

# SIMI VALLEY POLICE DEPARTMENT COMMUNICATIONS BUREAU TRAINING

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## WELCOME

Welcome to the Simi Valley Police Department's Communications Team. During the next several months you will learn how important your role is in the field of police communications.

This guide is divided into phases that coincide with the different functions you will perform as a dispatcher. This means several persons may become involved in your training. It also defines the standards by which trainees are measured as they progress through the program.

Within your first year you will attend a three-week Dispatcher Academy. The academy is taught by P.O.S.T. certified instructors. The material and subjects covered will be directly related to your new job. Though it will not be agency specific, all material will be Police- and Fire-related. You will learn a great deal from the academy. If the academy is held out of county you will stay in a hotel and attend class during the week, coming home on the weekends. The Department will pay for class-related expenses: hotel, food, gas, etc.

Your training officer is your direct supervisor and the first person you should contact for questions and direction. As you progress through the phases of training, you will begin to perform a greater share of the actual work, while your trainer adapts more of a coaching role. The essentials of dispatching are best learned through hands-on experience. Part of your training will consist of a ride-along with a police officer(s).

You will work first as a call taker and later move to the radio position. As a call taker, you will learn how to be a viable back up for the on-duty radio dispatcher. During this stage you will answer all phones and deal with callers. Learning to properly decipher, classify and create radio calls will be a crucial part of your training.

In the next phase, you will become the primary radio dispatcher, learning to dispatch, update and complete calls for service. During this part of training you will be responsible for making critical decisions that affect the safety of many people. This will be a stressful yet highly rewarding time for you.

The last portion of training will be an evaluation period. You will be rated on your knowledge and ability to be an independent dispatcher. You will be assessed on your retention of all information given to you during training. To successfully complete this stage, you must be able to assume the position of a self-sufficient working dispatcher on any assigned shift.

Although your trainer has assumed the responsibility for your instruction, the ultimate responsibility to learn is yours. To be successful, you must make a commitment to learning that at times may seem uncommonly intense.

Keep in mind the training program is designed to benefit you. The amount of knowledge you gain is directly proportional to the degree of energy and concentration you devote to the program. It is imperative that you report to work every day – arriving alert, enthusiastic and ready to learn. We are here to help you become a vital member of the Communications team!

It is your responsibility as a trainee to solicit further clarification on any materials or procedures that are unclear to you during the training process. While on duty as a dispatcher in training, you must possess your training manual at all times and present it for inspection upon request of any authorized trainer or supervisor.

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

## **COMMUNICATIONS TRAINING PROGRAM**

### **POLICY STATEMENT**

The Simi Valley Police Department prides itself on maintaining the highest standards of professionalism. To this end, the training of the finest police dispatchers in law enforcement remains a fundamental objective of the Department. The Communications Training Program has been developed and implemented to successfully realize this goal.

The Performance Objectives and Standardized Evaluation Guidelines are integral features of the program, providing the basic learning foundation each trainee will undergo. Senior Dispatchers, in conjunction with the Communications Manager, determine the parameters of training and evaluation. These guidelines are carefully scrutinized on a regular basis to assure they remain current and provide equal, systematic training and assessment. The standards of proficiency set by the Communications Training Program are meant to certify that each dispatcher completing the course will have received the necessary instruction and guidance to perform as expected. These provisions also serve as benchmarks for final acceptance of the trainee as a permanent dispatcher at the end of the probationary period.

During the training program, any identified deficiencies will be documented and followed by attempts to correct or overcome the weakness. Corrective solutions will be proposed, put into effect and recorded in writing. Only if attempts at correction fail will a trainee be considered for termination. Throughout the training every attempt will be made to develop all dispatchers in a conscientious, consistent and equitable manner.

# **SIMI VALLEY POLICE DEPARTMENT**

## **MISSION STATEMENT**

Achieving excellence in public safety by providing superior service and encouraging community involvement.

## **VALUE STATEMENT**

We will accomplish our mission with a commitment to duty, honor and integrity.

### **DUTY**

The obligation to do what is legally and morally right.

### **HONOR**

Treating everyone with dignity, respect and equality.

### **INTEGRITY**

Honesty and fairness in everything we do.

## **COMMUNICATIONS TRAINING PROGRAM**

### **GOALS AND OBJECTIVES**

The Simi Valley Police Department Communications Training Program has been designed and implemented so the following objectives are achieved:

1. To provide a highly trained and positively motivated dispatcher capable of meeting or exceeding the standards of performance required by the Department.
2. To provide equal and standardized training to all newly hired dispatchers and to administer remedial training in those areas where deficiencies are identified.
3. To build on the foundation of knowledge given at the Dispatch Academy, creating an environment in which the trainee may develop new abilities and establish proficiency in skills acquired in an academic setting.
4. To teach and provide on-the-job training for each Dispatch trainee.
5. To establish an appraisal system that is valid and job-related, utilizing a standardized approach to documented measurement of probationary dispatcher performance.
6. To increase the overall efficiency and effectiveness of the Department by enhancing the professionalism and competency demanded by ethical standards of law enforcement.
7. To provide timely response to requests for service and assistance, dispatching appropriate emergency personnel and equipment to meet public needs.
8. To deliver telecommunications support to the Police Department, monitoring and coordinating field operations of all Police Department Personnel.

In order to effectively perform its mission, the Dispatch Unit has formulated Unit Orders to establish operational procedures and guidelines. These are to be used in conjunction with the respective manuals published by the Simi Valley Police Department and the City of Simi Valley.

## **STATION TOUR**

The following is a list of units within the Simi Valley Police Department and questions to ask each unit representative when doing an in-house tour.

### **TRAFFIC UNIT**

1. How many motor units does the Department have?
2. Who is in charge of the motors?
3. What is the main function of a motor unit?
4. What are their hours?

### **DETECTIVES**

1. What is the main function of the detectives?
2. Which detective and sergeant handle which case types (property, person, etc.)?
3. Who supervises the Detective Unit?
4. What is the on-call list for detectives and how does it relate to Dispatch?

### **ADMINISTRATION**

1. What is the main function of the Administration Department?
2. What are the duties of the Chief's executive assistant?
3. How should dispatch handle calls from citizens requesting to speak to the Chief?
4. Who handles our payroll?
5. Who is in charge of Internal Affairs?
6. What are the Administrative Deputy Chief duties?

### **RECORDS**

1. What is the main function of the Records Department?
2. Who is the supervisor in Records?
3. Who oversees the entire Records Department?
4. When is the Records Department open to the public?

### **VOLUNTEERS/PUBLIC INFORMATION OFFICER (PIO)**

1. What is a PIO and what are his/her duties?
2. What functions do volunteers fulfill? Who is in charge of them?

### **K-9 UNIT**

1. How many K9s does the Department have?
2. Who oversees the K9 program?
3. What is the function of K9 Units?



## **COMMUNICATIONS TRAINING PROGRAM ROLE/EXPECTATIONS OF TRAINEES**

### **ROLE OF THE TRAINEE**

The goal of a Communications trainee is to demonstrate the ability to perform as a solo Dispatcher by the end of the program. This is the standard by which the trainees will be measured throughout the training.

The trainee's primary responsibility is to commit his/her full attention and effort to successful completion of the program. This will be a very intense and stressful time in the trainee's life. The Communications training staff will make every effort to provide the tools necessary for the trainee to succeed. Trainees must put forth their best effort each and every moment they are assigned to the program.

### **EXPECTATIONS OF TRAINEES**

Trainees are to be respectful of their Senior Dispatchers and other Communications staff members. The Senior Dispatcher's direction is to be accepted and followed at all times. If the trainee believes that a specific order is improper, or an evaluation unfair, he/she should discuss it with the Senior Dispatcher. If the trainee is unable to resolve the issue, the trainee should ask to meet with the Communications Manager. If the trainee still has a concern or problem, the trainee may ask the Communications Manager to set up a meeting with the Deputy Chief. The Communications Manager shall notify the Deputy Chief and a meeting will be arranged.

Dispatchers in training will complete all assignments in a prompt, professional manner. They will follow all policies and procedures as outlined in Department manuals.

Trainees should ask questions as they arise. Senior Dispatchers are a primary information resource; trainees should not wait for the Senior Dispatcher to cover an area of concern they may have. Trainees are expected to make mistakes. They should not be overly concerned with errors when they are made; instead they must channel their efforts into recognizing and correcting the errors.

Dispatchers in training will receive daily evaluations. They should use these as tools to track their own progress and to help identify areas requiring additional effort. Trainees should be open and honest during review of these evaluations, accepting constructive criticism offered by the Senior Dispatcher and Communications staff. They must understand that all guidance is given in a spirit of assistance, support and a genuine collective desire to see the trainee succeed. The trainee should not take criticism personally, nor should he/she react defensively, attempt to rationalize mistakes, or respond with hostility.

Trainees' relationships with Communications training staff, other trainees, and co-workers shall be respectful and strictly professional at all times, both on and off duty, as this will establish a positive foundation for all subsequent interactions with one's peers and supervisors.

## **COMMUNICATION TRAINING PROGRAM REMEDIAL TRAINING STRATEGIES**

Senior Dispatchers understand that training is an ongoing process resulting from the natural interactions between themselves and the trainee. Still, some training may have to take place at another time or location away from the actual event. It is important to remember that a mistake or performance deficiency must be corrected, and the correction should come as soon as practical after the behavior without interfering with the Department's service responsibilities. Most performance mistakes are relatively simple to fix and are rectified almost immediately. Problems that do not go away, or are repeated, call for a more formal approach known as remedial training.

Remedial training is defined as a correction or review of previously taught information or procedures. "Previously taught" does not include training the trainee received in the Dispatch Academy. Remedial training becomes necessary when the trainee's job performance is evaluated as less than acceptable, after he/she has been provided with sufficient initial training or additional intervention to correct or improve job performance.

While the Senior Dispatcher's role is to help the trainee overcome performance deficiencies and give him/her every opportunity to learn and perform, some performance flaws have as their root cause something the Senior Dispatcher cannot correct. Examples include immaturity, absence of a positive self-image, lack of common sense and worldliness, stress and fear. These are attitude-based and are occasionally so ingrained in the trainee's behavior that they cannot be overcome. It would be wrong to automatically assume that a failure to perform well is linked to one of these reasons. It is more likely that inexperience and absence of sufficient practice has led to the problem. Remedial training should begin as soon as an ongoing weak point is noted.

Since formal remedial training may require an extended stay in the Communications Training Program, there are several steps the Senior Dispatcher must take when trying to resolve the deficiency:

1. Be as specific as possible. Identify and describe the problem. Do not overlook enlisting the trainee to help in this endeavor.
2. Reflect on and determine what has been tried and found to be effective in resolving similar performance issues.
3. Develop a plan which clearly identifies what the new dispatcher is expected to accomplish, under what conditions, within what time frame, and utilizing what resources.
4. Implement the plan and evaluate its progress. If the desired level of performance is not achieved, return to step one.

Consider using a Remedial Training Assignment Worksheet when developing the remedial plan. Be certain to d

## **REMEDIAL TRAINING STRATEGIES**

The following section is designed to assist Senior Dispatchers in recognizing and correcting training deficiencies and/or performance problems. It describes some of the commonly reported trainee problems and offers strategies for resolving them. For any identified performance flaw, the types of remedial training strategies are limited only by imagination and feasibility; however, no training should be dangerous, demeaning, harassing, or expose the Department to liability. Department policies, procedures, or safety standards may never be violated for the sake of training.

The following strategies can be appropriate for assisting trainees in gaining proficiency with items in the Communications Training Program or in designing written training plans.

## **ROLE PLAYS AND SCENARIOS**

These can be used for a variety of performance tasks. Care should be taken to ensure the following:

1. All participants must be made aware that the situation is a training exercise, not an actual event.
2. Notification of other potentially involved parties (i.e., patrol, field supervisors, dispatchers).
3. Selection of role players who understand the win-win philosophy.

## **ROLE REVERSALS**

Similar to role plays, here the Senior Dispatcher reverses roles with the trainee. The trainee then watches the Senior Dispatcher perform a task in the same incorrect manner that the trainee did earlier. The trainee is then required to critique the Senior Dispatcher and offer suggestions for improvement.

## **FLASH CARDS**

Having trainees make flash cards enhances the learning process by using more than one learning style. Flash cards are particularly effective with topics such as Radio Codes, Vehicle or Penal Codes, crime elements and Spelling.

## **SPELLING QUIZZES**

The Senior Dispatcher keeps track of words that are frequently misspelled. The trainee is provided a list of these words and advised a few days in advance of the quiz. If the trainee finds it helpful, he/she may wish to practice writing the words a number of times.

## **SELF-EVALUATIONS**

This technique, especially valuable when the trainee has difficulty accepting feedback, involves having the trainee keep notes during the shift and completing a Daily Probationary Evaluation at the end of the day. The Daily Probationary Evaluation should be labeled "Self-Evaluation." As with the Senior Dispatcher's evaluation, both parties review and compare their Daily Probationary Evaluation's at the conclusion of the shift.

## **ORIENTATION SKILLS**

1. Give trainee a copy of a map that contains the streets but no names. Trainee fills in the names.
2. Verbal and written quizzes on the hundred blocks, landmarks, and other important locations.
3. Throughout shift ask trainee, "where is?"
4. Demonstrate efficient ways to use the map in CAD, using the "street" command to look up streets, addresses, etc.

## **RADIO PROCEDURES AND CODES**

1. Role Plays
2. Obtain a tape recorder that you and the trainee use as a radio in role plays.
3. Have trainee speak in codes rather than plain text/English.
4. Assign trainee on a ride along with Patrol.
5. Have trainee listen to a scanner.
6. Have trainee read all license plates phonetically.
7. Listen to old Communications tapes.

## **TOTAL CONFUSION**

1. Have trainee complete self-evaluation.
2. Develop a flow chart of basic tasks.
3. Have trainee speak with and/or observe Senior Dispatcher or Communication Manager.
4. Utilize flash cards.
5. Role play simple tasks.
6. Have trainee list his/her perceptions of the job.

## **SUMMARY**

For remedial training strategies, always remember to:

1. Diagnose the true problem.
2. Provide feedback.
3. Use all resources available.
4. Be creative.
5. Document the trainee's performance and your efforts.

**COMMUNICATIONS TRAINING PROGRAM  
REMEDIAL TRAINING ASSIGNMENT WORKSHEET**

Trainee: \_\_\_\_\_

Date: \_\_\_\_\_

Your Senior Dispatcher has identified one or more areas of deficient performance that need your immediate attention for improvement. You will be expected to fully complete the training assignment listed below by: Date \_\_\_\_\_

**PERFORMANCE DEFICIENCIES**

Define the problem specifically giving examples. Describe the training already conducted.

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**TRAINING ASSIGNMENT**

Describe the specific assignments given to the trainee to correct the above problem. Senior Dispatchers will describe the specific assignment given the trainee to correct the above-described problem(s). Assignment will be given in terms of specific performance goals: The trainee will be expected to perform at a satisfactory level in the identified area(s).

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Trainee Signature: \_\_\_\_\_

Senior Dispatcher Signature: \_\_\_\_\_

**ASSIGNMENT COMPLETION**

- 1. Has the trainee satisfactorily completed the training plan?
- 2. Is the trainee now performing at a competent level?
- 3. Has an additional assignment been given?

**COMMENTS:**

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If the training plan is not satisfactorily completed, specific recommendations must be made regarding the trainee’s continued substandard performance. Additional remedial training worksheets should be generated outlining a follow-up training plan.

\*\*It is the responsibility of the Senior Dispatcher to ensure that this assignment is communicated to the trainee’s next Senior Dispatcher so follow-up can be completed.

Trainee Signature: \_\_\_\_\_

Senior Dispatcher Signature: \_\_\_\_\_

## **COMMUNICATIONS TRAINING PROGRAM TRAINEE CAD & TEXT MESSAGE**

During the duration of the training program at Simi Valley Police Department, trainees are expected to spend all of their assigned working hours learning their new position as a Public Safety Dispatcher. The trainees are expected to utilize any slow times in the Communications Center for studying their training materials.

The Public Safety Dispatcher is a position which requires complete focus and concentration. We are responsible for life and death situations and therefore need to be attentive to all tasks being performed. This is especially true of trainees as they hone their skills and abilities.

It is the expectation of the Department and the Communications Center that while in training the trainees will be entirely devoted to learning their new position. Outside distractions are to be kept to a minimum in order to create an environment conducive to learning.

The CAD is a tool that will be utilized in accomplishing the job of the Public Safety Dispatcher. While training on the radio, the trainee will be expected to utilize the CAD for dispatching calls for service and for rendering communication with officers in the field. Additionally, during the call taking phase of training, the new dispatcher will be instructed to utilize the CAD for work-related communications.

While in training the CAD will not be utilized for any informal communications or non-work related conversation. The CAD may only be utilized for circumstances pertaining to performance of the job.

There is additional expectation of Dispatch trainees in regard to personal cell phone text messaging. Personal text messages will not be exchanged during working hours. Trainees are allowed to use their own cell phones and send text messages while on their breaks and during their lunch. However, while training in the Communications Center the trainee should not have his/her personal cell phone accessible for use.



## **COMMUNICATIONS TRAINING PROGRAM TRAINEE PERSONAL CELL PHONE**

The Simi Valley Police Communications Center training program requires dedication and focus in order to be successful. It is the expectation of the Department, the Communications Manager and the Senior Dispatchers that during work hours all available time will be utilized for learning and practicing the skills needed for the job.

The use of personal cell phones for verbal and text conversations is a distraction to the trainee and the trainer. It is necessary for your focus to be on the calls coming into the Communications Center, the radio, the other job duties and the trainer. During on-duty hours your cell phone should be stored in your locker or pedestal, and in silent mode or turned off. It may be checked only on breaks and during lunch.

In the case of an emergency, family and/or friends may call the Communications Center and ask to speak with you. In general, however, there should be no prolonged personal phone calls.

It is also recognized that experienced Dispatchers do have and utilize their personal cell phones while on duty. They have completed their training program and have honed their multi-tasking skills to a level in which interference should not occur.

**COMMUNICATIONS TRAINING PROGRAM  
DISCRIMINATION & HARASSMENT POLICY**

Policy Statement

The Simi Valley Police Department is committed to providing a work environment in which all employees are treated with respect and dignity, and is free of discrimination or harassment. It is a “Zero Tolerance” policy.

