

DISPATCHER TRAINING MANUAL

Trainee: _____

**MONTCLAIR POLICE DEPARTMENT
DISPATCHER TRAINING MANUAL**

SECTION ONE

ORIENTATION

Trainee: _____

Trainer: _____

SUBJECT	COMPLETE Trainer & Trainee Initials & Date		DESCRIPTION
Communication Center			Explain the philosophy and purpose of the Communications Center.
Station Tour and Introductions			Complete a tour of the Police Department and make employee introductions.
Personnel Division			Personnel Division at City Hall – Complete employee benefits forms.
ID Card			IT Department – Take trainee photo and issue ID card.
ID Number and Computer Systems User Names and Passwords			<p>The trainee will be provided with a list of user names and passwords for the applicable computer systems.</p> <p>Explain to trainee the requirement to keep user names and passwords in a secure place and not to share them.</p>
Organization Chart and Chain of Command			Review the Organization Chart and Chain of Command.
Montclair Police Department Policy Manual			<p>Have the trainee read the Police Department Policy and Procedures Manual, complete the Lexipol online acknowledgment, and change the temporary password on first log-in.</p> <p>Show the trainee where to find the Policy and Procedures Manual for future reference.</p>
Breaks and Code-7			Explain breaks and the Code-7 policy.

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SUBJECT	COMPLETE Trainer & Trainee Initials & Date		DESCRIPTION
General Work Rules and Code of Conduct			Review and discuss applicable Policy and Procedures Manual Sections.
Training Manual			Provide a copy of the Dispatch Training Manual. The trainee should be encouraged to highlight and write in the manual.
Training Program Overview			Explain the process, timelines, and expectations.
Ergonomics			Provide reading material and discuss. Ascertain which type of keyboard the trainee prefers.
Space Heaters Evacuation Plans Fire Alarm Break Room and Patio Door – Requirement to Keep Closed for Fire Alarm System Fuel Alarm Electrical Fire Power Shutoff button (red button on wall)			<p>Explain use of only authorized heaters.</p> <p>Explain when to evacuate the Communication Center and building and the designated meeting point.</p> <p>Explain 9-1-1 call switch agreement with Chino PD, location of the switch, and applicable procedures.</p> <p>Show Emergency Operations Center (EOC) location.</p> <p>Explain the fire alarm system and panel location and how to silence the alarm. Explain the requirement that the patio door and break room door not be left propped open due to fire alarm system requirements.</p> <p>Explain the location of the fuel alarm panel and who to call if it activates.</p>
Timekeeping / Payroll			Explain the timekeeping procedures (Springbrook) and pay periods.

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SUBJECT	COMPLETE Trainer & Trainee Initials & Date		DESCRIPTION
Calling in Sick			Explain the procedure for calling in sick and related documentation.
Calling in Late			Explain the procedure for calling in late and related documentation.
Requesting Time Off			Explain procedure for requesting time off and related documentation
Shift Rotation			Explain quarterly shift rotation process and seniority sign-ups.
Overtime			Explain the procedure for documenting overtime and related information
Shift Trades			Explain shift trades and procedure for requesting authorization to shift trade
Schedule and Overtime Sign-up			Explain the posting of the schedule and the overtime sign-up process
Shift Coverage Minimum Deployment Levels			Explain the minimum number of dispatchers required for each shift
Station Security			Explain station security requirements
Uniforms			Explain uniform requirements and arrange for uniform purchase/issue
Employee Parking			Explain employee parking locations and availability of optional gate opener
Lockers(2), Mailbox, Wheelie Cart, Keys, Keyboard, Headset			Show the location of the trainee's lockers, mailbox in the copy room, mail tray in Dispatch, wheelie cart, and provide keys, keyboard, and headset.

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E-Mail and Voice Mailbox			<p>Using the voicemail instruction sheet included with the list of user names and passwords, have the trainee program his/her voicemail with a password, name, and greeting.</p> <p>Have the trainee log onto his/her e-mail and change the password.</p>
Keeping Informed			<p>Explain the requirement to check various communications (e.g., e-mail, voice mail), mailboxes daily.</p>
Shredder and Shredder Boxes			<p>Show the location of the shredder in the copy room. Explain use of shredder boxes located in Dispatch.</p>
Dispatch Telephone Number			<p>Memorize the telephone number.</p>
Business Office Phone Number and Hours			<p>Review and memorize the business office telephone number, the Police Department address, and the business office hours</p>
Records Bureau			<p>Explain hours the Records Bureau is staffed. Have the Records Supervisor provide a brief overview (approx. 15 min.) of Records Bureau operations and have the trainee sit with the Receptionist for approximately 30 minutes to observe lobby traffic processes.</p>
Records Folder			<p>Explain the Records folder purpose.</p>
CPS/APS Folder			<p>Explain the CPS/APS folder purpose.</p>
Miscellaneous Folders			<p>Explain the miscellaneous folders with reference information – Patrol Schedule, Code Enforcement Schedule, Duty Command list, Transportation Permits, etc.</p>

