City of Vernon Police Department
Communications Training Manual

City History

The following information was taken from City of Vernon prepared by Pete Moruzzi for the Los Angeles Conservancy tour publication Cruising Industrial Los Angeles, October 1997. Vernon was founded and incorporated in 1905 by James J. and Thomas J. Furlong, both ranchers, and John B. Leonis, rancher and merchant. John Leonis was of Basque origin, coming to Southern California in 1880 to work for his uncle Miguel Leonis whose original 1862 adobe dwelling in Calabasas was designated City of Los Angeles Cultural-Historic Monument #1. John Leonis established his own ranch on unincorporated county land southeast of Downtown. Recognizing the significance of the three major railroads running through the area, he convinced railroad executives to run spur tracks off the main lines and incorporated the adjacent three miles as an "exclusively industrial" city named after a dirt road, Vernon Avenue, crossing its center.

While waiting for industry to develop in the area, the founders of the city thought of marketing Vernon as a "Sporting Town." In 1907, on land leased from Leonis, Entrepreneur Jack Doyle opened what was billed as the "longest bar in the world." It had 37 bartenders, 37 cash registers and a sign advising "if your children need shoes, don't buy booze." Next door Doyle opened the Vernon Avenue Arena where 20-round world championship fights were held starting in 1908. Soon after, the Pacific Coast (baseball) League built a ballpark with its left field corner abutting Doyle's bar and its own entrance into the park. The Vernon Tigers won three Consecutive league pennants. Last call for Doyle's Bar was June 30, 1919 when over 1,000 people swilled their last pre-Prohibition drink. The chamber of commerce now sit atop Doyle's onetime empire.

After 1919, Vernon went back to being exclusively industrial. Two giant stockyards, one owned by John Leonis, opened with meat packing quickly becoming Vernon's signature industry. Twenty-seven slaughterhouses lined Vernon Avenue from Soto Street to Downey Road until the late 1960s. Said one longtime Boyle Heights resident, "we could smell Vernon in the evenings at our home."

In the 1920's and 30's heavy industries such as steel (U.S. and Bethlehem), aluminum (Alcoa), glass (Owens), can-making (American Can) and automobile production (Studebaker) grew in the City. The 1940s and 50s added aerospace contractors (Norris Industries), box and paper manufacturers, drug companies (Brunswig), and food processors (General Mills, Kal Kan). Giant meat packers (Farmer John and Swift) continued to grow. A strong, unionized labor forces meant excellent middle class incomes for thousands of families.

In 1932, the City differed with Southern California Edison over industrial rates for electricity, John Leonis orchestrated a Vernon bond measure to authorize the construction of the city's own Light and Power plant, which is still operational today. Low-cost power and water, along

with low taxes, attracted businesses to Vernon. Later, economical factors including, the free flow of capital and labor across borders had, by 1980, utterly transformed Vernon's industrial face.

The City's signature businesses, the slaughterhouses, relocated. Lower-cost producers in the East and Midwest reduced meat packing plants from 27 to today's two. Bethlehem and US Steel competed unsuccessfully with European and Asian suppliers. Studebaker and American Can are closed. Defense cutbacks negatively impacted Alcoa and Norris industries. Today smaller industrial/commercial establishments including fashion design, garment-making, film production, electronics, and waste recycling are characteristics of the business community in Vernon.

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Program Introduction

The term "Public Safety Dispatcher" describes today's professional whose skills combine those of a radio dispatcher, telephone call-taker and computer specialist.
Our goal is improved public safety by increasing communication accuracy and decreasing response time. This goal very much involves you.

If you have not previously used a computer aided dispatch (CAD) system, you will be introduced to the most modern method of public safety dispatching. Although it can appear intimidating, it is a user-friendly system that will greatly increase your efficiency. You can't break the computer by pressing the wrong button. If you do make a mistake, it can be fixed. You will find the CAD to be faster, more exact, and much easier to use than the outdated manual dispatching system.

The CAD system affords all terminal users quick access to a myriad of computer listed files. Users can query the status of all units and calls from any terminal in the system. One can also view and/or print out a history of any incident in chronological order. What used to take hours of handwriting and typing now only takes seconds to note, and the computer stores the data. The term "call-taker" refers to the individual who receives the call from the reporting party, extracting thorough and accurate information for the proper allocation of resources. The "dispatcher", by use of the police radio, allocates departmental resources predicated on the information received from the call-taker.

Your role as a public safety dispatcher in the communications division is the vital link between the public we serve and our field services personnel. It takes a special kind of person to be able to perform the jobs of call taking and dispatching accurately and responsibly. Your job requires a positive demeanor, which will assist you to consistently function under pressure. Dexterity is needed to operate the various computers located at the communications console. The ability to make quick decisions and take the necessary actions to follow through on an incident is critical. A prime requirement is the ability to quickly comprehend what is read or heard, process that information, quickly and accurately, and verbally relay that information in a clear and concise manner.

The telephone is the most available, and therefore the most important, means of access the citizen has of obtaining the services of a public safety department. It is the primary link between them and the help they need. Answering the telephone is critical. The initial contact you make can be just as effective as if you were meeting someone face to face. The call-taker and/or dispatcher is the voice of the law enforcement agency. In the eyes of the public they are the link between someone who needs help and the public safety officers who can supply the needed assistance. The impression made on each caller can have a direct impact on the overall effectiveness of the department.

As a member of the communications center, you are a part of a total public safety services team. You will be providing vital support functions while working toward the larger goals and objectives of the department.

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

Chain of Command

Sworn members of the Vernon 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. The Chief plans, directs, and reviews the work of the department, formulates departmental policies, and maintains discipline among the employees of the departments. He maintains and promotes good public relations with the citizens and with all other law enforcement agencies.

The Captain is second in command of the department and assumes the responsibilities and duties of the Chief in his absence.

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

The Sergeants are responsible for the enforcement of the rules of the Vernon Police Department and can assume the responsibilities of the lieutenants in their absence.

STRESS MANAGEMENT

As a dispatcher you will have to deal with stress. Some people stress very well; others do not. There is positive stress, which we need; and there is negative stress that can injure or kill if not dealt with in the right manner. Stress can come from your job as a dispatcher, but very often an individual suffers from stress before becoming a dispatcher; and will continue to suffer from stress after it. Stress is seldom from one specific source. A dispatcher suffering from stress may have problems at home, as well as at work. In most cases, it is a combination of many factors that leads to stress. Listed below are some suggestions that can help you in dealing with stress.

Stress can be identified, and managed. We know that your work life and your home life are inter-related. Anything that takes place in one life, affects the other. We also know that doing something about stress is like doing something about being an alcoholic; you have to recognize the problem exists before anything can be done about it.

Understand stress. Stress has a positive and negative side.

Discover your nature. Find out what you are good at and then be good at it. Trying to be something you are not, or to change your nature to meet someone else's expectations does not work and will only cause stress.

Breath slowly and deliberately to maintain control under fire. Breathing is normally an automatic – not consciously controlled function. Under pressure, our breathing tends to become rapid and shallow. You can take charge of your breathing and of any stressful situations by controlling your breathing. Take long, deep, controlled breaths. And, trust your intuition and innate ability to handle any difficult situation.

Find a positive addiction: Find your own positive addiction, one that is peaceful and playful for you; perhaps aerobics, walking, bicycling, playing music, reading or prayer. The only requirements are that it be something you like doing and can do on your own, comfortably, regularly, non-competitively and satisfyingly.

Watch your diet. Become aware of the common enemies to healthy diets: sugar, salt and fat. When our diets are filled with sugar, salt and fat we pay the price with increased negative stress. Sugar elevates our energy level, giving us a rush, only to then let us down even more. Salt elevates our blood pressure and is a direct contributor of hypertension. To control stress, eat as regularly as you can. Do not skip meals, and stay off fad diets. Eat well. Fruits, vegetables, cereals and grains are best.

Examine your beliefs. Much of what we call stress we do to ourselves through what has been called our irrational or unfounded beliefs. When you find yourself angry, frustrated, sad, or afraid, ask yourself if it is the situation itself that is causing it, or if it is what you believe about the situation that is making you upset. Would most people in the same situation react the way you are reacting?

Relate. There is no greater cure or prevention for the effects of negative or excessive stress than relating to others. John Donne said, "No one is an island." We need others. On the telephone, in person, up close and personal, we need to reach out and touch others. Do not lock yourself inside yourself.

Accept what you cannot change. You probably cannot change the nation's economy, and you may not have too much effect on the price of gasoline. The larger the organization, the harder it is to have any impact on operational philosophies and policies. You should accept those things you cannot change, instead of getting frustrated, angry, or stressed about them.

Develop and use your social networks. All of us need to be emotionally supported, loved listened to and appreciated. Become aware of your support network: where do you give and get love and appreciation? Who challenges you and whom do you challenge? Who are your close friends? Are you spending time with the people you enjoy doing things with?

Read a book. Many of the best-selling books in the last decade have been about stress and related issues. They are readily available at libraries or at a bookstore. If you read one or two books, you might find a new perspective or challenging goal. A single starting insight or idea could change your behavior and your life.

Remember that ten years from now, no one will recall what occurred here today. No one will remember the complex arguments we engaged in, the tremendous points we made. No one will recall that we were even here at all. The point is, a lot of things we get all upset about do not matter.

No one can make you angry. You allow yourself to be angry because of something or someone, but it is you who allows that reaction.

There is a Chinese proverb that reads, "The journey of a thousand miles starts with a single step." The first step is yours to take in dealing with stress in a positive way.

PERFORMANCE STANDARDS

Performance standards are an important aspect of the training process. Your overall evaluation as a public safety dispatcher will include areas that directly relate to standards of performance. These standards are vital to effective and efficient operations within the police department.

PERFORMANCE

The trainee is able to express her/himself clearly, both verbally and in writing. They show initiative and retain information. They have the ability to adapt to new situations and make sound decisions, even under stress. The trainee is able to comprehend and retain information received. They will be able to transmit information via the radio in a clear, understandable and professional manner, maintaining officer safety as the highest priority.

INTERPERSONAL SKILLS

The trainee exhibits good customer service skills, relating to others with professionalism, courtesy and empathy. They tactfully control conversations. They are positive and cooperative, with respect shown to supervision, co-workers and the public.

JOB SKILLS

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

JOB READINESS

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

COURTESY

Effective law enforcement depends on a high degree of cooperation between the department and the public it serves. The practice of courtesy in all public contacts encourages understanding and appreciation. Discourtesy breeds contempt and resistance.

Most of the public is law-abiding and rightfully expect fair and courteous treatment by department employees. While the urgency of a situation might preclude ordinary social amenities, discourtesy by department employees under any circumstances is indefensible. The cosmopolitan nature of the city is reflected in the diversity of department employees. In such a diverse environment, biases or prejudices relating to factors such as race, ethnicity, sex, age, economic status, position in the community, or employees' status with the department must not be allowed to influence decision-making or conduct involving other employees. While employees are entitled to their personal beliefs, they must not allow individual feelings or prejudices to enter professional contacts. Employees must treat one another with respect and be constantly mindful that other people are individuals with emotions and needs as significant as their own.

Respect for individual dignity is an integral part of the department philosophy and must be practiced by everyone. Employees shall treat all persons with respect and courtesy and will conduct themselves in a way that will foster the greatest harmony and cooperation between themselves, other employees and the public.

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PERFORMANCE PROCEDURES

TAKING CALLS

You are expected to receive and route telephone calls in an efficient and professional manner.

Answer emergency telephones by the 2nd ring. Answer 7 digit non-emergency telephones by the 4th ring. Exceptions must be justifiable to your supervisor.

Answer telephones per Department policy

Control the call. This means to elicit the information as appropriate for the call per the guidelines. Elicit and enter accurate and pertinent information as needed for officer effectiveness and safety. The average elapsed time from receipt of call to entry should not exceed 60-90 seconds.

Classify calls per guidelines.

Administrative calls are to be routed per guidelines

RADIO

You are to transmit the information you receive in a manner most useful to field personnel in handling the calls for service effectively and safely. Timeliness, accuracy and completeness are of the essence.

Follow dispatching procedures and directives. If these are found to be unworkable, notify your supervisor and suggest alternative approaches. Avoid patterns of omissions or errors which might place personnel and the public in unnecessary danger, or which would reduce the effectiveness of the officer's response.

Transmit accurately, briefly and clearly. Avoid an above-average incidence of requests from the field to repeat your transmissions.

Actively listen to radio traffic to avoid unnecessary requests for repeat transmissions.

Follow Department Policy in the use of communication equipment.

Make or initiate, and document notifications in a timely manner per Department and station policies.

Avoid patterns of complaints about voice intonations, expressions, responses or lack of responses that tend to erect unnecessary barriers to communications or which produce unnecessary stress.

DATA ENTRY AND RETRIEVAL

You are expected to enter and retrieve data in an efficient and effective manner.

Written work should be useable on first submittal. It should rarely be returned because of errors in spelling, grammar, sentence structure, format or illegibility, etc.

You are to comply with the Vernon Police Department Communications Center Training Guide.

Acknowledge the request for data inquiries without delay. If you should be delayed for any reason, notify the officer. Respond to inquiries as soon as circumstances allow.

Comply with State law and Department Policy relating to data entry and retrieval.

SAFETY

You are expected to conduct yourself in a manner, which protects you, your coworkers, and others from harm, and equipment and facility from damage.

Follow radio and dispatching procedures per Department policy, procedures, guidelines, and supervisory direction.

Maintain the status of field personnel at all times. If you are unable to contact a field unit, follow proper procedure and notify your supervisor and Watch Commander at once.

Use information available from briefings logs, bulletins, your supervisor, and shift activity to protect others from undue risk.

Avoid personal conversations and other activities, which might distract from, or interfere with safe dispatching.

Avoid unsafe conduct, which could result in accidents or injury to persons and/or damage to equipment.

Take necessary action to prevent, correct, or report unsafe conditions, which you observe.

INTERPERSONAL SKILLS

You are expected to conduct yourself in a manner that supports and enhances the goals of our department and the accomplishment of its mission.

INTERNAL RELATIONS

You are expected to conduct yourself in a manner that supports teamwork.

Do your share, so others are not burdened with additional work.
Help others when the need is apparent.

Treat others with respect. Present a positive attitude towards others.

Find constructive ways to handle differences. Do not allow differences with others to disrupt your work or the work of others.

Comply with the Department's discrimination and harassment policies.

Attempt to resolve issues at the lowest possible level according to policies and procedures.

Avoid open criticism of Department Policies and procedures. When in disagreement, discuss it with your supervisor in a constructive, professional manner.

Promote teamwork by sharing information with others.

Avoid patterns of complaints about voice intonations, expressions, responses or lack of responses that tend to erect unnecessary barriers to communication or which produce unnecessary stress.

Comply with Department's confidentiality policies.

PUBLIC AND EXTERNAL RELATIONS

You are expected to conduct yourself in a manner that is most likely to promote good public relations and foster public support for the department. Your behavior and actions must be aligned with the Department values and philosophy.

Avoid a pattern of improper behavior that is likely to produce complaints and claims.

Treat everyone with respect. Utilize proper telephone demeanor per Department policies and guidelines.

Abide by the same laws and ordinances we expect the public to follow.

Behave in ways to bring credit to the Department at all times.

Comply with the Department's gratuity policy.

Comply with the Department's sexual harassment policies.

Show a genuine interest by using voice intonations usually associated with interest rather than curtness, disrespect, or disregard.

Avoid patterns of complaints about voice intonations, expressions, responses or lack of responses that tend to erect unnecessary barriers to communication or which produce unnecessary stress.

Provide accurate information. If you cannot answer a question ask your supervisor or refer the party to someone who can. "I don't know," or "We don't handle that here," are not adequate.

Comply with Department's confidentiality policies.

WORK HABITS

You are expected to be productive. Engaged in the Department's work while on paid time. Organize your time and focus your attention on the priorities assigned.

Arrive at your assigned position wearing the proper uniform for the duty assignment, doing so in ample time to be briefed and to relieve the off-going personnel.

Comply with policy related to sign on/off when using a computer/dispatch terminal.

Comply with the Department's overtime policies and procedures.

Comply with the Department's sick leave policies and guidelines.

Wear an approved headset while at your console, where applicable.

Brief the on-duty Supervisor of any situations to be monitored.

Keep your work area clean and neat per Station policy. Leave work are free of debris, drinks, food, and personal items.

EQUIPMENT USE AND MAINTENANCE

You are expected to use and maintain equipment in a manner that will promote its good working order and appearance.

Immediately report damaged or malfunctioning equipment in your use to your supervisor and enter it in the appropriate logbook.

Return all equipment to its proper place at the end of shift.

Comply with Division policy related to beverage containers near consoles.

Avoid abuse of radio headsets.

APPEARANCE AND GROOMING

You are expected to maintain a clean, well-groomed, professional appearance. Present yourself in a manner most likely to inspire public confidence and respect.

Comply with the standards set forth in the Department uniform grooming policies. Exercise good personal hygiene.

DISPATCHER RESPONSIBILITIES

DISPATCHERS ARE RESPONSIBLE FOR:

Dispatching field units.

Receiving and processing requests from field units.

Processing Data Base Inquiries from field units (J.D.I.C. inquiries)

Monitoring officer-initiated initiated incidents.

Relaying information to units.

Handling officer emergencies.

Broadcasting important information or crime information as necessary.

Receiving and processing calls for Police and Fire services.

Creating and closing CAD incident records.

Handling service requests (i.e., tow, traffic, signal repair, call back reporting persons, (RP's), street maintenance) and appropriately creating or updating the incident.

Processing calls received via the telecommunications Device for the Deaf (TDD)

Providing information to citizens.

Any duties as assigned by supervisory personnel.

COMMUNICATIONS CENTER SHIFT HOURS

COMMUNICATIONS TASKS

With all the new requirements in CAD documentation as well as policy and procedure, the tasks in the communications center have increased. For this reason, it has become difficult for a single person to handle all of the verification of all the logs as well as other responsibilities. In order to effectively and efficiently complete all of the tasks, it is necessary for all of us to equally take part in ensuring tasks are handled accordingly. A new operating procedure has been established so that there is redundant accuracy and thoroughness throughout the communications center.

Each shift is assigned a specific set of tasks based on the shift they are assigned to. These will be assigned at the beginning of every rotation and you will be responsible for these for the duration of such rotation. If at any time, you are unable to complete your task(s), you must send the Lead Dispatcher an email explaining the reason you were unable to complete your assigned task(s).

RADIO / PHONE ASSIGNMENTS

When there are two dispatchers scheduled to work, the dispatchers will equally divide the radio and phone assignments. The dispatchers will alternate the radio and phone positions equally. The first Dispatcher to arrive for duty has the right to choose their preferred assignment first.   This also applies to dispatchers working a trade with another dispatcher. Although the assignments assist in a fair distribution, both dispatchers are equally responsible for the work load.

Radio dispatcher primary responsibilities:
- Answering the radio
- Dispatching calls for service
- Entering radio calls for service

- Providing returns pertaining to vehicles, persons etc.
- Sorting teletypes

Phone dispatchers' primary responsibilities:

- Answering all phones, 911's, internal extensions, emergency lines, business lines etc.
- Processing all database entries, including CHP 180's, CCHRS, RAPS etc.
- All discovery requests submitted by records, including report look ups, traffic collision inquiries etc.
- All Pre-employment and ride along requests
- Sorting teletypes

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GEOGRAPHY

CITY STREETS

NORTH/SOUTH	EAST/WEST	
1st St.	25th St.	53rd St.
2nd St.	26th St.	54th St.
Alameda Ave	27th St.	55th St.
Alcoa Ave.	28th St.	56th St.
Anderson St.	30th St.	57th St.
Atlantic Blvd.	37th St.	58th St.
Ayers Ave.	38th St.	
Bickett St.	44th St.	
Bonnie Beach Pl.	45th St.	
Boyle Ave.	46th St.	
Corona Ave.	50th St.	
Cudahy Ave.	51st St.	
DeKalb Ave.	52nd St.	
Downey Rd.	52nd Pl.	
Everett Ave.	52nd Dr.	
Everett Ct.		
Furlong Pl.	Bandini Blvd.	
Frontage Rd.	Chambers St.	
Gifford Ave.	Charter St.	
Grande Vista Ave.	District Blvd.	
Hampton St.	Exchange Ave.	
Harriet St.	Fruitland Ave.	
Hawthorne St.	Leonis Blvd.	
Heliotrope Ave.	Packers Ave.	
Indiana St.	Slauson Ave.	
Industrial Way	Vernon Ave.	
Loma Vista Ave.	Washington Blvd.	
Malabar St.		
Malburg Way		
Maywood Ave.		
Pacific Blvd.		
Pennington Way		
Randolph St.		
Ross St.		
Saco St.		
Santa Fe Ave.		

Seville Ave.
Sierra Pine Ave.
Soto St.
Sunol Dr.

