discussion with the reporting party needs to occur, the Sgt will assign an officer to follow up regarding the report.

CHAPTER FIVE SECONDARY DISPATCHER

The secondary position in the dispatch center, is a back up position for not only the primary dispatcher, but for the call-taker as well. Your responsibilities in the secondary position are many and varied. You will learn how the radio works and begin to develop your “radio ear”. This is where you will learn how to use the police radio codes correctly and accurately. You will be relied upon heavily to assist and anticipate the needs of the primary dispatcher.

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

RADIO CONSOLE

The radio console has the capability of transmitting or receiving numerous channels. Each frequency has a specific purpose. Assignments are made by the Coordinated Radio Communications Systems and must operate in accordance with their laws and regulations. The Federal Communications Commission (FCC) must license each authorized transmitter. Each base station transmitter is issued a call sign for identification for the purpose of tracing and identifying problems and interference. Our channel call sign is **KEM621**. When male officers are transporting subjects of the opposite sex, you must give the radio call sign and the time in military terms (i.e., "STATION TIME 2300 HOURS, K-E-M-6-2-1 CLEAR").

POLICE AGENCY IDENTIFIERS

Each emergency service agency in Sonoma County is assigned a county designator. This simplifies multi-jurisdictional operations and helps to eliminate confusion on countywide frequencies. The following is a list of those agencies that you may contact in the course of your duties.

COUNTY DESIGNATOR	AGENCY
1	Petaluma Police Department
2	Healdsburg Police Department
3	Sebastopol Police Department
4	Rohnert Park Department of Public Safety (RPDPS)
5	Cotati Police Department
6	Santa Rosa Police Department
7	Sonoma Police Department (Operates on SO 1)
8	Cloverdale Police Department
9	Sonoma State University Department of Public Safety
10	Sonoma County Sheriff's Department
11	Windsor Police Department (Operates on SO 1)
12	Sonoma County Junior College District Police
13	District Attorney's Office
14	Sonoma County Probation
15	State Parks
16	State Parks
17	California Highway Patrol
18	Ambulance

CODE 666 (ROADBLOCK)

An agency receiving a report of a major crime that has just occurred may request to enact a Code 666. The Code 666 requests all agencies in the county to send police units to pre-designated observation check points for the purpose of sealing off arterial county exits.

Upon initial broadcast, all agencies will respond units to the pre-designated checkpoints.

**CODE 666 = 101 & 116
POSITION #30**

To maintain confidentiality of the checkpoint location, NEVER broadcast the location over the radio.

TELETYPE

In this County, the Central Warrant System (accessed via the Justice System) determines who gets placed into the state and federal warrant files. We only need to know how to query and pull data.

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

All three of the aforementioned systems have methods of sending messages between agencies. That means you, sitting at a terminal, can send a message to another operator sitting at another terminal by addressing that message to their specific mnemonic or ORI. A mnemonic or an ORI is nothing more than the "address" of that terminal. Each agency in California has at least one mnemonic, a 3 or 4 letter code unique to that terminal which determines where your message is routed. You will use an ORI to send a message to an agency outside of California. If you are talking to someone at Carmichael PD and they want to send you a message, they might ask you for your mnemonic. A proper response would be "CT10". The masks already contain, out of view, our mnemonic.

COTATI'S MNEMONICS - REDACTED
SSU MNEMONICS- REDACTED

The NCIC (National Crime Information Center) identifier is of the same nature, only each agency in the United States is assigned a letter/number identifier. All of California starts with "CA". The "49" portion identifies it as a Sonoma County location, and the rest is the identifier is for the PD and terminal. It is also referred to as an "ORI" (Originating Agency Identifier). The masks already contains, out of view, our NCIC number.

COTATI'S NCIC ID - REDACTED
SSU NCIC ID- REDACTED

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

CLETS MASKS

The following is a list of all the masks available via I/Informer to make entries and inquiries in CLETS.

ADMINISTRATIVE MESSAGES

- All Points Bulletin (APB)
- DDL Soundex Photo Request
- DOJ Rap Sheet
- CLETS or NLETS
- Notice of Locate
- Warrant Abstract

AIRCRAFT SYSTEM

- Aircraft Tracking
- Aircraft Registration

BOATS

- Inquiry
- Entry
- Modify
- Locate/Cancel

CRIMINAL HISTORY

- Criminal History
- INS Law Enforcement Support Center Inquiry

FIREARMS

- Entry
 - * Firearms Entry
 - * Crime Gun Entry
- Modify
 - * Firearms Modify
 - * Crime Gun Modify
- Cancel
 - * Firearms Locate/Cancel
 - * Crime Gun Cancel
- Firearms Inquiry
- Automated Prohibited Persons System Inquiry

FREE FORM CLETS

- TOCLETS

HAZARDOUS MATERIALS

- HAZMAT Inquiry

HIT CONFIRMATION

- Request
- Response

IDENTITY THEFT

- Entry
 - * Entry
 - * Supplemental Entry
- Inquiry
- Modify
- Cancel
 - * Cancel
 - * Supplemental Cancel

MUPS- MISSING PERSONS

- Entry
 - * Entry
 - * Physical Desc/Vehicle Entry
 - * Suspect Vehicle Entry
- Modify
 - * Modify
 - * Vehicle Modify
 - * Suspect Modify
- Inquiry
- Locate/Cancel

MUPS- UNIDENTIFIED PERSONS

- Entry
 - * Entry
 - * Entry Identifiers
 - * Dental Entry
- Modify
 - * Modify
 - * Dental Modify
- Cancel
- Inquiry

ORI IDENTIFICATION

- ORI Identification (ORION Inquiry)