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SUBJECT	COMPLETE Trainer & Trainee Initials & Date		DESCRIPTION
City Hall Directory and City Website			Show the trainee the City Hall Directory of phone numbers. Have the employee learn the names of the Mayor, City Council Members, and City Manager.
Miscellaneous Supplies and Equipment			Explain location of the paper supply, flashlights, HT radio, fax machine and fax cover sheets, photocopiers.
Ride-Along			Schedule the trainee to ride-along with a patrol officer during the first two weeks of training. Additional ride-alongs will be scheduled during the training process.
Information Technology Work Request			Have the trainee fill out (but not submit) a sample IT work request.
Building Maintenance Work Request			Have the trainee fill out, but not submit, a sample building maintenance work request.
Dispatch Kitchen			Explain kitchen guidelines.
Training Video			View the Gordon Graham Harassment DVD using the DVD player in briefing.
Employee Assistance Program			Explain availability of The Counseling Team services and website.
Confidentiality			Explain and discuss the confidentiality of information obtained in the course of employment and the requirements for use of the various law enforcement databases, which will be discussed further later in the training.

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SECTION ONE - ORIENTATION

Philosophy and Purpose

The Montclair Police Department endeavors to provide uniform, efficient, and courteous routine and emergency communications service to the community. To achieve this goal, consistent instruction and guidelines are implemented and must be adhered to. This manual outlines the standards for Montclair Police Department's Communications Center operations and procedural guidelines to accomplish that objective.

Each dispatcher will be provided with a copy of the Montclair Police Department Dispatcher Training Manual. It is the responsibility of each dispatcher to update his/her manual as changes occur. Each dispatcher is required to review and be familiar with the State of California 9-1-1 Operations Manual.

Station Tour and Introductions

Complete a tour of the police facility.

City Hall Personnel Division

The Personnel Aide at City Hall will meet with the employee to review applicable benefits, provide a copy of the current SBPEA Memorandum of Understanding (MOU) and complete necessary new employee forms.

ID Number and ID Card

The employee will be provided with his/her ID number by the supervisor. The employee's ID number is: _____

Dispatchers may be asked by callers to provide their name and/or ID number and are required to provide this information upon request.

The IT Department will take the employee photograph and issue an ID card.

User Name and Password – Computer Systems

The employee will be provided with a list of user names and passwords for the various computer systems. User names and passwords must be kept locked up and secure and are never to be shared. Employees are responsible for inquiries or transactions made with their user name and password.

Organization Chart and Chain of Command

Review and discuss the organizational chain of command and the roles of the various ranks and assignments.

Review Policy and Procedures Manual § 201 – Organization Chart.

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Review Policy and Procedures Manual § 200 – Organizational Structure and Responsibility.

The immediate chain of command for a dispatcher is:

For Patrol and Shift Activity

Dispatcher \rightleftarrows Watch Commander \rightleftarrows Lieutenant \rightleftarrows Captain
 \rightleftarrows Chief of Police

For Communications Center Operations

Dispatcher \rightleftarrows Administrative Supervisor \rightleftarrows Captain \rightleftarrows Chief of Police

Agency Policies

During the first month of training, read the Montclair Police Department Policy and Procedures Manual. After reading the manual, complete the Lexipol online acknowledgment. The Lexipol site can be accessed at <https://policy.lexipol.com>. The Lexipol user name and temporary password are on the list of user names and passwords provided. On first log-in, change the password and make note of it.

A computer version of the Policy and Procedures Manual is located on the Dispatch console desktops or on Z-Drive at Z:\Department Shares\Policy Manual. A hard copy of the manual is located in the Watch Commander's Office.