LANDMARKS

AREA 1 OR 12

VERNON CIVIC CENTER
VERNON ELEMENTARY
WELLS FARGO
FIRE STATION 2
VERNON QUICK CHECK
VERNON AND SOTO CHECK CASHING
U.S. POSTAL SERVICE
DUNBAR ARMORED
ANDY'S SUPER BURGER (ASB)
AM / PM (SOTO AND VERNON)
McDONALDS
SUPER LUNCH
BEN'S GENERAL STORE
JETRO CASH AND CARRY
HOLY ANGELS CHURCH
GREENWICH VILLAGE
Z'S PLACE
MOBILE OIL
TRATTORIA 25
STACY MED
US HEATHWORKS
CIRCLE K

AREA 2 AND 3 OR 11

FIRE STATION 3
FIRE STATION 4
FIRE STATION 1
FARMER JOHN
LA VILLA BASQUE
BANDINI TRUCK TERMINAL
VERNON TRUCK WASH

LA WASH RACK
BAKER COMMODITIES
SANT FE RAILWAY YARD
THE ROCK HOUSE (FRANCISCO GOMEZ STUDIO)
GEE GEE LIQUOR
DART OR MAYWOOD CIRCLE
LA JUNCTION
AM / PM (SLAUSON & ALCOA)
LA RIVER
PREFERRED FREEZER
INTERNATIONAL PAPER
VERNON CHAMBER OF COMMERCE

PHONETIC ALPHABET

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

UNIT CALL SIGNS AND RADIO UNIT DESIGNATIONS

Radio unit designations or unit call sign are used to identify specific command staff personnel and units assigned to an area, bureaus or specialized division task forces. Radio unit designations are stated by ALL at the beginning of each radio transmission.

Each patrol officer is assigned a beat at the beginning of their shift. The beat system is West, East or all city. Patrol officers call signs change daily based on the unit (car) the officer is assigned to for their shift. The letter following the numeric call sign determines if the unit is covering the west or east beat. If there is no letter, the unit is a cover unit and patrols the entire city. ~~The first digit of the call sign indicates the units' shift / watch. The second digit indicates the type of unit, (one person two person, detective, etc) The last number(s) indicate the patrol area or specific person.~~

Patrol unit:

32W is an officer assigned to car 32 and will patrol the west portion of the city.
41 is an officer assigned to car 41 and will patrol the entire city.
25E is an officer assigned to car 25 and will patrol the east portion of the city.

Patrol Sergeant:

Patrol sergeants are known as Sam "S" units. The numeric identifier is determined by the sergeants appointed seniority.

S1 to S7

Administrative staff is assigned as follows:

C1 Chief of Police
C2 Captain

L1 Lieutenant, Command Staff
L2 Lieutenant, Patrol

Detective units

Detectives are referred to as D (David) units. The numeric identifier is assigned based on their rotation in the bureau.

<u>Alfa identifiers:</u>

A   Two officer unit (Adam unit)
~~B~~   ~~RACES (Radio Amateur Civil Emergency Services)~~
C   Command Staff (Charlie unit)
D   Detective (David unit)
E   Emergency personnel, special team units, bike detail
~~F~~   ~~Fire Department units when on the police frequency~~
~~G~~   ~~City Government employee~~
~~H~~   ~~Headquarters units / Industrial Relations~~
J   Jailer
L   Lincoln unit, Single officer unit
P   Civilian Parking Enforcement (Paul unit)
R   Records Personnel
S   Patrol Sergeant (Sam unit)
T   Commercial Enforcement / Traffic Unit (tom unit)
U   Report Taking Unit
V   City Council Member
W   Warrant Detail / Civilian Court Officer / Property Clerk (William unit)
X   Additional (extra) patrol units in an assigned area
Z   Special Enforcement Team (SET) Unmarked unit (zebra unit)

MILITARY TIME

The Vernon Police Department personnel shall use the Military Time System. The first two digits of the time indicated the hour of the day. The last two digits indicate the minutes.

Regular Clock	Military Time
12:00 AM	0001 Hours
1:00 AM	0100 Hours
2:00 AM	0200 Hours
3:00 AM	0300 Hours
4:00 AM	0400 Hours
5:00 AM	0500 Hours
6:00 AM	0600 Hours
7:00 AM	0700 Hours
8:00 AM	0800 Hours
9:00 AM	0900 Hours
10:00 AM	1000 Hours
11:00 AM	1100 Hours
12:00 PM	1200 Hours
1:00 PM	1300 Hours
2:00 PM	1400 Hours
3:00 PM	1500 Hours
4:00 PM	1600 Hours
5:00 PM	1700 Hours
6:00 PM	1800 Hours
7:00 PM	1900 Hours
8:00 PM	2000 Hours
9:00 PM	2100 Hours
10:00 PM	2200 Hours
11:00 PM	2300 Hours
12:00 PM	2400 Hours

ABBREVIATIONS

ADD	Address
ADDL	Additional
ADV	Advised
ADW	Assault with a deadly weapon
AFFIRM	Affirmative – Positive acknowledgement
AKA	Also known as
APB	All points bulletin
AR	Arrest report number
BB	Baseball cap
BLDG	Building
BO	Broken or damaged
BOLO	Be on the lookout
BURG	Burglary
CDL	California Driver's License
CK	Check
CR	Case report number
CVC	California Vehicle Code
DA	District Attorney
DUI	Driving under the influence
ENR	En-route
EOW	End of Watch
ETA	Estimated time of arrival
FI	Field Interview
FST	Field Sobriety Test
FTA	Failure to Appear
FTP	Failure to Pay
HBD	Has been drinking
HG	Handgun
IOD	Injured on Duty
GOA	Gone on Arrival
GTA	Grand theft Auto
JUVE	Juvenile
LG	Large
L1	Driver's license
LSW	Last seen wearing
MED	Medium
MISD	Misdemeanor
MO	Method of operation (modus-operandi)
NEG	Negative

NFD	No further description (detail)
OBS	Observed
OCC	Occurred
OD	Overdose
OLN	Operator's driver's license number (out of state)
OR	Owner's request
ORI	Originating agency reporting identifier
OT	Overtime
PASS	Passenger
PAWC	parties advised, will comply
PC	Penal Code
PKD	Parked
POE	Point of entry
POI	Point of impact
POSS	Possible
POSS	Possession
PPI	Private Property Impound (stored)
RO	Registered Owner
RP	Reporting Party
RPT	Report
SER	Serial number
SUBJ	Subject
TC	Traffic collision
UNK	Unknown
UTL	Unable to locate
VC	Vehicle Code
VIN	Vehicle Identification number
WC	Watch Commander
WPN	Weapon
180	CHP 180 form

ACRONYMS

ABS	Automated Boat System
AFS	Automated Firearms System
ATF	Alcohol, Tobacco, Firearms (Federal Bureau of Investigations)
APS	Automated Property System
B&P	Business & Profession
CAL OSHA	California Occupational Safety & Health Agency
CHS	Criminal History System
CII	Criminal Identifier and Information
CJIS	California Justice Information System
CLEMARS	California Law Enforcement Mutual Automated Radio System
CLERS	California Law Enforcement Radio System
CLETS	California Law Enforcement Telecommunications System
CYA	California Youth Authority
CWS	California Warrant System
DMV	Department of Motor Vehicles
DVROS	Department Violence Restraining Order System
EOC	Emergency Operation Center
FAA	Federal Aviation Administration
FBI	Federal Bureau of Investigations
FCC	Federal Communications Commission
H&S	Health & Safety Code
IA	Internal Affairs
III	Interstate Identification Index (Triple I)
INS	Immigration & Naturalization Service (Federal)
IRC	Inmate Reception Center (LA County Jail)
JDIC	Justice Data Interface Controller
JAIN	Juvenile arrest information number (LA County only)
LASD	Los Angeles County Sheriff Department
LASO	Los Angeles County Sheriff's Office
MHFPS	Mental Health Firearms Prohibition System
MUPS	Missing and Unidentified Persons System
NCIC	National Crime Information Center
NLETS	National Law Enforcement Telecommunication System
RAPS	Record of Arrest and Prosecution Sheet
OSHA	Occupational Safety & Health Agency
SRF	Supervised Release File
SVS	Stolen Vehicle Service
VCIN	Violent Crime Information Network
WPS	Wanted Person System

COLOR CODES

The following is a list of color codes utilized daily. They are to be used in CAD as well as CLETS system. It is imperative that you become familiar with them.

Amethyst	=	AME
Beige	=	BGE
Blue	=	BLU
Dark Blue	=	DBL
Light Blue	=	LBL
Brown	=	BRO
Camouflage	=	CAM
Cream	=	CRM
Gold	=	GLD
Green	=	GRN
Dark Green	=	DGR
Light Green	=	LGR
Gray	=	GRY
Maroon	=	MAR (use for Burgundy)
Mauve	=	MVE
Multi Colored	=	MUL/COL
Orange	=	ONG
Pink	=	PNK
Purple	=	PLE
Red	=	RED
Silver	=	SIL
Tan	=	TAN
Taupe	=	TPE
Teal	=	TEA
Turquoise	=	TRQ
White	=	WHI
Yellow	=	YEL
2 Tone	=	TOP/BTM (blk/whi)

STATE ABBREVIATIONS

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

DIRECTION ABBREVIATIONS

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

DAYS OF THE WEEK ABBREVIATIONS

MON   MONDAY
TUE   TUESDAY
WED   WEDNESDAY
THU   THURSDAY
FRI   FRIDAY
SAT   SATURDAY
SUN   SUNDAY

RADIO CODES

Radio codes clarify and describe a particular situation. The following codes and phrases shall be used, when applicable, for radio transmissions. Remember that in an emergency, simple plain English description will serve better than the wrong code. Therefore, when in doubt, use plain English to relay information.

CODE ONE (1) IDENTIFY AND ACKNOWLEDGE

A code One is used when you need a unit to identify him or herself.

Example: "Any unit in the area of Vernon & Alameda Code One"

CODE THREE (3) EMERGENCY RESPONSE – LIGHTS AND SIREN

A radio call accompanied by a Code Three designation is an emergency call. A unit shall respond in a way that enables the officer(s) to reach the scene as quickly and safely as possible. The emergency lights and siren shall be used whenever it is necessary to disregard the "rules of the road," provisions established in the California Vehicle Code. A call may be justified as Code Three if any of the following elements exist:
There is a serious public hazard
Immediate response is necessary to preserve life
A crime of violence is in progress
Unit on scene, requests another unit Code Three
A 999 (Officer Needs Help) is broadcasted.
An unknown injury traffic accident
A request for emergency mutual aid by another agency

The final decision for the use of a Code Three shall be made by the concerned field officer. The Code Three broadcast should contain the starting point. The dispatcher shall repeat the information for the rest of the field units to hear. If the unit responding Code Three does not give the starting point, the dispatcher shall request that information immediately. This information shall be documented in the narrative section of the CAD call.

Example of dispatcher's broadcast;
"32W responding Code Three from Vernon & Santa Fe"

When more than one unit is responding Code Three to the same location, including units from other jurisdictions, dispatch personnel shall notify the concerned units. If dispatch personnel is notified that an emergency vehicle from another agency is driving Code Three in the City and Vernon units are NOT involved, a broadcast shall be made to inform the units in the vicinity. Additionally, units rolling Code Three shall be advised when any other emergency vehicle is en-route Code Three.

> Note: Once a unit arrives at the destination, dispatch personnel shall broadcast to any and all assigned units responding Code Three of the arrival.
> Example: 10-4 32W is 10-97 units copy?

CODE FOUR (4) NO FURTHER ASSISTANCE NEEDED

A code four indicates that no additional assistance is needed at the scene of a call. A Code Four broadcast directs units that have been dispatched to the incident and have not yet arrived to return to their assigned patrol areas. Code Four broadcasts shall include the location and if known the nature of the Code Four and time. This information shall be documented in the narrative section of the CAD call.

> Example: "32W advising Code Four, Vernon & Santa Fe"

CODE FIVE (5) SURVEILLANCE IN PROFRESS- STAY OUT OF THE AREA

A code five is a "stakeout." A code Five many be conducted by social task teams, Vernon Units. The Code Five advises field units to avoid a specific area, except in an emergency or in a response to a radio call. Dispatchers should assess all casks for service in the immediate are of a Code Five location when determining the need to dispatch. Dispatchers shall immediately dispatch all Priority 1 and Priority II calls within the Code Five area. For a Priority III call, if necessary, contact the Code Five unit before dispatching a unit to the area. At no time, shall dispatchers refuse a call for service based solely on a reported Code Five.

When a special task force notify dispatch (via telephone) on a Code Five, dispatch must relay this information to field units over the via MCT, telephone, or at the direction of the

Watch Commander, over the air. If a field unit broadcasts a Code Five and requests that other units stay out of the area, the dispatcher shall repeat the information.

Example of Code-Five broadcast by dispatch:
"2Z8 Code Five at Santa Fe and Fruitland, units stay out of the area."

CODE SIX (6) AT THE SCENE AND INVESTIGATING
A Code Six indicates that a unit is conducting a field investigation and is more than likely outside the vehicle. A unit on Code Six status indicates the nature of their activity (i.e., burglary investigation).

CODE SEVEN (7) MEAL BREAK- SUBJECT TO CALLS

When a unit desires to go out of service for a meal break, the unit will request a "code seven". Upon approval of Code Seven, the requesting unit shall advise of the location. The dispatcher shall instruct the unit to standby while determining if the request will be granted. All requests must be approved by Communications. The Watch Commander my grant exceptions as individual situations warrant.

Example of Code Seven approval:

"32W 912 Code Seven."

Code Seven shall not be granted if:

Another unit is first in line to take Code Seven.
Less than two (2) units will remain available for calls.
Calls are holding which must be dispatched.

~~CODE EIGHT (8) FIRE~~

~~A Code Eight is when a unit encounters a Fire while on patrol. The patrol unit will notify the dispatcher if the Vernon Fire Department is needed.~~

NINE CODES

912   Am I clear?
913   You are clear
926   Requesting for a two truck
926A   Tow truck en-route
961   Call of nature
962   Purchase for needs of the moment
998   Officer involved shooting
999   Officer needs help urgent- All available units responding, including mutual Aid
        units.

TEN CODES

10-1   Poor reception of the mobile or portable units transmitting
10-2   Loud and clear reception of the mobile or portable unit transmitting
10-4   Acknowledgement of a transmission received
10-5   Relay the message
10-6   Busy, out of the unit at a location.
10-7   Out of service at end of watch (EOW)
10-8   In Service and available for any call or detail
10-9   Repeat the last transmission
10-10   Out of service, subject to calls. A brief 15 minute break
10-13   Advise weather and road conditions
10-15   Prisoner in custody
10-19   Station. Return to the station
10-20   Location. What is your location?
10-21   Call the station
10-21A   Call your residence
10-22   Disregard the last transmission or assignment. Cancel
10-23   Stand by.
10-28   Request vehicle registration information from DMV
10-29   Request wants/ warrants/ stolen vehicle information
10-30   Does not conform to regulations
10-33   Request to clear frequency. Break for emergency traffic
10-35   Clear for confidential information
10-35F   Stolen Vehicle
10-36   What time is it?
10-45   Pick up the officer
10-83   Call the telephone number given to dispatch

10-87	Meet with the officer
10-96C	City Hall Check
10-96M	Mail detail
10-96V	Video
10-97	Arrived on scene
10-98	Finished last assignment

CRIMINAL LAW

The United States legal system operates primarily in two areas, civil law and criminal law.

Police agencies deal with the criminal aspects of the law, but there are gray areas where the two spheres of jurisdiction overlap. It sometimes takes an attorney and/ or judge to determine the jurisdiction.

Questions related to legal issues, unless clear cut, should be referred to a sworn police officer or watch commander. Legal advice and recommendations should not be made. Often a referral to an attorney, court or legal aid is al the calling party may be soliciting.

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

Criminal law deals with crimes. Crimes are defined as illegal acts, which are punishable by fine, imprisonment, removal from public office or a combination thereof. Criminal law deals with injury to the state of 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 right to the fine monies. However, through victim-witness program and the court system, specified victims may receive some for of restitution and/ or compensation,

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

There are many instances where the distinction between, injury to the individual as "people of the state" is not clear. However, when the victim is interested in recovering their loss, or damages, recourse is provided through the civil court system.

If the victim desires prosecution, and there is a statue or law that applies to the situation, it is a matter for law enforcement. It is the responsibility of the law enforcement agency to determine if a crime did occur. However, it is the decision of the District Attorney's office and the courts whether or not to prosecute a case.

CRIME CATEGORIES

Crimes are categorized by the nature of the crime, the punishment by imprisonment in the state prison, and fines over $500.

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

FELONY

A crime that is very serious in nature that can be punished by imprisonment in state prison and fines over $500.

MISDEMEANOR

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

INFRACTION

Is a minor offense that can be punished by a fine.

CALIFORNIA 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 statues enforced by peace officers. It also contains laws that establish peace officer's powers, jurisdiction, and training. However, there are several other California codes that contain sections enforced by peace officers.

VEHICLE CODE (VC)
This is the body of laws that regulate vehicular traffic within the State of California.

HEALTH & SAFETY CODE (H&S)
This is a body of laws that regulate food and drugs (including controlled substances.)

BUSINESS & PROFESSIONS CODE (B&P)
These are the regulations and ethics of the business profession regarding truth in advertising, marketing, controls sales of certain substances. They also contain statues concern the sales of alcoholic beverages.

WELAFARE & INSTITUTIONS CODE (WIC)
This is the body of regulating the treatment of children or others who are unable to care for themselves. All juvenile criminal affairs are directed by this authority. Included in the WIC are statutes regarding child neglect, incorrigibility, and delinquency.

ADMINISTRATION CODE
This contains miscellaneous sections that include fish and game, harbor and navigations, and other regulations.

MUNICIPAL CODE
This body of regulations have been enacted by the city to regulate the actions of the person within a given city boundary which are not already covered y any other code.

JUDICIAL AGENCIES

COUNTY /CITY ATTORNEY'S OFFICE
This is the legal representative for the county and responsible for the presentation of the prosecution information in any criminal case. The actual responsibility in Los Angeles County for all criminal prosecutions rests with the county district attorney's office (except city municipal code violation). All matters that law enforcement agencies seek to pursue must be filed with the district attorney's office for review.

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

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

APPELLATE COURT
Handles appeals from the superior court.

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

 ADJUNCTS TO THE COURT
There are several agencies that are adjunct to the court. They are charged with the responsibility to carry out judgment 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 in charge with housing and confining individuals sentenced to prison.

CALIFORNIA YOUTH AUTHORITY
They are in charge with housing and confining juvenile offenders.

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

PROBATION DEPARTMENT
They are charged with making recommendations regarding sentencing of offenders. They supervise misdemeanor offenders not serving time in the county jail.

GRAND JURY
The Grand Jury is a judicial body appointed by each county to assist their judicial system by citizen review.

PENAL CODES

148	Resisting Arrest (M) Willfully resisting, delaying or obstructing a peace officer.
148.9	Falsely representing self as another person (M) False representation or identification to a police officer.
166.4	Criminal Contempt (M Disobeying any process or order issued by any court (i.e., rest. Order)
187	Murder Unlawfully killing of a human being with malice aforethought.
203	Mayhem (F) Unlawfully and maliciously depriving a human being of a member of his body.
207	Kidnapping (F) Forcibly stealing, taking or arresting any person in this state into another part of the state or county
211	Robbery (F) Taking of personal property in the possession of another from his person immediate presence against his will by means of force or fear.
240	Assault (M) Unlawful attempt coupled with the present ability to commit violent injury. Injury to another person.
242	Battery (M) Willfully and unlawfully use of force or violence of the person of another.
243	Battery on a peace officer (M) Willfully and unlawfully use of force or violence on the person of a peace officer.
245(a)	Assault with a deadly weapon or instrument (F) Assault upon the person of another with a deadly weapons or instrument by other means or force likely to produce great bodily injury.

246   Discharge of a firearm at inhabited dwelling or vehicle (F)
               Maliciously and willfully discharge a firearm at an inhabited dwelling, house,
               occupied building, occupied motor vehicle or inhabited camper. "inhabited"
               means currently being used for the dwelling purposes whether occupied or not.

261   Rape (F)
               Act of sexual intercourse against persons will, by means of force, violence or
               fear of immediate and unlawful bodily injury.

273.5.1   Infliction of injury on spouse of cohabitee (F)
               Willfully inflict upon his or her spouse or upon any person of the opposite sex
               with whom he or she is cohabitating. Corporal injury resulting in a traumatic
               condition. "Traumatic condition" is a condition of the body such as wound/
               external/ internal injury of a minor or serious nature caused by physical force.

288   Lewd or Lascivious act (F)
               Willfully and lewdly commit any lewd or lascivious act upon the body of a
               child under the age of 14 with the intent of arousing, appealing to or gratifying
               the lust of passions of sexual desires of such child or the perpetuator of the
               crime.

314.1   Indecent exposure (M)
               Exposed his person or private part in any public place or in any place where
               there are present persons to e offended or annoyed thereby.

415   Disturbance (M)
               Unlawfully fight or challenge to fight in a public place. Maliciously and
               willfully disturb another person by loud and unreasonable noise using offensive
               words in a public place which are likely to provoke an immediate violent
               reaction.

417   Exhibiting a firearm (M)
               Draws or exhibits ay deadly weapon in a rude, angry, or threatening manner in
               the presence of another person.

451   Arson
                A person is guilty of arson when he or she willfully and
                maliciously sets fire to or burns or causes to be burned or who aids,
                counsels, or procures the burning of, any structure, forest land, or property.
                property.

459   Burglary (F)
            Enters a structure or locked vehicle with the intent to commit petty or grand
            theft or any other felony.

470   Forgery (F)
            Every person who, with intent to default, sign the name of another or fictitious
            person having no authority to do so.