PERSON INQUIRY

- Person Inquiry
- Out of State Drivers License
- All Systems Check

PROPERTY/BICYCLE

- Entry
- Pawn/Buy Entry
- Modify
- Inquiry
- Locate/Cancel

RESTRAINING ORDER SYSTEM

- Entry
 - * Entry
 - * Violation Message Entry
- Modify
 - * Modify
 - * Violation Message Modify
- Cancel
- Inquiry
- Proof of Service
- Violation Add Comments
- Violation Message Inquiry

SECURITIES

- Inquiry
- Entry
- Modify
- Locate/Cancel

SUPERVISED RELEASE FILE

- Contact Message
- Entry
- Modify
- Inquiry
- Cancel

VEHICLES

- Vehicle Entry
- Vehicle Modify
- Inquiry
 - * Vehicle Registration
 - * Multiple Vehicle Reg
 - * Stolen Vehicle Check
 - * LoJack
 - * Vehicle History
- Vehicle Locate/Cancel

VCIN

- Entry
- Inquiry
- Update (VCIN Modify)

WANTED PERSONS

- Entry
- Modify
- Warrant Inquiry
- Supplemental Add/Delete
- Locate/Cancel

CHAPTER SIX PRIMARY DISPATCHER

As a primary dispatcher, you will learn the actual dispatching responsibilities. You will receive the calls from the call-taker and make the determination of which unit(s) to send and how many units to send. You will be expected to remember what each unit activity is and update the computer when that activity changes. Far more important than the computer is the knowledge you obtain. You will have the ability to problem solve and make sound decisions, even under the most stressful situations. You will need to utilize all your training to comprehend not only what you are doing, but why. You will continue to learn how the radio works and fine-tune your “radio ear”. When your “radio ear” is fully developed, you will be able to focus your attention on the radio to interpret and process information from one or more radio sources, regardless of the distractions of your immediate surroundings.

You will be expected to progress to the level of an independent and viable dispatcher. Your Training Officer will act as a resource and teacher as before. You must be able to apply the knowledge you have gained. At the conclusion of this phase you will be expected to function as a competent, fully trained dispatcher.

If you do not understand a topic area fully, ask for clarification from your Training Officer.

OFFICER NEEDS HELP

CODE 6

Code 6 is a request for "routine" back-up. A back-up unit may be needed to standby with the occupants of the vehicle while the primary officer searches the vehicle or to transport a prisoner back to the police department. The responding officer must obey all the traffic laws and may not respond with emergency lights or siren. If an officer does require an expedited response, the officer will typically ask for "Code 3 cover" or request the responding units to "step it up".

CODE 20

The Code 20 emergency response is for immediate, urgent and emergency need for police assistance. A situation necessitating CODE 20 assistance would present overwhelming emergency conditions that may be beyond the immediate capabilities of the originating agency, as in the case of a riot or the immediate capabilities of the officers on scene, such as an officer fighting with a suspect.

CODE 30

The Code 30 emergency response is for immediate, urgent and emergency need for an "officer down" situation. The situation necessitating Code 30 assistance would present an emergency where a subject(s) could be considered "armed and dangerous".

CODE TASER

When an officer deploys or is about to deploy his Taser, he should broadcast that information over the radio using "Code Taser". Alternatively, Officers may use the terminology "one at Taser point" or "Taser deployed" to indicate Taser activation/deployment.

DISPATCHING A CALL

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

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

When dispatching, speak in a normal tone of voice and at a normal volume. Speaking too loudly will distort your voice. If officers are having a difficult time hearing you, don't get louder, try dropping the tone of your voice. A deeper voice carries better on the radio. Speak distinctly and clearly. Learn to control your breathing so you do not run out of breath in mid-transmission. This will reduce repeat transmissions. The normal radio transmission rate should be about 40 to 60 words per minute. Never sacrifice accuracy for speed. No call is so important or urgent that you can afford to do it wrong. It is always faster to take your time and do it right, rather than doing it again.

Make your voice emotionless as possible on the air regardless of the situation, but don't sound bored or disinterested. Emotion tends to distort your voice and render it

unintelligible. Emergency messages require no expression, but a high degree of intelligibility. Don't let anger or impatience show in your voice. Don't laugh on the radio, a smile can be heard and be just as effective.

Be impersonal on the air. Refrain from using names of the person receiving the message or the term "I" when referring to yourself. Use the term "partner" to designate someone else in the room. (i.e., "My partner took that information.")

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

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

Remember not to chop transmissions by speaking too soon after the mic is keyed or by letting the foot pedal up too soon. There is a short delay built into the system. You can alleviate cutting off portions of your radio transmissions by giving our police agency identifier before the call sign of the patrol unit you are calling, e.g. "5A1" instead of "A1".

When dispatching, call the officer or officers and give them a chance to answer before broadcasting the call information. It is a matter of simple radio courtesy, which you will want, and expect, to be reciprocated.

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

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

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

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

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

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

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

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

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

If you have no units to send on a call, cover your action by making a notation in the call history that no unit is available due to another call. Call the victim and advise of the delay.

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 his traffic.

OFFICER SAFETY

Your main responsibility, as a dispatcher, is to ensure the safety of the citizens and officers. It is imperative that you are aware of the activity of the officers in the field at all times. You are the lifeline between the officer and the help he may need. Keep the status monitor 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 be aware and alert.

CHAPTER SEVEN RECORDS

During this training you will learn your roles and responsibilities as a records clerk. You will learn how to properly copy and prepare reports for submission to the District Attorney's Office, Juvenile Probation, and other agencies by using the Records Reference Manual. In this phase you will also learn how to prepare copies of reports for agency/citizen requests, how to maintain office supplies, equipment maintenance, end of the month and end of the year duties along with other miscellaneous records duties. (See Records Reference Manual for processing procedures).