Discrimination or harassment based on an individual’s race, religious beliefs, national origin, ancestry, gender, marital status, sexual orientation, age, or physical, mental or medical condition is an inherent impediment to full employment opportunities and workplace equality. Federal and state laws prohibit such discrimination and harassment.

The City of Simi Valley recognizes that discrimination and harassment are against the law and create a negative atmosphere that reduces work productivity, undermines the integrity of the workforce and destroys professionalism. For this reason, even minor forms of harassment that may not be considered illegal will not be tolerated.

Please read the Non-Harassment Policy in the Simi Valley Communications Policy Manual and sign the acknowledgement.

Trainee: \_\_\_\_\_ Date: \_\_\_\_\_

Trainer: \_\_\_\_\_ Date: \_\_\_\_\_

## Simi Valley at a Glance

The City of Simi Valley, with an estimated population of 126,414 (as of December 2011) is the third largest of Ventura County's ten cities. Occupying an area of approximately 42 square miles, it is located in Southeast Ventura County, adjacent to the northwestern perimeter of the San Fernando Valley, approximately 37 miles northwest of downtown Los Angeles. The City was incorporated in 1969 under the general laws of the State of California and operates under a General-Law/council-manager form of government.



It is believed that the name of the Chumash Indian Village "Shimiji" is the origin of the City's name. The valley was originally inhabited by the Chumash Indians in two villages named Simi and Tapo. The official City tree is the Coast Live Oak, whose acorns were used by the Chumash Indians for food. The official City flower is the California Wild Rose, from which the Chumash Indians ate vitamin-rich rosehips. In 1795, El Rancho San Jose de Garcia de Simi was granted to Santiago Pico and Luis Pena by Governor Diego de Borica of Spanish California. This land grant, approximately 100,000 acres, was one of the largest ever made.

Transportation to and from the City is provided through the following means:

**Highway:** Highway 118 runs through the City and connects with State Highways 23 and 101, Interstates 5, 405, and 210.

**Air:** Los Angeles International Airport, 42 miles; Burbank Airport, 26 miles; Camarillo Airport, 25 miles.

**Rail:** Union Pacific Railroad for [freight service](#); Amtrak and Metrolink for passenger service.

**Bus:** The City operates a local bus system, with connections to Los Angeles County Metropolitan Transportation Authority (LACMTA) and Ventura Intercity Service Transit Authority (VISTA). Taxi services are also available.

**Water:** Port facilities are located in Port Hueneme, 34 miles.

### INCORPORATED

October 10, 1969

### TOPOGRAPHY

Elevation ranges from 700 feet to 1,000 feet

## POPULATION

2011 126,414  
2010 126,329  
2009 126,322  
2008 126,291  
2007 125,741  
2006 125,096  
2005 122,485  
2004 119,364  
2003 117,983  
2002 117,726  
2001 116,048  
2000 113,941

## MEDIAN AGE

36.0 (Ventura County Statistical Abstract  
2010-11)

## RECREATION & CULTURAL

34 Parks  
4 Golf Courses  
1 Performing Arts Center  
2 Theaters (26 screens)  
2 Swimming Pools  
1 Library (140,000 vol.)

## HOSPITALS

**Simi Valley Hospital**  
201 beds

## AREA

Approximately 42 square miles

## AVERAGE TEMPERATURE

	High	Low
Jan.	63.8	35.5
Aug.	94.5	55.6

## RAINFALL

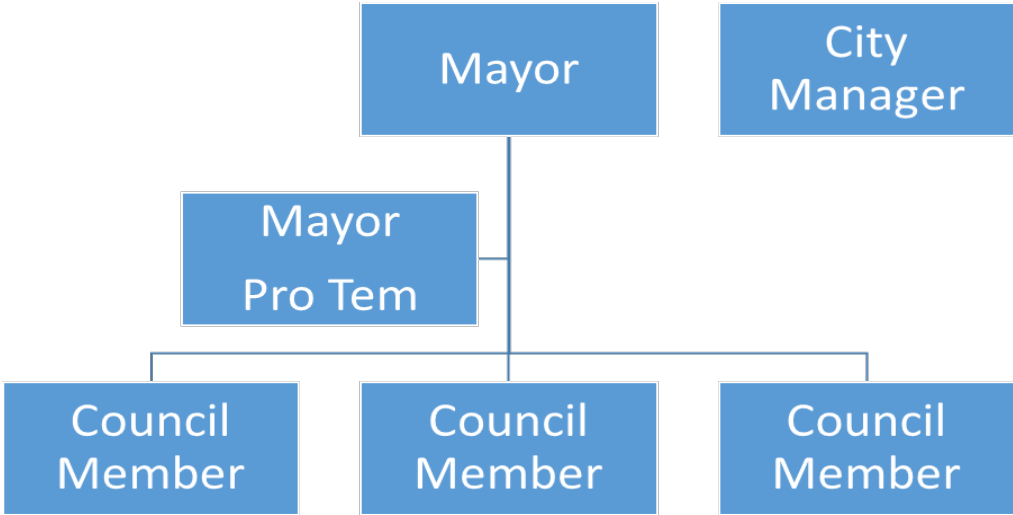
Average yearly 14.37"

## PUBLIC EDUCATION

**Simi Valley Unified School District**  
Annual [Enrollment](#) 19,998 (2011-12)  
21 Elementary Schools  
3 Middle Schools  
3 High Schools  
1 Continuation High School  
1 Adult School  
1 Independent Study School (K-12)

**City Government Structure**

The City of Simi Valley utilizes a council-manager form of government comprised of one mayor and four part-time City Council members. The mayor is elected every two years whereas the City Council members are elected to four-year terms. The City Council appoints the City Attorney and City Manager. The City Manager appoints the department heads for the City.



### **Local Law Enforcement Agencies**

<b>Station 1</b>	Ventura County Sheriff's Office 800 S. Victoria Ave., Ventura 805-654-9511
<b>Station 2</b>	Ventura Police Department 1425 Dowell Dr., Ventura 805-805-339-4399
<b>Station 3</b>	Oxnard Police Department 251 South "C" Street, Oxnard 805-385-7740
<b>Station 4</b>	Santa Paula Police Department 214 South 10 <sup>th</sup> Street, Santa Paula 805-933-4230
<b>Station 5</b>	Fillmore Police (Ventura Sheriff) 524 Sespe Ave., Fillmore 805-524-2233
<b>Station 6</b>	Ojai Police (Ventura Sheriff) 402 S. Ventura St. 805-646-1414
<b>Station 7</b>	Honor Farm (Ventura Sheriff) 600 Todd Rd., Santa Paula 805-933-8562
<b>Station 8</b>	Port Hueneme Police Department 250 N. Ventura Rd., Port Hueneme

805-986-6530

**Station 9**

Simi Valley Police Department  
3901 Alamo St., Simi Valley  
805-527-2911

**Station 10**

East Valley Sheriff's Station  
2101 E. Olsen Rd., Thousand Oaks  
805-494-8200

**Station 11**

Lockwood Valley (Ventura Sheriff)  
15021 Lockwood Valley Rd., Frazier Park  
661-245-3829

**CHP Ventura**

California Highway Patrol  
4656 Valentine Rd., Ventura  
805-477-4173

**CHP Moorpark Office**

California Highway Patrol  
610 Spring Rd., Moorpark  
805-553-0800

**LAPD Devonshire**

Los Angeles Police Department  
10250 Etiwanda., Los Angeles  
818-832-0633

**LASO Lost Hills**

Los Angeles County Sheriff's Department  
27050 Agoura Rd., Agoura Hills  
818-878-1808

**LASO Santa Clarita**

Los Angeles County Sheriff's Department  
23740 Magic Mountain Pkwy., Santa Clarita  
661-255-1121

**LASO TSB (Metrolink)**

Los Angeles County Sheriff's Department  
Transit Services Bureau  
323-563-5000

**Park Rangers**

Rancho Simi Recreation and Park District  
1692 Sycamore Dr., Simi Valley  
805-584-4445

**Fire Stations  
Battalion 40, Simi Valley**

**Station 41**

1910 Church St.  
805-371-1111 Ext. 41

**Station 43**

5874 E. Los Angeles Ave.  
805-371-1111 Ext. 43

**Station 44**

1050 Country Club Dr.  
805-371-1111 Ext. 44

**Station 45**

1090 Pacific Ave.  
805-371-1111 Ext. 45

**Station 46**

3265 Tapo St.  
805-371-1111 Ext. 46

**Station 47**

2901 Erringer Rd.  
805-371-1111 Ext. 47



## **Tow Companies**

### **Dave's Club Towing**

890 West Los Angeles Ave  
805-526-4221

Handles all tows from the east curb line on Sycamore Drive to the city limits at the west end of the City. Also handles all tows for vehicles that need to be stored for evidence.

### **Swink's Towing**

4506 Industrial St  
805-522-2262

Handles all tows from the east curb line on Sycamore Drive to the city limits at the east end of the City. Also handles all AAA Club tows.

## **SIMI VALLEY STREETS AND FREEWAYS**

### **North/South Streets**

Madera

Sinoloa

First

Erringer

Sycamore

Sequoia

Tapo Canyon

Tapo

Stow

Stearns

Yosemite

Kuehner

### **East/West Streets**

Alamo

118 freeway

Cochran

Los Angeles

Royal

Fitzgerald

## **Freeway Off Ramps**

Madera

First

Erringer

Sycamore

Tapo Canyon

Stearns

Yosemite

Kuehner

## **Freeways**

118 - Simi Valley/San Fernando Valley

23 - Fillmore

405 -San Diego

5 - Golden State

210 - Foothill

# **SIMI VALLEY POLICE COMMUNICATIONS**

## **LOCATION/LANDMARK TRAINING**

### **BEAT ONE**

DAVE'S CLUB

PUBLIC WORKS

ANIMAL CONTROL

OAK PARK

LANDFILL

WALMART

TARGET

COSTCO

CHILIES

COURTYARD MARRIOTT

SIMI VALLEY TOWN CENTER

GOLDS GYM

MOUNTAIN GATE PLAZA

MAYFAIR PARK

PARKVIEW ELEMENTARY

ARROYO ELEMENTARY

VONS

## **BEAT TWO**

EVSO

RONALD REAGAN LIBRARY

WOODRANCH COUNTRY CLUB

WOOD RANCH TRAIL HEAD

ALBERTSONS

24-HOUR FITNESS

7-ELEVEN

ROYAL HIGH

MADERA ELEMENTARY

LINCOLN ELEMENTARY

SINALOA GOLF COURSE

RIDGEGATE APARTMENTS

SINALOA JUNIOR HIGH

GRACE BRETHERN ELEMENTARY

HILLSIDE JUNIOR HIGH

HOLLOW HILLS ELEMENTARY

ASHLAND AVENUE

FIRE STATION 44

COUNTY AREA

SAMARITAN CENTER

## **BEAT THREE**

CREEKSIDE APARTMENTS

RANCHO SIMI PARK

ADULT SCHOOL

GRACE BRETHREN HIGH SCHOOL

HILLSIDE JUNIOR HIGH

CRESTVIEW ELEMENTARY

MOUNTAIN VIEW ELEMENTARY

BERLYWOOD ELEMENTARY

BERLYWOOD PARK

FIRE STATION 41

RALPHS

SIMI ELEMENTARY

PARK AND RECREATION

BMX

SYCAMORE PARK/ELEPHANT ROCK

GATEWAY PARK

## **BEAT FOUR**

BIG SKY PARK

LOST CANYONS GOLF COURSE

DMV

COURT HOUSE

LIBRARY

POLICE STATION

REGAL PLAZA

TARGET

REARDONS

GARDEN GROVE ELEMENTARY

SANTA SUSANNA HIGH

SYCAMORE ELEMENTARY

FARMERS

TARGET

CVS

ATHERWOOD ELEMENTARY

ATHERWOOD PARK

JUSTIN ELEMENTARY

HOSPITAL

COUNTY AREAS

WALMART



**BEAT FIVE**

KOHL'S

SIMI HILLS GOLF COURSE

EL PATIO

HOUGHTON PARK

VALLEY VIEW JR HIGH

POA

FIRE STATION 46

ALBERTSONS

RANCHO SANTA SUSANNA PARK

METROLINK

24HR FITNESS

VENTURA CREDIT UNION

SWINKS

BERYLWOOD ELEMENTARY

SANTA SUSANNA ELEMENTARY

**BEAT SIX**

MOUNT SINAI

IN AND OUT

7-ELEVEN

VONS

CHUYS

CORRIGANVILLE PARK

FOOTHILL PARK

WHITE OAK ELEMENTARY

SIMI VALLEY HIGH SCHOOL

KNOLLS ELEMENTARY

KATHERINE ELEMENTARY

VERDE PARK

KNOLLS -COUNTY

HUMMINGBIRD RANCH

**RANCHO SIMI RECREATION AND PARK DISTRICT**

Apollo Athletic Field	3300 East Los Angeles Avenue
Arroyo Park	2105 Socrates Avenue
Arroyo Simi Bike Path	Peppertree Lane to Madera Road
Arroyo Simi Equestrian Center	2900 Royal Avenue
Arroyo Stow Park	1700 North Stow Street
Atherwood Park	2271 Alamo Street
Berylwood Park	1955 Bridget Avenue
Big Sky Park	2251 Lost Canyons
Box Canyon Park	Box Canyon Road
Challenger Park	298 First Street
Chumash Park	Flanagan Drive & Broken Arrow Street
Citrus Grove Park	2100 North Marvel Road
Corriganville Park	7001 Smith Road
Coyote Hills Park	275 Valley Gate Road
Darrah Volunteer Park	3700 Royal Avenue
Foothill Park	1850 Ardenwood Avenue
Frontier Park	2163 Elizondo Avenue
Gateway Park	3455 Chicory Leaf Place
Houghton-Schreiber Park	4333 Township Avenue
Hummingbird	Far north end of Kuehner Drive
Indian Hills	East side of Indian Hills Drive
Knolls Park	1300 West Katherine Road
Lincoln Neighborhood Park	1215 First Street
Mayfair Park	2550 Caldwell Street
Old Windmill Park	201 Long Canyon Road
Rancho Madera Community Park	556 Lake Park Drive
Rancho Santa Susana Community Park	5005 East Los Angeles Avenue
Rancho Simi Community Park	1765 Royal Avenue

Rancho Tapo Community Park	3700 Avenida Simi
Strathern Park	137 Strathern Place
Santa Susana Park	6503 Katherine Road (county)
Sequoia Park	2150 North Tracy
Simi Hills Neighborhood Park and Golf Course	5031 Alamo
Sinaloa Public Golf Course	980 Madera Road
Stargaze Neighborhood Park	355 Stargaze Avenue
Sycamore Canyon Park	502 South Martha Morrison
Sycamore Drive Community Center	1692 Sycamore Drive
Sycamore Park	855 North Planetree Avenue
Tierra Rejada Park	365 Tierra Rejada Road
Verde Park	6045 East Nelda Street
Vista Arroyo	3451 Chicory Leaf
Willowbrook Park	1786 Willowbrook Street

## SIMI VALLEY UNIFIED SCHOOL DISTRICT

### ELEMENTARY SCHOOLS

Abraham Lincoln Elementary	1220 Fourth Street
Atherwood Elementary	2350 East Greensward
Berylwood Elementary	2300 Heywood Street
Big Springs Elementary	3401 Big Springs Avenue
Crestview Elementary	900 Crosby Avenue
Garden Grove Elementary	2250 North Tracy Avenue
Hollow Hills Elementary	828 Gibson Avenue
Justin Elementary	2245 North Justin Avenue
Katherine Elementary	5455 Katherine Street
Knolls Elementary	6334 Katherine Road
Madera Elementary	250 Royal Avenue
Mountain View Elementary	2925 Fletcher Avenue
Park View Elementary	1500 Alexander Street
Santa Susana Elementary	4300 Apricot Road
Simi Valley Elementary	2956 School Street
Sycamore Elementary	2100 Ravenna Street
Township Elementary	4101 Township Avenue
Vista Elementary	2175 Wisteria Street
White Oak Elementary	2201 Alscot Avenue
Wood Ranch Elementary	455 Circle Knoll Drive

### **MIDDLE SCHOOLS**

Hillside Middle School	2222 Fitzgerald Road
Sinaloa Middle School	601 Sinaloa Road
Valley View Middle School	3347 Tapo Street

### **HIGH SCHOOLS**

Royal High School	1402 Royal Avenue
Santa Susana High School	3570 Cochran Street
Simi Valley High School	5400 Cochran Street

### **CONTINUATION SCHOOLS**

Apollo High School	3150 School Street
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### **ADULT SCHOOLS**

Simi Valley Adult School	3192 East Los Angles Street
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## CALL TAKER POSITION

The term “Public Safety Dispatcher” describes today’s professional whose skills combine those of a radio dispatcher, telephone call-taker and computer specialist.

Welcome to the world of Computer Aided Dispatching (CAD). If you have not previously used a CAD system, you will be introduced to the most modern method of public safety dispatching. Although it can appear intimidating, it is a user-friendly system. You can’t break the computer by pressing the wrong button and if you do make a mistake, it can be corrected.

The term *call-taker* refers to the individual who receives a call for police service from the reporting party and gathers enough information to determine the proper allocation of responding police resources. The *dispatcher*, by use of the police radio, assigns departmental resources to the incident based on the information received from the call taker.

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

You need the ability to make quick decisions and take necessary action. A prime requirement is the ability to quickly comprehend what is read or heard and process 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 for obtaining public safety services. It is the primary link between callers and the help they need. For the public, the call taker and/or dispatcher are the voice of the law enforcement agency. The impression you make on each caller will determine the effectiveness of the Department as a whole.

As a member of the public safety Communications team, you are a part of the total public safety services team providing vital support functions and services to the citizens of Simi Valley.

## TELEPHONES/CALL TAKING

This is the telephone call taking portion of the Communications Training program. It is expected to have a seven- to nine-week duration. You must successfully complete the telephone call taking phase occur to advance to the next part of your training.

Call taking will involve answering emergency and non-emergency phone lines. The trainee will be responsible for questioning, performing active listening and controlling the conversation through proven techniques. In addition, the trainee will input calls for service using CAD in a timely manner, and include all necessary information needed for the radio dispatcher to determine and dispatch Police and/or Fire resources.