Breaks and Code-7

Review and discuss Policy and Procedures Manual § 1034 – Meal Periods and Breaks

General Work Rules and Code of Conduct

Review and discuss general work rules and expectations for the Communication Center and the Police Department. Topics to be discussed include, but are not limited to:

Conduct - Policy and Procedures Manual § 340.

Attendance - Policy and Procedures Manual § 340 and § 216

Reporting for work on time. Explain the expectation that a dispatcher will be seated and prepared for work at the time their shift begins - Policy and Procedures Manual § 340 and § 216.

Cell Phone Use - Policy and Procedures Manual § 209

Computer Use - Policy and Procedures Manual § 342

Mail and Mailboxes - Policy and Procedures Manual § 212 and § 216

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Television Use - Policy and Procedures Manual § 802

Lunch Breaks and Breaks - Policy and Procedures Manual § 1034

Professional Business Environment - Policy and Procedures Manual § 1057

Training Program Overview

Depending on the prior experience and training of the trainee, training generally takes four to six months to complete. Training is completed in phases that gradually incorporate various aspects of the position duties. Trainees will be evaluated throughout the training process and are expected to progress at a steady pace. If at any time during the training process, the trainer or trainee have concerns about a particular aspect of the training, the supervisor should be notified of this concern.

Training Manual

The employee will be provided with a copy of the Dispatch Training Manual at the beginning of the training process. The Dispatch Training Manual is to be utilized throughout the training process. The employee is encouraged to highlight and take notes in the manual. The employee will retain the manual for reference purposes as the completion of training.

Ergonomics

Read the ergonomic material in Appendix A of this manual. Adjust the work station as needed at the beginning of each shift, including selection of chair and back supports.

Hazards and Safety / Evacuation Plans / Emergency Operations Center / Fire Alarm / Fuel Alarm

Employees are to be conscientious of potential hazards in the work place, such as stacking items that could fall in an earthquake or trip hazards. Broken (B/O) equipment should be reported to a supervisor promptly. Only authorized space heaters may be used.

Review the emergency exits within the Department. Other than the balcony exit, the closest stairway leading to a building exit is the staircase to the left of the Communication Center exit/entrance door. The designated meeting point for a building evacuation is the rear parking lot outside atrium doors near the Watch Commander parking spaces.

Montclair Police Department has a 9-1-1 call transfer switch arrangement with Chino Police Department. If an emergency situation arises wherein Montclair Police Department cannot answer its 9-1-1 calls, (e.g., Dispatchers need to evacuate the Communication Center), call Chino Police Department and request that they flip their switch to allow Montclair Police Department's 9-1-1 calls to be routed to Chino Police

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Department. If Chino Police Department has an emergency situation and cannot answer its 9-1-1 calls, they will call Montclair Police Department and request that we flip our switch to allow their 9-1-1 calls to come in on our 9-1-1 lines. Montclair Police Department's 9-1-1 switch [REDACTED]

The Police Department Emergency Operations Center (EOC) is located on the first floor near the northernmost lobby exit/entry door.

Review Policy and Procedures Manual § 206 – Emergency Management Plan
Review Policy and Procedures Manual § 317 - Emergency Operations Plan 317

The fire alarm panel is located on the wall just outside the vacant Dispatch Supervisor's office door. Instructions are posted next to the alarm panel. Review Policy and Procedures Manual § 802.2.5 – Safety and Security of Communications Center for detailed information about the fire alarm system.

The large alarm beacon on the wall next to the Communication Center entry/exit door is to the fuel alarm. If it activates, contact the Building Maintenance Supervisor (Mike McGehee). The Building Maintenance Supervisor telephone number is located in the CAD NOTE file as CITY HALL or in the City Hall Directory saved on the computer desktops.

The red circular button on the wall (about the size of a half-dollar coin) can be pushed to shut down the electricity to the Dispatch center in the event of an electrical fire.

Timekeeping / Payroll and Related Documentation

Review Policy and Procedures Manual § 1036 – Timekeeping Procedures.

Employees are required to record the actual time worked and leave time used in the City's payroll system, called Springbrook.

Pay Periods

Pay periods are two weeks in length, starting on Monday at 0001 hours and ending on Sunday at 2400 hours. Employee hours worked and leave time use are to be entered in Springbrook daily. All hours worked and leave time used are to be entered by the end of the pay period so that the entries are complete and ready for supervisor approval on Monday morning at 0600 hours.