476(a)   Insufficient funds (M)
            Willfully makes or draws any check with the intent to defraud, knowing at
            the time that no sufficient funds exist.

484   Petty theft (M)
            Loss of $950.00 dollars or less in merchandise or US currency

487   Grand theft (F)
            Loss of over $950.01 dollars in merchandise or US currency

496.1   Receiving/ concealing stolen property
            Buy or receive any property which has been stolen, knowing the property is
            stolen.

503   Embezzlement (F/M)
            Fraudulent appropriation of property by a person to whom it has been
            entrusted.

594   Vandalism (F/M)
            Maliciously defaces with paint or other liquid or permanently damages or
            destroys any real or person property not his own.

602   Trespassing (M)
            Entering the land or occupying real property without the consent of the owner.

647(a)   Disorderly conduct (M)
            Solicit anyone to engage in or who engages in lewd or dissolute conduct in any
            public place or in the place open to the public or exposed to public view.

647(f)   Public intoxication
            A person in any public place under the influence of intoxication liquor or drug.
            Unable to exercise care of his own safety or the safety of other

647(b)   Prostitution

647(g)   Prowling (M)
            Loiter, prowl or wander upon the private property of another at any time
            without visible or lawful business with the owner.

647(h)   Voyeur (M)
            While loitering, prowling or wandering upon the private property of
            another at any time. Peeks in the door or window without visible or lawful
            business with the owner. (Peeping Tom)

653M   Annoying/ threatening telephone calls

664   Unsuccessful attempt to commit a crime (F/M)
            Attempt to commit any crime, but fails.

853.7   Failure to appear (M)
            Willfully violated his written promise to appear in court.

RADIO SYSTEM

FCC REGULATIONS

The following is a list of the pertinent Federal Communication Commission (FCC) regulations that pertain to Communication personnel.

A. The department's FCC radio license covers all dispatchers. Through the Watch Commander, each dispatcher is directly responsible to the FCC for the property of radio broadcast.

B. The FCC regulations prohibit any unauthorized or profane transmissions.

C. The radio system may not disseminate any commercial or private promotional broadcast.

D. No unauthorized person may answer or monitor incoming calls.

E. Under no circumstances shall any simulated incident by broadcast.

STATION CALLING SIGNS AND FREQUENCY

FREQUENCY		CALL SIGN
POLICE CHANNEL 1	156.135	KNIV369
CHANNEL 2	158.745	(NONE)
FIRE MAIN	154.130	KMC214

********ADD THE RADIO

RADIO OVERVIEW (DRAW)

LOCAL POLICE DEPARTMENTS:

Bell Police Department 6326 Pine Ave.	Bell Gardens Police Department 7100 Garfield Ave.
Burlington Northern Santa Fe Police 3770 E. 26th St. Vernon	Huntington Park Police Department 6542 Miles Ave.
LAPD Newton 3400 S. Central Ave.	LAPD Hollenbeck 2111 E. First St.
LASD East Los Angeles 5019 E. 3rd St.	South Gate Police Department 8620 California Ave
Union Pacific Railroad Police Department 1041 N. Richmond St. Los Angeles	

SURROUNDING AGENCIES

LOS ANGELES COUNTY SHERIFF'S DEPARTMENT (LASD/LASO)

EAST LOS ANGELES STATION
5019 E Third St. East Los Angeles Ca 90022

███████████

Los Angeles County Sheriff is responsible for the law enforcement of the unincorporated areas of the county and contracts with other incorporated cities for their law enforcement (i.e. *Maywood, Compton, Walnut Park, Commerce, etc.) when cities have no municipal law enforcement. The Sheriff's department also maintains the county jails downtown Los Angeles. Men's Central Jail is at 441 Bauchett Street and Twin Towers is at 450 Bauchett Street. The Sheriff's department also maintains a county crime lab and various other units such as bomb squad, SEB, K-9 and helicopter units that may be called upon in times of mutual aid. LASD is our primary option for air support when in need of mutual aid, unless it is in City of Los Angeles. They act as a liaison and message switching station between L.A. County agencies and the Department of Justice and NCIC for computer bank queries.
*The city of Maywood is located southeast of our city. Our boundaries run along Downey Rd., to Fruitland Ave., to 52nd Street, Place and Drive.

LOS ANGELES POLICE *LAPD

They handle all areas of Los Angeles. Newton Division is directly west of out city at 3400 S. Central Ave. Hollenbeck Division is directly north of out city at 2111 E. 1st St. Either one of these may be called for warrant pickups. They have several specialized units like the Sheriff's department, such as SWAT, Air Unit and Bomb Squat. We may call upon air support for incidents within their city or as a secondary option in case LASO Air support is unable to assist within our city. Our boundary for Newton Division is the east side if Alameda Ave. Out boundary for Hollenbeck Division is anything north of 25th and 26th Streets.

CALIFORNIA HIGHWAY PATROL *CHP

They are responsible for all freeway, on-ramp, off-ramps, any accidents or traffic related matters on county property. Any criminal activity on the freeways will be handled by the Los Angeles Sheriff's department.

HUNTINGTON PARK POLICE
6550 Miles Ave
Huntington Park Ca 90255

They handle all Huntington Park areas, except for Walnut Park. They are located directly south of our city and may be called upon in times of mutual aid. Our boundaries run along Slauson Ave., to about 25 feet east of Santa Fe Ave and Sears Private alley. All subjects arrested by Vernon Police are processed and held at the HP jail.
Huntington Park Police dispatch is the alternate answering position for Vernon Police dispatch. Vernon Police department is the alternate answering position for Huntington Park dispatch.

BELL POLICE
6330 Pine Ave Bell Ca 90201

REFERENCE MATERIAL
There is extensive resource material in the communications center that will enable you to perform your day to day duties. You are responsible for knowing all of the material, as it pertains to your responsibilities. It is understandable that you will at time not remember every single police and/or procedure. Therefore, it is imperative that if you do not know a procedure or operation, that you know where to access information. Most of the reference material is organized in the center console carousel.

PHONE EXTENSION LISTS
This clipboard contains a list of department and city personnel; their divisions are extensions. All city hall personnel phone numbers and extensions can be found by accessing http://tel/

REPO
This fill in form is accessed from the Vernon message switch.

GTA
This form is accessed from the Vernon message switch. It contains a month-to month log of all of the recovered stolen vehicles.

HAULING PERMITS
This form is accessed from the Vernon message switch. Once filled out, the form is placed on the clipboard (and forwarded to the on duty watch commander) as a reference of the monthly permits that have been requested. Hauling companies request hauling permits for heavy loads traveling through the city of Vernon.

CII LOG
This log is accessed from the Vernon message switch. It contains a running log of all of the CII numbers that are checked by dispatchers and is checked by the Department of Justice during audits.

CRIME BROADCAST/TELETYPES
This binder contains a copy of every teletype sent out by dispatchers pertaining to crimes that occurred in Vernon. All broadcasts are provided to the Records division and will be scanned and attached to the officer's report.

VPD INFORMATION BULLETINS
This binder contains any Vernon Police Information Bulletin.

MEMO BINDER
This binder contains a copy of all of the department memos issued by various administrative personnel. The information is divided into several sections for quick reference: General, CAD, JDIC, ~~Fire~~, Important Polices. Although this book is kept as

current as possible, it is each individual dispatcher's responsibility to keep a copy of all of the memos contained therein.

CR LOG
This file is located on the Vernon message switch and can be accessed from any in-house computer terminal. It contains a running log of every case number issued. This file is a log that keeps information on every case number, issuing dispatcher, date issued, type of report filed, location of report/ incident, miscellaneous information and filing officer.

AR LOG
This file is located on the Vernon message switch and can be accessed from any in-house computer terminal. It contains a running log of every arrest report number issued. It contains information on every arrest number, issuing dispatcher, date/time of incident, CAD incident number, corresponding CR number, full arrestee information (name, DOB, physical description, identifying number, charges) and filing officer.

Siemens (SIGNAL PROBLEMS/ REPAIR) AND RAILROAD CONTACTS
There are two sections to this binder. The Aegis section contains a list of all of the intersections with traffic signals, and codes, that are maintained by the Traffic Signal Maintenance. The other sections contain a list of railroads, contact telephone numbers and designated intersections within the jurisdiction of Vernon.

DISPATCHER REFERENCE
This binder contains miscellaneous resource material. It contains an approved Code 7 list, a list of California Law Enforcement Agencies, Storage Codes, CAD manual cards, AT&T language identification card, administrative portable assignments list, Alternate PSAP activation instructions, phone tracing instructions and other miscellaneous material. It is every dispatcher's responsibility to familiarize themselves with all of the binder's contents.

CAD OPERATION

Accessing and Exiting CAD
To log into CAD, you need to open up the CAD program and type in your user login, password and press enter. This will display all of the dispatch windows and prompt you to login in the Mobil. Type in your password again and click on the "chat" button. Now you are ready to use the CAD. To exit, go to "File," select "Exit" and "OK."

Main Menu Bar
This is the main window of CAD and it is located on the uppermost part of the monitor. This toolbar provides various functions. Some of the most important ones are the options to refresh the local tables (for any updates) as well as exiting CAD. The other important function is the ALI button, which is where the last feed is kept for a 911 call. This toolbar also provides alternate ways of performing functions found elsewhere in the CAD screen.

Dispatch Screen Toolbar
The toolbar at the top of the CAD Dispatch Screen allows you to access numerous CAD functions quickly and easily. All functions available from this toolbar can also be accessed using keyboard. The three main functions are the "New," "Misc," and "Stop" which are used to enter calls in CAD. Other functions include "Patrol" (to change unit equipment information), "On" (to shift unit duty), "Off" (to shift units off duty), "Ref" (to refresh the screen for any changes) and the "MCT" button (to display the MCT window).

Browse Calls Window
Also referred to as the All Calls Window, this window displays a summary of current calls, Active and/or Pending. Once a call is cleared, it no longer will appear in this window. In order to perform any functions (using other windows) that pertain to a call, viewing the Several functions in this window include closing (clearing call), adding a new call, viewing the dispositions, displaying the times for the call, issuing case numbers and also researching historical information. This will later be explained in further detail.

Edit Calls Windows
This window displays the detail about the call that is currently selected at the All Calls Window. It is a t the window that you can perform several functions such as adding comments to a call's narrative or adding/ viewing/ modifying/ deleting vehicles/ location information/. You can also view the different times for the call.

Units Assigned Window
This window displays the units assigned to the currently selected call (in the All Calls window) and is also one place where you can update the status of assigned units.

OVERVIEW

Vision CAD is computer-aided dispatch software that provides dispatchers with an interface Enhanced 911 (Zetron) and the ability to dispatch units for Vernon Fire and Police Departments. Using Automatic Number Identifier (ANI) and Automatic Location Identifier (ALI) system, CAD automatically displays the caller's phone number and location information. Message Switch technology provides integration with VisionMobile, allowing communications between dispatcher and field units. VisionCAD can also suggest response scenarios, primarily used for fire calls, based n an internally built database with specific response areas.

VisionCAD also interfaces with RMS (Records Management System), which maintains all of police records with assigned OCA numbers, also known as CR numbers. Dispatchers will primarily use CAD to complete daily duties, but on occasion, you will access the RMS to search case numbers related to warrant arrests.

Using the mouse, the keyboard or utilizing the command line on the respective window anyone can access all functions in CAD. The Dispatcher screen has separate windows for browsing active calls, editing calls, units assignment to a call, and all available units. In order to access CAD, every employee is assigned his or her own login and password. The following sections will provide you with basic instruction on how to access CAD and the operations of the dispatch windows as they apply to your department. You will also learn about more specific operations (i.e., reports and special searches).

All Units Window
This window displays all units currently shifted on and their status. Units' statuses can also be updated at this window. The window has different configurations settings. You can choose to display only units assigned to calls, only units available for both.

Command Line Interface
The command line interface provides an alternate method of entering and accessing CAD data using the keyboard. To display the command line, press F12 key at any time. There are numerous commands which will be discussed un further detail.

Control Key
Using the Control key with another key allows you to access functions using keyboard shortcuts instead of the mouse.

Alt Key
Using the Lat Key with another key allows you to use access fields and functions using keyboard shortcuts instead of the mouse.

Right-clicking for Detail

You may display more detailed information about data in many fields in CAD by right-clicking, double-clicking, or single-clicking on the field. These functions are available for all fields in CAD.

Reporting Features
The CAD has several reporting features that allow you to create predefined reports for shift activities, unit activity etc. These reports have multiple options for criteria to define the report. CAD also has Ad Hoc reports, which allow you t select, sort, and search on any field in every VisionCAD database. This feature allows for highly customized reports.

CAD Help
The on-line help is always available (using the F1 key, help menu, or the Help button-where available). Using the Help button, you can search by topic or key words.

CAD MANUAL MODE AND CATCHUP

PROCEDURE

It is estimated that the CAD system will have a high percentage of on line time. However, there will be times when the system will go off line for either upgrades, maintenance or it will crash. In the event the CAD system goes off line, the following procedures should be followed.

If the CAD down time is anticipated, check and log down the last CAD-issued CR number so that the next one will be issued manually and be in the correct sequence. If the down time is not anticipated, you will have to reply on the CR log's accuracy to issue to the next CR number. When the CAD comes back up and the CR sequence has been interrupted, only Lt. Gray or a representative from Vision can reset the sequence. Therefore, until the sequence is restored to the correct order, you must issue case numbers out of the CR log and officers must not file any reports on RMS.

Dispatchers will have to revert to manual dispatch cards to take calls for service, dispatch, and keep track of officers in the field. These are kept in the shelving unit of the center carousel. These must be completed exactly the same way as when CAD is on line.

When the CAD goes back on line, the fire dispatcher will be responsible for "catching up" the shift's calls. If there is a shift change prior to the CAD going back on line, or the current shift is unable to finish the "catch up", then the next shift's fire dispatcher will assume this responsibility for "catching up" the CAD activity. The first incident to be entered into "catch-up" mode must be the calls with CR or FR numbers.

When the "catch-up" is complete, all of the manual cards must be turned into the Sr. Dispatcher for filing.

The following are the step by step instructions to enter CAD calls in "catch-up" mode:

On the "Main" menu, select "Add Backlog" from the drop-down menu of "Edit". This will display a blank "Historical" window.
Enter the complaint,
Enter the incident location.
Enter the company name.
Enter the call-back telephone number.
Enter how the call was received.
"Received" time: Enter the date and time the call was received. You can override the contents of this filed by typing the new data in the respective character location.
"Disp" time: Enter the time first unit was dispatched t the call.
"Enro" time: Enter the time first unit was en-route to the call.
"OnSc" time: Enter the time first unit was on scene at the call.
"Comp" time: Enter the time the last unit cleared the call.
Save the call.
Issue any corresponding case numbers (CR or FR).
Enter all necessary comments per guidelines.
You will next have to enter each individual unit's time in the call.

Follow these steps:

Click on "Log" at the top toolbar, next to the "Vehicle" button.
Click on the "+" sign at the bottom part of the lower window.
"Unit"- Enter the unit's call sign.
"Officer ID"- Enter the first initial and last name as one word.
"Status"- Enter the appropriate status (DIS, ENRT, ONS, REM, ect.). If you double-click, a drop down menu will be display from which you can make your selection.
"Date-Time"- Override the date and time that applies to the specific status you selected in the previous step.
When done with each line entry, click on the check mark to save. You must do this at the end of every line.

Note: You must enter every separate time for every unit when applicable
(i.e., VFD calls and Police calls with multiple units and/ or times).

When the call is completed and saves, it will issue the next sequential call number and be placed in the correct chronological order.

CAD OPERATION

CAD COMPLAINT TYPES

Complaint Type Codes	Description	Priority	Units
10-6	Officer is 10-6 c7,961,962, 10-10, wash Etc.	4	NA
10-96A	MGS Hazmat Escort Detail	3	1
10-96C	City Hall Security Check	3	1
10-96M	Mail Detail	3	1
140	Supplemental Report	3	1
148	Obstruction of Justice	4	2
166	Court Order Violation	3	2
166R	Court Order Violation Report	3	1
187	Murder	1	2
187R	Murder Report	1	1
20001	Hit and Run	1	2
20001R	Hit and Run Report	3	1
20002	Non-Injury Hit and Run	2	2
20002R	Non- Injury Hit and Run Report	3	1
207	Kidnapping	1	2
207R	Kidnapping Report	3	1
211	Robbery	1	2
211R	Robbery Report	3	1
211S	Silent Robbery Alarm	2	2
215	Carjacking	1	2
215R	Carjacking Report	3	1
23110B	Felony Missile Throwing at a Vehicle	1	2
23110BR	Felony Missile Throwing at a Vehicle Report	3	1
240	Assault	2	1
240R	Assault Report	3	1
242	Battery	2	2
242R	Battery Report	3	1
243	Assault on a Peace Officer	1	2
243R	Assault on a Peace Officer Report	3	1
245	Assault with a Deadly Weapon	1	2
245R	Assault with a Deadly Weapon Report	3	1
246	Shooting at a Dwelling or Vehicle	1	2
246R	Shooting at a Dwelling or Vehicle Report	3	1
247	Shooting at an Unoccupied Dwelling or Vehicle	1	2
247R	Shooting at an Unoccupied Dwelling or Vehicle Report	2	1
261	Rape	1	2
261R	Rape Report	3	1
273.5	Domestic Violence	2	2

Complaint Type Codes	Description	Priority	Units
273.5R	Domestic Violence Report		
273 A	Child Abuse		
273AR	Child Abuse Report	3	1
288	Child Molest	1	2
288R	Child Molest Report	2	1
314	Indecent Exposure	1	2
314R	Indecent Exposure Report	2	1
415	Disturbing the Peace	3	2
415R	Disturbing the Peace Report	3	1
417	Brandishing a Weapon	2	2
417R	Brandishing a Weapon Report	3	1
422	Terrorists Threats	3	2
422R	Terrorists Threats Report	3	1
451	Arson	1	2
451R	Arson Report	3	1
459	Burglary		
459A	Burglary Audible Alarm	2	2
459R	Burglary Report	3	1
459S	Silent Burglary Alarm	2	2
459V	Burglary to a Vehicle	2	2
459VR	Burglary to a Vehicle Report	3	1
470	Forgery	2	2
470R	Forgery Report	2	1
472	Forged Seal	3	2
472R	Forged Seal Report	3	1
476	Fraud	2	2
476R	Fraud Report	3	1
484	Petty Theft	2	2
484R	Petty Theft Report	3	1
487	Grand Theft	2	2
487R	Grand Theft Report	3	1
496	Receiving Stolen Property	2	2
496R	Receiving Stolen Property Report	3	1
503	Embezzlement	2	2
503R	Embezzlement Report	3	2
505A	Traffic Problem	3	1
5150	Subject With Mental Disabilities	3	2
586	Parking Problems	3	1
586E	Parking Enforcement	3	1
594	Vandalism	2	2
594R	Vandalism Report	3	1
602	Trespass	2	2
602R	Trespass Report	3	1
647B	Prostitution	2	2
647BR	Prostitution Report	3	1

647F	Drunk in Public	3	2
647FR	Drunk in Public Report	3	1

Complaint Type Codes	Description	Priority	Units
653M	Annoying phone calls	3	1
653MR	Annoying phone calls report	3	1
901	Unknown Injury Traffic Accident	1	1
901T	Injury Traffic Collision	1	2
901TR	Injury Traffic Collision	3	1
902T	Non Injury Traffic Collision	3	1
902TR	Non Injury Traffic Collision Report	3	1
905B	Animal Bite	2	1
909C	Traffic Control	2	1
909E	Traffic Enforcement	2	1
909T	Traffic Hazard	3	1
911	911 Misuse / Hang-up	2	2
911A	Contact The Reporting Party	2	1
911NR	911 Call No Response Required	2	0
917A	Abandoned Vehicle	3	1
920PR	Lost Property Report	3	1
925	Suspicious Circumstances	2	1
927	Unknown Trouble	2	2
998	Officer Involved Shooting	1	2
999	Officer Needs Help	1	2
A187	Attempted Murder	1	2
A207	Attempted Kidnapping	1	2
A207R	Attempted Kidnapping Report	2	1
A211	Attempted Robbery	2	2
A211R	Attempted Robbery Report	2	1
A215	Attempted Carjacking	2	2
A215R	Attempted Carjacking Report	2	1
A245	Attempted Assault with a Deadly Weapon	2	2
A245R	Attempted Assault with a Deadly Weapon	2	1
A451	Attempt Arson		
A459	Attempted Burglary	1	2 / 3
A459R	Attempted Burglary Report	2	1
A459V	Attempted Vehicle Burglary	2	2
A459VR	Attempted Vehicle Burglary Report	2	1
A484	Attempted Petty Theft	3	2
A484R	Attempted Petty Theft Report	3	1

A487	Attempted Grand Theft	3	2
A487R	Attempted Grand Theft	3	1
A594	Attempted Vandalism	2	2
A594R	Attempted Vandalism Report	3	1
AB109	Probation Parole compliance checks		