The trainee will begin by observing the trainer in call taking procedures for a maximum of five days. The trainee will then begin to answer in-house and non-emergency phone lines with the trainer's assistance. Initially, it is expected and recognized that the trainer will be handle the 911 and emergency phone lines. By the end of the second week, the trainee will be introduced to the 911 system. At this time, he/she should be fairly independent in answering and handling non-emergency call. The trainee should also be competent in utilizing the call types and be able to input calls into CAD without trainer assistance. The last three weeks of this module will involve answering multiple phone lines, including both emergency and non-emergency. The trainee will also become proficient in entering calls for service simultaneously into CAD. It is expected the trainee will make correct referrals, be able to question appropriately for the majority of the calls, create calls independently of the trainer and require little to no supervision.

There are several areas encompassed in the telephone call taking training. In order to pass this phase of the training program the trainee will have to demonstrate knowledge and skill in the following areas:

**Mechanics of Telephone:** The trainee must have a working knowledge of the Communication Center's telephone system and demonstrate mastery of its use. He/she must be able to recognize the different rings on the phone lines and know their functions. He/she must become proficient in use of the telephone system. In addition, phones must be answered with the correct greeting and calls successfully transferred when necessary.



**Motor Responses/Dexterity Skills:** The trainee must demonstrate mechanical proficiency with the phone system. He/she must work with speed and accuracy.

**Answers the Phone Promptly:** The trainee must be able to answer multiple phone lines and answer before the second ring. It is recognized that during extremely busy times this may not always be possible.

**Listening and Comprehension:** The trainee must demonstrate an ability to listen and understand the information given by the caller. The dispatcher in training must be able to interpret the majority of the information correctly and seldom need information repeated. In general, most calls must be handled with little or no assistance. The trainee must be aware of background noise and take this information into account during creation of the call. He/she must take into account the reporting party's voice inflection, tone and situational descriptions.

**Knowledge: State and Municipal Law:** The trainee must be able to recognize the commonly encountered criminal offenses in both state and municipal statutes, and apply this knowledge to call taking.

**Priority System:** The trainee must be able to prioritize the majority of calls for service with little or no assistance. The priority system is based on threat to life, the time element and officer safety.

**CAD Codes:** Calls for service must be created utilizing the correct CAD code. The trainee will come to have the majority of CAD codes memorized.

**Control of the Call:** The trainee must demonstrate the ability to maintain control of challenging situations on the phone utilizing verbal commands and instructions. He/she must convey confidence, authority, knowledge and professionalism.

**Call Taking (Collection of Information):** The trainee must be able to obtain complete and concise information from callers at all times. The dispatcher in training asks appropriate questions based on his/her understanding of the situation being described, and accurately documents all details in the call created.

**Relationships and Attitudes with Citizens:** The trainee is courteous, friendly, professional and compassionate with citizens while handling calls for service. He/she must remain unbiased in all communications with callers. Renders excellent customer service.

**Organization/Computer Input:** The trainee inputs calls into CAD in a timely manner with little or no assistance. Calls are logical, accurate, concise, and have complete descriptions shown in the correct order.

**Speed in Processing Calls:** The trainee must create and amend calls quickly, especially high priority incidents. He/she must multi-task well and be able to talk and type simultaneously. The trainee also provides updates with speed and makes appropriate notifications upon doing so. Abbreviations are utilized correctly and efficiently.

**Accuracy of Calls:** The information gathered during caller interviews will be accurate, make use of approved abbreviations, abide by Department standards and contain no spelling errors.

## **TELEPHONE MECHANICS**

### **BUSINESS LINES**

The business lines are to be answered, "Simi Valley Police, this is John." During the work week, between 0830 and 1730 hours, the switchboard is open. Business calls will go there first before being transferred to Communications. After the switchboard closes, all business lines will come directly to the Center.

### **INTERNAL LINES**

The business telephone lines are also "internal lines" and are to be used to dial other extensions, page personnel or transfer calls. These lines should be answered, "Dispatch, this is John."

### **PUNCH DOWN LINES**

These lines are directly connected to the other businesses or agencies. To place a call, just pick up the receiver and punch the line. The phone will begin to ring. An employee of the business (such as Swink's Towing) or other agency will answer. When the line rings on our end, indicating an incoming call from the outside entity, the phone is to be answered: "Hi Swinks. This is John from Simi PD."

### **TELEPHONE PAGING SYSTEM**

To page someone inside the station, dial 77# and you will be live on the public address system. Speak slowly and repeat the name of the person you are paging. It is suggested that you give the person the extension number at which to contact you.

### **TRANSFERRING CALLS INTERNALLY**

When a call is received that should be transferred to another extension within the Department, check the correct extension. Click the flash key, wait for a dial tone, and enter the extension.

## **TRANSFERRING OUTSIDE CALLS TO OUTSIDE NUMBERS**

You may be asked by an officer or a citizen to transfer their call to a number outside the Department. Remember when you transfer such calls we are charged for the call so use your discretion. After speaking with the caller and determining the appropriate number to dial, hit the flash key, dial 9 and then the number.

## **PLACING A CALL ON HOLD**

Explain when it is necessary to put any caller on hold, such as “hold on please, I have another line ringing.” Try to never leave the caller on hold for more than one minute. Remember the information already provided so the caller does not have to start over each time you come back on the line. A caller should never be put on hold while you are on a personal call, unless it is to terminate that personal call.

## **CALLS FOR HOME PHONE NUMBERS OF POLICE PERSONNEL**

You will not give anyone other than current police personnel the home address or phone number of any sworn officer or non-sworn civilian employee. There are NO exceptions. Make sure you know to whom you are speaking and that they are entitled to the information. If a person who is not a member of the Department indicates some emergency exists, take the name and phone number of the calling party and make the emergency call to the employee yourself.

## **OBTAINING NON-PUBLISHED NUMBERS**

Telephone companies may release non-published telephone listings and/or subscriber information to public safety agencies under the following conditions only:

- To enable response for a possible life and death situation. These include incomplete 911 calls, unknown trouble calls, barricaded suspects, suicides and other similar emergency situations.
- In response to a lawful search warrant.

Any employee requesting and obtaining non-published telephone information must dial “zero” for operator, ask to speak to a supervisor and explain what information you need for a non-published number. This does not apply to numbers that are published. This policy does not cover calls relayed to the Department by the telephone operator when callers have requested police assistance. The operator is authorized to give such information (i.e., address and telephone number of calling party) to enable police response.

## 911 LINES

The State of California, like many other states, has adopted the 911 emergency phone system to expedite emergency police, fire and medical assistance to those who urgently need it. This emergency telephone system enables the Public Safety Answering Point (PSAP) to immediately identify the telephone number and address of the calling party. Each position is independently supported by Automatic Number Identification (ANI) and Automatic Location Identification (ALI) systems. The Simi Valley Communications Center is the primary answering point for Police and Fire service. Therefore, the proper operation and maintenance of the 911 system is of vital importance to the welfare and safety of the residents of Simi Valley.

The 911 coordination for the City of Simi Valley is the responsibility of the Communications Manager. The Ventura County Sheriff's Department is responsible for 911 Coordination in County of Ventura.

The 911 phone lines (not nine-eleven) are to be answered within three rings by state law, however we at Simi Valley pride ourselves on answering the first ring whenever possible. The appropriate way to answer 911 lines is by saying, "911 Emergency, What are you reporting?" After you answer, listen to determine if the call is an emergency. If the caller says his call is not an emergency, and you confirm from a short conversation that it is not urgent enough to continue the conversation, it is recommended that you ask the caller to call back on a non-emergency, police business line. However, it is the policy of the Simi Valley Police Department that you will not provide the non-emergency telephone number over 911. You are to instruct the caller to check directory assistance, the telephone book or a phone company operator.

When the call is for the Fire Department or paramedics, tell the caller you are transferring them to the Fire Department and to not disconnect the line.

If the incident is also a police-related matter (injury accident, arson fire, death investigation, etc.) stay on the line to obtain the information you need for responding officers. When you transfer the caller to the Fire Department, you will have a three-way conversation that allows you to obtain necessary details without needing the reporting party to repeat the story. This will also allow you to coordinate directly with the Fire Department.

The address and phone number display is made to interface directly with the CAD Add Call screen. It is recommended practice that call takers have a clear Add Call screen up whenever answering a 911 line so the 911 caller's location and phone number immediately transfer and populate the appropriate fields on the call screen.

The 911 telephone lines can be transferred using a one-button method. You only have to push the button, hear the phone being answered and you have a three-way conversation. If you have no need to remain on the line you can just hang up. The caller and the agency will stay connected in a two-way conversation.

If you receive a 911 call and there is no one talking on the line, listen for background noise. If you hear nothing or the caller has hung up and you are unable to reestablish contact, make a call for service reflecting what you heard and queue it to be dispatched. This is a priority call. If possible, stay on the line and listen for any other traffic until units arrive. If you receive a 911 call where it is obviously a child playing on the phone, you may call back and attempt to talk to the child's parents and advise them of the occurrence. 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 the status of the caller.

If you are unable to contact the caller or verify the status of the caller, create a call for service and send two officers to the location for a welfare check.

### **IDENTIFY YOURSELF**

In the interest of professionalism and saving time, answer immediately: "9-1-1 Emergency, what are you reporting?"; or "Police Emergency, this is John"; or "Simi Valley Police, this is John"; or "Dispatch, this is John"; depending on which line you are answering.

### **ANSWER QUICKLY**

Every effort should be made to answer all calls on the first or second ring. Each second counts. Remember, emergency calls can come in on any phone line. Also, a person who has been kept on hold too long could have had a pleasant attitude to begin with, but has become irritated and difficult to handle.

### **LEGAL JARGON**

Utilize plain, everyday language when dealing with the public. They do not understand legal jargon or radio codes. Never attempt to educate the public on law enforcement terminology.

### **PERSONAL CONDUCT**

Remember, every word of every conversation is recorded, so develop telephone habits above reproach. You should be dignified without sounding aloof, friendly without being too familiar, and sound sincerely interested in each caller. Never do or say anything that may be construed as disparaging to any race, creed, or class of people. If the caller makes derogatory remarks about an ethnic group or other segment of society, ignore it. Don't fall prey to becoming

argumentative or defensive, even if you are personally offended. Be businesslike at all times. Use your sense of humor when appropriate. Again, keep in mind you are being recorded. Call tapes are discoverable and may be subpoenaed for judicial proceedings. One measure is to ask yourself if you would you be embarrassed to have a call reviewed by your supervisor or played back in open court.

## **COMMUNICATIONS BARRIERS**

Frequently you will be speaking to people who are in very emotional, upsetting and even tragic circumstances. When a caller requests assistance from a Police Department, the element of emotion – to a greater or lesser degree – is always present. You will eventually develop your own style, but now you must become proficient in communicating properly and effectively with callers who are:

### **TALKING TOO FAST**

When excited, most people speak far more quickly than they do in normal situations. Always use a calm, confident voice in your dealings with callers. Explain what is taking place (i.e., prioritizing), how the officers will respond (i.e., checking the area first before making contact with them), and, if time allows, explain why it is necessary for you to pose the questions you are asking. The questions are important!

### **HOSTILE**

Hostility is contagious. By treating hostility with courtesy; the caller may likely follow your example. With uncooperative or evasive reporting parties, a greater attempt must be made to control the conversation. Speak in an even, professional voice. The person will often respond by lessening their antagonism. Never jeopardize your professional reputation by responding to profanity with profanity, or escalating an already emotionally charged call by contributing negative energy of your own.

### **ANGRY**

Realize that most callers who are angry are not angry at you personally and may have a legitimate reason, at least to them, for being indignant. Do your best to convey sympathy and dispassion. Sometimes a good ear is what they need to dissipate the anger and become a good reporting party.

## **HYSTERICAL**

Calm hysterical callers. It is the only way you will get the information you need. Explain the need for them to regain control so together you can help address their problem.

## **INTOXICATED**

Don't assume that because a caller is intoxicated you may be judgmental or discourteous. Do not hang up on a drunken caller or fail to fully evaluate and respond to his/her request. Always note the R/P's intoxicated condition in the call comments.

## **MENTALLY UNSTABLE**

Calls from mentally impaired citizens are among the most difficult. Listen to what is being said and assess whether the R/P is capable of focusing on one train of thought. Evaluate these conversations with great care. Chronic or unstable callers can and do place bona fide requests for police and other emergency services. Be sure to include your suspicions in the incident comments.

## **LIMITED OR NO ENGLISH SKILLS**

Utilize the translation service to assist these callers.

## **CHILDREN**

Get as much information as possible. Take calls from children very seriously. Don't assume the child is simply playing on the phone. Remember, children are very suggestible.

## **ELDERLY PERSONS**

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



## **EVASIVE CALLERS**

Be aware that in order to avert suspicion, persons who have broken the law may attempt to report a crime by identifying themselves as a victim. Such R/Ps may invent or embellish a story in order to get a responding unit. Use your intuition and best judgment, documenting any concerns or inconsistencies within the incident.

## **“I DON’T WANT TO BE INVOLVED”**

If an R/P requests anonymity and/or does not wish to be contacted by officers, this should be noted in the incident comments. Assure the caller that any personal information will not be released to the person(s) causing the problem. In most instances this will assist you in obtaining the proper reporting party information.

## **LIARS**

If you feel a caller is giving false information, double check the information given later in the call.

## **COMPLAINTS AGAINST AN OFFICER**

All of these calls shall be transferred to the Watch Commander. If he/she is unavailable, take a message and make certain it is received promptly.

## **COMPLAINTS AGAINST A DISPATCHER**

Transfer the call to a Senior Dispatcher, Communications Manager or Watch Commander (in this order). If you feel someone is going to complain about you, notify the Senior Dispatcher, Communications Manager or Watch Commander immediately. It is often easier to have a rational conversation with a complainant when the supervisor has been briefed in advance.

## **CALL SCREENING AND PRIORITIZATION**

The purpose of screening calls for service is to ascertain which calls require an emergency response (lights and sirens), an immediate response, a routine response or no response at all. All call takers are required to handle multiple incoming telephone lines, therefore a clear understanding of call prioritization is vital.

## **HIGH PRIORITY CALLS**

The highest priority calls are those in which the physical well being of a person is in jeopardy. Examples include injury traffic accidents, suicide attempts, domestic disputes, fights, robberies, and any calls involving the use of weapons. Also included in priority calls, but to a lesser degree, are calls in which property is in jeopardy, i.e., burglaries, thefts or malicious damage, where the crime is in progress or the crime has just occurred and suspects are still in the area. Determine the location of the problem. Get a phone number and address of the R/P. Confirm the location of the R/P. If the caller is at a business, get the name and suite number of the business. Send the call to the dispatcher immediately with partial information. Update the call as new information is obtained so the radio dispatcher can relay it to responding officers. If there are injuries, have the Fire Department respond. For officer safety, it is imperative that we gather the following specifics:

- A. Vehicle Description – make, model, color, year, and body style.
- B. Direction of travel and mode (in vehicle, on bicycle, on foot, etc.).
- C. Weapons used or displayed.
- D. Number of suspects.
- E. Suspect Description – sex, race, age, height, weight or build, hair and eye color, physical oddities.
- F. Clothing description.
- G. Intoxication or other impairment.

## **SECONDARY PRIORITY CALLS**

These calls for service do not require immediate response but should be dealt with as soon as possible. However, a situation such as a combative shoplifter in custody could fall within the High Priority classification. All calls of this type must be carefully and accurately screened by the call taker to ensure no person is in immediate danger.

## **ROUTINE CALLS**

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

## **CALLS FOR SERVICE ROUTING GUIDELINES**

**County Areas** – Forwarded to and handled by the Ventura County Sheriffs Department.

**Freeway** – Traffic problems handled by the California Highway Patrol. Crimes not traffic-related are handled by Simi Valley PD.

**Fire Calls** – Handled by the Ventura County Fire Department.

**HazMat** – Handled by the Ventura County Fire Department with Simi Valley PD to assist with traffic and crowd control.

**Medical Calls** – forwarded to the Ventura County Fire Department, who will also advise AMR.

## **RESOURCE MATERIAL**

### **ALZHEIMER BOOK**

This book, compiled by the Department, contains complete information and pictures of residents in our city suffering from Alzheimer's. These citizens have a tendency to wander from their homes and get lost. We have learned that with this resource we are able to locate their homes and return them to their families quickly, sometimes even before the family realizes its loved one is missing. This information can also be found in the RMS system if you have the person's name

### **CLETS**

This is a DMV Teletype reference manual listing all of the codes used to access the system and an explanation of what information is available.

### **GENERAL ORDERS**

The General Orders contain the Department's expectations in handling important matters. Although many of the procedures in the book are for sworn officers, they will affect your day-to-day duties as well. Violating a General Order can be punishable up to and including termination from your job with the Police Department. You will be held responsible for knowing these orders as they apply to your position. The orders are also available on the Intranet.

### **MAP AND MAP BOOKS**

The CAD computer is equipped with a GEOBASE file. This map information system contains most streets in Simi Valley. However, do not rely solely on the GEOBASE. Learn and know the city where you work. There is a Simi Valley Street Guide to assist with streets and directions in Simi Valley. There is also a Thomas Brothers Map Book available for finding locations in and outside the city.

## **NCIC OPERATING MANUAL**

This is another Teletype reference manual containing all of the codes and an in-depth explanation of the system.

## **PENAL CODE**

Even though many of our call types and radio codes are taken from the Penal Code, this volume is available for reference and need not be memorized. The Penal Code contains definitions and penalties for various crimes in the State of California. You will become familiar with much of this information as your training progresses.

## **SIMI VALLEY MUNICIPAL CODE BOOK**

The SVMC book lists municipal codes which have been passed by the City Council and approved by the City Attorney. Municipal codes are generally misdemeanor violations. You will learn the most common violations, such as noise abatement, stealing recyclable materials from the City-supplied trash bins, door-to-door peddling, etc. It is also available on the Intranet.

## **VEHICLE CODE**

This book lists definitions and punishments for various Vehicle Code violations in the State of California. The back of the book contains a list of the codes and classifies whether they are infractions, misdemeanors or felonies.

There are numerous other resources in Communications for your reference. Be sure to take time to learn them and know what and where they are. Your instructor will show you books covering a wide variety of subjects. You are responsible for knowing their location and what information is contained therein. You will be expected to use them whenever needed.

## **TELETYPES**

### **(CLETS/VCJIS)**

You are the primary person to run teletype queries for officers requesting checks for warrants, vehicle registration, stolen vehicles, and all other teletype inquiries. As the telecommunications operator, you are the link between the police officer, a subject or a piece of property in the field, and the computer data bank that determines whether a subject is to be arrested or a piece of property seized. You must be accurate in receiving and capturing the data provided by the officer, input the information without errors, and master the ability to read and interpret the data returned by the system.