Time Worked/Leave Used Document as:

When accounting for less than a full hour, time worked and leave time used shall be rounded up to the nearest quarter hour as follows:

1 to 15 minutes:	.25 hour	31 to 45 minutes	.75 hour
16 to 30 minutes:	.50 hour	46 to 60 minutes	1 hour

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Overtime Type Codes:

O2 General Overtime – Hold-over or other overtime, other than filling a vacant shift
V2 Vacation Relief Overtime – Overtime to fill a vacant shift due to requested leave
S2 Sick Relief Overtime – Overtime to fill a vacant shift due to sick leave use
T2 Training Relief Overtime – Overtime to fill a vacant shift due to scheduled training

Paydays

Paydays are Thursday following the end of a pay period. Paystubs are generally available in employee mailboxes by 11:00 a.m.

Calling in Sick

Review the procedure for calling in sick, documentation of employee sick leave in CAD, completion of the sick slip, and supervisor notification. Review Policy and Procedures Manual §216 – Service Requirements and §1014 – Sick Leave Reporting.

Sick Slip – This is a half-sheet NCR form (white and yellow copies). It is to be completed by the dispatcher when notified by an employee that he/she will be calling in sick for his/her shift. The sick slip is to be placed in the Records folder in Dispatch. Records Bureau personnel will retrieve the slip the following morning and disseminate the white copy to the Chief's Secretary and the yellow copy to the employee's supervisor. When a dispatcher calls in sick, the entire sick slip should be placed in the black tray on the desk in the vacant Dispatch Supervisor's office.

Calling in Late

If a dispatcher needs to call in late, this should only be in a rare, unexpected, and unavoidable situation. The Dispatcher is to call the Communication Center and advise the on-duty Dispatcher that he/she will be late, approximately how long, and the reason. The on-duty dispatcher is to notify the Watch Commander.

Upon arrival to work the dispatcher is to complete a (green) Leave Request form indicating the amount of leave time that was used in being late and have the Watch Commander sign it. It should then be placed in the Dispatcher's time log folder on the counter in Dispatch.

Requesting Time Off

Review the procedure for requesting time off and shift coverage requirements. Explain the current practice, which includes:

Authorization to take time off must be authorized in advance by the Administrative Supervisor or Watch Commander before leave time may be taken. This is normally done by completing a Leave Request Form and submitting it for the supervisor's approval. If circumstances arise that necessitate requesting time off by telephone (e.g.,

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going to be late because of a flat tire), the supervisor is to be notified and apprised of the situation and once authorized, the Leave Request Form is to be completed upon arrival to work and submitted to the supervisor for approving signature.

Dispatchers scheduled to work on City-observed holidays do not request time off on those holidays. The City-observed holidays are:

- New Year's Day
- Martin Luther King, Jr. Birthday
- Presidents Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day
- New Years Eve

Dispatchers scheduled to work on holidays and certain other significant days do not request time off on those holidays, which are:

- Superbowl Sunday
- St. Patrick's Day
- Easter
- Valentines Day
- Mother's Day
- Father's Day
- Halloween

Leave Request Forms are to be submitted for approval prior to the 15th day of the month prior to the month in which the requested day(s) off occur. The forms are to be placed in the tray on the desk in the Dispatch Supervisor's office. From there they will be placed in the expanding file according to month of the time off that is requested and will be removed by the Administrative Supervisor for use in preparing the schedule.

If time off needs to be requested in the following month, but the need was not known in time for the Leave Request Form to be submitted prior to the 15th day of the month deadline, it may still be submitted, however the dispatcher requesting the time off must make arrangements for the overtime coverage necessary and indicate on the Leave Request Form who has agreed to work the shift.

If a dispatcher wants to submit a leave request for time off, but another dispatcher has already submitted a leave request for that date, overtime will be posted for the first person who requested that date off and the second person who wants that date off must arrange for someone to work the overtime and include a notation on the leave request form regarding who has agreed to work their shift as overtime. The second person's

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request will not be approved until someone has signed up to work the overtime to cover the first person's shift.

The Administrative Supervisor will approve any advanced requests for leave time use or any same-day requests when on-duty. Same day requests made when the Administrative Supervisor is not on-duty are to be authorized and signed by the on-duty Watch Commander at the time the request is granted.

Leave Request Form – This form is green in color. It is to be completed and submitted to a supervisor to request authorization for time off using leave time from the employees accrued Holiday (H), Vacation (V), Comp Time Accounts (CU), or Sick Time (S) (e.g., pre-planned medical, dental, or vision appointment).