Complaint Type Codes	Description	Priority	Units
AGGRANA	Aggressive Animal	3	1
AGTA	Attempt Grand Theft	2	2
AGTAR	Attempt Grand Theft Auto Report	2	1
AIRCRAFTDOWN	Aircraft down		
ALAMEDACORR	Any incident at the Alameda Corridor		
ALARMONTTEST	Alarms on test		
AR LOG	Update the AR log, preplanned call		
ASTVFD	Assist Vernon Fire Department	2	1
BARCK	Bar Check	2	2
BOMB	Bomb Threat	1	2 / 3
BOSIG	Broken Traffic Signal	2	1
BOVEH	Broken Down Vehicle	2	1
CCDETAIL	Council Chambers Detail	2	1
CHRECEPT	City hall reception		
CITCK	Citation Check	3	1
CIVIL	Civil Matter	2	2
CODE5	Surveillance / Stake Out	2	1
COP	Cop Detail	3	1
COURTESYRPT	Courtesy Report	3	1
DARE	DARE activities		
DEAD ANIMAL	Dead animal for removal		
DEMOSTRA	Demonstration		
DET	Detective Investigation	2	1
DETAIL	Detail	3	1
DOA	Death on Arrival	1	2
DPTAST	Departmental Assist	1	2
DUI	Driving Under The Influence	1	2
DUICKPT	DUI Check Point	2	1
DUITRAFFIC	DUI Check Point Traffic	2	1
DUST	Dust for Prints	2	1
EQUIPTMNTC	Check The Communication Center Equipment	3	1
ELDER RPT	Elder abuse report		
EQUIPTMNTCHK	Check the comm. Center equipment		

FILING	Officers 10-6 report writing		
FOUND	Found Property Report	3	1
FTY	Failure to Yield	1	2
FU	Follow Up	3	1
GTA	Grand Theft Auto	1	2
GTAR	Grand Theft Auto Report	2	1
HBC	Hailed by a Citizen	3	1
IDTHEFT	Identity Theft		
IDTHEFTRPT	Identity Theft Report	3	1
ILLDPG	Illegal Dumping	2	2
ILLDPG RPT	Illegal dumping report		
JAILPANIC	Jail Panic Alarm	1	All
K9 Training	K9 training reminder, obtain location		
KTP	Keep the peace		
LARTCS	LA Regional Tactical Communication System	3	0
LOCATE	Located Vernon Stolen vehicle		
LOJACK	LoJack Hit	2	2
LPR	Licene Plate reader		
MSPR	Missing Person Report	1	1
MR60	Miscellaneous Report	3	1
NSF	Insufficient Funds Report	3	1
PANICALARM	Panic Alarm / Duress Alarm	1	2
PAPD	Public Assist – Police	2	1
PATCK	Patrol Check	2	2
PATROLMEMO	Patrol Memo	3	1

Complaint Type Codes	Description	Priority	Units
PDO	Property Damage Only	3	1
PEDCK	Pedestrian Check	2	2
PLATE	Lost or Stolen Plate(s) Report	3	1
PRSTRAN	Prisoner Transport	3	1
PURSUIT	Pursuit	1	2
REC	Recovered Stolen Vehicle	2	1
RECDALARM	Test the records alarm		
RECEPTALARM	Finance / city clerk alarm third flr		
RECKLESSDI	Reckless Driver	1	2
REPO	Repossession	3	0
ROADRAGE	Road Rage	1	2
RR	Rail Road Problem	2	1
SCAR	Suspected child abuse report		
SEACCA	SEACCA animal calls		
SHOTS	Shots Fired / Shots Heard	1	2

SINKHOLE	Sink Hole on the Roadway	2	1
SPEED	Speed Contest or Speeding	1	2
SPEEDTRAILER	To be used when the trailers are deployed		
STRAY	Stray Dog / Animal	2	1
STRIKE	Strike Activity	2	1
SUBPOENA	Subpoena service		
SUICIDE	Suicide	1	2
TEST	Test Call	3	0
TRAFFIC STOP	Traffic stop		
TRAFFICIOT	Click it or tickit detail		
TRAINING	Training Test Call	3	0
UNATTACHED	Unattached Trailer	3	1
VCK	Vehicle Check	2	2
VEH RELEASE	Vehicle release		
VIDEOCHECK	Video Check	3	0
VINVER	Vin Verification	3	1
VMCVIO	Vernon Municipal Code Violation	3	2
WARRANT	Warrant Arrest / Warrant Pick Up	3	1
WELCK	Welfare Check	1	1
WRNTSVC	Warrant Service	3	1

CAD DISPOSITIONS

Disposition Codes	Description
1015	Arrested
1098	Completed Last Assignment
ADV	Parties Advised
ASST	Assisted
BO	Broken Down Equipment
BP98	Bell PD Handle
BPN	Bell PD Notified
BS	Bomb Scare / No Bomb
CCN	City Crew Notified
CHP	California Highway Patrol Handle
CHPN	California Highway Patrol Notified
CITE	Cited
CIV	Civil Problem
CKOK	Checks OK
CLR	Clear from the Traffic Stop
CPA	Cancel Prior to Arrival
CWA	Cancelled When Just Arrived
CXL	Cancelled Prior to Dispatch
DA	Driver Advised
DETH	Detail Handled
DIR	Directions Given
DISP	Dispersed
DONE	Done – Closing Alarms on Test Calls
DOWN	Downey PD Notified
DUP	Duplicate Call
FA	False Alarm (459A only)
FI	Field Interview Card and Released
GOA	Gone on Arrival
HPPD	Huntington Park PD Handle
HPPN	Huntington Park PD Notified
LAPD	Los Angeles PD Handle
LAPN	Los Angeles PD Notified
LASN	Los Angeles Sheriff Notified
LASO	Los Angeles Sheriff Handle
MK	Marked Vehicle for Parking Violation
MK3	Marked for 3 Hours
MK72	Marked for 72 Hours

Disposition Codes	Description
MWPD	Maywood PD Handle
MWPN	Maywood PD Notified
NAT	No Action Taken
NCE	No Crime Established
NOVI	No Violation Seen
NRD	No Report Desired
NRR	No Response Required
NX	Names Exchange
OFB	Open for Business
PACM	Parties Advised Civil Matter
PAOJ	Party Advised on Jurisdiction
PATM	Patrol Memo Filed
PAWC	Parties Advised Will Comply
PPI	Private Property Impound
PR	Problem Resolved
PRD	Prisoner Released
REPO	Repossession
RFR	Removed from Roadway
RPCB	Reporting Party Will Call Back
RPT	Report Taken
SGPD	South Gate PD Handle
SGPN	South Gate PD Notified
SOW	Sent on Way
SRVD	Driver Served Suspended / Revoked License
SUP	Supplemental Report
SYST	Alarm System on Test
SYWK	Alarm Check OK System Worked On
TAXI	Taxi Requested
TCP	Traffic Control Provided
TEST	Test Call
TRAI	Training
TSR	Traffic Signal Repair Handle
TSRN	Traffic Signal Repair Notified
UNF	Unfounded Call
UNK	Unknown
UTL	Unable to Locate
VI	Vehicle Impound
VM	Vehicle Moved

Disposition Codes	Description
VOID	Void CR or FR Number
VREC	Vehicle Recovered
VS	Vehicle Stored
VV	Vin Verified

CALL TAKING

Public safety dispatchers play a vital role in the law enforcement / public safety system. Dispatchers are usually the first point of public contact in receiving calls regarding crimes, traffic incidents, medical emergencies, safety hazards, and miscellaneous requests for service. To fulfill this role, it is critical to develop efficient "call taking" skill.

TELEPHONE COURTESY

The telephone is the primary method by which the services of the Department are requested. **ALL** incoming telephone calls must be answered as promptly as possible to determine if a need for police service exists and if so to provide the required service.

As dispatchers, you are most likely to be the first member of the Department to be contacted by someone who needs our assistance. The image you portray when answering the phones sets the tone for that particular person's experience in dealing with the Vernon Police Department. This provides you with a tremendous opportunity and a tremendous responsibility to influence the public opinion in a positive toward the City of Vernon.

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

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

Voice level should be of adequate volume, but do not 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 inpatient.

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

Remember treat the callers with respect at all times. **Rudeness or discourtesies are cause for disciplinary action.** If the caller is belligerent, do not fall into the trap of becoming argumentative or defensive, even if you are personally offended. Focus on your primary duty; obtaining the necessary information to provide appropriate assistance.

The following are ten tips for good telephone etiquette for service providers.

GREETING – A warm friendly greeting including the agency name, your name and a statement that lets the caller know you are there to help, such as "Can I help you?"

LISTENING – Once you know what the caller is asking for, respond with a statement that lets them know you understand their needs. For example, if the caller asks for someone, let them know that you are going to transfer them to the proper extension rather than simply forwarding the call without a response.

EMPATHIZE – Simply let the person know you understand the problem and are concerned.

COMMON COURTESIES – This includes doing things such as asking for permission to put someone on hold (i.e. when you have to check to see if someone is in the station or to get a phone number) and addressing them by their name when you come back on the line. If you know someone will be on hold for a while, let the caller know that you or the party they are asking for will be with them soon.

AVOID COMPANY JARGON – Avoid using police terminology that the caller is not likely to understand. Remember, the idea is to put the caller at ease and lessen the anxiety or apprehension that many people feel just by making a call to the police department.

TONE – Since you are not face-to-face, the measure of good communication is the quality and tone of your voice. Keep it positive and enthusiastic. Ask yourself after some of your calls, "Was I abrupt and indifferent or polite and empathetic?" See yourself as other hear you. You will find that your speech has four important characteristics:
1) Cheerfulness, 2) Distinctness, 3) Volume and 4) Speed

ENDING THE CALL – Before hanging up or transferring a call, be sure to end the contact with a closing comment such as, "I can forward you now, just a moment please" or just a simple "goodbye."

GO THE DISTANCE – Take the time to extend yourself in some way to make a positive impression on the person who has called.

When placing telephone calls on hold you shall do so in a courteous and professional manner. Always keep the caller aware of your actions. If you are going to place a caller on hold or transfer the caller, let them know you are doing so. If the person requested does not answer the page, let the caller know and offer to have a message taken.

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 understand 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 or any call involving the use
of weapons, including fights and robberies. Included in priority calls, but to a lesser
degree, are calls in which property is in jeopardy. I.e., burglaries, thefts or malicious
damage, where the crime is in progress or where the crime just occurred and the suspects
are still in the area.

The procedure for high priority calls is as follows:

- Determine the nature of the problem

- Determine the location of the problem. It may not be within our jurisdiction to
  handle. Ask the reporting party for the phone number that they are calling from
  and the location of occurrence in the event the call is disconnected. Confirm that
  where the reporting party is calling form is the same as the location where the
  incident occurred. You may ultimately wind up with three different addresses;

  - The location of occurrence
  - The location where the reporting party is now
  - The reporting party's business / home address

Obtain a business name and include the suite number. If it is a 911 call, confirm that the
address and phone number displayed on the automated location information screen (ALI)
are accurate. This will also verify the incident is in our jurisdiction. Get the correct
spelling of names as an officer may have to check mailboxes, driver's license files, or
vehicle license files.

- Enter the call immediately with the partial information and then return to the
  caller for further details. Update the call as new information is received so that
  the dispatcher may, in turn, advise the responding officer(s).

- Ascertain if anyone is injured as soon as possible. Keep the party on the line.
  Update the call if there is an injury involved so that paramedics can be notified.
  For officer safety, it is imperative that you obtain the following information
  immediately, preferably in this order:

Vehicle description:

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

C	**Color – Be specific, light blue/ dark blue**
Y	**Year -- At minimum, newer or older model**
M	**Make / Model- Chevy Camero, Ford Fusion etc**
B	**Body style—2door, SUV, convertible, pick up truck, big rig etc**
O	**Other descriptors—Tinted window, stickers, modified exhaust etc.**
L	**License—Any portion of the plate**
S	**State (if out state)**

- Direction of travel, whether on foot or in a vehicle, and toward what street or landmark.

- Weapon(s) used, if any – never assume anything. Just because no weapon was mentioned does not mean no weapon was involved. ASK. Be sure the caller observed the weapon and did not just assume the suspect had one because they were talking about it.

- Number of suspects

- Suspect(s) description (one at a time)
    - Sex
    - Race
    - Age
    - Height (at least tall or short)
    - Weight (at least heavy or thin)
    - Hair / Eye color
    - Physical oddities, i.e. glasses, moustache, scars/marks/tattoos
    - Clothing description – start at the top and work down the body (i.e. hat, jacket, shirt, pants, shoes, carrying anything)

ROUTINE CALLS
The majority of calls received fall into this category. They are informational in nature, or the time elements' dictates that no person or property is in jeopardy. Calls in this category are handled in the order in which they are received and / or according to the circumstances of the individual incident.

Research indicates the expectations of the caller and the ability of the police to satisfy those expectations are more important to citizen satisfaction than sheer speed of response.

If the dispatcher tells the citizen the officer will "be right over", and the officer does not arrive for fifteen minutes, the citizen will not be impressed or satisfied with the response time. It is best to advise the caller that an officer will be dispatched as soon as possible.

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

TRANSFERRING A CALL
Only transfer calls when necessary. None of us likes the proverbial "run around." In time you will become proficient in answering many questions, but you will never be able to handle them all. When it is necessary to transfer, tell the caller what you are going to do. Make sure the transfer is to the proper person. Never give the caller misinformation and never guess. Rather, refer them to the appropriate person and / or agency.

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 lease, I have another line ringing." When you put a caller on hold, try not o leave the caller for long period of time. Remember the information already provided and don't make the caller start over each time you come back on the line. If you see a call on hold and you are available, take over the call and explain to the caller you will help them as the other dispatcher is busy. 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 positive rapport that would not otherwise exist.

When answering any telephone call, employees shall:

Courteously greet the caller
Identify the answering point (VPD phone line)
Identify yourself (i.e., name rank, operator number)
Ask to be of assistance

Example of answer the police business:

"Vernon Police, Dispatcher _____, Can I help you?"

Example of answering any internal phone lines:

"Communications, _____.

Operator Number/ Employee Numbers:

Vernon Employee numbers can be used as Operator numbers for simplicity and brevity, not so employees can remain anonymous. If a caller asks for an operator's name or serial number, they should be provided promptly and without comment. When a caller wishes to talk to a supervisor or the watch commander permit them to do so.

Emergency Lines
Calls should be answered:

"Vernon police emergency, dispatcher_____, What is your emergency?"

The State of California, like many other states, has adopted the 911 emergency phone system to expedite emergency police, fire and medical assistance. This emergency telephone system enables the public Safety Answering Point (PSAP) to immediately identify the telephone number and address of the calling party. 911 calls can be answered at the console position in the communications center. Each position is independently supported by Automatic Number Identifier (ANI), and Automatic Location Identifier (ALI) system. Additionally, all positions are supported by a teletypewriter that records the phone number, address of the caller, name of the caller it is listed, trunk number, and time of each 911 call. The Vernon Police Department Communications Center is the primary answering point for police, fire and medical service. Therefore, the proper operation and maintenance of the 911 system is of critical importance of the welfare and safety of the residents of the City of Vernon.

The 911 phone lines (not nine-eleven) are to be answered within ten seconds by the state law, however we are at Vernon pride ourselves on answering on the first ring whenever possible. The appropriate way to answer 911 is by saying "911 Emergency". After you say "911 Emergency", listen to see if the call an emergency. If the caller says his call is not an emergency, and you confirm form a short conversation it is not urgent enough to continue the conversation, it is recommended you ask the caller to call back on your non-emergency police business line.

If the caller requests paramedic assistance, ascertain what type of incident it is. If the injuries reported are a result of a crime, you must enter the call as a police call first and dispatch paramedics, advising them to wait for police clearance.

A 911 call can also be transferred to a number not on the quick dialer button. Keep the caller on the line, click on the "flash" button, wait for a dial tone, then dial the number you wish to call. Unlike the rest of the phone lines, you do not have to dial 9 to get an outside line. Keep in mind that our 911 system has a 714 area code; therefore 949 must be used when dialing a local number. The 911 system is independent of our phone system. When the phone is answered, you can listen in or disconnect, as common sense dictates. You do not need to place the cal on hold to maintain the connections.

If you receive a 911 call where there is obviously a child playing on the line, you may call the number back and attempt to talk to the child's parents to advise them of the circumstances.

If you receive a 911 call where there is no one talking, listen for background noise. If you hear nothing, or the caller hung up and you are unable to re-establish contact, make a complaint mask reflecting what you heard and send it for dispatch. There may be a person unconscious or in some other dire peril that was only able to dial. This is a priority call. If at all possible, stay on the line and listen for any other activity unit the unit arrives.

If you receive a 911 call and hear fighting or arguing in the background, make a complaint mask, send it for dispatch, and stay on the line. Complete the complaint mask

with the information you can hear, and that you still have an open line. Periodically update with an pertinent information. If a 911 call is answered and the line goes dead, there is a hang up, or the conversation is cut short, the dispatcher shall call back the listed telephone number to check on the status of the caller. If the line is busy, do an emergency breakthrough via telephone operator. If you are unable to contact the caller or verify the status of the caller, make a complaint mask so an officer can be sent to the location. If contact is made and you have verified a misdial, complete an advise incident the name of the person contacted. Communications Division Procedure #C017.

The 911 printer, which records the time and phone number of the caller, is located in the computer room adjacent to the dispatcher lunchroom. Each night at midnight the printer sheet is torn off. The total 911 calls are noted on the calendar in the fire control room and the printout is laced into the credenza on the east of communications. The printer must be maintained in proper working order. It is the responsibility of dispatcher to check it, change the ribbon and report any problems.

Dispatch shall quickly determine the nature of the call and follow the established guidelines to process calls requiring emergency or high priority responses.

Address/ Telephone Confirmation
The Dispatcher shall verify all address and call back telephone number with R/P (reporting party) on all 9-1-1 and emergency calls for service.

Interview Techniques
Calls for service must be carefully screened and evaluated to decide the actual needs of the individual calling and to describe the method of handling the request. Dispatcher interview techniques shall be consistent with Department policies and procedures. PATIENCE, COURTESYM A POSSITIVE ATTITUDE AND PROFESSIONALISM ARE THE PRIMARY ASSESTS OF A GOOD INTERVIEWE.

Techniques
There are many techniques for dealing with callers. One of the best would be to treat callers in the same way you would want to be treated if you were to call the police for service. The first thing a dispatcher should do is listen to the caller and find out the problem. Quite often, permitting the caller to explain the situation without challenge or interruption will calm them. However, once they obviously need the police, conclude the conversation by telling the caller that n an officer(s) will be dispatched.

Dispatcher should be understanding and recognize that problems that seem unimportant tot hem may be extremely important to the call. Callers may often be extremely annoying. The attitude of the caller must not affect the dispatcher. The caller may have legitimate need for service.

ELEMENTS OF THE INTERVIEW
The interview process is divided into three elements.

THE INTRODUCTION
The initial contact with the subject sets the stage for the remainder of the interview. This establishes the subject's attitude toward the situation and the interviewer.

THE MAIN BODY
Identifies the information the subject has about the call. The basic objective is to ask the type of questions that will show what the subject knows about the incident.

THE CLOSE
Close the interview courteously, whether or not the information needed has been obtained and despite the caller's demeanor. Parenting remarks should be designed to maintain good will.

INTERVIEW PROCESS
There are several ways to handle a request for service. The information received during the interview process will determine whether the incident will be dispatched, broadcast as information or transferred to another entity.

Certain type of questions can either aid or hinder the interview. Open-ended questions require a lengthy answer constructed in the caller's own words and are used when additional information is desired.

Close-ended questions restrict answer to a single phrase or word. They are used to obtain more detailed information and a faster response. They may be used to clarify the statements of confused subjects or reluctant witnesses.

Specific questions must be asked to obtain accurate information. Officer safety may be affected by information regarding suspect, vehicles and/or weapons.

Through careful questioning and listening, a call-taker should be able to clearly identify the critical from the non-critical call for service. Once this has been established, there are specific questions and information that must be obtained.

NOTE: The safety of an individual **MUST NEVER BE COMPROMISED** by asking them to risk potential danger or injury trying to provide **information** (i.e., "Can you go outside and get the description of the suspects?"

To interview effectively, keep in mind the following items:

A. "Interview generally refers to the questioning of a person willing to give truthful answers; not an interrogation.

B. Do not let the caller control the interview.

C. Speak distinctly, maintaining a firm but courteous tone.

D. Be sensitive to the emotional state of the caller.

E. Make sure the caller is aware of your intention regarding the call.

F. If there is no need for police response, tactfully advise the caller and move on to the next call.

G. If transferring, tell the caller where you are transferring them and why.

H. Allow the caller time to respond to questions and **LISTEN** to the answer.

I. Be businesslike and end the interview in a positive manner.

When taking a call for service; the call taker must always first establish **what is occurring and where**. It is imperative to always obtain what type of incident and the location because in the event the call is terminated, the minimal information to create a CAD call is now available. Additionally, based on the sound of the caller and the complaint, the amount of resources needed may also be established.

Five major points that should be asked during the interview are:

1. **What?**

*Type of crime
"Vernon Police, Dispatcher _____. What are you reporting?"

"Type of civil matter
"Vernon Police, Dispatcher _____. Can I help you?"

2. **Where?"**

*Location of occurrence
"Where did it happen?

*Location of suspect
"Where is the suspect now?"
"Which way did he go, or she go?"
"On foot or in a vehicle?"

Vehicle:
a. What type of car?
b. What color?
c. Did you get a license plate?

*Location of the RP
"Where are you calling from?"

3. **When?**

*In progress
"Did you see it happen?

*Occurred previously
"How long ago did it happen?"