Communications at Simi Valley deals mostly with the data queries, with the exception of entries into the vehicle system, and occasional entries into the Missing Persons System. The Records Division has the responsibility for entering and deleting property and most missing persons. In Ventura County, the county warrants system is called CJIS. Queries can be made through your CAD computer. You can access CLETS through CAD by typing "N" on the command line and entering. This will give you a drop down list of options from which to choose. You can run everything through CAD that you run through CJIS.

In order to access county, state, and federal property and warrant systems, you need to be familiar with the necessary CLETS formats, and the special codes required for those formats. Many of the formats query both state and federal systems in one action.

All three of the aforementioned systems have methods of sending messages between agencies. A mnemonic is the address of the terminal. Each agency in California has at least one mnemonic, a three-letter code unique to that terminal used for routing messages to the appropriate agency location.

#### **Simi Valley PD Mnemonics:**

SVS –Communications

SVR –Records

SVT –Investigations

The NCIC (National Crime Information Center) identifier is similar, with each agency in the United States assigned a letter/number identifier. The identifier for all California agencies starts with "CA". The "%" portion denotes Ventura County. The remainder specifies the respective

Police Department and terminal within that Department. This is also referred to as an “ORI” (Originating Agency Identifier). The mask already contains, out of view, our NCIC number.

Simi Valley NCIC ID: CA0560900 Communications

## **THE FEDERAL SYSTEM**

NCIC is the name of the nationwide federal system we use to access property and warrant systems. In order to place a warrant into NCIC, the agency must be willing to extradite out of state. This would be a felony warrant significant enough to justify bringing a prisoner back from another state for trial. This is obviously a lengthy and costly venture. In Ventura County, the District Attorney will only approve extradition for homicides, crimes involving great bodily harm, and crimes against property with significant monetary damages. If you get an NCIC “hit” on a person or property, plan to spend a substantial amount of time making phone calls to verify the information. Not all states are equally efficient in responding to verification requests.

## **THE STATE SYSTEM**

The state property and warrant systems are set up and monitored by the Department of Justice (DOJ). Data is entered by the agency holding the report and/or warrant. Criteria must be met in order to enter property or persons in the system, and the respective state’s coding protocols must be followed correctly. Any property item with a brand and a serial number may be entered. This is a very useful tool for returning stolen property to the rightful owner. Be sure to confirm the information with the officers prior to an arrest or seizure (i.e., serial number, make, model, etc.) and verify it with the originating agency. A great deal depends on our accuracy and professionalism to ensure only valid arrests and seizures are carried out.

## **THE COUNTY COURT SYSTEM**

Ventura County has its own warrant system. This is a valuable tool in expediting arrests and conducting investigations. The County Warrant System is automated and hits are automatically confirmed.

## **CRIMINAL HISTORY SYSTEM**

The Criminal History System contains the records of criminal offenders (CORI). This information is provided to agencies on a right-to-know and need-to-know basis. 11105 CPC defines who may have access to this information. Criminal History is not to be used for licensing, employment, or certification purposes. Inquiries are made with name, social security number (SOC), FBI number (FBI), California Operator License or Identification Number (OLN), or California Department of Corrections or Youth Authority Institution number (INN). When making an inquiry, it is possible to specify (1) a complete history via mail, (2) an abbreviated criminal history, or (3) personal descriptors only.

There are three types of number groupings used in the CHS:

“A” – Automated Criminal Information Index (CII) records. Rap sheets and identifiers can be accessed via the “CR-HST” mask or the “RAP” string format.

“M” – Numbers less than 90 million indicate a manual record. A criminal history can be obtained via mail. Only the personal descriptions can be obtained via the “CR-HST” mask.

“M” – Numbers from 90 million to 98,999,999 indicate applicant records. These will have the abbreviation “APP” in the type field of the return.

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

## **MISSING/UNIDENTIFIED PERSONS**

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

The MUPS will automatically forward copies of all missing/unidentified persons report to NCIC. This works in the same fashion as the Stolen Vehicle System that automatically forwards information to the NCIC Vehicle File. Copies of selected reports of persons missing “at risk” (as



defined in 14213(b) CPC) and all unidentified persons will automatically be forwarded to DOJ's Violent Crime Information System (VCJIS). In an effort to generate leads to assist local law enforcement agencies solve violent crimes, these reports will be compared to reports of homicide cases and records of registered sex offenders

Records will have primary responsibility for entering missing/unidentified person into the system. Dispatch may have to make periodic entries, but primarily will be concerned with inquiries into the MUPS. Inquiries can be made via name, vehicle, driver's license number, guns, originating agency case number, or body parts status.

## **DEPARTMENT OF MOTOR VEHICLES**

The California Department of Motor Vehicles maintains fully automated vehicle registration and driver license files. This system is often referred to as "AMIS" (Automated Management Information System). It is interfaced with the Department of Justice's statewide California Law Enforcement Telecommunications System (CLETS). CLETS comprises one of the largest persons and property files in the country. It can be accessed within seconds via messages transmitted over the telephone lines and returned to your terminal. Information contained in this system is intended strictly for the purpose of enforcing the law and may not be given out to unauthorized second parties.

## **PERSONS**

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

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

The basic record includes identifying information, license and ID issue data, license status, Departmental actions, abstracts of convictions, FTA's and accidents.

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

- A. Effective date of suspension
- B. Ending date of suspension (if noted)
- C. Authority Code
- D. Reason for suspension (not all officers request this)
- E. Service Code

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

The service codes are:

- A – Mailed, not returned unclaimed
- B – Served, signed document on file
- D – Personal service document on file
- H – Acknowledged, no signature
- I – Returned unclaimed
- J – Written notice served by an officer
- K – Refused
- L – Deceased
- M – Verbal notice document on file

## VEHICLE REGISTRATION

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

A – Automobile, legislative officials, historical vehicles (you must enter “HV” prior to the license plate of a historical vehicle)

B – Vessels (when using the vessel number, delete the “CF” from the vessel number. The input must be six characters: “CF1234AA” is input as “1234AA”.)

C – Commercial

E – Exempts

F – Off road vehicles

H – Ham

I – Apportioned plates

L– Environmental plates

M – Motorcycle

P – Prorated ID commercial and trailers

S – Special vehicles (mopeds w/o motorcycles plates, etc.)

T – Trailers, horseless carriages, press photographer

V – Vehicle identification numbers, motorcycle engine number, or hull identification number

Our system is set up to return a “4P” response. This includes complete records and/or any DMV automated update information on the vehicle. A response may indicate a pending master file record, release of liability, or lease vehicle information. The abbreviation “PNO” may be listed above the expiration date of registration. This means the vehicle has been registered through DMV to be non-operational. The owner does not have to pay for registration during the time of non-operation and will not be penalized with late fees when he/she re-registers the vehicle for use on the streets. However, if the vehicle is driven while it is registered non-operational, the driver can be cited for 4000(A) CVC.

## **STOLEN VEHICLE SYSTEM**

When we inquire to determine if a vehicle, license plate, or vehicle part is wanted by a criminal justice agency, we are actually soliciting a dual response. The California Department of Justice (DOJ) maintains the Stolen Vehicle System (SVS); the FBI's National Crime Information Center (NCIC) maintains the Vehicle File.

Vehicles are entered into SVS utilizing the following retention periods:

**Stolen Vehicle** – Balance of the year entered plus four years.

**Stolen Vehicle Part** – Balance of the year entered plus four years.

**Stolen/Lost License Plate** – One year past the year of registration.

**Felony Vehicle** – 90 days.

**Felony License Plate** – 90 days.

**Found/Evidence Vehicle Part** – six months.

**Missing Person Vehicle** – 30 days.

**Stored Vehicle** – 30 days.

**Impounded Vehicle** – 30 days.

**Lost Vehicle** – 30 days.

**Located Vehicle** – 30 days.

**Cleared Vehicle** – 30 days, unless another agency record of the same vehicle needs to be entered.

NCIC allows fewer record types than SVS and has a different retention period. The types and retentions are:

**Stolen Vehicle** – Balance of the year entered plus four years. Records without VINs are purged after 90 days and license plate data is purged one year past the year of registration.

**Stolen Vehicle Part** – Balance of the year entered plus four years.

**Stolen License Plate** – One year past the year of registration.

**Felony Vehicle** – 90 days

Once the vehicle is successfully entered into the CJIS, you will receive an acknowledgement of the entry, along with a uniquely-generated File Control Number (FCN). The FNC is a thirteen-digit number comprised of the entering agency's ID number, Julian date of the entry, and sequential number of the entry (sequential number entries made by the entering agency). For example:

FCN-8649217801043

864 – Simi Valley's agency identifier

92 – Year of the entry

178 – Julian date for June 26-178<sup>th</sup> day of the year

01043 – Sequential number of entries made by Simi Valley for the year.

## **AUTOMATED PROPERTY SYSTEM**

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

When inquiring into the property system, you must specify the category. These are listed in the CJIS manual and on the property CLETS screen. Property category codes are:

A – Automotive\*

B – Bicycle

C – Cameras

D – Data processing equipment

E – Equipment/Tools

F – Furniture and furnishings

G – Games and gaming apparatus

I – Identification cards, special documents, food stamps, tickets

J – Non-serialized jewelry, coins, and precious metals

K – Keepsakes and collectibles

L – Livestock/Pets

R – Radio, sound devices, stereos

S – Sporting equipment and toys

T – Televisions, TV games, related accessories

V – Optical viewing equipment

W – Well drilling equipment

Y – Other, lottery tickets, mace, ingots, etc.

Z – Credit cards

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

The same confirmation restrictions for Wanted Persons apply to any hit you may receive on property. By itself, a positive response is not enough for confiscation.

## **AUTOMATED FIREARMS SYSTEM**

The inquiring agency must contact the entering agency to ensure that the firearm is the same and that the record is correct before taking any action.

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

**Law Enforcement** – Queries guns that are stolen, evidence, found, institutional registration, lost, under observation, retained for official use or destroyed.

**Historical** – Queries guns that are listed as bought, on consignment, DROS, serial number assigned, serial number restored, licensed for CCW, pawned, voluntary registration, or sold at auction.

**Both** – Queries both law enforcement and historical.

**Mail Response** – Used to generate a mail response when you receive a “more than 12 records response” to a previous inquiry or when a mail response is wanted. This will check both law enforcement and historical segments of the system.

### **WANTED PERSONS (CALIFORNIA STATE WARRANT SYSTEM)**

If a match is made with an out-of-county warrant, you will need to call to verify with the agency that entered the warrant. If the match shows to be a Ventura County (CJIS) warrant, it will say Ventura County Sheriff’s Department. In this case, you will refer to the CJIS return for the exact information.

### **NCIC (NATIONAL CRIME INFORMATION CENTER-NATIONWIDE FELONY WARRANTS)**

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

### **CJIS (VENTURA COUNTY WARRANT SYSTEM)**

A positive response from the CJIS is automatically confirmed. This will specify if the subject of your inquiry has or has had a warrant in Ventura County.

### **MISSING AND UNIDENTIFIED PERSONS FILE**

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

### **RESTRAINING ORDER FILE**

This file will return information on a defendant against which a restraining order has been filed in the state. The entry is added only after the defendant has been served with the order. The record is purged on the date the restraining order expires.

### **SUPERVISED RELEASE FILE**

Any person entered into this file is one that his supervising agent feels is important for law enforcement personnel to know about. Not all parolees and probationers are in the system. The information is an aid for ensuring safety of officers in the field. It save the dispatcher the time and energy of searching and calling various agencies to see if a particular subject is on parole, probation, subject to search and seizure, or a registrant. A person can be placed into the supervised release file only if he/she falls into one of the following categories:

**California Department of Corrections (CDC) parolees**

**California Youth Authority (CYA) parolees**

**Subjects on probation**

**Sex and arson registrants**

**Career criminals, as defined in 13853 CPC**

**Federal parolees and probationers**

With access to the above teletype systems and information, you now possess the ability to use them to their fullest potential. If you see that the warrant information you are tracking could pose a potential officer safety problem, like a felony warrant, alert the Primary Dispatcher so they can make manpower decisions for back-up. Then advise the officer what you are doing. Use the code "10-35", advising him/her you are working something that could jeopardize officer safety. Don't broadcast the information until the officer advises he is ready. Remember, the officer could be standing next to the suspect alone and you don't want the suspect to know that you have information on him that could put him in jail. Many suspects know police codes. Let the officer ask for the complete information when he knows that he has placed himself in a safe position. If you have located a misdemeanor warrants, use the radio term "10-35". Again, don't broadcast the information until the officer advises you he is ready. Know what you are going to say before you broadcast on the radio. State clearly whether the 10-35 information is already confirmed or whether you will have to call for verification. Don't abstract the warrant until directed by the officer to do so. If you are unsure, ask the unit in the field.



## **CRIMINAL MANUALS**

There are a number of manuals you will reference on an ongoing basis. Following is a list of those commonly used. This is an overview of the manuals; more detailed information will be provided hands-on during the training process.

### **CALIFORNIA LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEM (CLETS)**

The California Law Enforcement Telecommunications System (CLETS) provides information access to qualified law enforcement and criminal justice agencies via a Message Switching Computer (MSC) at the Department of Justice in Sacramento. The system:

Receives all messages transmitted by CLETS terminals.

Validates each terminal mnemonic and journals each message.

Checks for proper terminal access authorizations.

Forwards the message to its destination via high speed digital lines.

Provides access to various state and federal files.

### **CRIMINAL JUSTICE INFORMATION SYSTEM (CJIS)**

The Criminal Justice Information System (CJIS) is a computerized file containing records of interest to the criminal justice community. CJIS is maintained by the California Department of Justice (DOJ) and available to authorized local, state, and federal criminal justice agencies via the California Law Enforcement Telecommunications System (CLETS) network.

CJIS contains seven systems:

Stolen Vehicle System (SVS)

Automated Boat System (ABS)

Wanted Persons System (WPS)

Criminal History System (CHS)

Automated Firearms System (AFS)

Automated Property System (APS)

Restraining Order System (ROS)

CLETS provides inquiry and update access to the CJIS systems 24/7. CJIS has a back-up computer to ensure that the systems are operational at all times.

### **MISSING AND UNIDENTIFIED PERSONS SYSTEM (MUPS)**

There are two sources of missing person's information available from your CLETS terminal. DOJ maintains MUPS and the FBI's NCIC maintains the Missing Persons file.

### **DEPARTMENT OF MOTOR VEHICLES (DMV)**

This is a teletype reference manual listing all the access codes and explaining what information is available. To effectively promote traffic safety, the DMV provides information through computer interchange to the DOJ's statewide CLETS, enabling the DMV, DOJ, and law enforcement agencies to work together as a team.

### **DRIVER'S LICENSES**

An individual record is established in the Driver's License (DL)/Identification (ID) card database from information contained in hard copy application forms. Records are made for applicants for DLs and/or IDs. The initial basic record includes the permanent DL/ID card number assigned and the driver's name, address, birth date, and physical description. Primarily the DL/ID card number identifies each record. This number consists of a single alpha prefix followed by seven numbers.

The DL/ID Card Database also contains records for people who have not been issued a California Driver's License. A file number beginning with the letter "X" followed by a maximum of seven digits is assigned to unlicensed California records. This is the same alphanumeric configuration used for DL's and ID cards.

### **VEHICLE REGISTRATION**

The DMV maintains an ongoing record of vehicle and vessel registration (VR) status. The VR Database includes all vehicles and vessels currently registered or with planned non-operation (PNO) status. A file code designates the different types of vehicles/vessels stored in the VR database. The appropriate file code is required to make an inquiry to the VR Database.

A vehicle or vessel registration record is established by the input of data extracted from registration application forms. This includes a description of the vehicle or vessel, the name(s) and address(s) of the registered owner(s), and when applicable, the legal owner(s). The DMV processes subsequent transactions, such as renewals, changes of address, transfers, etc. The record is updated with the new information. An “information code” determines the format of the reply that is returned to a requestor for information from the vehicle/vessel registration database.

## **NCIC OPERATING MANUAL**

The National Crime Information Center (NCIC) is a nationwide computerized information system established as a service to all local, state and federal criminal justice agencies. The goal of NCIC is to help the criminal justice community perform its duties. In providing and maintaining a computerized filing system of accurate and timely criminal justice information, NCIC is readily available to as many criminal justice agencies as possible. For NCIC purposes, “criminal justice information” is defined as “information collected by criminal justice agencies that is needed for the performance of their legally authorized, required function.” This includes: wanted person information; stolen property information; criminal histories; information compiled in the course of investigation of crimes that are known or believed on reasonable grounds to have occurred, including information on identifiable individuals compiled in an effort to anticipate, prevent, or monitor possible criminal activity.

NCIC contains twelve systems:

- Vehicles
- License plates
- Boats
- Guns
- Articles
- Securities
- Wanted persons
- Missing persons
- Foreign fugitive
- III (Interstate Identification Index)
- USSS Protective
- Unidentified persons

## **PENAL CODE**

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

## **VEHICLE CODE**

This book lists definitions and punishment for various vehicle code violations in the State of California. The back of the book contains a complete list of the codes and distinguishes between infractions, misdemeanors, and felonies. This is helpful when trying to determine the severity of various traffic warrants.

## **MISCELLANEOUS**

There are numerous other books/binders/clipboards in the Dispatch Center for your reference. Be sure to take time to learn what and where they are. Your training officer will show you books ranging from disaster planning to equipment operation. You will be responsible for knowing their location and what information is contained in each book. You will be expected to use them for reference on a continuing basis.