Shift Rotation

Dispatchers rotate shift assignments every fourth month, on the Monday of the first pay period of the month. Approximately six weeks prior to the next rotation month, the Administrative Supervisor will post the shift rotation list. The list has three columns: the shift (e.g., day shift, graveyard shift, swing shift, day/cover, and swing cover); the name of the person scheduled to rotate to the corresponding shift; and blank spaces corresponding to the names. On a seniority basis, the dispatchers sign up for where they would like to rotate, which may or may not be the same as the position they are supposed to rotate to. Unless there are conflicts, everyone will normally be able to rotate to their preferred shift.

Overtime

Overtime may only be worked with prior supervisor authorization. The supervisor who approved the overtime needs to sign the overtime form. If the watch commander authorized the overtime, the overtime form should be handed to the watch commander to sign during or at the end of the overtime. If the Administrative Supervisor approved the overtime or it is a posted overtime shift, the overtime form should be left in the tray on the desk in the vacant Dispatch Supervisor's office for the Administrative Supervisor to sign.

Overtime Form – This form is pink in color. It is to be completed and submitted to a supervisor for approval upon completion of overtime.

Shift Trades

Dispatchers may, with prior Administrative Supervisor or Watch Commander approval, trade shifts for a particular date or dates. This can be a same-day trade (e.g., Pam works swing shift for Martha and Martha works graveyard for Pam on the same day) or occur on different days (e.g., Pam works swing shift for Martha on Monday and Martha works graveyard for Pam on Saturday).

Shift trades are to be documented in Springbrook by the employee who was scheduled to work but was not here. A notation of the shift trade is to be made in the comments

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section of the Springbrook entry (e.g., Jones notes that “Smith worked for Jones”). The employee who actually worked the shift (Smith) for the employee who was not here (Jones) does not make a Springbrook entry for having worked that day. When Jones pays back the trade by working for Smith, then Smith will make the Springbrook entry, noting in the comments section that “Jones worked for Smith.” Jones will not make any Springbrook entry. It is only the employee who should have been here, but was not, who makes the Springbrook entry with comments about the trade.

Shift Trade Form – This form is white in color. It is to be completed and submitted to a supervisor and approved prior to working the requested shift trade. Both employees must sign the shift trade form.

Schedule and Overtime Sign-Up

The schedule and corresponding overtime list are posted each month by the Administrative Supervisor on the 15th day of the month. If the 15th day of the month falls on a Friday, Saturday, Sunday, or city-observed holiday, they will be posted on the previous or following work day.

Shift Coverage – Minimum Deployment Levels

Unless extenuating circumstances necessitate differently, the standard minimum shift coverage deployment is:

0600 to 1000	1 Dispatcher
1000 to 0200	2 Dispatchers
0200 to 0600	1 Dispatcher

Supervisor authorization is required for less than the minimum deployment to occur. Minimum deployment coverage will be scheduled, however circumstances may arise where less-than minimum shift coverage is necessary and/or unavoidable.

Vacant Shifts

Vacant shifts may be filled by voluntary sign-up or by supervisory assignment.

Station Security

Review Procedures regarding station security and station visitors. Explain and demonstrate:

- Symmetry system (door releases)
- Camera system
- Lobby intercom
- Sally port
- Parking lot access gates
- Impound lot access gates
- Door locks and access via ID card swipe

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- ___ Station visitors (escort and ID sticker issued by Records Bureau required)
- ___ City personnel with authorized building access for specific purposes

Uniforms and Dress Code

Review Policy and Procedures Manual § 1047 – Uniforms and Equipment and § 1044 – Personal Appearance Standards.

The Administrative Supervisor will arrange for purchase of the employee's uniform shirts, belt, and jacket.

The employee will need to purchase uniform pants (dark blue Dockers or Dickies) and submit a receipt for reimbursement.

The employee will need to purchase black uniform shoes.

Employee Parking

Employees are authorized to park in the secure employee parking lot to the rear of the station. The employee may purchase a gate opener from Technical Services for \$10.

Employee vehicles must be in compliance with the Vehicle Code (e.g., two license plates, no window tinting).

Lockers, Mailbox, Wheelie Cart, Keys, Keyboard, Headset

The employee will be provided with locker, wheelie, and mailbox keys by the supervisor.

Show the employee the location of his/her locker in the locker room downstairs and in the Communication Center.

Show the employee the location of his/her mailbox in the copy room and the general Dispatch mailbox in the copy room.