4. **Who?**

*Suspect
a. Sex?
b. Race?
c. Age?
d. Height?
e. Weight?
f. Color of hair?
g. Color of eyes?
h. Complexion?
i. Any marks, scars, tattoos?
j. Clothing worn from head down?
k. Name, address, D.O.B. if known.

5. **Weapons?**

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

6. **Vehicle?**

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

7. Direction of travel?

If the caller is not familiar with directions, use landmarks: towards the freeway, towards Los Angles, through the parking lot towards the bank etc.

8. **How?**

Operators shall include the complete name (first and last), telephone number, and address of the R/P if different form the location of occurrence in **ALL** incidents.

It is vital during the interview process that operators obtain **ALL** information necessary for responding officers to reduce unnecessary requests for further information.

Accurate Recording of Information/Organization
Accuracy is imperative, lives are at stake. Not just the officers', but citizens' as well. If at any time the call-taker is unsure of the information that is given, ASK AGAIN.

Maintaining a positive attitude, professionalism and patience, will assist a Dispatcher with all callers whose background, culture, education, intelligence, social or economic status are unknown to you.

Organizing Calls For Service

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

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

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

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

KEEPIN THE CALLER ON THE LINE

There are times when the dispatcher must make every effort to keep the caller on the line. The problem is that the dispatcher must be able to know when each is appropriate. In most cases, the **caller must be kept on the line when reporting observable in-progress events.** It is important to keep these people on the line for several reasons; it will help reassure them to have someone to talk with, it will help the responding officers to know where the victim or suspect is, and the progress of events can be passed on to responding officers.

INTERVIEWING POSSIBLE SUSPECTS

Dispatchers may receive calls from possible suspects. These calls should be dispatched as any other call of a possible suspect "there now" or possible crime "in progress" would be. When creating the incident, use the appropriate type, (i.e., 187 PC, 245 PC, etc.).

A. Location of the suspect, determining whether this location is different from the location of occurrence.

B. Location of occurrence.

C. Phone number to obtain additional information

D. Attempt to obtain the RP's home and business address if possible.

E. RP's full name (First and Last).

F. Location of the suspect, determining whether this location is different from the location of occurrence.

G. All pertinent information regarding the crime, (i.e. weapons, statements made by suspects, etc.)

H. Remember to thank the witness for calling.

It is imperative that the Dispatcher obtains and provides as much information as possible to the responding officers. However, if soliciting that information subjects a person to potential danger or injury it outweighs the value of that information. Callers should not be requested to open a door to a suspicious person or step outside to obtain a description of a suspect, vehicle or vehicle license if that request jeopardizes the safety of the caller. The safety and welfare of an individual must **NEVER** be compromised in an effort to acquire additional information.

Difficult Calls

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

Calls for Home Numbers of Police Personnel
Employees will NOT give anyone outside of current police personnel, the home address or phone number of any department employee. Confirm the caller's identity and that they are entitled to the information. If a person who is not a member of this department indicates that an emergency exists, offer to take the name and phone number of the calling party and dispatch will make the emergency call to the employee. If at any time you are not certain, ask.

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

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

"I Don't Want to Be Involved"
A reporting party may wish to remain anonymous by either refusing all information pertaining to their name, address and phone number, or by giving information and requesting that no contact be made.

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

Mentally Disturbed Citizens
Mentally unbalanced callers are a difficult type of caller. Listen to what is being said if the caller can keep one train of thought. Evaluate these calls carefully. Chronic callers

can and do make bona fide calls for service. Be sure to include your suspicions in the call text.

Rude/Angry Citizens

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

Speech Impaired

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

Suicidal

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

Suspects

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

Under the Influence of Drugs/Alcohol

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

Very Old

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

Very Young

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

CALLERS REPORTING SIGHTINGS OF WANTED PERSONS

When a caller reports seeing a wanted suspect/victim, a unit shall be dispatched if any of the following conditions exist:

1. Suspect/victim is "there now" or in close proximity to the person reporting (RP); or

2. RP can direct police to the suspect/victim.

Any pertinent information (vehicle and/or suspect description, weapons) along with a brief explanation of the specific circumstances shall be included in broadcast.

CALLS FROM CELLULAR PHONES

When 9-1-1 is dialed from a cellular telephone, the closest Cellular Site will answer the call. This means that we may answers calls for service in regards to incidents that are occurring in another city. If this is the case the Dispatcher will obtain from the caller the location and the city in which the incident is occurring. The Dispatcher will then ask the caller whether police fire or both are needed and will then transfer the caller to the correct agency. The Dispatcher will not disconnect until conversation with the caller and the operator from the other agency has been established.

9-1-1- calls from cellular phones will not provide ANI/ALI (address and phone number information). The CHP operator will disengage from the telephone transfer. Therefore, the location of occurrence and telephone number of ALL calls placed from cellular telephones must be obtained by actively questioning the RP.

When a citizen using a cellular phone reports that he/she is following or pursuing a suspect's vehicle in the city of Vernon, the Dispatcher will advise the caller to pull over to the side where he or she believes it is safe to do so and to stop following the vehicle. If

the incident and the citizen are outside the city of Vernon, advise the RP of the handling agency name and phone number. If the incident is a high priority incident, place a call to the agency that has jurisdiction and advise them of the circumstances and the call back phone number.

TRANSFER OF 911 OR EMERGENCY CALLS FROM OTHER AGENCY

When you receive a call from an outside agency, advising of a 911 transfer, **always confirm the location of the incident is in the city of Vernon,** before accepting the transfer.

TRANSFER/CONFERENCE CALLS TO THE CALIFORNIA HIGHWAY PATROL (CHP)

Personnel shall note that the 9-1-1 Emergency Telephone System used by the CHP does not provide ALI information. Therefore, when transferring or conferencing a call with the CHP dispatch facility, personnel shall ensure that the CHP employee is provided with the accurate incident location information.

CALLS FOR SERVICE OUTSIDE THE CITY LIMITS

When a non-emergency call for police service in another jurisdiction is received, the Dispatcher shall provide the caller with the name and telephone number of the appropriate agency, if available.

ARGUMENTATIVE CALLERS

Do not argue with a caller. This is time consuming and often generates anger, ill feelings and unnecessary stress for all involved parties. Listen to the caller and avoid sarcasm. Such comments create resentment and ill feelings and may result in a service complaint.

Often a caller's problem may be the result of the caller's own making or may be a problem that appears to the operator to be very minor. In such cases, the operator should avoid "talking down" to the caller or talking in patronizing manner. All callers should be treated equally, with dignity, understanding and consideration.

WHEN A RP CALLS BACK ON AN INCIDENT

When an operator receives a call from a RP who is calling back with additional information or is checking the status of their call, the operator should follow the below procedure:

1. Locate the RP's original call.

2. Ask the RP if the situation has changed or escalated.

3. Determine whether there is any new **pertinent** information to be added.

4. Determine whether the victim(s) or suspect(s) have changed locations from the previously reported location.

5. While speaking with the RP, determine if the additional information received requires the call to be upgraded in priority.

6. If the operator receives additional information, which causes the call to be upgraded, the original call shall be updated.

15.3 SPECIFIC GUIDELINES FOR UPGRADING CALLS

The following information is only a guideline for upgrading calls. Each call should be individually evaluated and handled accordingly.

1. When a dispatcher receives a call from an r/p calling back with additional information or to check the status of their call, the operator should follow the below procedure:

a. Locate the r/p's original call
b. Ask the r/p if the situation has changed or escalated
c. Determine whether there is any **new pertinent** information to add.
d. Determine whether the victim(s) or suspect(s) have changed location from the previously reported location.
e. While speaking with the r/p, determine if they additional information received requires the call to be upgraded in priority.
f. If the operator receives additional information, which causes the call to be upgraded, the original call shall be updated.

2. When any of the following circumstances arise, personnel should consider upgrading an existing call.

a. A weapon is now involved
b. The suspects returned
c. The verbal argument becomes a physical altercation
d. Additional suspects become involved
e. An injury is now sustained and/or an ambulance is needed/en-route
f. A higher priority crime is now involved
g. A verbal threat has now been received and the r/p believes the suspect will carry it out and cause bodily harm to him/her

15.4 Example: Circumstances to Upgrade:

A r/p previously called and reported a 415 fight at a location with no further information (NFD). A second r/p calls and reports that there is a knife involved and additional suspects have arrived.

The r/p of a domestic dispute calls back to report that the suspect is en-route to his/her location with a gun to shoot him/her.

A dispatcher receives a third call to the same location from a neighbor dispute and the suspect has now verbally threatened physical harm to the r/p.

A witness of a man/woman dispute calls back to report that the suspect has left the location and the victim is down in the street.

CHRONIC CALLERS

Great care should be used when dealing with chronic callers. Personnel must assess requests for service from troublesome people realizing that, at times, these individuals do make legitimate requests, which require police service.

Evaluating a caller who is suspected of being intoxicated, under the influence of a drug or chemical substance or mentally impaired requires active questioning in an attempt to establish the exact needs or type of service requested by the caller. **DO NOT** allow the caller to ramble. Advise the caller that he/she is depriving others of emergency service and unless a reason for police or fire service is stated the call shall be disconnected or referred to a supervisor. If there is any indication that the caller is violent or has the immediate potential or ability of endangering himself or others, attempt to establish his/her location and dispatch a unit. Personnel should remember that physical disabilities, illnesses or immediate emotional stress (fear, anxiety, anger, etc.,) might cause an individual to sound as if he/she ma be under the influence of alcohol or drugs.

Abusive calls on 9-1-1 may include, but are not limited to, the following types: Multiple calls (when no emergency exists) from the same person, requests for a telephone number or address, calls in which obscene language is used, and calls from persons playing on the telephone. Employees who receive abuse calls on the 9-1-1 emergency telephone line shall evaluate the call based upon the above guidelines.

TRANSLATOR

The Language Line service provides translation for 911 Emergency Centers in the State of California.

Operators receiving calls for service requiring translation shall attempt to obtain translation by connecting a three-way phone call with the RP and the Translator. The Dispatcher will need to ask the same questions to the Translator as she would the RP. **DO**

NOT let the translator take over the call, they night not ask the right questions at the right time. The translator is a tool that you will need to use to get the necessary information.

The Translator phone number is

When you receive a call that requires language assistance:

1. Dial the dedicated California 911 number

2. A live person will answer and ask for the client ID number.

Provide Client ID number

The operator will then ask for the language desired.
Direct the Interpreter
Once connected to the interpreter, provide any special instructions

3. Say "end of call" to the Interpreter when the call is completed.

TDD CALLS

A TDD call is a telephone call from a telecommunications device for the deaf. When a TDD call comes in the Zetron 911 system it will automatically identify the call as a TDD call and open the TDD window for communication. An additional indicator of an incoming TDD call is the tones heard. TDD callers often (but not always) press their space bar (on their TDD) when they know voice and TDD share the number dialed. The tones are a series of high-pitched beeps, very similar to a fax machine, except without intervals.

When a TDD call, or potential TDD call, is received, initiate interrogation by typing a message. Tones will be heard on your end when the TDD caller is typing his/her message. Do not use periods or commas. Leave two spaces between sentences.

When communicating via a TDD, the deaf community has a different protocol. For example, do not use periods or commas. Instead, leave two spaces between sentences and whenever possible, spell out numbers in order to avoid confusion. End questions with a "Q" instead of a question mark. When you have finished typing and expect the party to respond, type "GA" instead of (Go Ahead). You can continue typing back and forth to each other, typing "GA" when you want the other party to respond. When the calling party has nothing more to say, and is finished with the conversation, they will type "SK" (Stop Keying). When the second party is done and has nothing more to say, they will type "SKSK". This indicates the conversation is over.

16.1 Things to Remember regarding the Deaf Culture

When a member of the deaf community calls 9-1-1, they are usually more deeply involved in the emergency than a member of the hearing community. Because they don't respond to the SOUNDS of an emergency (glass braking, fire cracking, etc.) you may only get the message "help".

Deaf people (who have never been hearing) structure their grammar differently. They give a picture of the entire scene, and then get to the point. It is important, therefore, to ask pointed and specific questions. The word "intersection" does not exist in a deaf person's vocabulary. You must use "cross-roads".

Using Vesta for TDD Calls

The Vesta computer has pre-programmed messages/questions in order to assist in speeding up the process. These are located under the "TDD" tab, once you click on the "TDD" tab it will be the drop down menu under the black screen, the first question reads "911 WHAT IS YOUR EMERGENCY Q GA" Use these to your advantage, they will help save time.

If you need to call a deaf/mute person, you may do so following these steps:

Click on the "TDD" tab and follow the prompts. Refer to the help guide on the Vesta console.

Common TDD abbreviations

16.1 Abbreviation	16.2 Definition	16.3 Abbreviation	16.4 Definition	16.5 Abbreviation	16.6 Definition
1. ABT	About	**12.** DIFF	Different	**23.** Q	Question
2. ACK	Acknowledge	**13.** DR	Doctor	**24.** R	Are
3. AG	Again	**14.** ENUF	Enough	**25.** SK	Stop Keying
4. ANS	Answer	**15.** FONE	Phone	**26.** THX	Thanks
5. ASAP	As soon as possible	**16.** GA	Go ahead	**27.** U	You
6. B4	Before	**17.** HD	Hold	**28.**WUD	Would
7. BK	Break	**18.** LIL	Little	**29.** XXXX	Mistake
8. BLDG	Building	**19.** MIN	Minute	**30.** XXXX	Ignore
9. BSY	Busy	**20.** NBR	Number		
10. CUD	Could	**21.** OIC	OH I see		
11. CUL	See you later	**22.** PH	Phone		

Public relations

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

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

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

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

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

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

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

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

Key Phrases that are part of good customer service are:

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

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

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

Every employee will attend the city sponsored customer service training.

Suicide calls

The following are general recommendations for handling suicide calls. Because each suicide call is different and unique, there are no clear-cut- or black and white, ways to handle a suicide call. You as the Dispatcher are the first responder and will pay a vital role in getting the suicidal caller help.

 Keep the caller on the line.

Talk freely and calmly
Show interest; try to get name, address, phone number.
Make it obvious that you want to help.
Ask questions.
Don't be judgmental.
Change the subject if thee is a negative reaction from the caller.
Keep the conversation going, even if the operator must call the victim back if disconnected.
Inquire about friends, relatives, and neighbors. Contact them for assistance if possible.
Keep responders updated on changes in caller's behavior especially if others are endangered.

Be supportive of the possible suicide victim without agreeing. Respect the person's predicaments. Do not attempt to moralize over the phone- it is seldom effective. This person is torn between a desire to die and desire to live. Your empathy and understanding might help.

Talk calmly and ask questions:

How long have you felt this way?
Have you thought about how you would end your life?
Have you made plans?
Have you acquired the means?

Always try to determine if the caller has access to guns, and if so, what types: pistol, rifle, or shotgun.

Try to identify similarities between yourself and the caller in order to improve communication such as:

Same age group
Same ethnic group
Similarities in family setting
Similar backgrounds experience, etc.

Do not tell the caller: "Think how much better off you are then most people." They certainly don't think so at the moment, and this will create a wall between you and the caller.

Dispatch police. Try to avoid having caller overheard radio traffic. Keep responders totally update on the caller: current location, emotional state, level of cooperation, access to weapons and what type, etc.

Warning signs of suicide:

Hopelessness can be a reaction to loss, or can occur for no apparent reason. When things go bad, people are encouraged by the belief that they will get better. To lack that belief to have no hope can take away the reason for living.

How do you know if a person who has attempted to take his or her own life will try again? You don't. But there are certain signs, certain types of behavior, which suggest suicidal intent.

Previous Attempts

A suicide attempt is the number one danger sign. And yet people ignore a suicide attempt. They believe the attempt is merely an effort to get attention. It may be true that many such attempts are means of seeking attention or crying for help, but it is a cry that can be fatal if not heeded.

Suicide threats or statement of desire to die.

Many people do not take such threats seriously because they mistakenly believe that those who talk about suicide won't really do it. To the contrary, people who commit suicide often talk about it first or male other statements they reveal an urge to die. Direct threats of self-destruction and comments such as, "You'd be better off without me", "I'm no good to anyone." I might as well bed dead," are danger signals and must be ignored.

Personality changes or odd behavior

People who are planning to end their lives often make some arrangements to get their affairs in order. With the head of household, it is likely to be reviewed wills and insurance papers and getting the family's financial records in shape. With a young person it often involves giving away personal possessions. This of course does not mean that everyone who make a will or gives something away in suicidal. But when other danger signals are present, the makings of such arrangements can be further indication of impending suicide. If someone you know has undergone a drastic change and beguines preparing wills or giving away personal possessions, they need help.

Tendency toward isolation

A tendency to become uncommunicative and to isolate oneself is a common and particularly dangerous sign of suicidal intent.

Mental Depression

Mental depression is another warning, but it is one that is more difficult to detect. The condition often has physical symptoms, such as sleep disturbance, (early morning awakening, difficulty getting to sleep at night, or sleeping excessively). Other symptoms include loss of appetite, weight loss, headaches, and general aches and pains.

Suicidal Intent is Temporary

It is important to recognize that this is a temporary state of mind and that the crisis will pass. Because adolescents are impulsive and may react much more quickly to a negative situation, they must be taken seriously when a suicidal intention is expressed.

Call/ Incident Mask
Although Vision CAD is equipped with multiple fields to assist you through the interview process, it does not contain a field for every piece of information you must obtain nor will you be required to enter information in every field. There are predefined fields that require specific information as well as a narrative field to enter additional pertinent information for the call. It is your responsibility to ensure that all of the necessary fields are completed accordingly.

Incident Location: Obtain the location where fields units (s) will be responding to.

City: Enter appropriate city if different than Vernon.

Caller Name: Enter the name of the business that corresponds to the location. This field is to be left blank if the location is an intersection.

Phone: Enter the reporting party's call-back telephone number.

Complaint: Enter the appropriate complaint type.

How: Enter the value indicating how the call was received.

Narrative: Enter any additional comments for the call. The information entered in this section must reflect specific details (i.e., RP's exact location, witness information, suspect information, weapons information and a full disposition of the call.

The following pages will contain specific incident/ call mask information required for entry.

Court Order Violation (Used for restraining order violations)

CAD Complaint code to use: 166 (In-progress or just occurred)

166R (Report, cold call)

A.   Obtain RP/ victim name and exact location.
B.   How was the order violated?
C.   How long ago?
D.   Suspect information: Name and physical description, exact location.
        *Upgrade call when applicable (i.e.) suspect on scene)
E.   Weapons? (Ascertain if victim actually saw the weapon(s) or of the suspect is
known to own or carry weapons
F.   Suspect vehicle description?
G.   Direction of travel?
H.   Any injuries? Are paramedics needed?
        *Upgrade call when applicable (i.e., 242PC, 245PC, etc.)

Ask the victim if she has a copy of the court. Check the Restraining Order System (ROS) to locate the order. Check our binder to see if we have a copy of the restraining order.

Full Call Disposition.

1. List the CR number, specify the type of report filed and filing officer.
2. List the full victim information (name, DOB, ID/CDL number).
3. Indicate the exact date (if different than the current date) and exact time of occurrence.
4. Indicate how the court order was violated (telephone call, in person, etc.).
5. List the full suspect information (name, DOB, ID/CDL number, physical description.
6. List the full suspect vehicle description (make, model, style, color, plate).
7. List weapon information.
8. Indicate the originating agency, case number and court case number.

Note: If any of this information s accurately obtained in the initial interview process and coincides with the officer's final report, then it is not necessary to document it again.

Hit and Run Accident
CAD Complaint code to use: 20001 (injury- occurred within last 10 minutes)
20001R (Injury- cold report)
20002 (Non-injury occurred with last 10 minutes)
20002R (Non-injury- cold report)

A. RP name
B. Suspect and suspect vehicle description?
C. Suspect direction of travel?
D. Probable location of damage to suspect vehicle?
E. Victim name and vehicle description?
F. Witness name and exact location?
*If witness will not wait for officer, obtain a contact telephone number to obtain a statement.
*If witness refuses to provide information and wishes anonymity, state that in the narrative.
**If the suspect vehicle is a tractor-trailer, you may have to consider the time lapse and the incase probability it may still be in the area.

Full Call Disposition:
1. List Cr number, specify the type of the report filed and the filing officer.
2. List the full victim information, including vehicle information and damage.
3. Indicate the exact date (if different than the current date) and time of occurrence.
4. List the full suspect information (include full vehicle description/ DOT).
5. If applicable, list the medical facility patient are transported to.

Note: If any of this information is accurately obtained in the initial interview process and coincides with the officer's final report, it is not necessary to document it again.

207 PC- Kidnapping
CAD complaint code to use: 207 (In-progress or just occurred)
207R (Report- cold call)

A. How long ago?
B. Where did the kidnapping occur?
* Did it initiate and end in Vernon?
*If the Kidnapping occurred in a different jurisdiction but dropped off in Vernon, advise field units.
C. Suspect information?
D. Suspect information?
E. Direction of travel?
F. Weapon information?
G. Medical attention needed?
H. RP/ victim/ witness name and exact location?
**If witness/RP will not wait for officers, obtain a contact telephone number to obtain a statement.
**If witness/RP demands anonymity, state so.