## **NLETS ABBREVIATION CODES**

AI – AIR FORCE OSI

DJ – DEPARTMENT OF JUSTICE

DS – DEPARTMENT OF STATE

DC – DISTRICT OF COLUMBIA

FB – FBI/NCIC

IP – INTERPOL

NA – NATIONAL INFURANCE CRIME BUREAU (NCIB)

DN – NAVAL INVESTIGATIVE SERVICE

NL – NLETS CONTROL CENTER

US – US DEPARTMENT OF JUSTICE (DIPLOMATIC LICENSE PLATES ONLY)

NX – NLETS HEADQUARTERS

OD – ORION DATA BASE

FN – ORION FOREIGN FILE

PR – PUERTO RICO

PS – POSTAL INSPECTION SERVICE

FA – TECS/FAA FILE

TC – US CUSTOMS, TECS

MR – US MARSHALS SERVICE

SS – US SECRET SERVICE

## **STATE ABBREVIATIONS**

AL – ALABAMA

AK – ALASKA

AR – ARKANSAS

CA – CALIFORNIA

CO – COLORADO

CT – CONNECTICUT

DE – DELAWARE

DC – DISTRICT OF COLUMBIA

FL – FLORIDA

GA – GEORGIA

HI – HAWAII

ID – IDAHO

IL – ILLINOIS

IN – INDIANA

IA – IOWA

KS – KANSAS

KY – KENTUCKY

LA – LOUISIANA

ME – MAINE

MD – MARYLAND

MA – MASSACHUSETTS

MI – MICHIGAN

MN – MINNESOTA

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  
SC – SOUTH CAROLINA  
SD – SOUTH DAKOTA  
TN – TENNESSEE  
UT – UTAH  
VT – VERMONT  
VA – VIRGINIA  
WA – WASHINGTON  
WV – WEST VIRGINIA  
WI – WISCONSIN  
WY – WYOMING

## **OTHER ABBREVIATIONS**

ABS – Automated Boat System

AFS – Automated Firearms System

AKA – Also known as

APS – Automated Property System

B&P – Business & Professions

CAD – Computer Aided Dispatch

CCW – Carrying a concealed weapon

CDL – Driver's License

CII – Criminal Identification and Information Number

CJIS – Criminal Justice Information System

CLEMARS – California Law Enforcement Mutual Aid Radio System

CLETS – California Law Enforcement Telecommunications System

CORI – Criminal Offender Record Information

DA – District Attorney

DMV – Department of Motor Vehicles

DOA – Dead on arrival

DOB – Date of birth

DOE – Date of emancipation

DOJ – Department of Justice

DOT – Direction of Travel

EPO – Emergency Protective Order

ETA – Estimated time of arrival

FCN – File Control Number

FI – Field Interview



FTA – Failure to appear  
FTP – Failure to pay fine  
H&S – Health and Safety  
LIC – Vehicle license number  
LIS – Vehicle license state  
LIT – Vehicle license plate type  
LIY – Vehicle license year of expiration  
MNE – Agency Mnemonic  
MP – Missing person  
MUNI – Municipal Code/Court  
MUPS – Missing Unidentified Persons System  
ORI – Originating Agency Identifier  
PC – Penal Code  
RO – Registered owner  
ROS – Restraining order  
SSN – Social Security Number  
SVS – Stolen Vehicle System  
TRO – Temporary Restraining Order  
UNK – Unknown  
VC – Vehicle Code  
VIN – Vehicle Identification Number  
VMA – Vehicle Make  
VMO – Vehicle Model  
W&I – Welfare and Institutions  
WPS – Wanted Persons System

## VERSATERM TRAINING

### **Add a Call**

F1 or AC

F2 call nature

Address (override using F3 or F2 check range)

RP address field = will fill in above address automatically

### **Add a Call for DR Number Only**

ACC

Enter information

Clear call

### **Add Comments to a Call**

AR, (remarks)

AR (enter)

ARM, (remarks) (add remarks to call and MDT screens)

VR, view remarks

### **Add Comments from Officer**

Unit # AR, remarks (will wrap to three lines)

## **Browse**

Entities

Role 15 (enter)

Synopsis

## **Cancel a Call**

Can (unit#)

Clear remarks

Enter remarks of the call

Final type dispo

ISALL (enter) clears all units from the call

## **Change Dispo of a Call**

R (call#)

U to update

QBD

Find call in list, U to update call

## **Change Location of a Unit**

CL unit #, new location

CLA unit #, new location

CLE unit #, new location (puts unit enroute to location)

## **Clear a Call**

ACC

Enter information

Enter

ISALL clears all units off a call

Unable to clear a call

R (call #)

C

Enter

## **CLETS/NCIC**

AR, name and DOB (add comments to call)

Comment line for requesting unit's name

PL unit #, @gad123 (runs 10-28 and 10-29)

PL unit #, @123abc.nv.11.pc (plate, state, year, and type) (runs out of state 10-28)

NCIC RQ (format for 10-28)

NCIC QVC (format for all ways check)

PL unit #, !last,first,initial,DOB,sex (runs all ways check from command line)

NCIC enter (run multiple requests using single entry)

QVEH

QV

QDL

QPER

QW

QVC

Full NCIC Query

NCIC enter

Fill in screen

## **Codes**

10-6 | Busy

10-7 | End of Watch

10-10 | Busy but Available

10-14 | Transport

10-19 | Coming to Station

10-21 | Telephone

10-42 | Officer's Residence

10-72 | At Gas Pumps

10-81 | At Station

10-99 | Sign Off

AC | Animal Control

C7 | Lunch

CH | Citizen Hail (creates a DR number automatically)

CI | Cit or Crisis Team

CO | Coroner

CT | Enroute to court

DT | Dave's Tow

ED | Edison

FD | Fire Department

FU | Follow up

PC | Pedestrian Contact (creates a GO number automatically)

PE | Arrest

PU | Pursuit (creates a DR number automatically)

PW | Public Works

SM | Signal Maintenance

S | Stranded Motorist (creates a DR number automatically)

ST | Swinks Tow

SW | Swat

TO | Tow Request

TS | Traffic Stop

TX | Taxi

### **Code 3**

U (call #)

Priority

C (code 3)

Enter

### **Code 4**

Unit # (space) C4

### **Code 7**

Unit E7 (Enroute to Lunch)

Unit C7 & Location

### **Cursor**

Hit home to move from map to call screen

### **Dispatching Multiple Units at One Time To a Call**

Bring up call to be dispatched

DE unit # space unit #

Enter

Activity code unit # unit #

## **Dispatching a Unit**

Back up unit

BO unit # backing unit #

## **Change responsible unit on a call**

Prime unit # (new responsible unit #)

## **Clear a call**

IS (puts unit 10-8)

Unit # IS (puts unit 10-8)

## **Dispatching Units**

R call #

DA unit # (puts unit AS on a call)

DE unit # call # (dispatches unit to a call on screen)

DE call # unit # (dispatches unit to a call not on screen)

DE unit # space unit # (to place multiple units on one call)

## **Duplicate calls**

Place cursor in the address field

F2 view other calls

F3 not same and exit

S mark as same

ACC choose yes or no



## **Enroute**

No enroute code. Use 6 or CLE

## **Entities**

Ent (enter) displays lists of entities (person, business, vehicle)

## **Extra Patrol Requests**

Use BOLO in RMS

## **Follow up**

FUP (used to create a follow-up DR#)

## **Help Commands**

Help Call (lists commands specific category)

Help Dispatch (lists command specific category)

Help DR (help file for specific command)

## **Hold a Call**

Enter date

Enter time

QH (view calls on hold)

U (to open held call)

## **Home Phone Numbers**

ID enter (gives employees' home phone numbers)

## **Identification**

ID enter

## **Locate Call Location on Map**

Have the call on your screen

ALT M

## **Messaging Another Dispatcher**

SM (space) unit #, remarks

SM (space) call #, remarks

DEL ALL (delete all messages)

SMP (space) unit #, remarks (High Priority Message)

## **Modify a Call**

R call #

U

Make changes

Enter

## **Monitor information**

MON (view your desk messages and activities)

MON call # (view a call)

MON unit # (view a unit)

MON desk # (view a desk)

MON S (view ascending/descending info)

MON system (view log on and log off times)

## **Natures**

1 | In Progress

2 | Just Occurred

3 | Report

Example: “DOM1” Domestic Violence in Progress. “VBURG2” Vehicle Burglary Just Occurred.

## **911 Interface Calls**

F6 or A9

Police

Select either location, complainant, location, none or all

After selection screens prefills

## **Notepad**

NP

Follow dashboard

## **Preempt Call**

PR (space) unit # (places officer back in service and requests the call)

## **Print a call**

Call on screen

Type PRINT

## **Prisoner code**

PE (space) unit #, remarks

## **Private party Impound**

ACC (add call clear, also used for other call types)

## **Pursuit**

PU

If on a call use the CLA or 6 command

If not on a call use the CLA command

## **Query**

QBA – Query by Address

QBD – Query by Date (shows last 10 hours)

QCL – Query Call Change Log

QL – Query Log

QLOG – Query Radio Log

QMDT – Query MDT Log

Q911– Query by 911

QSH– Query Calls for Last 10 Hours

QST – Query Street Name

SQ – Query Duty Roster

WHO (unit #) – Query Desk or Unit

WHERE (last name) – Shows Where Logged On

## **Radio Activity**

When several units advise you and you are still on the same command line.

First unit's information; second unit's information

Example: 2P1 TS FIRST/LOS ANGELES, @123abc/; 2P2 PE LA/HUBBARD

This will create two different DR's

## **Radio History**

QSH – View Last 10 Hours of Traffic

## **Reassign a Call**

Prime unit #

## **Recall a Call**

Call #

## **Red Symbol**

Officer F12 to reset MDT

## **Reopen a Call**

RQ (last 3 digits of DR)

## **Repo**

ACC

## **Reset MDT and Receive a Sent Call**

Officer hit get call

F1

## **Retrieve a Call**

QF – Retrieve 1<sup>st</sup> Queued Call

QN – Retrieve Next Call

RR – Retrieve Call and Dispatch

## **Search for a Closed Call**

R (last 3 digits of DR)

## **Self-Initiated Calls**

SI Nature Enter (must be exact)

Example: SI 2P2 EXTRA 1234 E Los Angeles, remarks

## **Sign Units On**

SON unit # (Sign on Unit without MDT)

## **Sign Units Off**

SOFF Unit # (Sign Unit Off)

## **Add Special Services**

SS (service type)

SS enter (pick from list)

## **Stacking Calls**

STACK unit #

STACK (remove stacked call)

VSTACK unit # (view stacked calls for unit)

## **Status Codes**

AS – At Scene (10-97)

C4 – Code 4

DP – Dispatched

ER – Enroute (can only be used while on a call)

IS – In Service (10-8)

NA – Not Available

OA – Out but Available

OV – Out of Vehicle

PE – 10-15

## **Summary of a Call**

R call #

SUM (view all comments of call)

VR

DOC (shows all documents attached to the call)



## **10-6 on Activity**

F9

## **10-28 and 10-29**

PL Unit # @plate

PL Desk ID @plate (request for someone not signed on)

## **Timer on Units**

Timer unit #, minutes

Timer enter (check time left)

Time O (turn timer off)

## **Tow**

R call #

DT (Dave's) or ST (Swinks)

## **Traffic Stop**

Unit # TS Location

Unit # TS Location, @Plate

## **Unit Information**

Unit # (Update Unit Information)

## **Unit Status**

2P2 enter (brings up call unit is assigned to)

## **View Comments**

VH – View Address History

VR – View Comments

VU – View Units on Call

VZ – View Hazards

V5 – View Comments in Groups of 5

## **View Location Records**

CAN – Add Address Contacts

VC (call) – View Address Contact

VH (call) – View Address History

VI (call) – View Address Itinerary

VZ (call) – View Address Hazards

## **Where**

WHERE last name (Gives ID Number)

## **Who**

WHO x1754

WHO (enter) – Lists all employees

WHO UNIT – (gives Unit status, ID Number, Name)

## **FUNCTION KEYS**

AC – Add a call

Alt Tab – Scrolls through all screens

APPEND – Adds to call

## **Colors of Calls**

Red – Priority 1

Yellow – Priority 2

Blue – Priority 4

## **Colors of Activities**

Green – Code 4

Orange – 10-15

White – 10-97

Yellow – Enroute

Blue – 10-6

Light blue – 10-81

ERR – displays the last error entered

ESC – toggle between sessions

PC – Pedestrian Contact

PE – 10-15

F1– Add a call (also replaces working call) do not use when entering a call, you will lose the one you are working on.

F2 –Lookup  
F3 – Abort screen  
F4 – Attach  
F5 – Add command line  
F6 – Import 911 caller information from ANI/ALI  
F7 – Units status screen  
F8 – Quit screen  
F9 – Unit activities  
F10 – Retrieve call  
F11 – Page up  
F12 – Page down  
PQ – Moves status screen up and down  
Q (enter) – View queued calls  
SQ – Duty Roster  
SQ SKILL – shows officer skills  
SQ SKILL:TYPE – Shows a specific skill  
U – Update call

## VERSADEX POLICE CAD COMMANDS

### CALL RELATED

AC	Add Call	This command displays a new call screen in add mode. The command works the same as the F1 Function Key.
F1		
ACC	Add Call and Clear	This command automatically clears a call after it has been added. Typically this is done to generate a new call number.
AR	Add Remarks to a Call	This command adds additional remarks to a call. A call number or unit ID may be specified. If the specified unit is not on a call, the remarks are added to the unit's activity log.
	AR,<remarks>	
	AR <call#>,<remarks>	
	AR<unit ID>,<remarks>	
	<unit ID>, AR,<remarks>	
BATCH	Add Call Retroactively	This command activates the retroactive call facility where you can add or maintain calls retroactively.
CAN	Cancel Call and Clear	This command clears a call with a "cancel" code. Clearance remarks are mandatory when canceling a call. If no call number is added, the current call is cancelled. If no clearance remarks are
	CAN	
	CAN <call#>	
	CAN,<remarks>	
	CAN <call#>,<remarks>	

added, a form prompting you to enter them is displayed.

FUP	Add a Follow-up Call	This command adds a follow-up call to an original/prime call. If no call number is specified, the current call is used as the prime.
	FUP	
	FUP <call#>	
R	Recall Call by Number or Unit	This command retrieves the specified call by call number or unit ID.
	R <call#>	
	R <unit ID>	
	<unit ID> R	
SUM	View Call Summary	This command lists call details in chronological order. If no call number or unit ID is specified, the summary for the current call is displayed
	SUM	
	SUM <call#>	
	SUM <unit ID>	
	<unit ID> SUM	
U	Update Call Information	This command puts a call in update mode where call information may be added or updated. If no call number or unit ID is specified, the current call is updated.
	U	
	U <call#>	
	U <unit ID>	
	<unit ID>	
VU	View Prior Dispatches	This command displays a synopsis of all dispatches related to the current or
	VU	

VU <call#> specified call.  
VU <unit ID>  
<unit ID> VU

## ADDRESS RELATED

VH View Address History This command displays a history of calls  
VH for a call address. If no call number or  
VH <call#> unit ID is specified, the history for the  
VH <unit ID> current call address is displayed.  
<unit ID> VH

VZ View Address Hazards This command displays hazard records  
VZ for the call address. If no call number or  
VZ <call#> unit ID is specified, the hazard record  
VZ <unit ID> for the current call address is displayed.  
<unit ID>, VZ

## DISPATCH RELATED

AS Set Units Status to At Scene This command sets the unit status to At  
AS <unit ID> Scene for up to 5 units.  
AS <unit ID>, <remarks> If you specify a time, this is the  
AS <unit ID>/<retro time> retroactive At Scene time that overrides  
AS <unit ID>,<remarks>/ the system time. The retro time appears  
Retro time> in the Call Summary (SUM Command) but  
<unit ID> AS does not appear on the call screen.  
<unit ID> AS,<remarks>

C	<p>Clear an Active Call</p> <p>C</p> <p>C &lt;unit ID&gt;</p> <p>C&lt;call#&gt;</p> <p>&lt;unit ID&gt; C</p>	<p>This command clears a call if no units are still on the call or if the specified unit is the last unit on the call. Clearance info can also be added from the command line.</p>
C4	<p>Set Unit Status to Code 4</p> <p>C4 &lt;unit ID&gt;</p> <p>C4 &lt;unit ID&gt;, &lt;remarks&gt;</p> <p>&lt;unit ID&gt; C4</p> <p>&lt;unit ID&gt; C4,&lt;remarks&gt;</p>	<p>This command sets the unit status to Code 4 for up to five units.</p>
DA	<p>Dispatch Units, Status At Scene</p> <p>DA &lt;unit ID&gt;&lt;unit ID&gt;</p> <p>DA &lt;unit ID&gt;,&lt;remarks&gt;</p> <p>&lt;unit ID&gt; DA</p> <p>&lt;unit ID DA,&lt;remarks&gt;</p>	<p>This command dispatches up to 5 units and updates the units' status to At Scene. Optional remarks may be added and are logged with the call.</p>
DE	<p>Dispatch Unit, Status En Route</p> <p>DE &lt;unit ID&gt;&lt;unit ID&gt;</p> <p>DE &lt;unit ID&gt;, &lt;remarks&gt;</p> <p>&lt;unit ID&gt; DE</p> <p>&lt;unit ID&gt; DE, &lt;remarks&gt;</p>	<p>This command dispatches up to 5 units and updates the units' status to En Route. Optional remarks may be added and are logged with the call.</p>



ER	Set Unit Status to En Route ER <unit ID> ER <unit ID>,<remarks> <unit ID> ER <unit ID> ER, <remarks>	This command sets the unit status to En Route for up to five units
IS	set unit status to in service IS <unit ID> IS <unit ID>,<remarks> <unit ID> IS <unit ID>, IS, <remarks>	This command sets the unit status to In Service for up to five units
ISALL	Place All Units on Call In Service ISALL ISALL <call#> ISALL <unit ID> <unit ID> ISALL	This command places all units on a call In Service. If no call number or unit ID (for one of the units on call) is specified, units on the current call are put In Service.
PE	Set Unit Status to Prisoner Transport (10-15) PE <unit ID> PE <unit ID>,<remarks> <unit ID> PE <unit ID> PE,<remarks>	This command sets the units status to Prisoner Transport (10-15) for up to five units. The remarks are added to the unit activity log.

PR	Pre-Empt (Cancel) Unit From Call PR <unit ID> PR <unit ID>,<remarks> <unit ID> PR <unit ID> PR,<remarks>	This command pre-empts a unit from a call or a busy code and places the unit back in service. If it is the only unit on a call, the call will be re-queued.
Q	View List of Queued Calls Q Q<coverage>	This command lists queued/pending calls. If no coverage area is specified, the queued calls for all areas are displayed.
RQ	Re-queue an Active or Cleared Call RQ RQ <call#> RQ <call#>,<remarks> RQ <unit ID> <unit ID> RQ	This command re-opens a cleared call and then places it in the queue. This command also re-queues an active call. If no call number or unit ID is specified, the current call is re-queued.

**UNIT/OFFICER RELATED**

CLA	Change Location for a Single Unit CL<unit ID>,<location> <unit ID> CLA,<location>	This command changes the location of a busy or dispatched unit.
CLAA	Change Location for All Units on Call, Status At Scene CLAA <call#>,<location> CLAA <unit ID>,<location> <unit ID> CLAA,<location>	This command changes the location of all units on the same call and updates the unit status to At Scene. Uses either the call number or the unit ID of one of the units on the call.