Show the employee his/her mail tray in Dispatch and assigned wheelie cart.

Determine the type of keyboard and headset the employee will need and advise the supervisor so they can be ordered if not in stock.

E-Mail and Voice Mailbox

Review Department Policy and Procedures Manual § 212 – Employee Mail and Mailboxes.

Log onto the-mail using the assigned user name and temporary password. Change his/her password upon first log-in.

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The employee will need to program his/her voice mailbox using the voice mailbox number and temporary password provided. The employee will be provided with written instructions for changing the password and programming the name and greeting.

Keeping Informed

During each work shift, the employee is required to do the following in order to keep informed of pertinent information:

Check the Turnover Book located on the counter in Dispatch for new information.

Check voicemail

Check e-mail

Check mailbox (located in the copy room downstairs)

Check mail tray in Dispatch

Ensure he/she has a copy of the oncoming shift's Sergeant's Log containing the shift lineup information, radio numbers, and court dates

Review the calls for service from the prior shift(s) via CALRPT

Shredder and Shredder Boxes

The shredder is located in the copy room.

Shredder boxes are located at each dispatch console. All papers and documents containing information of a sensitive nature or personal identifying information are to be placed into the secure shredder boxes for shredding. This includes scratch paper. If in doubt whether a paper should be shredded or recycled, shred it. Dispatchers can take the shredder boxes to the copy room to shred the contents or a cadet may take the shredder box to the copy room and shred the contents for the dispatchers.

Only documents and papers that do not need to be shredded may be put into the blue recycle containers or trash.

Dispatch Telephone Number

The Dispatch telephone number is (909)621-4771

Business Office Phone Number and Hours

The business office (Records Bureau) telephone number is (909)448-3600.

The Police Department address is 4870 Arrow Highway, Montclair, CA 91763

Business hours are Monday through Thursday, 7:00 a.m. to 6:00 p.m. The business office is closed on city-observed holidays.

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Records Bureau

The Records Bureau is staffed seven days per week, 0530 hours to 2000 hours. On city-observed holidays, the lobby is closed, but the Records Bureau is staffed. The only holidays the Records Bureau is not staffed are Christmas, Thanksgiving, and New Years Day.

The Records Supervisor will provide an overview (approximately 30 minutes) of Records Bureau operations and have the trainee sit with the Receptionist for 30 minutes to observe lobby traffic processes.

Records Folder

A Records folder is located in Dispatch for placement of documents during hours the Records Bureau is not staffed. Records Bureau personnel will pick up the documents the following morning.

CPS/APS Folder

The CPS/APS folder is for placement of Child Protective Services (CPS) and Adult Protective Services (APS) referrals while the call is pending. The officer dispatched to the call will contact Dispatch to obtain the referral form.

Miscellaneous Folders

Miscellaneous folders are for placement of miscellaneous reference documents used on a regular basis (e.g., Patrol Schedule, Code Enforcement Schedule, and Duty Command Rosters, beat plan maps, HT radio issued lists).

City Hall Directory and City Website

The City Directory of telephone numbers is located on the back counter in Dispatch and on the computer desktops.

The City Council and City Manager names are listed in the City Directory. The names are to be learned during the orientation phase.

Miscellaneous Supplies and Equipment

The employee will be issued the following equipment:

Keyboard

Headset

Wheelie cart

Lockers in Dispatch kitchen and the locker room

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The employee will be shown the location and use of:

- Flashlights – In wheelie between console one and two.
- HT radio
- Satellite phone
- Paper and printer toner and where to find more paper. How to order a toner.
- Location and use of the fax machine. Where to find the Police Department's fax number and the fax cover sheets.
- Location and use of the copy machines (one upstairs, one downstairs)

Ride Along

A ride-along with a patrol officer will occur within the first two weeks of training and again on additional occasions during the training process.

Information Technology Work Request

The IT work request website link is: <http://pdsupport>

Building Maintenance Work Request

The Building Maintenance website link is: <http://maintenance>

Dispatch Kitchen

Food placed in the refrigerator should be labeled with the employee name and date. Employees are responsible for disposing of food within a reasonable time.

Training Videos

View the Harassment DVD (Gordon Graham presenter – approx. 2-hours in length).

Employee Assistance Program

The Counseling Team services are available at no cost to the employee. The Counseling Team's website is: www.thecounselingteam.com.