Full Call Disposition:
1. List the CR number, specify the type of report filed and filing officer.
2. List full victim information (name, DOB, ID/CDL).
3. Indicate the exact date (if different than the current date) and time of occurrence.
4. Indicate exact location (beginning and drop-off).
5. List full suspect information (name, DOB, / age, physical description).
6. List suspect vehicle description (full description and DOT).
7. List weapon information.
8. If there is a medical transport, indicate facility.

Note: If any of this information is accurately obtained in the initial interview process and coincides with the officer's final report, it is not necessary to document it again.

211 PC- Robbery/ Holdup
CAD complaint code to use: 211 (in-progress or just occurred)
211R (reports- cold call)

A. How long ago?
B. Where?
C. Suspect information?
D. Suspect vehicle?
E. Weapon information?
F. Direction of Travel?
G. Medical attention needed?
H. What was taken?
I. RP/ witness/ victim name and exact location?
**If witness/RP will not wait for officers, obtain a contact telephone number to obtain a statement.
**If witness/RP demands anonymity, state so.
**Continue to assure the caller throughout the questioning that the police are on the way, but you need to continue to ask important questions. Keep the caller on the telephone, at least until an officer is in direct contact.

Full Call Disposition:
1. List the CR number. Specify the type of report filed and filing officer.
2. List full victim information (name, DOB/age, ID).
3. Indicate the date (if different than present date) and time of occurrence.
4. Indicate the loss (include value).
5. List the suspect vehicle description (full description and DOT).
6. Indicate weapon(s) used. If no weapons used (strong-arm), state so.
7. If there is a medical transport, state facility.

Note: If any of this information is accurately obtained in the initial interview process and coincides with the officer's final report, it is not necessary to document it again.

Robbery/ Holdup/ Panic Alarm
CAD complaint code to use: 211S (When alarm company reports a 211 Silent hold-up alarm)
Panic Alarm (When alarm company reports panic alarm)

A. Point of activation, probable or stationary.
B. Company responsible?
C. Company telephone number?
D. Alarm company and operator number/ID?
E. Hours of operation?
*When the business is called, document the name of the company representative who will be responding to meet units. Include description.

*Obtain from units, the requested point of exit for company representative.

CAD Comments/ Full Call Description:

*10-96 Victor notifications
*Delay responses (i.e. delayed by train)
*Request to make call and results.

Include company representative contact and description.
Include exact location of units covering perimeter/-making entry.
*Indicate reasons for activation

Full Call Disposition:
1. List the CR number, specify the type of report filed and filing officer.
2. List full victim information (name, DOB/age, ID).
3. Indicate the date (if different than present date) and time of occurrence.
4. Indicate the loss (include value).
5. List the suspect vehicle description (full description and DOT).
6. Indicate weapon(s) used. If no weapons used (strong-arm), state so.
7. If there is a medical transport, state facility.

Note: If any of this information is accurately obtained in the initial interview process and coincides with the officer's final report, it is not necessary to document it again.

215 PC- Carjacking
CAD complaint code to use: 215 (in progress or just occurred)
215R (report – cold call)

A. How long ago
B. Where did the Kidnapping occur?
* Did it initiate in Vernon?
* If the kidnapping occurred in a different jurisdiction but dropped off occurred in advise fields units.
C. Suspect Vehicle
D. Vehicle taken?
E. Direction of Travel?
F. Weapon information?
G. RP/ victim/ witness name and exact location?
**If witness/RP will not wait for officers, obtain a contact telephone number to obtain a statement.
**If witness/RP demands anonymity, state so.

Full Call Disposition:
1. List the CR number, specify the type of report filed and filing officer.
2. List full victim information (name, DOB/age, ID).
3. Indicate the date (if different than present date) and time of occurrence.
4. Indicate the loss (include value).
5. List the suspect vehicle description (full description and DOT).
6. Indicate weapon(s) used. If no weapons used (strong-arm), state so.
7. If there is a medical transport, state facility.

Note: If any of this information is accurately obtained in the initial interview process and coincides with the officer's final report, it is not necessary to document it again.

240 PC – Assault
CAD Complaint code to use: 240 (Just occurred)
240R (Report- cold call)

A. How long ago?
B. Exact location?
C. Weapons information?
D. Suspect information? Is suspect still at location. If not, DOT foot/ vehicle?
E. Suspect vehicle information and DOT?
F. Medical attention needed?
G. RP/ victim/ witness name and exact location

**If witness/RP will not wait for officers, obtain a contact telephone number to obtain a statement.
**If witness/RP demands anonymity, state so.

Full Call Disposition:

1. List the CR number, specify the type of report filed and filing officer.
2. List full victim information (name, DOB/age, ID/CDL).
3. Indicate the date (if different than present date) and time of occurrence.
4. List suspect information.
5. List the suspect vehicle description (full description and DOT).
6. List weapon information
7. If there is a medical transport, state facility.

Note: If any of this information is accurately obtained in the initial interview process and coincides with the officer's final report, it is not necessary to document it again.

242 PC Battery
CAD complaint code use: 242 (Just-Occurred)
242R (Report- cold call)

A. How long ago?
B. Exact location?
C. Weapons information?
D. Suspect information? Is suspect still at location? Id not, DOT foot/ vehicle?
E. Suspect vehicle description?
F. Medical attention needed?
G. RP/victim/ witness name and exact location?

**If witness/RP will not wait for officers, obtain a contact telephone number to obtain a statement.
**If witness/RP demands anonymity, state so.

Full Call Disposition:

1. List the CR number, specify the type of report filed and filing officer.
2. List full victim information (name, DOB/age, ID/CDL).
3. Indicate the date (if different than present date) and time of occurrence.
4. List suspect information (name, DOB, physical description).
5. List the suspect vehicle description (full description and DOT).
6. List weapon information
7. If there is a medical transport, state facility.

Note: If any of this information is accurately obtained in the initial interview process and coincides with the officer's final report, it is not necessary to document it again.

245PC Assault with a Deadly Weapon (ADW)
Cad Complaint Code to use: 245 (In progress/ Just occurred
245R (Report- cold call)

A. How long ago?
B. Exact location?
C. Weapons information?
D. Suspect information? Is suspect still at location? ID' d or not, DOT foot/ vehicle?
E. Suspect vehicle description?
F. Medical attention needed?
G. RP/victim/ witness name and exact location?

**If witness/RP will not wait for officers, obtain a contact telephone number to obtain a statement.
**If witness/RP demands anonymity, state so.

Full Call Disposition:

1. List the CR number, specify the type of report filed and filing officer.
2. List full victim information (name, DOB/age, ID/CDL).
3. Indicate the date (if different than present date) and time of occurrence.
4. List suspect information (name, DOB, physical description).
5. List the suspect vehicle description (full description and DOT).
6. List weapon information
7. If there is a medical transport, state facility.

Note: If any of this information is accurately obtained in the initial interview process and coincides with the officer's final report, it is not necessary to document it again.

246PC- Shooting at an Occupied Dwelling or Vehicle
CAD complaint code to use: 246R (In progress/ Just occurred)

A. Location?
B. How long?
C. Any injuries?
D. Suspect and vehicle description?
E. Suspect DOT?
F. Weapons?
G. RP/victim/ witness name and exact location?

**If witness/RP will not wait for officers, obtain a contact telephone number to obtain a statement.
**If witness/RP demands anonymity, state so.

*Continue to assure the caller throughout the questioning that police are on the way, but you need to continue to ask important questions. Keep the caller on the phone, at least until an officer makes contact.

Full Call Disposition:

1. List the CR number, specify the type of report filed and filing officer.
2. List full victim information (name, DOB/age, ID/CDL).
3. Indicate the date (if different than present date) and time of occurrence.
4. List suspect information (name, DOB, physical description).
5. List the suspect vehicle description (full description and DOT).
6. List weapon information.
7. Indicate damage to building/ vehicle.
8. If there is a medical transportation, indicate facility.

Note: If any of this information is accurately obtained in the initial interview process and coincides with the officer's final report, it is not necessary to document it again.

261 PC- Rape
CAD complaint to use: 261 (In progress/ Just-occurred)
261R (Report- cold call)

A. Location?
B. Where is the victim now?
C. How long ago?
D. Suspect and vehicle description?
E. Suspect DOT?
F. Weapons?
G. RP/victim/ witness name and exact location?

**If witness/RP will not wait for officers, obtain a contact telephone number to obtain a statement.
**If witness/RP demands anonymity, state so.

*Continue to assure the caller throughout the questioning that police are on the way, but you need to continue to ask important questions. Keep the caller on the phone, at least until an officer makes contact.

Full Call Disposition:

1. List the CR number, specify the type of report filed and filing officer.
2. List full victim information (name, DOB/age, ID/CDL).
3. Indicate the date (if different than present date) and time of occurrence.
4. List suspect information (name, DOB, physical description).
5. List the suspect vehicle description (full description and DOT).
6. List weapon information.
7. If there is a medical transportation, indicate facility.

Note: If any of this information is accurately obtained in the initial interview process and coincides with the officer's final report, it is not necessary to document it again.

273.5 PC – Domestic Violence
CAD complaint code to use: 273.5 (In progress/ Just- occurred)
273.5R (Report- cold call)

A. Location?
B. How long ago?
C. Weapons?
D. Suspect and vehicle description?
E. Suspect DOT foot/ vehicle?
F. Victim description?
G. Medical attention needed?
H. Any restraining orders on file?
I. RP/victim/ witness name and exact location?

**If witness/RP will not wait for officers, obtain a contact telephone number to obtain a statement.
**If witness/RP demands anonymity, state so.

*Continue to assure the caller throughout the questioning that police are on the way, but you need to continue to ask important questions. Keep the caller on the phone, at least until an officer makes contact.

Full Call Disposition:

1. List the CR number, specify the type of report filed and filing officer.
2. List full victim information (name, DOB/age, ID/CDL).
3. Indicate the date (if different than present date) and time of occurrence.
4. List suspect information (name, DOB, physical description).
5. List the suspect vehicle description (full description and DOT).
6. List weapon information.
7. If there is a medical transportation, indicate facility.

Note: If any of this information is accurately obtained in the initial interview process and coincides with the officer's final report, it is not necessary to document it again.

314 PC- Indecent Exposure
CAD complaint code to use: 314 (In progress/ Just-occurred)
314R (Report- cold call)

A. Location?
B. How long ago?
C. Suspect and vehicle description?
D. Suspect DOT foot/ vehicle?
E. RP/victim/ witness name and exact location?

**If witness/RP will not wait for officers, obtain a contact telephone number to obtain a statement.
**If witness/RP demands anonymity, state so.

*Continue to assure the caller throughout the questioning that police are on the way, but you need to continue to ask important questions. Keep the caller on the phone, at least until an officer makes contact.

Full Call Disposition:

1. List the CR number, specify the type of report filed and filing officer.
2. List full victim information (name, DOB/age, ID/CDL).
3. Indicate the date (if different than present date) and time of occurrence.
4. List suspect information (name, DOB, physical description).
5. List the suspect vehicle description (full description and DOT).

Note: If any of this information is accurately obtained in the initial interview process and coincides with the officer's final report, it is not necessary to document it again.

415 PC- Disturbing the Peace
CAD complaint code to use: 415 (General code for disturbing the peace)

A. Location?
B. Who is involved?
C. Weapons?
D. Vehicle(s) description?
E. DOT?
F. Ascertain if there is a client/ vendor relationship – this might be a civil matter?
G. RP/victim/ witness name and exact location?

**If witness/RP will not wait for officers, obtain a contact telephone number to obtain a statement.
**If witness/RP demands anonymity, state so.

*Continue to assure the caller throughout the questioning that police are on the way, but you need to continue to ask important questions. Keep the caller on the phone, at least until an officer makes contact.

Full Call Disposition:

1. List the CR number, specify the type of report filed and filing officer.

Note: If any of this information is accurately obtained in the initial interview process and coincides with the officer's final report, it is not necessary to document it again.

417 PC- Brandishing a Weapon
CAD Complaint code to use: 417 (In progress/ Just- occurred)

A. Location?
B. How long ago?
C. Weapon? Was the weapon actually seen or simulated? Was it pointed at someone?
D. Any injuries?
E. Suspect description?
F. Suspect vehicle description?
G. DOT?
H. RP/victim/ witness name and exact location?

**If witness/RP will not wait for officers, obtain a contact telephone number to obtain a statement.
**If witness/RP demands anonymity, state so.

*Continue to assure the caller throughout the questioning that police are on the way, but you need to continue to ask important questions. Keep the caller on the phone, at least until an officer makes contact.

Full Call Disposition:

1. List the CR number, specify the type of report filed and filing officer.
2. List full victim information (name, DOB/age, ID/CDL).
3. Indicate the date (if different than present date) and time of occurrence.
4. List suspect information (name, DOB, physical description).
5. List the suspect vehicle description (full description and DOT).
6. List weapon information.
7. If there is a medical transport, indicate facility.

Note: If any of this information is accurately obtained in the initial interview process and coincides with the officer's final report, it is not necessary to document it again.

422 PC- Terrorist Threats
CAD Complaint code to use: 422 (In progress/ Just-occurred)
422R (Report- cold call)

A. Location?
B. How long ago?
C. What was said?
D. Suspect and vehicle description?
E. Suspect DOT foot/ vehicle?
F. Weapons?
G. RP/victim/ witness name and exact location?

**If witness/RP will not wait for officers, obtain a contact telephone number to obtain a statement.
**If witness/RP demands anonymity, state so.

*Continue to assure the caller throughout the questioning that police are on the way, but you need to continue to ask important questions. Keep caller on the phone, at least until an officer makes contact.

Full Call Disposition:

1. List the CR number, specify the type of report filed and filing officer.
2. List full victim information (name, DOB/age, ID/CDL).
3. Indicate the date (if different than present date) and time of occurrence.
4. List suspect information (name, DOB, physical description).
5. List the suspect vehicle description (full description and DOT).
6. List weapon information.
7. If there is a medical transport, indicate facility.

Note: If any of this information is accurately obtained in the initial interview process and coincides with the officer's final report, it is not necessary to document it again.

451 PC- Arson
CAD complaint code to use: 451(In progress/Just-occurred)
451R (Report- cold call)

A. Location?
B. How long ago?
C. Suspect and vehicle description?
E. Suspect DOT foot/ vehicle?
F. Weapons?
G. Any injuries?
H. RP/victim/ witness name and exact location?

**If witness/RP will not wait for officers, obtain a contact telephone number to obtain a statement.
**If witness/RP demands anonymity, state so.

*Continue to assure the caller throughout the questioning that police are on the way, but you need to continue to ask important questions. Keep caller on the phone, at least until an officer makes contact.

Full Call Disposition:

1. List the CR number, specify the type of report filed and filing officer.
2. List full victim information (name, DOB/age, ID/CDL).
3. Indicate the date (if different than present date) and time of occurrence.
4. List suspect information (name, DOB, physical description).
5. List the suspect vehicle description (full description and DOT).
6. If there is a medical transport, indicate facility.

Note: If any of this information is accurately obtained in the initial interview process and coincides with the officer's final report, it is not necessary to document it again.

459 PC- Burglary
CAD Complaint code to use: 459 (structure/ building In progress/ Just-occurred)
459V (Vehicle burglary in progress/ Just occurred)
459R (Structure/ building burglary report)
459VR (Vehicle burglary report)

A. Location?
B. How long ago?
C. Building or vehicle? If it's a vehicle- get description.
D. Point of entry?
E. Suspect and vehicle description?
F. Suspect DOT foot/ vehicle?
G. Weapons?
H. RP/victim/ witness name and exact location?

**If witness/RP will not wait for officers, obtain a contact telephone number to obtain a statement.
**If witness/RP demands anonymity, state so.

*Continue to assure the caller throughout the questioning that police are on the way, but you need to continue to ask important questions. Keep caller on the phone, at least until an officer makes contact.

Full Call Disposition:

1. List the CR number, specify the type of report filed and filing officer.
2. List full victim information (name, DOB/age, ID/CDL).
3. Indicate the date (if different than present date) and time of occurrence.
4. List suspect information (name, DOB, physical description).
5. List the suspect/ victim vehicle description (full description and DOT).
6. List weapon information.
7. Indicate point of entry.
8. Indicate loss (include value).

Note: If any of this information is accurately obtained in the initial interview process and coincides with the officer's final report, it is not necessary to document it again.

Burglary Alarms
CAD complaint code to use: 459A (Audible alarm)
459S (Silent alarm)

A. Alarm company operator?
B. Coverage?
C. Business hours of operation?
D. Business telephone number?
E. Alarm company patrol responding? Armed/ Unarmed? ETA?
F. Company responsible reporting party? ETA? Vehicle description?

CAD comments/ Full Call Disposition:

1. Indicate any contact field units make with company employee/ representative.
2. Indicate reason for alarm (i.e. accidental).
3. Indicate if units conduct walkthrough (company representative request).

Note: If any of this information is accurately obtained in the initial interview process and coincides with the officer's final report, it is not necessary to document it again.

484 PC- Petty Theft
CAD complaint code to use: 484 (In progress/ Just-occurred)
484R (Report- cold call)

A. Location?
B. Where is the victim now?
C. How long ago?
D. Suspect and vehicle description?
E. Suspect DOT foot/ vehicle?
F. Weapons?
G. Medical attention needed?
H. RP/victim/ witness name and exact location?

**If witness/RP will not wait for officers, obtain a contact telephone number to obtain a statement.
**If witness/RP demands anonymity, state so.

*Continue to assure the caller throughout the questioning that police are on the way, but you need to continue to ask important questions. Keep caller on the phone, at least until an officer makes contact.

Full Call Disposition:

1. List the CR number, specify the type of report filed and filing officer.
2. List full victim information (name, DOB/age, ID/CDL).
3. Indicate the date (if different than present date) and time of occurrence.
4. List suspect information (name, DOB, physical description).
5. List the suspect vehicle description (full description and DOT).
6. List weapon information.
7. If there is a medical transport, indicate facility.

Note: If any of this information is accurately obtained in the initial interview process and coincides with the officer's final report, it is not necessary to document it again

Dispatching Calls

Prioritizing Calls

Standardization of broadcast procedures and terminology is essential when dispatching calls for service. It assists fields units in identifying types and priorities of calls. Specific dispatch and broadcast procedures have been established for Priority I, II and III calls. All personnel shall follow these procedures.

Priority Definition

Priority One Calls are Code 3 calls, life-threatening emergencies in progress requiring immediate response and intervention.

Priority Two calls require prompt attention but do not rise to the level of currently life threatening situation.

Priority Three calls require prompt attention but do not necessarily need an immediate response. These calls may be held until more urgent matters have been attended to.

Priority I Calls

Priority 1 Calls are emergency calls. They are the result of a life-threatening or urgent situation. Priority 1 calls shall be dispatched immediately by either dispatcher. The emergency Broadcast Procedure is used when dispatching Priority 1 calls. The alert tone button (#3 alert) shall procedure all in-progress priority felony calls.

Procedures for handling Priority 1 calls:

1. Use Alert tone (alert Tone #3)
2. Dispatch 2 units
a. Use the guideline "Emergency Broadcast Procedure"
b. The primary unit will be dispatched and authorized code 3
c. Repeat the starting 10-20 and the destination of the unit responding code 3.

3. Advise the Watch Commander
a. Example, "2l92 copy"

4. 10-33 the air if needed
a. Take control of the radio transmission
b. Advise fields units if they are covering each other's radio transmission.

5. Document the progress of events in the CAD comments.
If you hear 2 or more units broadcasting at the same time (covering), select the unit who is handling the priority 1 call or the unit who is at scene to go ahead with their traffic

first. Selecting units to transmit their radio traffic will prevent units from covering each other.

Example of units covering:

Disp: "Units be advise you are covering, 32 go ahead with your traffic."

Example of Priority 1 calls:

Assault with a deadly weapon (245PC)
Arson (451PC)
Battery- Use of force or violent resulting in bodily injury (242PC)
Brandishing a weapon (417 PC)
In progress burglaries (459PC)
Murder (187 PC)
Mayhem (187 PC)
Rape (261 PC)
Robbery (211PC)
Officer needs help (999 or 998)

Note: Priority 1 calls are not limited to the above listed examples. If a call fits the above definition, then it is a priority 1 call.

Priority 1 Incident Requiring fire Response

Incidents received on 911 or seven- digit telephone lines, which require a response from fire and VPD, shall require an initial emergency broadcast according to established policies and procedures.

The dispatcher shall remain on the line and obtain pertinent information vital to police response first (i.e. weapons, location of the suspect).

Priority II Calls

Priority II calls are urgent in nature, but not life-threatening.

Procedures for handling Priority II calls:

1. Dispatch 2 units
a. Use the Alert Tone (#3 alert) for in progress felony calls.
b. Use the emergency broadcast procedures for in progress felony calls.

2. Advise the Watch Commander for in progress felony calls,
a. "L2 copy?

3. Documents the progress of events in the CAD comments.

Example of Priority II calls.

Accidents with injuries, traffic or industrial accidents ect.
Accidents without injuries (one unit is sufficient unless there is a need for traffic control)
Auto theft or attempt auto thefts
Audible alarms (459 audible alarms)
In progress/ just occurred crimes that do not involve injury or loss of life
Attempted robbery
Burglary or attempted burglary
Disturbing the peace (415 PC)
Disorderly conduct (647 PC, prostitution, drunk in public, prowling)
Non injury hit and run accidents
Silent panic alarms (211 silent)
Trespassing
Traffic hazards
Thefts

Priority III Calls

Priority III calls are routine calls for service (not life threatening or urgent in nature).