CLE	<p>Change Location for a Single Unit Status En Route</p> <p>CLE &lt;unit ID&gt;,&lt;location&gt;</p> <p>&lt;unit ID&gt; CLE,&lt;location&gt;</p>	<p>This command changes the location of a busy or dispatched unit and updates the unit's status to En Route.</p>
MAP	<p>Display Unit Location on the Map</p> <p>MAP &lt;unit ID&gt;</p> <p>MAP &lt;officer no.&gt;</p> <p>MAP&lt;portable no&gt;</p> <p>&lt;unit ID&gt; MAP</p>	<p>This command displays the specified unit's location on the map. You may use either unit ID, officer number, or portable number to specify a unit.</p>
PL	<p>Plate or Person Check for a Unit, With logging</p> <p>PL &lt;unit ID&gt;</p> <p>PL&lt;unit&gt;,&lt;@plate.state&gt;</p> <p>PL &lt;unit&gt;,&lt;@plate.state.type.year&gt;</p>	<p>This command logs (with the call) that a plate or person check has been performed for a unit.</p> <p>For plate NCIC checks, the type and year are optional when checking passenger or personalized plates. If the state is not specified, your agency's state is assumed.</p>
PRIME	<p>Designates Unit as Primary</p> <p>PRIME &lt;unit ID&gt;</p> <p>&lt;unit ID&gt; PRIME</p>	<p>This command sets the primary unit on a call initially; the first unit dispatched is considered the primary unit.</p>
SOFF	<p>Sign Off a Unit</p> <p>SOFF &lt;unit ID&gt;</p>	<p>This command signs off a unit and is the same as the '99' sign-off command.</p>

SON	Sign On a Unit SON SON<unit ID> <unit ID> SON	This command activates the unit sign on form. If a unit is specified, the sign on form is prefilled with the unit information from the organization table.
TIMER	Sets or Resets Timer for a Unit TIMER TIMER <unit ID>,<minutes> TIMER <unit ID> <unit ID> TIMER <unit ID> TIMER,<minutes>	This command sets a timer for a unit for a specified number of minutes. If no parameters are specified, a timer form prompting you to enter a unit is displayed. If only the unit ID is specified, the timer resets to the site default number of minutes
UNIT	Changes Unit's Information Using a Form. UNIT UNIT <unit ID> <unit ID> UNIT	This command displays a form for updating a signed-on unit's information. If no unit ID is specified, one may be entered on the form to display current sign on data.
WHERE	Lists Where a Person is Signed On WHERE WHERE <officer#> WHERE <name>	This command displays where a person is on the system. If no parameter is entered, the entire Where List is displayed.
WHO	Lists Who is at a Desk or in a Unit WHO WHO <desk ID>	This command displays who is at a police CAD desk or signed on to a unit. If no parameter is entered, the entire Who List

WHO <unit ID> is displayed.  
<unit ID> WHO

## QUERIES

QBA	Query Calls by Address	This command queries an address and returns a synoptic list of all records (calls, hazards, etc.) linked to that address. A location prompt appears if no address is specified.
	QBA	
	QBA <address>	
QBD	query calls by date	this command displays the query by Date form, where calls may be queried By coverage, call type, officer ID, or Location, within a specified date range.
QLOG	Query Activity Log (Desk, Officer, or Unit)	This command runs the activity log query. If no parameter is entered, the query log activity form is displayed; otherwise a 12-hour period query is run against the specified parameter.
	QLOG	
	QLOG <desk ID>	
	QLOG <officer>	
	QLOG <unit ID>	

## NCIC

NCIC	Access NCIC System	This command allows you to access the NCIC system.
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## MESSAGING/EMAIL/MEMO

DEL	Delete Current Mail/Message	This command deletes desk messages.
DEL		With no parameter, the current message
DEL <message#>		is deleted; otherwise the specified message
DEL ALL		is deleted. Use “ALL” to delete all messages

MAIL	Access Mail System	This command invokes the mail facility.
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SM	Send Message, with Logging	This command sends a message to up to
SM <desk ID>		five specified destinations. A destination
<desk ID><desk ID>,<message>		may be a desk, unit, call number, or message
		handle. The message is logged.

## STATUS SCREEN/MONITOR

MON	Monitor a Call, Unit, Desk , or Message	This command activates/sets the police CAD
MON		to monitor various police CAD
MON <call#>		activities. Use “MON” with no parameters
MON <desk ID>		to monitor your own desk messages or all
MON <unit ID>		activities.

<p>STATUS</p> <p>Set Status Screen to a Particular Coverage Area</p> <p>STATUS</p> <p>STATUS &lt;coverage&gt;</p> <p>STATUS ALL</p> <p>STATUS CALL</p> <p>STATUS STATUS</p> <p>STATUS #&lt;call#&gt;</p>	<p>This command resets the status screen display to a specified coverage area. Use the command without parameters to set your status screen coverage to your desk's coverage. Use the "ALL" parameter to see all coverage areas. Use the "CALL" parameter to sort the units in the dispatched units' window by call number. Use the "STATUS" parameter to display the current status screen coverage setting.</p>
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**BOLO/FYI/NOTEPAD**

<p>BOLO</p> <p>Add Call to BOLO List</p> <p>BOLO</p> <p>BOLO &lt;call#&gt;</p>	<p>This command adds the current or specified call to the BOLO list.</p>
<p>NP</p> <p>Access Notepad System</p> <p>NP</p> <p>NP&lt;notepad entry name&gt;</p>	<p>This command activates the notepad facility. A notepad entry name or partial entry name may be specified. If no entry name is specified, the entire list is displayed.</p>

## QUICK TIPS

**QBD** – Gives a list of calls by date or unit, showing nature, address, time, and DR#.

**WHOUNIT (2P2)** – Gives status, ID #, and name of person.

**ID** – Gives a list of department employees, ID #, name, and home phone number.

**PL DESK ID** (DSP1, DSP2, etc.), @123abc – Enables dispatcher to run a plate for someone not signed onto the CAD (you may get an error message but you will still get the return).

**AR** – Can be used to log a local check in radio history for a unit even if the unit is not on a call.

**CL & CLA** – Used when a unit is changing location. Does NOT verify the address.

**NCIC RQ** – Brings up the format to run a 10-28/29 with no type code required.

**STACK UNIT** – Stacks a call to a unit.

**!LAST,FIRST,MIDDLE,DOB,SEX** – Run an always check from command line.

**1P9 enter** – Brings up the call the unit is assigned to (no need to use the R first).

**ISALL** – Clears all units off a call.

**RQ** – Reopens a closed call.

**U** – Updates information on a call.

**NP** – Notepad



## **CAD NATURES**

ABANV – Abandoned Vehicle – one PSA

ABC – ABC Detail – one officer

ACC1 – Accident Injury – one traffic officer, a PSA, and one additional unit

ACC2 – Accident Non Injury – one traffic officer, PSA

ACC3 – Accident Related Investigation – one traffic officer

ACCHR1 – Accident Hit and Run in Progress – one traffic officer and one additional unit

ACCHR2 – Accident Hit and Run Just Occurred – one traffic officer and one additional unit

ACCHR3 – Belated Hit and Run – one traffic officer

ACCUNK – Accident Unknown if Injuries – one traffic officer and a PSA

AGCY – Agency Assist – one to two officers

BUSA – Bus Alarm

PALRM – Panic Alarm – two officers or one officer and a K9

ROALRM – Robbery Alarm – two officers and a sergeant, three officers, or two officers and a K9

VARDA – Varda Alarm – two officers

VALRM – Vehicle Alarm – one officer

CALRM – Commercial Alarm – two officers

ALRM – Alarm – two officers

RALRM – Residential Alarm – two officers

AMBFU – Ambulance Follow-up – one or two officers

ANIM1 – Animal Problem in Progress – one officer

ANIM2 – Barking Dog – one officer

ANIM3 – Animal Problem Investigation – one officer

ARSON3 – Arson Investigation – one officer

ASLTB1 – Assault/Battery in Progress – two officers

ASLTB2 – Assault/Battery Just Occurred – two officers

ASLTB3 – Assault/Battery Investigation – one officer

ADW1 – Assault with a Deadly Weapon in Progress – two to three officers

ADW2 – Assault with a Deadly Weapon Just Occurred – two officers

ADW3 – Assault with Deadly a Weapon Investigation – one officer

ATC – Attempt to Contact – one officer

LIQU1 – B&P Violation in Progress – two officers

LIQU2 – B&P Violation Just Occurred – one officer

LIQU3 – B&P Violation Investigation – one officer

BOMB1 – Bomb Threat in Progress- – two officers and a sergeant

BOMB2 – Bomb Threat Just Occurred – two officers

BOMB3 – Bomb Threat Investigation – one officer

BROAD – Broadcast

CBURG1 – Commercial Burglary in Progress – two officers and a K9

CBURG2 – Commercial Burglary Just Occurred – two officers and a K9

CBURG3 – Commercial Burglary Investigation – one officer

HBURG1 – Hot Prowl Burglary in Progress – two officers and a K9

HBURG2 – Hot Prowl Burglary Just Occurred – two officers and a K9

HBURG3 – Hot Prowl Burglary Investigation – one officer

RBURG1 – Residential Burglary in Progress – two officers and a K9

RBURG2 – Residential Burglary Just Occurred – two officers and a K9

RBURG3 – Residential Burglary Investigation – one officer

VBURG1 – Vehicle Burglary in Progress – two officers

VBURG2 – Vehicle Burglary Just Occurred – two officers

VBURG3 – Vehicle Burglary Investigation – one officer

CAR1 – Carjacking in Progress – two to three officers

CAR2 – Carjacking Just Occurred – two to three officers

CAR3 – Carjacking Investigation – one officer

CHILD1 – Child Abuse in Progress – two officers

CHILD2 – Child Abuse Just Occurred – two officers

CHILD3 – Child Abuse Investigation – one officer

ANNOY1 – Child Annoyance in Progress – two officers

ANNOY2 – Child Annoyance Just Occurred – two officers

ANNOY3 – Child Annoyance Investigation – one officer

CITZH – Citizen Hail – one officer

CIVIL1 – Civil Dispute in Progress – two officers

CIVIL2 – Civil Dispute Just Occurred – two officers

CIVIL3 – Civil Dispute Investigation – one officer

CODE5 – Surveillance

CTVIO1 – Court Order Violation in Progress – two officers

CTVIO2 – Court Order Violation Just Occurred – one to two officers

CTVIO3 – Court Order Violation Investigation – one officer

CTORD – Court Orders

CRPT – Courtesy Report – one officer

DEATH – Death Investigation – one officer and a sergeant

DPROP – Property for Destruction – one officer

DETAIL – Detail

DIST1 – Disturbance in Progress – two officers

DIST2 – Disturbance Just Occurred – one to two officers

DIST3 – Disturbance Investigation – one officer

DOM1 – Domestic in Progress – two officers

DOM2 – Domestic Just Occurred – two officers

DOM3 – Domestic Investigation – one officer

DUI1 – Drunk Driver in Progress/Being Followed – two officers

DUI2 – Drunk Driver in Progress/Not Being Followed – one officer

DUI3 – Drunk Driver Broadcast

DUICKP – DUI checkpoint

DRUNK – Drunk Subject – two officers

ELDERA – Elder Abuse

ELDER1 – Elder Abuse in Progress – two officers

ELDER2 – Elder Abuse Just Occurred – one to two officers

ELDER3 – Elder Abuse Investigation – one officer

EMBEZ – Embezzlement Investigation – one officer

EXTRA – Extra Patrol

DISTF1 – Family Dispute in Progress – two officers

DISTF2 – Family Dispute Just Occurred – two officers

DISTF3 – Family Dispute Investigation – one officer

FIGHT1 – Fight in Progress – two officers

FIGHT2 – Fight Just Occurred – two officers

FIGHT3 – Fight Investigation – one officer

FIRE1 – Fire in Progress – two officers and possibly a PSA

FIRE2 – Fire Just Occurred – one to two officers

FIRE3 – Fire Investigation – one officer

FIREW1 – Fireworks in Progress/Subjects Can Be Seen – one to two officers

FIREW2 – Fireworks Just Occurred/Subjects Left – one officer

FIREW3 – Fireworks/Broadcast Only

FPURS – Foot Pursuit – two officers and a sergeant

FADULT – Found Adult – one officer

FCHILD – Found child – one officer

FRPOP – Found Property – one officer or a PSA

FRAU1 – Fraud in Progress – two officers

FRAU2 – Fraud Just Occurred – one to two officers

FRAU3 – Fraud Investigation – one officer

GANG1 – Gang Activity in Progress – two officers

GANG2 – Gang Activity Just Occurred – one to two officers

GANG3 – Gang Activity Investigation – one officer

HAZC – Hazardous Condition – one officer or a PSA

HAZM – Hazardous Materials – one officer and a sergeant

HOMI – Homicide

DUMP – Illegal Dumping

DUMP1 – Illegal Dumping in Progress – two officers

DUMP2 – Illegal Dumping Just Occurred – two officers

DUMP3 – Illegal Dumping Investigation – one officer

ILLEGP – Illegal Parking – PSA

INDEC1 – Indecent Exposure in Progress – two officers

INDEC2 – Indecent Exposure Just Occurred – one to two officers

INDEC3 – Indecent Exposure Investigation – one officer

K9DEMO – K9 Demonstration

KEEPPC – Keep the Peace- two officers

KID1 – Kidnapping in Progress – two officers and a sergeant

KID2 – Kidnapping Just Occurred – two officers and a sergeant

KID3 – Kidnapping Investigation – one officer

LOIT1 – Loitering Subject in Progress – two officers

LOIT2 – Loitering Subject Just Occurred – one to two officers

LOIT3 – Loitering Subject Investigation- – one officer

LOSTC – Lost Child – as many units as possible/available

LPROP – Lost Property – PSA

CMALM – Commercial Malicious Mischief

CMALM1 – Commercial Malicious Mischief in Progress – two officers

CMALM2 – Commercial Malicious Mischief Just Occurred – two officers

CMALM3 – Commercial Malicious Mischief Investigation – one officer

MALM1 – Malicious Mischief in Progress – two officers

MALM2 – Malicious Mischief Just Occurred – two officers

MALM3 – Malicious Mischief Investigation – one officer

RMALM1 – Residential Malicious Mischief in Progress – two officers

RMALM2 – Residential Malicious Mischief Just Occurred – two officers

RMALM3 – Residential Malicious Mischief Investigation – one officer

VMALM1 – Vehicle Malicious Mischief in Progress – two officers

VMALM2 – Vehicle Malicious Mischief Just Occurred – two officers

VMALM3 – Vehicle Malicious Mischief Investigation – one officer

MENT1 – Mental Subject in Progress – two officers

MENT2 – Mental Subject Just Occurred – one to two officers

MENT3 – Mental Subject Investigation – one to two officers

MISC – Miscellaneous Investigation – one officer

MISS2 – Missing Just Occurred – two officers

MISS3 – Missing Investigation – one officer

RTMISS – Returned Missing – one officer

MUNIC1 – Municipal Code Violation in Progress – two officers

MUNIC2 – Municipal Code Violation Just Occurred – one to two officers

MUNIC3 – Municipal Code Violation Investigation – one officer

NARC1 – Narcotic Activity in Progress – two officers  
NARC2 – Narcotic Activity Just Occurred – one to two officers  
NARC3 – Narcotic Activity Investigation – one officer  
OFFI – Officer Info  
OI – Officer Initiated Activity  
OVERD – Overdose – One to two officers  
PED – Pedestrian Contact  
PERSON – Person Down – one to two officers  
PHONE – Annoying or Threatening Phone Calls – one officer  
PRIV – Private Property Impound  
PROWL1 – Prowler in Progress – two officers or one officer and a K9  
PROWL2 – Prowler Just Occurred – two officers or one officer and a K9  
PROWL3 – Prowler Investigation – one officer  
PUBASS – Public Assistance – one officer or a PSA  
PURS – Pursuit – two officers and a sergeant  
RECO – Recovered Stolen Vehicle – one officer  
REPO – Repossessed Vehicle  
ROBB1 – Robbery in Progress – three officers and a sergeant  
ROBB2 – Robbery Just Occurred – two officers and a sergeant  
ROBB3 – Robbery Investigation – one to two officers  
RUNA1 – Runaway in Progress – one to two officers  
RUNA2 – Runaway Just Occurred – one officer  
RUNA3- – Runaway Investigation – one officer  
RTRUN – Runaway Returned – one officer  
SAFEK – Safekeeping – one officer  
SCHOOL – School Check

SEARCH – Parole or Probation Search

SECCH – Security Check

SEXR – Sex Registrant

SEXC1 – Sexual Crime in Progress – two officers

SEXC2 – Sexual Crime Just Occurred – two officers

SEXC3 – Sexual Crime Investigation – one officer

SHOP1 – Shoplifter in Progress – two officers

SHOP2 – Shoplifter Just Occurred – two officers

SHOP3 – Shoplifter Investigation – one officer

SHOOT1 –Shots in Progress – two officers

SHOOT2 – Shots Just Occurred – two officers

SHOOT3 – Shots Investigation – one officer

SOLIC1 – Solicitor in Progress – one to two officers

SOLIC2 – Solicitor Just Occurred – one to two officers

SOLIC3 – Solicitor Investigation – one officer

STALK1 – Stalking in Progress – two officers

STALK2 – Stalking Just Occurred – one to two officers

STALK3 – Stalking Investigation – one officer

GTA1 – Stolen Vehicle in Progress – two officers and a sergeant

GTA2 – Stolen Vehicle Just Occurred – two officers

GTA3 – Stolen Vehicle Investigation – one officer

STRAND – Stranded Vehicle – PSA

SUICS1 – Suicidal Subject in Progress – two officers and a sergeant

SUICS2 – Suicidal Subject Just Occurred – one to two officers

SUICS3 – Suicidal Subject Investigation – one officer

SUSP1 – Suspicious Incident in Progress – two officers



SUSP2 – Suspicious Incident Just Occurred – one to two officers

SUSP3 – Suspicious Incident Investigation – one officer

VTHEFT1 – Vehicle Theft in Progress – two officers

VTHEFT2 – Vehicle Theft Just Occurred – two officers

VTHEFT3 – Vehicle Theft Investigation – one officer

THEFT1 – Theft in Progress – two officers

THEFT2 – Theft Just Occurred – one to two officers

THEFT3 – Theft Investigation – one officer

THREA1 – Threats Made in Progress – two officers

THREA2 – Threats Made Just Occurred – one to two officers

THREA3 – Threats Made Investigation – one officer

TRAF- – Traffic Stop

TRES1 – Trespassing in Progress – two officers

TRES2 – Trespassing Just Occurred – one to two officers

TRES3 – Trespassing Investigation- – one officer

TRUANT – Truant

UNKPRB – Unknown Problem – two officers

VACC – Vacation Check – Volunteers

WARR – Warrant Service

WEAP1 – Weapon in Progress – two officers and a sergeant

WEAP2 – Weapon Just Occurred – two officers

WEAP3- – Weapon Investigation – one officer

WELF – Welfare Check – two officers

## **The U.S. Legal System: A Short Description**

### **Background**

The U.S. Constitution establishes a federal system of government. The constitution gives specific powers to the federal (national) government. All power not delegated to the federal government remains with the states. Each of the 50 states has its own state constitution, governmental structure, legal codes, and judiciary.

The U.S. Constitution establishes the judicial branch of the federal government and specifies the authority of the federal courts. Federal courts have exclusive jurisdiction only over certain types of cases, such as cases involving federal laws, controversies between states, and cases involving foreign governments. In certain other areas federal courts share jurisdiction with state courts. For example, both federal and state courts may decide cases involving parties who live in different states. State courts have exclusive jurisdiction over the vast majority of cases.

Parties have a right to trial by jury in all criminal and most civil cases. A jury usually consists of a panel of 12 citizens who hear the evidence and apply the law stated by the judge to reach a decision based on the facts as the jury has determined them from the evidence at trial. However, most legal disputes in the United States are resolved before a case reaches a jury. They are resolved by legal motion or settlement, not by trial.

### **Structure of the Federal Court System**

The U.S. Constitution establishes the U.S. Supreme Court and gives Congress the authority to establish the lower federal courts. Congress has established two levels of federal courts below the Supreme Court: the U.S. district courts and the U.S. circuit courts of appeals. U.S. district courts are the courts of first instance in the federal system. There are 94 such district courts throughout the nation. At least one district court is located in each state. District judges sit individually to hear cases. In addition to district judges, bankruptcy judges (who hear only bankruptcy cases) and magistrate judges (who perform many judicial duties under the general supervision of district judges) are located within the district courts. U.S. circuit courts of appeals are on the next level. There are 12 of these regional intermediate appellate courts located in different parts of the country. Panels of three judges hear appeals from the district courts. A party to a case may appeal as a matter of right to the circuit court of appeals (except that the government has no right of appeal in a criminal case if the verdict is “not guilty.”) These regional circuit courts also hear appeals from decisions of federal administrative agencies. One non-regional circuit court (the Federal Circuit) hears appeals in specialized cases such as cases involving patent laws and claims against the federal government.

At the top of the federal court system is the U.S. Supreme Court, made up of nine justices who sit together to hear cases. At its discretion, the U.S. Supreme Court may hear appeals from the federal circuit courts of appeals as well as the highest state courts if the appeal involves the U.S. Constitution or federal law.

## **Structure of State Court Systems**

The structure of state court systems varies from state to state. Each state court system has unique features; however, some generalizations can be made. Most states have courts of limited jurisdiction presided over by a single judge who hears minor civil and criminal cases. States also have general jurisdiction trial courts that are presided over by a single judge. These trial courts are usually called circuit courts or superior courts and hear major civil and criminal cases. Some states have specialized courts that hear only certain kinds of cases such as traffic or family law cases.

All states have a highest court, usually called a state supreme court, that serves as an appellate court. Many states also have an intermediate appellate court called a court of appeals that hears appeals from the trial court. A party in a case generally has one right of appeal.

## **Court Administration**

The judicial branches of the federal and state governments are separate from the legislative and executive branches. To insure judicial independence, the judicial branches of the federal and state governments control the administration of the courts. Court administration includes managing court budgets, prescribing rules of trial and appellate procedure, reviewing judicial discipline matters, offering continuing educational programs for judges, and studying court performance.

In the federal judiciary, the Judicial Conference of the United States, made up of 27 members (the Chief Justice of the United States and 26 judges from each geographic region of the United States) has overall administrative responsibility for the courts and has primary authority to make policy regarding the operation of the judicial branch of the government. The Judicial Conference is assisted by a large number of committees made up of federal judges (and sometimes also state court judges and attorneys) who study different parts of the federal court system and make recommendations. An important responsibility of the Judicial Conference is to recommend changes in the rules of procedure used by all federal courts.

Congress has created three administrative agencies within the judicial branch. The Administrative Office of the U.S. Courts manages the day-to-day operations of the courts, including such matters as payroll, equipment, and supplies. The Federal Judicial Center conducts educational and training programs for judges and court personnel and does research in the fields of court operations and administration. The U.S. Sentencing Commission develops advisory guidelines for federal judges in imposing criminal sentences.

In most state court systems, the state supreme court has overall administrative authority over the court system. It is assisted by an administrative office. The chief justice of the state supreme court usually appoints the director of the state court administrative office.

## **Judges**

Justices of the U.S. Supreme Court and circuit and district judges are appointed by the President of the United States if approved by a majority vote of the U.S. Senate. These justices and judges serve “during good behavior”—in effect, a life term. Presidents usually nominate persons to be judges who are members of their own political party. Persons appointed are usually distinguished lawyers, law professors, or lower federal court or

state court judges. Once these judges are appointed their salaries cannot be reduced. Federal judges may only be removed from office through an impeachment process in which charges are made by the House of Representatives and a trial is conducted by the Senate. In the entire history of the United States, only a few judges have been impeached and those removed were found to have committed serious misconduct. These protections allow federal judges to exercise independent judgment without political or outside interference or influence.

The methods of selecting state judges vary from state to state and are often different within a state, depending on the type of court. The most common selection systems are by commission nomination and by popular election. In the commission nomination system, judges are appointed by the governor (the state's chief executive) who must choose from a list of candidates selected by an independent commission made up of lawyers, legislators, lay citizens, and sometimes judges. In many states judges are selected by popular election. These elections may be partisan or non-partisan. Candidates for judicial appointment or election must meet certain qualifications, such as being a practicing lawyer for a certain number of years. With very few exceptions, state judges serve specified, renewable terms. All states have procedures governing judicial conduct, discipline, and removal. In both the federal and state systems, judicial candidates are almost always lawyers with many years of experience. There is no specific course of training for judges and no examination. Some states require judges to attend continuing education programs to learn about developments in the law. Both the federal and state court systems offer beginning and continuing education programs for judges.

## **Prosecutors**

Prosecutors in the federal system are part of the U.S. Department of Justice in the executive branch. The Attorney General of the United States, who heads the Department of Justice, is appointed by the President with Senate confirmation. The chief prosecutors in the federal court districts are called U.S. attorneys and are also appointed by the President with Senate confirmation. Within the Department of Justice is the Federal Bureau of Investigation, which investigates crimes against the United States.

Each state also has an attorney general in the state executive branch who is usually elected by the citizens of that state. There are also prosecutors in different regions of the state, called state's attorneys or district attorneys. These prosecutors are also usually elected.

## **Lawyers**

The U.S. legal system uses the adversarial process. Lawyers are essential to this process. Lawyers are responsible for presenting their clients' evidence and legal arguments to the court. Based on the lawyers' presentations, a trial judge or jury determines the facts and applies the law to reach a decision before judgment is entered.

Individuals are free to represent themselves in American courts, but lawyers are often necessary to present cases effectively. An individual who cannot afford to hire a lawyer may attempt to obtain one through a local legal aid society. Persons accused of crimes who cannot afford a lawyer are represented by a court-appointed attorney or by federal or state public defender offices.

American lawyers are licensed by the individual states in which they practice law. There is no national authority that licenses lawyers. Most states require applicants to hold a law degree (Juris Doctor) from an accredited law school. An American law degree is a postgraduate degree awarded at the end of a three-year course of study. (Normally individuals complete four years of college/university before attending law school). Also, most states require that applicants for a license to practice law pass a written bar examination and meet certain standards of character. Some states allow lawyers to become bar members based on membership in another state's bar. All states provide for out-of-state lawyers to practice in the state in a particular case under certain conditions. Lawyers can engage in any kind of practice. Although there is no formal distinction among types of legal practice, there is much informal specialization.

## Classification of Crimes in California

California [criminal law](#) classifies violations into three categories: infractions, misdemeanors and felonies. Infractions are offenses that are illegal but are not typically considered serious and do not appear on a person's criminal record. Driving without wearing a seatbelt, for example, is an infraction under California law. Infractions do not result in jail time. Misdemeanors are more serious offenses that can result in up to a year of jail time. A first-time offense of [drunk driving](#), for example, is generally a misdemeanor. Felonies are the most serious criminal offenses and they can carry penalties of over a year in state prison, as well as substantial fines and other punishments. [Selling illegal drugs](#) is an example of a felony offense. Some violations, known as "wobblers," can be charged either as infractions or misdemeanors, or as misdemeanors or felonies, at the prosecuting attorney's discretion.

### Infractions

An infraction, sometimes called a "petty offense," is a minor violation of state law for which the typical penalty is a fine. California law does not punish infractions with jail time or probation, and infractions do not show up on an offender's criminal record.

A typical infraction is a violation of a city code, an administrative ordinance, or a traffic rule. Littering, speeding, seatbelt law violations, and similar offenses are infractions.

Because infractions are technically not crimes, defendants in infraction cases do not have the right to court-appointed defense lawyers, the right to avoid self-incrimination, the right to trial by jury, or other Constitutional protections afforded to defendants in misdemeanor or felony cases.

### Misdemeanors

A misdemeanor is a crime carrying a possible penalty of up to one year in county jail. Many misdemeanors carry maximum penalties of six months in jail and a fine of up to \$1000. Many other misdemeanors, however, have more severe punishments specified by California law.

Misdemeanors include crimes such as a first-time basic [DUI offense](#), [shoplifting](#), [soliciting prostitution](#), certain [domestic violence](#) offenses, and others not considered serious enough to be charged as felonies.

Although misdemeanors are considered less serious than felonies when looking at the basic classification of crimes, they can have serious consequences for those convicted. In addition to up to a year in jail and a fine of up to \$1000, a convicted misdemeanor offender may be sentenced to community service, counseling, restitution for the victim, and probation. Moreover, a misdemeanor offense will appear on a convicted offender's criminal record.

### Felonies

A felony is the most serious type of criminal offense, and is punishable by more than a year in prison. Felony offenses include [rape](#), [murder](#), the [sale of controlled substances](#), and other serious crimes.

In addition to a prison sentence, felony punishments can include probation after incarceration, substantial fines, loss of the right to vote, loss of the right to own firearms, and other consequences.

**Wobblers**

Some offenses may be either infractions or misdemeanors. Petty theft of goods worth less than \$50 is perhaps the most common example of this type of wobbler.

Similarly, other offenses may be charged either as misdemeanors or as felonies, depending upon the circumstances of the particular crime and the criminal history of the defendant. Common examples include some crimes of domestic violence, [assault](#), theft and burglary.

## California Criminal Charges and How Crimes Get Charged

### The Arrest and Police Report

After an arrest is made, a report by the arresting officer is filed with the law enforcement office and the prosecutor's office. The report filed by the arresting officer summarizes the events that led to the arrest. Dates, locations, witness accounts, evidence collected and time of occurrence are all included in the police report. The report will also include a recommendation from the arresting officer of what [California criminal laws](#) he or she believes were broken. The report is a thorough record of all of the circumstances that led to the arrest and will become the foundation of the prosecutor's evaluation of the incident for possible criminal charges.

### California Criminal Charges and Prosecutorial Discretion

Based on the report, the prosecutor can file charges with the court, go to the grand jury to request guidance on what charges should be filed or decided to not pursue the matter. The prosecutor can also decide that lesser charges than those recommended by the officer should be filed. This decision could be based on any number of reasons including the severity of the crime, the criminal record of the person involved and the amount and quality of available evidence. The prosecutor has full and complete discretion over what course of action to take with regard to the filing of charges. Contrary to what television shows would have you believe, the alleged victim has no authority to "press charges". Prosecutors can, and often do, file criminal charges without the cooperation of the alleged victim. If an indictment is filed, a subsequent preliminary hearing may be scheduled to verify that there is sufficient evidence to proceed.

### The Role of the Grand Jury

In the case of severe felonies or crimes that have particular significance to the community, the prosecutor may elect to send the matter to the grand jury for guidance. The grand jury helps to decide whether charges should be filed and what the person should be charged with. Grand juries can contain as many as 23 members. They meet privately to confer on pending criminal matters presented to them by the prosecution. The prosecutors provide the grand jury with a list of potential charges, evidence supporting the case and witness accounts. If the grand jury believes that the evidence is sufficient, it will submit a "true bill". If not, it will reject it by submitting a "no bill". The prosecutor can advance the case regardless of the type of bill that is returned from the grand jury by simply filing criminal charges. In using the grand jury, the prosecutor is able to gauge the potential outcome of a case if it is presented before a "petit" jury during trial.

Prosecutors typically file formal criminal charges against the individual within two days of the arrest in the State of California, although it may take longer in the case of particularly complicated felony matters. It is not uncommon for a person to be charged for one crime and later be charged with additional crimes or a completely different crime. A combination of policy, political aspirations and personal beliefs influence how the prosecution proceeds in criminal cases.



## **COMMON OFFENSES**

Of the thousands of criminal violations codes in existence, these are the more common sections that a Communications employee will encounter. Though you are not expected to memorize all of these codes, it will be helpful if you have a basic understanding of their meaning.

## **PENAL CODES**

148 – Resisting arrest/willfully resisting, delaying or obstructing a peace officer

148.1 – False bomb report

148.3 – Reporting a false emergency

148.5 – False police report

148.9 – Falsely representing self as another person

166.4 – Criminal contempt

187 – Murder

203 – Mayhem

207 – Kidnapping

211 – Robbery

220 – Assault with intent to commit

240 – Assault

241 – Assault on a peace officer

243.4 – Sexual battery

244 – Assault with caustic chemical

245 – Assault with a deadly weapon or instrument

245(b) – Assault with a deadly weapon or instrument on a peace officer

246 – Discharge of a firearm at inhabited dwelling or vehicle

261 – Rape

261.5 – Unlawful sexual intercourse

270 – Failure to provide

273(a)– Willful cruelty toward child

273.5 – Inflection of injury on spouse or cohabite

278 – Child Stealing

278.5 – Violation of custody decree

286(a) – Sodomy

288(a) – Lewd or lascivious acts

290 – Registration of a sex offender

314 – Indecent exposure

415 – Unlawfully fighting or challenge to fight

417 – Exhibiting a firearm

451 – Arson

484 – Petty theft

484(g) – Fraudulent use of credit cards

485 – Misappropriation of lost property

487 – Grand theft

496 – Receiving stolen property

499 – Joyriding

503 – Embezzlement

537 – Defrauding an innkeeper

594 – Vandalism

597 – Cruelty to animals

603 – Trespassing

626.9 – Firearms on public school campus

647(a) – Child Annoying

647(b) – Disorderly conduct  
647(f) – Public Intoxication  
647(g) – Prowling  
647(h) – Voyeur  
653(k) – Possession of a switchblade  
664 – Attempt  
853.7 – Failure to appear  
12020(a) – Manufacture, sale, possession of weapons  
12025 – Possession of a concealed firearm  
12031 – Carrying a loaded firearm

## **BUSINESS AND PROFESSIONS CODES**

4149 – Possession of hypodermic needle/syringe  
4390 – Possession of forged prescription  
25602 – Furnishing alcohol to an obviously intoxicated person  
25608 – Sales of alcohol on public school grounds  
25661 – Use of false identification by minor to purchase alcohol  
25662 – Minor in possession of alcohol

## **VEHICLE CODE VIOLATIONS**

31 – False information to a peace officer  
4000a – Expired registration  
2800.1 – Evading  
10851 – Stolen vehicle \*

\*Any person who drives or takes a vehicle not his own, without the consent of the owner, and with intent either permanently or temporarily to deprive the owner of his or her title to or possession of the vehicle, whether with or without the intent to steal the vehicle, or any person who is a party or an accessory to or an accomplice in the driving or unauthorized taking or stealing, is guilty of a public offense and upon conviction, shall be punished by imprisonment in the county jail for not more than one year or in state prison or by a fine of not more than \$5,000, or both.