Procedures for handling priority III calls.

1. Dispatch one unit (priority III calls are always one unit)

2. Documents the progress of events in the CAD comments

Example of Priority III calls:

All "cold report calls"
Abandoned vehicles that ate not causing a traffic hazard
Ticket signoffs
Parking problems that ate not causing a traffic hazard
Public assists

Code Three (3) Incidents

Procedures for handling Code Three requests for service shall be the same as those for ordinary calls, with the exceptions:

Initial emergency broadcast shall be preceded by the alert tone. (#3 alert)

Examples:

"32 and 25, shooting in progress, Bandini & Atlantic, suspect is a male Hispanic"

Dispatching a Call

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

There is no perfect way to dispatch a call. Dispatching is more an art than a science. Each department, and certainly each dispatcher, has their own unique style. The actual mechanics of dispatching a call may be very different from another person or department. If you are brand new dispatcher, follow the manner in which your training officer instructs you while you are in training. Their experience will afford you a style that is understandable and effective during any situation. When you are on your own, listen to the speech patterns and phraseology of other dispatchers. If there is a style someone uses that you think sounds better, then try it. If you like it and is effective, keep it. If it doesn't feel comfortable, go back to the original way you were taught. If you are not a new dispatcher, only new to Vernon, 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. It is usually only a different way. The primary goal is getting accurate and pertinent information to the field personnel in a timely manner. They are used to hearing information in a certain rhythm. Breaking the rhythm may disrupt the speedy flow of information and negate your entire dispatch. Be flexible. No manual of policies will cover all of the possible circumstances that s dispatcher will be in the realm if the operational realities. Your response must be within department guidelines, and must be logical, effective and thorough.

When dispatching speak in a normal tone of voice, at a normal volume ant a normal speed. Speaking too loudly will distort your voice. If officers are having a difficult time hearing you, don't get louder, try dropping the tone of your voice. A deeper voice carries a better on the radio, Speak distinctly and clearly. Learn to control your breathing so you do not 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 the first time, rather than having to repeat yourself.

Make your voice as emotional as possible on the air regardless of the situation, but don't sound bored, disinterested or robotic. Emotion tends to distort your voice and render it unintelligible. Emergency messages require no expression, but a high degree of intelligence. 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. let me check with my partner).

Any lengthy transmission should be broken into intervals to allow other access to the radio 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, phrase and sequences.

Remember not to chop transmissions by speaking too soon after the mike is keyed or by letting the foot pedal up too soon. There is a short delay built into the system. When dispatching, call the officer or officers and give them a chance to answer. It is a matter of simple radio courtesy that you will want, and expect, to be reciprocated.

Get to know the voice of the officers on your shift. Sometime it is the only clue you have as to whom is talking. It also helps you gauge the amount of stress in the voice and not be misled by officers who have stressful speech patterns. You can identify the stress in the voice and respond more appropriately when you are aware of the officer's normal voice. Sometimes you can tell an officer is involved in a stressful situation more by their tone of voice than their actual words. For example, you may not know specifically what an officer is saying, but the stress level alone alerts you they need help. You can respond units based on the incident and the stress in the officer's voice.

Make sure each of the dispatched units answer or acknowledge 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, especially if they covered each other.

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

Use:	Don't use:
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. It is simply an acknowledgment of 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 them "10-9". "10-9" will cause them to repeat the radio transmission. However, if you ask them to "clarify" the last transmission (or ask a specific question about the information), they will then understand the need to rephrase.

Officer safety is paramount and will not be compromised. It is imperative you know what field personnel are doing and constantly maintain a status check for those that may be out of service for an inordinate amount of time. Use common sense. If an officer is on a high-risk type of call, have in mind who would be sent as a backup and even a second back up. Once a call has been dispatched, you cannot dismiss it from your mind. You must remain alert to any additional information a second call at the same location etc.

Understand area integrity vs. response time. This is the on-going battle between keeping an officer in his beat a getting the calls dispatched within expected time frame. In an emergency situation (priority calls or requests for a backup officer) and the area unit is already at a call, send the closest unit(s). The area unit can be dispatched later to take the report. The goal is to have a unit(s) on scene.

It is possible that two or more officers may try to speak on the radio at the same time. It is very helpful to know the officer's voices as you may only hear a portion of the transmission. Try to pick out and identify a lower priority call, such as a 10-28. Have "the unit with the '28 stand by. Other unit, go ahead." Or you may clearly hear one-unit ID. Ask the officer you have identified if they have emergency traffic. If they do not, have them stand by and ascertain who the other officer is and the priority of their traffic. Be sure to get on the air and have the other wait go ahead with its traffic.

Dispatching units to calls for service is one of your primary responsibilities. It is essential that you know the appropriate unit or units to sends to a call. The following section contains guidelines for call processing. Dispatchers shall keep in mind that these are guidelines only and may be altered as the situation mandates. The ultimate responsibility for screening and prioritizing calls for service rests with the dispatcher.

Each call for service must be evaluated individually to assess the person's needs the urgency of the situation, the imminent possibility of escalation and the department policies with respect to the occurrence. To aid personnel, guidelines have been established for specific types of calls.

Assigning Units

Units assigned to a call depend on several factors. A dispatcher needs to consider the location of the crime, numbers of available units, and the type of crime. The Primary unit is the unit that will handle the report. To dispatch a call to two units, you would determine which unit is primary and which unit is secondary. In the event the units are already 10-6 busy, dispatch the closest assigned area unit to the incident.

Holding Calls

Keep in mind, all officers are able to take reports. If the area unit is tied up at another call, the call must be dispatched to the next available unit. No calls for service should be held if there are units available. If there are no clear units to assign to a call, advise the Watch Commander/ Sergeant on duty. If a call for service needs to be held for any length of time, out of courtesy, when time permits, contact the reporting party and inform them of the delay.

The city of Vernon Police department also offers on-line reporting. A dispatcher can extend this information to the caller to eliminate the delay when officers are not available. A caller with access to a computer can be directed to:
http://www.cityofvernon.org/departments/police-department/308-online-police-reporting
Refer to the General order #14-01 for specific guidelines.

Example: Advising the Watch Commander of a call holding for dispatch, when no units are available:

Disp: "L2, be advised we are holding a 459A, 4305 Santa Fe."

Example of contacting the party:
"Mr. Jones, all our officers are busy at this time, as soon as one becomes available we will dispatch him to your location to take a report. If you have access to a computer, I can provide you with the website address to file the report on-line?

Dispatching One Officer Units to Calls

One officer units shall NOT be assigned alone to handle the following types of calls, whenever possible.

Emergency calls not limited to:
Male or female mental calls
Domestic violence
Family Dispute calls
415 PC calls (i.e., man/woman/group)
Officer emergencies

Open window/ door
DUI traffic collisions

It is the dispatcher's responsibility to assign a second unit to respond:

1. When two one- officer units are dispatched to a Code Three call, the dispatcher shall ensure that only one unit responds Code- Three. The secondary unit will respond to back. Dispatchers shall not dispatch two units Code Three to the same call, unless a unit at the scene requests more than one-unit Code- Three. A supervisor may order the additional units be dispatched Code-Three.

2. Dispatchers shall ensure an acknowledgement from both units dispatched.

Alert Tones

Alert Tones is a series of three beeps that precede a critical incident dispatched. They are used to get the officer's attention to the call dispatched without calling the unit first and waiting for an acknowledgment. The alert may be used for all life threatening, in-progress or just-occurred felony incidents. The alert tone button is located on the radio panel and is marked "Alert 3".

Dispatch Units to Cold Calls

A "cold" report call is any crime report that is known for sure the suspect is not there and there is no chance the suspect could be in the area. For cold reports, assign the area unit to respond.

Dispatching Units to 211 (silent) Alarms and 459A (audible)

Robbery Alarms- Priority II Calls

211 Silent

A 211 silent alarm can be a push button panic alarm or a keypad under duress alarm. The Be received on the Vernon Communication Pro System alarm monitor or a phone call received via "PD Emergency" line reported by an alarm company. A 211 silent alarm is always handled as in progress call.

Dispatching Procedures:
1. Use the Alert Tones
2. Dispatch two (2) units.
3. Advise the Watch Commander/ Sergeant on duty
4. Advise the station units on the perimeter
5. Monitor the location of the units on the perimeter
6. When asked to do so, place the phone call to the business
7. Relay the handling officer's instructions to the contact person.
Note: Always advise the officers of the clothing description and the door the subject will be stepping out from prior to the subject stepping out.
8. Broadcast "Code 4" when advised, over the radio and station's paging system.

Example:

Disp: (alert Tones), 25W and 32E 211 silent 5819 Santa Fe, Vernon Quick Check."

A burglary alarm is an activation of an alarm for a possible intrusion to a company or business. The dispatcher will be notified of a burglary alarm via the telephone or from an officer who hears an audible alarm in the field. There are three different types of burglary alarms:

1. 459 silent alarm
2. 459 audible (ringing alarm)
3. 459 reported via an alarm company

Alarm companies have installed a monitoring (listening) device within the structure and can hear possible intruders inside. The Alarm Company will advise you what type f audible alarm it is. The procedure for handling all three is the same. Dispatch two units to the cal.

Example:

Disp: "41 and 38"

Units: Acknowledge

Disp: "41 and 38, 459 audible, 3030 Atlantic, Box USA, alarm covers north side warehouse".

Dispatching Units to in Progress Calls

In Progress calls are a high priority call for dispatch, due to the likelihood that police intervention could apprehend a suspect or deescalate any given situation. All calls that are in-progress take precedence over cold report calls. Any life threatening calls take precedence over all in progress non-life threatening calls. (i.e., injury traffic accidents take precedence over an in- progress burglary).

General Procedures:

1. Interview the reporting party, ask "What, Where, Who, When and How" questions.
a. It is important to get accurate and essential information to advise the units but do not let the interview process delay your dispatching of units. You will have to use sound judgment in determining the need to get information versus dispatching units.

b. Time is always a factor in dealing with in progress calls. The faster the units arrive to an incident, the better the chance for a suspect apprehension, lifesaving intervention or a deescalating of a situation.

c. If the essential information is not flowing quickly in the interview, what and where information is all you need to start units responding. Once units are dispatched, go back to the r/p and ascertain additional information.

2. Use alert tones (life threatening or in progress felonies)
3. Assigned and dispatch two units.
4. Ensure the watch commander/ sergeant is aware of the situation.
5. Advise the fields units of any updated information.
6. Handle requests from the field units.

Example:

Disp: Alert tones, 32, 38, in progress 211, Violet Alley, between 37th and 30th. Suspect description and direction of travel are the most important questions to ask initially on just-occurred calls.

Dispatching units to just occurred calls

Dispatching units to a just-occurred call is essential the same as in a "in-progress" call.

1. Interview the reporting party, ask "What, Where, Who, When and How" questions. Suspect description and direction of travel are the most important questions to ask initially on just-occurred calls.
2. Use alert tones (felonies or life threatening calls)
3. Advise the field units of any updated information
4. Handle requests for the field units.

Clearing Units from a Non Priority Calls to Handle a Priority Call

In the event all units are "10-6" busy and a priority 1 or 2 call is received, dispatchers must request a unit to clear to handle the incoming call. Units on 962, 961 or filing a report will be dispatched first. Units on a traffic stop or non- priority calls will be considered second. Units on Code 7 (meal break) will be considered third. A unit on a 10-6 status may report to the dispatcher circumstances, which does not permit the unit to be available. These circumstances may include.

Suspect in custody
Primary unit at a crime scene
Giving assistance as a backup unit.

Units are required to notify the dispatcher when they are available for radio calls. Dispatchers shall not make a unit available and assign non-priority calls while the unit is a Code Six status. Dispatchers may interrupt a unit on a non-priority call or Code Six status to assign them to a priority I or II call. Dispatchers may interrupt a unit on a priority call to assign them to a higher call. Use Discretion. Determination shall be based upon the comparative urgency of the assigned incident and the intervention incident.

Bomb Threat Calls
There are generally, two types of bomb threat received. The first involves a person reporting the presence of a possible explosive device. The second is when a r/p advises someone has called and said they have planted a bomb in their facility.

Notifications:
1. Watch Commander. Sergeant on Duty
2. Fire Department

Burglary/ Priority II 459PC
A burglary is defined as the entering of a structure (or other specific place) with the intent to commit any theft and/or felony. These structures and/or specified places must have walls on all sides and a roof. It need not be intended for human habitation. The structures/ specified places include: horses; rooms, garages, warehouses, and other buildings; locked vehicles, locked trunks or unlocked vehicles, etc.

Chemical Spills, Hazardous Material, and Contamination Emergencies/ Priority II
The increased use of hazardous materials and the related problems of transportation, storage, mishandling and disposal of these materials increase the incident of contamination emergencies. Hazardous materials vary widely in form and chemical characteristic. Hey can be solid, liquid, gar or a combination of these forms. They can be corrosive, toxic, water or air-reactive, flammable, explosive or radioactive.

At the scene of a contamination emergency, the Vernon Fire Department has the primary responsibility and authority to direct all operations to gain control and to take precautions necessary to save life, protect property and prevent further injury or damage. Vernon Police Department's role is to assist the Incident Commander. If a vehicle is involved,

and the material is contained in the vehicle, the dispatcher shall obtain the Department of transportation (DOT) placard number on the vehicle if any.

When a possible contamination is reported, the dispatcher shall:
1. Contact the Fire department (include Hazmat unit)
2. Dispatch a Police unit.
3. Notify other agencies, if applicable (bordering policies agencies)

If a field unit reports the incident, obtain the following information:

1. Location, type of dwelling or vehicle involved
2. Entrance/ exit routes
3. Property or vehicle owner's name
4. Weather conditions, including wind direction
5. Name of material involved, if known
6. Placard information, identification signs, number, or DOT number if any
7. Number and type of additional personnel needed.

When requested contamination information may be obtained from CHEMTREX (800 424 9300, opt 1). Information regarding toxicity, health hazards, medical treatment and decontamination procedures may be obtained from California Poison Information Center (1 800 876 4766). Should you need to refer someone to the National Poison Center, 1 800 1222.

Remember to always advice the responding police unit that it is a HAZMAT call and advise them of VFD's status, (i.e., VFD on scene or not yet).

Death Investigation/ Dead Bodies
Upon receipt of a request for service involving a possible dead body not reported by the Vernon Fire Department or a hospital facility, dispatch shall:

1. Immediately notify the VFD and request paramedics
2. Dispatch one patrol unit to the location if no unusual and/or Officer safety circumstances exists.
3. Notify the Watch Commanders/ Sergeant on duty

Death Investigation at Hospitals
Dispatch receiving a death investigation call from a hospital shall notify the Watch Commander and assign a patrol unit.

Coroner Case
Example of Coroner cases:

1. The death is an obvious homicide
2. Suicide is suspected
3. Death occurs following an injury or accident

When a physician signs a death certificate, a unit is not required.

If unusual circumstances exist in death, dispatcher discretion shall be used to determine call type, code and priority if different than what is recommended.

Disturbances/ Priority I, II, and III
A disturbance, 415 PC, covers a multitude of conditions including but not limited to:
a. Unlawful fights in a public place or the challenging of a person to fight in a public place
b. Maliciously and willfully disturbing another person by loud and unreasonable noise
c. The use of offensive words in a public place which are inherently likely to provoke an immediate violent reaction.

It is not necessary to ascertain if a r/p is willing to prosecute before initiating a dispatch for disturbance of the peace call. The determination is the responsibility of the investigating officer(s). Often r/p's concern is the peace and tranquility be restored without unnecessary legal proceedings and prosecution.

Disturbances may be minor or major in occurrence, ranging from loud radios to gang activities involving weapons. Major disturbances may involve large, potentially riotous crowds. Because of the variety of disturbances being reported the dispatcher should determine the following.

1. Nature of the disturbance (i.e., large party, gang fight, music, etc.)
2. Weapons if any
3. Number of people involved
4. Degree of likely degree of injury

A brief description of the nature of the dispute or disturbance shall be included in the call. Dispatchers are reminded that a vehicle with a constant, non-resetting alarm may be impounded. A unit should be dispatched in these instances. The officer will make the decision of whether or not the vehicle is to be impounded when they arrive on scene.

Explosive/ Priority I or II

Dispatchers upon receipt of any call reporting an explosion shall immediately transfer the caller to the JPCC. Dispatch an officer and notify the Watch Commander. Only police or fire department personnel can confirm an explosion.

Domestic Violence Disputes/ Priority I or II
Domestic violence is alleged criminal conduct. Request for assistance in a situation involving domestic violence is the same as any other request for assistance where violence or the potential for violence exits.

Dispatchers receiving a request for police service involving domestic violence shall dispatch a unit. Calls reporting threatened, imminent or ongoing domestic violence and the violation of any protection order or restraining order shall be dispatched among the highest priority calls. Validity of the restraining order is not required before dispatching.

1300(b) PC
Domestic violence is abuse committed against an adult or fully emancipated minor who is a spouse, former spouse, cohabitant, former cohabitant, or a person with whom the suspect has, or has a child with, or has a dating or engagement relationship.

13700(a) PC
Abuse means intentionally or recklessly causing or attempting to cause bodily injury, or placing another person in reasonable apprehension of imminent serious bodily injury to himself or another.

Cohabitants are two unrelated adult person living together for a substantial period of time, resulting in some permanency of relationship. Factors that may determine whether persons are cohabitant include but are not limited to:

Sexual relationships between the parties while sharing the same living quarters
Sharing of income or expenses
Joint use or ownership of property
Parties hold themselves out as husband and wife
The continuity of the relationship
The length of the relationship

Dispatchers shall dispatch in all situation where:

1. The reporting party has a reasonable apprehension of imminent bodily injury to him//herself or another.
2. A crime has been committed which leads the operator to believe domestic violence or the potential of domestic violence is present.

NOTE: Telephonic threats placing another person in reasonable apprehension of imminent bodily injury to him/ herself or another meets domestic violence criteria.

Personnel shall ascertain information pertinent to priority and officer safety. Specific questions should be asked to determine:
1. The whereabouts of the assailant
2. The type of weapon involved
3. Any injuries sustained

Code and priority shall be based on the urgency indicated in the information received from the person reporting. The relationship of the parties involved shall in no way affect the priority given to the call and the following factors should not be used to avoid dispatching a unit:
1. The marital status of complaint and suspect
2. The present or former domestic relationship of complaint and suspect
3. The existence of a valid restraining order
4. Location of the incident
5. The complaint emotional state

Dispatchers shall maintain control of the interview and ensure that they do not intimidate nor allow the following factors to become an issue:
1. The potential financial consequence if an arrest if made
2. Speculation as to the likelihood of prosecution of the suspect
3. Assumptions as to the tolerance of permissible levels of violence or aggression based on cultural ethnicity, racial or occupational groups
4. Assumptions regarding the source of information of threats against compliant by the suspect
5. Speculation as to the likelihood of reconciliation between the suspect and complaint
6. Speculation as to the likelihood that the complaint or anyone else will provide bail for the suspect

Restraining Orders
Calls requesting police assistance for situations involving domestic violence and the violation of any protection or restraining order shall be dispatched immediately. The validity of the restraining order and the suspect location at the time of the call cannot be used in determining the code and priority. Dispatchers shall not attempt to ascertain the validity of the protective order before responding to the request.

Forgery/ Priority II or III
Forgery is a felony consisting of signing the name of another person or fictitious person, or false printing, alerting, forging or counterfeiting any portion of a check, draft, money order, credit card, credit card sale invoice, airline or transportation ticket, or prescription, passing or attending to pass the same with the intent to defraud. The presentation to a forged document is a complete crime of forgery. No merchandise or money need to be given in exchange for the document.

Hospital Calls// Priority II or III

If a call is received to see the victim of a crime which is said to have happened in our and who has been transported to the hospital facility, dispatchers shall notify the Watch Commander and upon direction, dispatch a single patrol unit for a report if:
1. The suspect is not at the scene
2. The crime did not just occur
3. The victim has already been transported

The code priority of the incident shall be determined by the condition of the victim (i.e., if the victim's condition is serious or may expire) and/or the potential for further violence is to occur (i.e., suspect is en route to the location).

Indecent Exposure/Lewd Conduct/ Priority II or III
Lewd or obscene conduct; indecent exposure; and obscene exhibition are all defined as:
Every person who willfully and lewdly exposes his person, or private parts thereof, in any public place where there are present other person to be offended or annoyed thereby or, procures, consoles or assists any person as to expose himself or take part in any model/ artist exhibition or to make any other exhibition of himself to public view…such as in offensive to decency, or is adapted to excite to vicious or lewd through or acts in a guilty of a misdemeanor.

Intoxication/ Priority II 647f PC
Every person who is found in any public place under the influence of intoxication of alcohol, any drug, toluene, or combination of any intoxicating alcohol, drug, toluene in such a condition that he is unable to exercise care for his own safety of the safe of other… or interferes with or obstruction or prevents the free use of any street, sidewalk or other public way is guilty of a misdemeanor.

Kidnap/ Priority I or II 207PC
Kidnap is partially defined as: every person who forcibly steals, takes or arrests (without having established calm by the law of this state or of the United States), any person in this state and carries the person into another country, state of county; or into another part of the county is guilty of kidnapping.

Landlord/Tenant Disputes/ Priority II
It is the policy of the Vernon Police Department to dispatch a unit to the scene of a land-lord-tenant dispute to preserve the peace. Upon arrival the officer(s) should refer the parties to civil process, a private attorney and/or an appropriate agency.