10852 – Vehicle tampering

12500(a) – Unlicensed driver

12951(a) – No license in possession

14601(a) – Driving with a suspended license

16028(a) – Proof of financial responsibility

20001 – Hit and run - felony

20002(a) – Hit and run - misdemeanor

22349 – Maximum speed

22350 – Basic speed

22651 – Authority to tow vehicles on public property

23110(a) – Throwing objects at a vehicle causing injury

23152(a) – Driving under the influence

23152(b) – Driving under influence blood alcohol .08 or over

40508(a) – Failure to appear

40508(b) – Failure to pay

## **HEALTH AND SAFETY CODES**

11350 – Possession of a controlled substance

11351 – Possession of a controlled substance for sale

11357(a) – Possession of concentrated cannabis

11357(b) – Possession of less than one ounce of marijuana

11550(a) – Under influence of controlled substance

## **WELFARE AND INSTITUTIONS CODES**

300 – Persons subject to the jurisdiction of juvenile court

300(a) – Dependent child

602 – Juvenile offender

## Simi Valley Municipal Codes

<b>Alcohol Unlawful acts</b>	5.3-01
<b>Animals</b>	
Noisy	4470
Keeping wild animal	4480
<b>Bicycles</b>	
License required	4-3.01
Direction of travel	4-3.20
Bicycle lane	4-3.21
<b>Billiard Rooms</b>	
Hours of operation	5-5.06
Age restriction	5-5.08
<b>Building Moving</b>	
Permit required	8-1.10
<b>Building Official</b>	
Right of entry	8-1.02
<b>Burning: Open</b>	
Permission required	4-6.101
Tumbleweeds exception	4-6.102
<b>Business Tax Certificate</b>	
Posting	3-1.104
<b>Bus Transportation System</b>	
Unnecessary noise	4-4.05
Misconduct	4-4.06
Smoking, eating, drinking	4-4.07
<b>Card Rooms</b>	
Prohibited	5.6.02
<b>Dance/Dance Halls</b>	
Permits required	5-7.02
Teenage dances	5-7.12
Violations – Penalties	5-7.21

<b>Dogs</b>	
Tags required	4441
Vaccinations required	4451
Leashes required	4461
<b>Drug Paraphernalia</b>	
Display of	5-26.03
<b>Emergency Plan</b>	
Violations – Penalties	4-5.10
<b>Encroachments</b>	
Permit required	7-1.205
<b>Entertainers, Waiters, Waitresses</b>	
Unlawful exposure	5-8.02
<b>Garbage, Rubbish, Refuse</b>	
Definition	6-3.02
Accumulations	6-3.03
Dumping	6-3.07
Receptacle placement	6-3.19
<b>Hotel/Motel Registration</b>	
Register required	5-11.02
Inspection to Peace Officer	5-11.06
<b>Itinerant Hawkers, Peddlers, Solicitors, Merchants</b>	
Permits required	5-12.02
Hours of operation	5-12.13
<b>Junk Collectors and Dealers, Second-Hand Dealers</b>	
License required	5-13.02
Reports	5-13.07
Hours of operation	5-13.14
Retention of goods	5-13.16
<b>Loitering</b>	
Hours	5-14.02
<b>Motorcycles and Motor-Driven Vehicles</b>	
Permit required	4-7.03
Conditions of permit	4-7.06

<b>Noise</b>	
Unnecessary noise	5-16.02(b)
Radios	5-16.02(b)
Engines, motors in residence	5-16.02(e)
Noises from animals	5-16.02(0)
Motor vehicle	5-16.02 (h)
<b>Construction of building</b>	5-16.02 (1)
Yelling and shouting	5-16.02 (k)
Other noises	5-16.02 (1)
<b>Parades</b>	
Permits required	5-17.02
	4-9.401
Parking of Commercial Vehicles in Residential Areas Prohibited	
<b>Parking of Vehicles for Sale</b>	
Prohibited	4-9.302
Exceptions	4-9.303
<b>Police Dogs</b>	
Right of entry	6-1.203
<b>Public Parks</b>	
Gathering/meeting permit	10-1.02
Horses/animals/vehicles	10-1.03
<b>Public Welfare</b>	
Alcoholic beverages	5-3.01
<b>Rubbish Collection</b>	
Time for collection	6-3.20
Collectors liable	6-3.31
<b>Smoking</b>	
Prohibited in public places	5-23.02
Where not prohibited	5-23.04
Posting of signs	5-23.05
<b>Swimming Pools</b>	
Fence and wall required	8-5.11
Latching device	8-1.11



<b>Taxicabs</b>	
License required	4-8.02
Service	4-8.16
Rates	4-8.20
Direct route	4-8.21
<b>Temporary Shelters</b>	
Tents and lean-to's	6-5.01
Permission	6-5.02
<b>Traffic Control</b>	
Markings	7055
Weight limits	7115
Curb parking	7200
Parking in alleys	7230
Parking on private property	7235
Parking over 72 hours	7260
Trees, Shrubs and Plants	
Visibility/obstructions	1 7-1.807
<b>Trees and Shrubs: Streets</b>	
Trimming by individuals	7-3.14
Tree removal	7-3.18
<b>Trespassing: Privately Owned Business Premises</b>	
Prohibited	5-25.01
Unsanitary Conditions	
Nuisances	6-6.02
<b>Public rest rooms</b>	6-6.04
Cesspools, water closets	6-6.05
Sewage	6-6.06
<b>Weapons</b>	
Ranges: Permit required	5-22.09

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Markings	7055
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**Trees, Shrubs and Plants**

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**Public rest rooms**

Cesspools, water closets	6-6.04
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Ranges: Permit required	5-22.09

## **PRIMARY DISPATCHER**

In this phase of training you will learn the actual dispatching responsibilities. You will receive calls from the call taker and make the determination of which and how many unit(s) to send. You will be expected to know where each unit is and update the computer when the activity changes. You will need to utilize all of your training to comprehend what you are doing and why. You will build on your knowledge of the radio and fine-tune your “radio ear”. When your listening skills are fully developed, you will be able to focus your attention on the radio to interpret and process information from one or more radio sources, regardless of the distractions in your immediate surroundings. In this phase you will be expected to progress to the level of an independent and viable dispatcher. As before, your Training Officer will act as a resource and teacher. You must also be able to apply what have learned up to this point. At the conclusion of this phase, you will be expected to function as a competent, fully trained dispatcher. If you do not fully grasp a topic, ask for clarification. All assignments and areas of study are to be completed on time. You will continue to receive oral and written tests on the subjects covered.

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

The CAD system is an indispensable component of the primary dispatcher. Keep in mind it is a tool that never replaces the good judgment and discretion of the trained dispatcher. Through a series of preset commands the dispatcher can update an officer’s status and activity. The CAD aids in generating an easily understood calls.

## **COMPUTER AIDED DISPATCH TERMINALS**

All dispatch positions have a minimum of four monitors. The dispatch terminal is used to update incidents, check active and pending calls, and monitor the map/GPS system. At a glance, the dispatcher may determine the status of all available units, busy or active units, and pending calls. The display of active units contains the Unit ID, type of call, location, and time the officer has been on the call. The status monitor is an essential aid to effective dispatching.

## **RADIO CONSOLE**

The radio console has the capability of transmitting and receiving on numerous channels. Each frequency has a specific purpose. Assignments are made by the Coordinated Radio Communications Systems and must operate in accordance with its laws and regulations. Each authorized transmitter must be licensed by the Federal Communications Commission.

Each base station transmitter is issued an identifying call sign for the purpose identifying and tracing problems and interference.

## **PRIMARY CHANNEL – CHANNEL ONE**

Channel one is the dedicated radio channel assigned to the Simi Valley Police Department for voice and digital two-way transmissions between mobile units and the base station, and for unit-to-unit transmissions. Channel one is utilized for routine radio traffic to and from mobile units.

## **THE RADIO PHASE**

Be sure you have been briefed by the off-going shift on the status of pending calls, the location of each unit, and any other pertinent information relevant to the performance of your duties.

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

There is no perfect way to dispatch a call. Each department and each dispatcher has a way to dispatch a call that may be different from another person or department. If you are a new dispatcher, follow exactly the manner taught by your Training Officer. When you are on your own, listen to the speech patterns and phrasing of other dispatchers. If you hear something that

sounds better, try it. If you like it, keep it. If it doesn't feel comfortable, go back to the original way you were taught. If you are not a new dispatcher, only new to Simi, listen to the way calls are being dispatched. Make every effort to combine what you have been doing with the practice here.

You may or may not have a better way, usually only a different way. The primary goal is getting information to the officers in a timely manner. Units are used to hearing information in a certain rhythm. Breaking the rhythm can disrupt the process. Be flexible. No manual of policies can cover all possible circumstances a dispatcher will face on the job. Your response must be within Department guidelines while being logical and reasonable.

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

The normal radio transmission rate should be about 40 to 60 words per minute. Never sacrifice accuracy for speed. No call is so important or urgent that you can afford to do it wrong. Take your time and broadcast correctly the first time.

Make your voice as emotionless as possible of the situation, but don't sound bored or disinterested. Emotion tends to distort voice transmissions and may render them unintelligible. Don't let your voice convey anger or impatience. Don't laugh on the radio – a smile can be heard and be just as effective. Remain impersonal on the air. Refrain from using names of the person receiving the message or the term "I" when referring to yourself.

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

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

There is a short delay built into the system. You can alleviate cutting off portions of your radio transmissions by giving the station number after the number of the patrol unit you are calling, i.e. “3paul2, Station 9” instead of “3paul2”.

Get to know the voices of the officers on your shift. Sometimes it is the only clue you have as to who is broadcasting. It also helps to gauge the amount of stress in the officer’s voice and enables you to recognize units who may have stressful broadcast styles. You can sense the stress in a voice and respond more appropriately. For example, you may not know specifically what an officer is saying, but by the stress level alone you may know that he needs help.

Make sure each of the dispatched units answers or acknowledges the dispatch. This can be tricky when sending two or more units to a call. Don’t assume officers heard you and are responding because you completed the broadcast; have them acknowledge receipt of the call.

Use clear, simple terms and avoid colorful or vague language. For example:

<u>Use</u>	<u>Don’t use</u>
Unable	Can’t
Affirmative	Yes
Negative	No
Assaulting	Beating up
Pending	Brewing

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

Officer safety is our highest priority. It is imperative that you know where your officers are and what they’re doing. You must also maintain a status for officers who may be out of service for lengthy amounts of time. CAD is programmed with prompts that remind you to check the status of officers assigned to calls or on traffic stops after a certain amount of time has passed.

If an officer is on a high-risk call, take notice of units in the area you may use as a back-up and even a third unit. Once a call has been dispatched, you don't dismiss it from your mind. Stay alert for any additional information, a second call at the same location, etc.

Know when to send two units or a two-officer unit to a call. Consider the type of call, time of day or night, level of vehicle traffic, weather, amount of other radio traffic, etc.

Determine which unit to send as a back. You should dispatch the closest available unit. The idea in anticipating these requests is to scan the units, noting who is busy and who is available. When an officer requests back-up or assistance, check your CAD screen, choose the closest available unit, and send that unit. In one transmission send the second unit and give the location where he is requested to respond. Make sure the second unit and other units responding acknowledge the dispatch.

Understand beat integrity and response time. There is an ongoing challenge of keeping an officer in his assigned beat versus getting the call off of your pending screen. In emergency situations (priority calls or requests for back-up) send the closest unit(s), regardless of beat assignment. The officer in whose beat the back-up occurs can respond when available to handle any required reports.

If it is a non-emergency report call, you should generally hold the call for an officer assigned to that beat. You may want one of the call-taker positions to call the reporting party and advise them of a delay.

When radio traffic is heavy, there is a good chance two or more officers will speak on the radio at the same time. It is really helpful to know the officers' voices because the transmissions may become digitized (unreadable) or you may only hear a lot of static. Try to pick out and identify a lower priority call, such as a 10-28. Tell the units they are covering and broadcast "Unit with the 10-28 stand by"; "Other unit go ahead." Or, if you hear one unit ID, tell them units are covering and for the unit you heard to go ahead. Then be sure to get back on the air and have the other unit with traffic for Station 9 to go ahead.

Your main responsibility as a dispatcher is to ensure the safety of the citizens and officers. It is imperative that you are aware of the activity of the officers in the field at all times. You are the lifeline between our officers and any help they may need. Keep your status screen current.

This is the way you can know at a glance the activity and the location of all field officers. You will be responsible for all procedures and policies that relate to Communications Division and the safety of the officers. Your new career is an exciting and challenging profession but one that must be taken seriously.

## **RADIO CALL SIGNS PATROL**

Patrol calls signs will consist of three components: A Watch designator (1,2, or 3), a “P” (one officer unit) or an “A” (two officer unit) designator, and a beat number assignment.

If one or more patrol units are assigned to the same beat, each will have an additional numerical designator at the beginning of the call sign.

Examples:

1. 1P1 (broadcast “One Paul One”) is a one-officer patrol unit assigned to Morning Watch, Beat One.
2. 2A6 (broadcast “Two Adam Six”) is a two-officer patrol unit assigned to Day Watch, Beat Six.

## **OTHER UNITS**

Other units will establish permanent call signs for the officers assigned and will furnish accurate lists of calls signs to both Dispatch and the Watch Commander immediately on making any changes in the call signs. These call signs will consist of one of the following letter designators followed by a number designator.

Designators for Commanders and Sergeants assigned to units outside patrol will start with the appropriate unit designator. Example: the Traffic Commander is Tom 10. The Detective Sergeant is David 20.

Commanders have the Unit designator and the number 10. Sergeants have the unit designator and the number 20, 30, and 40.

An exception to this will be the Narcotics Sergeant whose designator is Nora 90.



Chaplains will use the call sign “Chaplain” followed by a numerical identifier assigned by the Chaplain Coordinator.

Volunteers use the identifier “Victor” and an individual number to designate their call sign, such as V1.

In a major incident requiring many officers (earthquake, major fire, unusual occurrence), supervisors and commanders independent of normal patrol operations will use the call sign “X” (X-ray) and an identification number or last name.

## **BEATS AND REPORTING DISTRICTS**

### **BEATS**

The City of Simi Valley is divided into six major patrol beats, numbered 1 through 6. Patrol units are assigned to specific beats for four-month shifts. Working a beat plan is designed to allow officers to become familiar with the streets, businesses, resources and crime in their assigned areas.

### **REPORTING DISTRICTS**

Within the six patrol beats, the city is again geographically divided into reporting districts (or grids, also called RDs).

Reporting Districts within the 100 series are in Beat 1 on the west side of the city.

Reporting Districts within the 200 series are in Beat 2.

Reporting Districts within the 300 series are in Beat 3.

Reporting Districts within the 400 series are in Beat 4, the northern/eastern area of the city.

Reporting Districts within the 500 series are in Beat 5 in the north/eastern area of the city.

Reporting Districts within the 600 series are in Beat 6 located in the far east end of the city.

Reporting Districts within the 800 series are in the County area (888 will populate as the Reporting District in the CAD call if a County address is entered)

The Reporting Districts are numbered from left to right in the city (with the lower numbers being on the left and the higher numbers on the right), and from top to bottom (with the lower numbers being on top and the higher numbers on the bottom).

Every street in the CAD/GEO (Computer Aided Dispatch/Geography) file lists the appropriate Reporting District. It is the goal of every dispatcher to learn where in the city and where in each beat these Reporting Districts are located.

## **Secondary Dispatcher**

The Secondary Dispatch position is the right-hand person of the Primary Dispatcher. Your duties are many and varied and you will be heavily relied upon to assist and anticipate the needs of the Primary Dispatcher.

When working the Secondary Dispatch position, you will have the same exact visual information on the computer monitor as the Primary Dispatcher. At a moment's notice, the Secondary Dispatcher can take over the responsibilities of the Primary Dispatcher. Secondary has the ability to input calls for service received via the radio or telephone. The Secondary Dispatcher must be able to utilize the CAD system to its fullest potential to be an effective back-up for the Primary Dispatcher.

A good Secondary Dispatcher helps the Primary Dispatcher listen. For one reason or another, a radio transmission may be heard more clearly by one person than another and the Primary Dispatcher should be able to depend upon the Secondary to help listen to the radio traffic.

The Secondary Dispatcher is also responsible for listening for Simi Valley Officers and other agencies on the alternate radio frequencies, including car-to-car, CLEMARS and Channel two. The Secondary Dispatcher will assist the Primary Dispatcher when there is a 10-33 on Channel one by taking over the Channel two responsibilities. This will allow the Primary Dispatcher to concentrate on the emergency at hand and not be distracted by requests on Channel two.

## Radio Call Signs

Adam:	Two-Officer Patrol Unit
Boy:	Police Service Assistants
Charles:	Command Staff
David:	Detective
Edward:	Explorers
Frank:	S.E.S. Personnel
George:	S.P.S. Personnel
Henry:	Emergency Services
Ida:	Intelligence Officer
John:	School Resource Officers
King:	K9 Officers
Lincoln:	Patrol Commanders
Mary:	Motor Officers
Nora:	Narcotics Detectives
Ocean:	Off Road Detail
Patrol:	Patrol Officer
Robert:	Reserve Officers
Sam:	Patrol Field Sergeants
Tom:	Traffic Officers
Victor:	Volunteer Citizen on Patrol Unit
William:	Administrative Services Unit
X-Ray:	Auxiliary and Special Assignments

Zebra: D.U.I Patrol/Bike Patrol/Special Assignments

## **Tones and Codes**

### **Alert Tones**

#### One Tone:

- Attract a specific unit's attention when there has been no response to previous call ups
- Prior to any crime or ATL broadcast

#### Three Tones:

- Prior to emergency crimes in progress calls
- Prior to "officer needs help" broadcasts
- Prior to pursuit broadcasts

### **Code 2**

#### Code 2 response on the following calls:

- Alarms
- Prowlers
- 10-48 collisions
- Serious felony crimes that have just occurred
- Backup requests by field personnel
- Most crimes in progress

### **Code 3**

#### Code 3 response on the following calls:

- 10-49 collisions
- Significant injuries from serious crimes
- Life threatening ambulance follow-up calls (baby not breathing, choking, drowning, any calls where an officer can render life-saving aid before medical personnel would arrive)
- Observed robberies in progress
- Major fights with weapons involved
- When dispatching units to assist in a pursuit
- Officer requesting code 3 backup

## Radio Ten Codes

- 10-1: Receiving poorly
- 10-2: Receiving well
- 10-4: Message received
- 10-5: Relay
- 10-6: Busy; Out of unit (not investigative or enforcement activity)
- 10-7: Out of Service
- 10-8: In Service
- 10-9: Repeat
- 10-10: Available for call
- 10-11: Repeat slowly
- 10-12: Officials or visitors present
- 10-13: Weather and road conditions
- 10-14: Escort or transport (non-arrest)
- 10-15: Prisoner in custody
- 10-19: Return to station
- 10-20: What is your location?
- 10-21: Call by phone
- 10-22: Cancel
- 10-23: Standby
- 10-27: Is requested information available?
- 10-28: Check vehicle registration
- 10-29: Wants and warrants
- 10-30: Violation of rules
- 10-33: Clear frequency for emergency traffic
- 10-35: Confidential information
- 10-36: Advise correct time
- 10-37: Identify yourself
- 10-42: Officer's residence
- 10-43: Any message?
- 10-48: Non-injury accident
- 10-49: Injury accident
- 10-72: Gas up vehicle
- 10-81: Officer at station
- 10-97: Arrived at scene
- 10-98: Finished with assignment
- 11-98: Meet \_\_\_\_\_ at \_\_\_\_\_

## Other Radio Codes

- Code 1: Acknowledge receipt of message
- Code 2: Proceed to call without handling other activity (obey traffic laws; no emergency lights or siren)
- Code 3: Emergency call (use emergency lights & sirens)
- Code 4: No further assistance needed (use only if all responding units and equipment are to be canceled)
- Code 5: Surveillance
- Code 6: Investigation or enforcement activity (out of unit)
- Code 6F: Felony want or warrant
- Code 6 FAD: Felony want or warrant; armed and dangerous
- Code 6M: Misdemeanor want or warrant
- Code 6S: Search terms exist (probation or parole)
- Code 7: Meal Break
- Code 96: No responsible party available
- Code EDWARD: Implement secure voice radio procedure/encrypted
- Code 40: Vacation check
- Code 2000: Call SWAT and CNT
- 999: Officer needs help