However, there are some activities that are criminal in nature that may be encountered in a landlord – tenant dispute:
Criminal conduct by a landlord includes, but is not limited to the following circumstances

1. Tenant locked out without lawful court-order eviction
2. Terminating utility services to force a tenant to move

3. Trespass- enter a tenant's place of business for an unreasonable purpose
Criminal conduct by a tenant may include but is not limited to the following circumstances:

1. Vandalism
2. Attempt to return and take possession of a premise after lawful eviction
3. Disturbance of the peace

Lewd/ Obscene/ Annoying Threats Telephone Calls. Priority III
Every person who, with the intent to annoy, telephone another or request a return call, and addresses such person in any obscene language or threatens to inflict injury to the person, property or family member of the person addressed, is guilty of a misdemeanor.

Every person who makes a telephone call with the intent to annoy anther and without disclosing his/her true identity to the person answering the telephone is, whether or not conversational ensures from making the telephone call, guilty of a misdemeanor.

In those instances, where the victim may be immediate danger or fears for his/her safety or the safety of his/her immediate family as the result of a verbal threat, the dispatcher shall follow the established guidelines for verbal threats.

Prowler/ Priority II or III
In part, Section 647PC., states that every person who commits any of the following acts is guilty of a misdemeanor:

647 (h) PC who loiters, prowls, or wanders upon the private property of another, at any time, without visible or lawful business with the owner or occupant thereof.

647 (i) PC who while loitering, prowling or wandering upon the private property of another, peeks in doors or windows of an inhabited building or structure, without visible or lawful business with the owner or occupant thereof.

647 (j) PC who lodges in any building, structure, vehicle or place, whether public or private, without the permission of the owner or person entitle to the possession or control thereof.

NOTE: This would include trespass suspects.

The priority of the prowler call is dependent upon the nature of the occurrence, structure type and the immediate danger of persons in, or in the vicinity of the structure or vehicle. Dispatchers shall attempt to discern:

1. The actions of suspect (loitering, wandering, peering through windows, etc.)
2. A description of the suspect, if possible
3. The location of the victim(s)

4. The exact location of the suspect (i.e., driveway, rear window or doors, in the rear seat, access to the hallway).
5. Whether the suspect was actually seen or just heard

Rape 261 PC/ Priority I or II
Rape is the act of sexual intercourse accomplished with a person not the spouse of the perpetrator, under any of the following circumstances.

1. Where a person in incapable because of mental or physical disability, (temporary or permanent), of giving legal consent.
2. When it is accomplished against a person's will by force or fear of immediate bodily injury.
3. Where a person is prevented from resisting by any intoxicating beverage, narcotic or anesthetic substance.
4. When a person is unconscious of the act (unaware).
5. When a person submits in the false belief that the person committing the act is the victim's spouse.
6. When the act is accomplished against the victim's will by threats of future relation to the victim or the other person, and there is a reasonable possibility that the person will execute the threat.
7. Where the act is accomplished against the person's will by the suspect(s) threatening to use the authority of a public figure to incarcerate or deport victim or another.

Spill/ Debri in Roadway? Priority II
When there is a report spill or obstacle in the roadway, the dispatcher shall dispatch the area until and advise on the nature of the road hazard. If the reported spill involves chemicals, fuel, biohazards or any type of hazmat, notify VFD immediately.

Example: Road Hazard Broadcast
Disp: :2L12, respond to Alameda and 55th report to a pallet in the middle of the road"

Verbal/ Threats/ Priority II or III
Any person who willfully threatens to commit a crime which will result in death or great bodily injury to another person, with the specific intent that the statement is to be taken as threat, even if there is no intent of actually carrying it out, which on its face and under the circumstances in which it is made, is so unequivocal, unconditional, immediate, and specific as to convey to the person threatened, a gravity of purpose and immediate prospect of execution is guilty of a crime if he or she causes another person reasonable to fear for his or her safety of his r her immediate family.

Immediate family means any spouse, whether by marriage or not, parent, child, any person related by consanguinity or affinity within the second degree, or any other person who regularly resides in the household now or in the past six month.

The following elements must exist before processing a threat against a person(s) and/or a family call:

1. The suspect threatened to commit a crime that would result in death or great bodily injury to the person threatened or to his or her immediate family.

Field Unit Requests
Field unit requests can be defined as any request a field unit makes that will be fulfilled or handled by the Communications Center. Field unit requests will need to be prioritized and handled in an efficient and timely manner. The following are most common types of requests and produces for handling them.

Tow Request
The request for a tow truck is a common task that Dispatchers and Officers assigned to the Communications Center will perform. The following section is an overview of the responsibilities and guidelines when handling specific types of tow truck requests.

Dispatcher Procedures and Responsibilities:

1. Place the telephone call to the tow company in rotation.

2. Document, in CAD the time you called for the tow service and the name of the tow company who will handle the tow.

3. Advise the field unit when the call has been place and the ETA of the tow truck
i.e., "32, 926A, name of the tow company, 10 min ETA"

4. If the vehicle is impounded or stored:
a. Issue a CR number for the CHP 180 report upon request of the officer
Documents in CAD, what the CR number is for the name of the officer filing the report.
Document in CAD, the vehicle's make, model, year, style, color, license plate and storage authority.
b. Log the CR number in the CR log
c. Enter the stored or impounded vehicle in CLETS/SVS. Initial your entry and have a second party verify and initial the entry as well.

5. If the vehicle tow is at owner's request:
a. Document the request accordingly in CAD.
i.e., "Tow company name, requested and enroute, owner's request."

Dispatchers will need to obtain information about the tow request for the handling Officer in order for the tow company to send the appropriate equipment and/or/ tow company.

The following information must be provided when calling to request tow services:
Location of the tow.
Regular or flatbed truck. (flatbeds are needed when the vehicle is not operable)
Owner's request or not.
For large trucks and/or trailers, the size, weight and if there is load.

Request for a Tow Truck on any City Vehicles
If the request is made during City Hall business hours (M-T 7am-5pm), the garage (ext:380) will handle the tow request. Otherwise, the request will e handled by the tow company next in rotation. When a patrol unit brakes down and needs to be towed, you must create a call in CAD, enter in the unit number and the nature of the problem. Document the time of the tow request was made, who will respond and ETA. Ensure that the Watch Commander is notified.

Citizen Request for Auto Club Tow
When calling an Auto Club to request a tow for member, you will need to provide the location, member's number, name, vehicle description and the nature of the problem. An officer must be dispatched, if not already on scene, and will remain on scene as needed (i.e., traffic control).

Requests for Ambulances/ Fire Department
All calls will be transferred to the Fire department. When time permits, the dispatcher will remain on the line to determine if the caller is also reporting a crime. It is ultimately the responsibility of the fire dispatcher to notify the Vernon Police department when police assistance is needed.

Request for an Air Unit
When an officer requests the assistance of a helicopter (air-ship) the dispatcher will contact the applicable air support. Our primary air support comes for Los Angeles County Sheriff's Department. The request for an LASO air unit must be made through the Areo Bureau. The number is programmed in Vesta and CAD.

If the requesting unit does not specify the nature of the request, the concerned Dispatcher shall inquire the activity of the unit. This information shall be relayed to the AERO unit responding to assist. AERO units have our radio frequencies programmed unto their equipment and can talk directly with our field units as needed.

LAPD is a member of the Law Enforcement Mutual Aid Organization Area A. We are in Area E. LAPD will, generally, become involved only if our unit enter the City of Los Angeles. However, should our primary air support LASO not be able to respond, a request should be made of LAPD through their Air Support Unit at ████████.
Subject to their own internal demand, LAPD may dispatch an air unit to our city.

Newer LAPD air units have our radio frequencies programmed into their equipment and like LASO, can and will talk directly without field units as needed.

Dispatcher Procedures and Responsibilities

1. Acknowledge the request and confirm the Watch Commander copied the request. See example "A" below.
2. Place the request using the procedures stated above.
3. Document in CAD, the time you called, who you spoke with and an ETA or disproval.

4. Advise the field unit if an air unit is responding or not, and their ETA. See example "B" below.
5. Document the time the air unit arrives on scene.

Example A:

Unit: "32", see if we can get a helicopter for a roof check on two 459 suspects, last seen running eastbound on the roof."
Disp: "32", 10-4 requesting air unit for a search on two 459 suspects, last seen running eastbound on the roof, L2 copy?

Example B:

Disp: "32, have the Street Depart respond with stop signs for all traffic interaction on Bandini between Indiana and Ayers."

Disp: 32, 10-4."

Request for the Vernon Street Department
When a field unit requests the Vernon Street Department (community Dept.), to respond, dispatch will need to obtain the reason and location of the request from the field units. The street department can be reached at ext. 390. Monday through Thursday 0700 to 1700 hours. After hours, they may be reached at ▮▮▮▮▮▮▮▮. Once the street department has been notified, document the time you called, the person contacted and the ETA in CAD. Advise the field unit of their ETA. When calling after hours, notify the Watch Commander. Depending on the type of request, it may be possible that it will wait until the next business day, so that on-call personnel are not called unnecessary.

Dispatch Procedures and Responsibilities:

1. Acknowledge the request.
2. Place the call to the Street Department
3. Document in CAD the time called, person contacted and ETA.
4. Advise the field unit of the ETA.
5. Document in CAD, the time the Street Department arrived on scene.

Example:

Unit: "32, have the Street Department respond with stop signs for all traffic intersection on Bandini between Indiana and Ayers."

Disp: "32", 10-4"

Transportation Requests

When a unit requests assistance for the purpose of transporting an individual or suspect, the dispatch will dispatch a unit, create a CAD incident or enter comments in the active call.

Example:

Unit: "31, send a unit for transportation at 1st and 57th."
Disp: "31, 10-4."

Requests for Units from Other Jurisdiction
When a Vernon unit observes an incident outside the City of Vernon, the field unit will request a unit to respond from the agency that has jurisdiction. The dispatcher will place the call to corresponding agency and advise of the circumstances. Always try to get an ETA from the responding agency and relay the information.

If the Vernon field unit requests a Vernon unit to assist outside the City, dispatch a unit and immediately notify the Watch Commander of the unit's activity and request for assistance.

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Dispatcher Procedures and Responsibilities
1. Acknowledge the request.
2. Create a CAD incident.
3. If the Vernon field unit request a Vernon unit to assist:
a. Dispatch a backup unit.
b. Notify the Watch Commander
c. Document the time and request in CAD.
4. Place the call to the agency that has jurisdiction.
5. Advise the requesting officer of the ETA.
6. Document the arrival time in CAD.

Example:
Unit: "31, notify HPPD I have a victim of an assault at Slauson and Santa Fe."
Disp: "31, 10-4."

Request for Mutual Aid

With the exception of K-9 assistance, a request from an outside agency to assist with mutual aid shall be granted. Dispatch can send no more than 50% of the patrol staff. Obtain the following:
- Location
- Incident type
- Are the officers needed at the scene or the Command Post.
- Watch commanders name
- Departments incident number

It is the intent to dispatch Vernon Police officers without delay. Once dispatched contact the on duty watch commander to confirm they copied the broadcast. The watch commander can cancel the request at any time.

On all requests for mutual aid from outside agencies, advise the department we will send officers and will call back only if we cannot assist.

Dispatch Procedures and Responsibilities:
1. Ascertain (from requesting agency) the specific type of request, and the location for units to respond.
2. Create a CAD call and Dispatch units
3. Notify the Watch Commander.
4. Document any pertinent information (i. e., requesting agency's W/C).
5. Document responding units' arrival and clearing times.

Example:

Disp: "32, 40, HPPD is requesting mutual aid for a perimeter on a 245 that occurred about 5 minutes ago at Pacific and Belgrave."

Units: "10-4, enrt

All requests for K-9 assistance must be authorized by the on-duty watch commander.

Request for Coroner

Is shall be the responsibility of the investigating officers to notify the coroner of all deaths. When a field unit requests a dispatcher to notify the coroner of a death, the dispatcher shall immediately ensure the Watch Commander of the incident.

Request for Traffic Signal Repair

During normal business hours contact the street department during normal business hours and or ext. 220 and inform them of the problem. Create a CAD call and note all actions taken.

Siemens handles the repairs of traffic signals that malfunction and in are in need of repair. When a unit requests signal repair dispatch must ascertain if the repair is deemed emergent. Refer to the signal repair memo dated 04-30-2012 for further direction.

10-83 Request

A 10-83 request is a request for the dispatcher to make a telephone call. Either the officer is going to provide the dispatcher with a telephone number or the dispatcher will need to obtain the telephone number to place the call. IF the officer does not advise what the call being placed is in regards to, the dispatcher will need to ask the officer.

Example:
Unit: "32, 10-83".

Disp: "32"

Unit: "32, 712-123-4567, ask for Mary Jones and see if she can pick her friend Jenny at the AMPM on Soto and Vernon".

Disp: "32, 10-4."

CLETS Request
The following are requests that are accomplished using the JDIC computer.

10-29 Request (Wants or Warrants on a Vehicle)
A 10-29 request is a request for an inquiry on any warrant(s) or "hit" on any vehicle. This request is accomplished by checking the SVS (Stolen Vehicle System) in CLETS, via JDIC. The way in which you give the requesting officer the "return" is determined by whether or to the vehicle is moving or not. Below are some examples of the returns.

Example of a 10-29 return:
Unit: "32, 10-29 a roller."

Disp: "32, go ahead"

(once the plate is given, check/run it in SVS)

Disp: "32, no hits or wants to a 1993 Chevy out of Los Angeles, expires 12 of 2003."

Unit: "32, 10-4:

Note: If the unit had been on a traffic stop or vehicle check, the dispatcher must first attempt to get the officer's attention prior to the broadcasting the return.

10-29 Return with a Warrant on File
A "warrant hit" on a vehicle is a warrant to a person that was driving the vehicle question and received a cite for which he/she failed to appear at court for a committed a crime while driving that vehicle. In many cases, the name of the warrant is not the same as that of the registered owner. Nonetheless, the officer must be cleared to receive the confidential information when necessary.

Example of a 10-29 return with a warrant of file:

Disp: "32, no hits, one warrant, not to the R/O, a 1987 Chevy, expires 10 of 2003."

Note: If the requesting officer is on a traffic stop, you will get the unit's attention first and clear them for the confident information. This allows the field unit to take the necessary precautions. Also, be prepared to provide the agency of warrant, the amount and the violation.

Return with a Hit on the Vehicle
If the vehicle returns with a hit (i.e., stolen vehicle, felony vehicle, DOJ stop, DOJ Restrained, DOJ Referral or VLT Stop), the dispatcher must immediately notify the requesting unit and notify the Watch Commander. Listed below are the different types of returns involving "hits" on vehicles as well as examples.

Stolen Vehicle: This is a message displayed on the "Hits" page and is self-explanatory. It may contain suspect description in the miscellaneous field.

Felony Vehicle: This is a message displays on the "Hits" page and it appears any time an agency enters, in SVS, a vehicle involved in the commission of the felonious crime.

DOJ Restraint: This is a message displayed on the registration page (top). This message generates itself any time an agency enters a stolen vehicle in SVS by VIN and out-of-state license, VIN only, etc.

DOJ Stop Referral: This is a message displayed on the registration page (top). This message generates itself any time an agency enters a stolen vehicle in SVS using the caution code of "Armed and Dangerous," or when the vehicle is entered as a "felony" vehicle.

VLT Stop: This message appears on the registration page (top). And will only be placed at the request of Law Enforcement Agency. The possible reason for the Request are hit

and run vehicle, wanted person vehicles, suspected stolen vehicles, possible VIN-switched Vehicles, vehicles to be seized or pending forfeiture. Contact DMV M-F 8-5pm for more information.

All of the above types of messages are considered "officer Safety" information and must be handled accordingly. For the DOJ stop, restraint, referral messages, you may contact DOJ SVS Unit at [REDACTED] if the "hits" page does not provide any additional information. Nonetheless, the information that is available must be handled with caution.

Example of a "hit" a return of a stolen vehicle:

Disp: "32, 10-35F, 123SAM, 1993 Chevy Astro, white, 25 respond to back."

Note: The return is given the same whether the unit is rolling or stopped.

10-28 Request (Vehicle Registration Information)
A 10-28 request is a request to the vehicle's year, make, and date of expiration and registration owner's information. The information is needed for citation and for completion of CHP 180 reports.

Example:

Unit: "32, advise on 10-28 to copy."

Disp: "32, prepare to copy."

Unit: "32, go ahead."

Disp: "32, vehicle is a 1993 Mazda, expires 10 of 2003, break."

Disp: "32, continuing, R/O first John, last of Doe, address is 1234 West Lane Ave, Los Angeles, 90052."

Note: You must "break" top pause during long transmissions. This will allow for any emergency traffic to be broadcasted.

Want 9 Request
A want 9 request for a CLETS search on a person for wants, warrants, restraining orders, probation information, parole information, driver's license status, etc. Once the return becomes available, the dispatcher will cal the unit and wait for acknowledgment prior to broadcasting the return.

Example:

Unit: "32, clear a Want 9 on a subject."

Disp: "32, go ahead."

Unit: "Last of Doe, first of John, middle of Nobody, male, white, 5'8, 140lbs, DOB 12/26/60, last known address Pico Street in Los Angeles."

Disp: "32, 10-4."

Once the return becomes available and it has been reviewed by the dispatcher:

Disp: "32, 10-35 info."

Unit: "32, go ahead."

Disp: "No hits, one LASD warrant for $15,000 dollars for 484 PC, valid CDL."

Unit: "32, 10-4"

Officer Safety
Your main responsibility, as a dispatcher is to promote the safety of the citizens and officers. It is imperative you are aware of the activity of the officer in the field a all times. You are the lifeline between the officer and the help they may need. This is an exciting and challenging profession, but one that must be than seriously. Enjoy your work, but always be aware and alert. Remember, officer safety is our number one priority. For this reason, tools have been provided to assist you in the endeavor, such as the tracker (AVL) and CAD. The status monitor and AVL must be kept current. That is the only way one can know at a glance that activity and the location of the field officers. Guidelines and/or procedures have been developed to ensure all field personnel respond to each situation in a safe and comprehensive manner as possible. You will be responsible for all procedures and policies that relate to the communications division and the safety of the officers. Maintaining officer safety is the goal of every member of the Vernon Police. General Order 5.02.06-5.02.12.

Pursuits
An officer in pursuit who leaves his jurisdiction should be instructed to switch to Red talk group so the base station and mobile units of the jurisdiction being entered will hear the incident and respond to assist. Control One can assist the units with coordination of emergency services (fire and paramedics) when needed, as well as use of helicopter, K-9's etc.

Officer needs help (999)
The 999 response is for immediate, urgent and emergency need for police assistance. A situation necessity 999 assistance would present overwhelming, emergency conditions beyond the immediate capabilities of the originating agency, as in the case of a riot.
Emergency Buttons

All police portable radios and police car (unit) radios are equipped with an emergency button to notify communications when an emergency exists. When activated, the radio transmission sounds similar to a portable being "keyed." Additionally, the Vesta frequency channel box flashes the portable or unit number.

When an emergency activation is received:

- Broadcast to the filed units of the activation.
- Dispatch a unit (s) to the officers' location if known
- If the location is not known, broadcast the last known location
- Attempt to call the unit via the radio

Example:

Dispatch: All units be advised officer Jones portable has been activated.

If the officer is busy; 10-6 on a call or known activity, that information will also be included in the broadcast.

Example:

Dispatch: All units be advised; Officer Jones portable has been activated. His current status is 10-6 on a traffic stop at Bandini and Atlantic, 31, 29, I will show you en-route to check.

Note*It is ok to 10-33 the traffic pending a code four with Officer Jones.

If the officer is clear, 10-8 in the field, the broadcast will include the last know activity of the unit. Patrol units check your assigned areas.

Example:

Dispatch: All units be advised officer Jones portable has been activated. He is currently showing 10-8, stand by for his last known activity.

The dispatcher will then check the units last known activity status via the unit log in CAD and update the units once the information is obtained.

Example:

Further information Officer Jones last 10-20 was a PedCheck at Soto Street and Leonis Blvd, 10-8 at 1535, 29, 20, check the area.

Toning an unresponsive unit

Should there ever be a time when an officer does not answer his portable, dispatch will tone the officer. Dispatch will initially call the officer. When the officer does not answer, dispatch will attempt to contact the officer a second time. If there is no answer, dispatch will then call the officer by name for the third and final time. If there is no answer, dispatch will tone the officer using the Single tone alert in Zetron.

Example:

Dispatch: 32

Officer: No response

Dispatch: 32

Officer: No response

Dispatch: Station to 32, Officer Jones

Officer: No response

Dispatch: Tone the officer using the alert tone 1, then speak Station to 32 Officer Jones

If there is no answer, dispatch will broadcast the information to all field personnel and dispatch units to either check the area or the actual location if known.

Example

Dispatch: 29, 20, check the area of Bandini and Atlantic, Officer Jones is 10-6 on a traffic stop and not responding to his portable.

If the officer is 10-8 and not responding to his/her portable, dispatch will broadcast the information to the field units and dispatch officers to check their assigned areas.

Example:

Dispatch: All units be advised, Officer Jones is not responding to his portable, his 10-20

is unknown, units check your assigned areas. Stand by for his last known activity.