Confidentiality

Dispatchers are expected to maintain a high level of confidentiality and follow department policy with regard to confidential information they encounter, release of information, and information systems to which they have access.

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SECTION TWO**CODES AND ABBREVIATIONS**

Trainee: _____

Trainer: _____

SUBJECT	REVIEWED Trainer & Trainee Initials & Date	COMPETENT Trainer & Trainee Initials & Date	DESCRIPTION
Radio Codes			Explain the purpose of the radio codes and importance of understanding their meaning and being fluent in their use. The trainee should understand that radio codes are not universal. When communicating with allied agencies it may be more appropriate to use plain language. Allow time for memorization. Administer test. – Allow 10 minutes. Passing Score = 41/46. May repeat test if necessary.
Phonetic Alphabet			Explain the importance of being fluent in the phonetic alphabet. The explanation should include the when and how the phonetic alphabet is used. Allow time for memorization. Administer test - Allow 5 minutes. Passing Score = 23/26. . May repeat test if necessary.
State Codes Color Codes Directional Abbreviations Day of Week Abbreviations			Explain the use of codes and abbreviations when documenting information or updating databases. Show the trainee the state code lists contained in the Stolen Vehicle System (SVS) manual. Allow time for memorization. Administer test - Allow 5 minutes. Passing Score = 18/20. May repeat test if necessary.
Military Time			Explain military time and allow time for memorization. Administer test – Allow 5 minutes. Passing Score = 13/15. May repeat test if necessary.
Other Abbreviations and Acronyms			Explain the accepted abbreviations and acronyms. Allow time for memorization. Administer test – Allow 10 minutes. Passing Score = 41/46. May repeat test if necessary.
Crime Levels, Statute Types, Statutory Codes and Definitions			Explain the difference between felony, misdemeanor, and infractions. Explain the statute types and the statutory codes and their definitions. Allow time for memorization. Administer test – Allow 10 minutes. Passing Score = 37/41. May repeat test if necessary.

SUBJECT	REVIEWED Trainer & Trainee Initials & Date	COMPETENT Trainer & Trainee Initials & Date	DESCRIPTION
CAD Incident Type Codes			Explain the purpose and use of the CAD Incident Type codes. Allow time for memorization. Administer test – Allow 20 minutes. Passing Score = 170/189. May repeat test if necessary.
CAD Disposition Codes			Explain the purpose and use of the Disposition codes. Allow time for memorization. Administer test – Allow 5 minutes. Passing Score = 23/25. May repeat test if necessary.
CAD Command Codes			Explain the purpose and use of the CAD Command codes. Allow time for memorization. Administer test. – Allow 15 minutes. Passing Score = 46/51. May repeat test if necessary.
CAD Status Codes			Explain the purpose of the Status Change Codes. Allow time for memorization. Administer test – Allow 5 minutes. Passing Score = 10/11. May repeat test if necessary.
How Call Received Codes			Explain the purpose and use of the How Call Received codes. Allow time for memorization. Administer test – Allow 2 minutes. Passing Score = 5/5. May repeat test if necessary.
Spelling			Administer spelling test of common words. Test not timed. Passing Score = 56/60. May repeat test if necessary.
CAD Codes Quick Reference			The CAD Codes Quick Reference Guide Is available as a tool for the trainee to use. The CAD Codes Quick Reference Guide is located in Appendix C.

Section 2 - Orientation Phase Completed:

Codes and Abbreviations Tests are located in Appendix B. Tests are to be completed several times until trainee demonstrates proficiency. Trainer is to retain completed tests with the training records.

CODES AND ABBREVIATIONS

RADIO CODES

Ten-Codes

10-1	[REDACTED]
10-2	[REDACTED]
10-4	[REDACTED]
10-5	[REDACTED]
10-6	[REDACTED]
10-7	[REDACTED]
10-8	[REDACTED]
10-9	[REDACTED]
10-10	[REDACTED]
10-11	[REDACTED]
10-13	[REDACTED]
10-14	[REDACTED]
10-15	[REDACTED]
10-16	[REDACTED]
10-17	[REDACTED]
10-19	[REDACTED]
10-20	[REDACTED]
10-21	[REDACTED]
10-22	[REDACTED]
10-23	[REDACTED]
10-28	[REDACTED]
10-29	[REDACTED]
10-35	[REDACTED]
10-36	[REDACTED]
10-42	[REDACTED]
10-45	[REDACTED]
10-48	[REDACTED]
10-81	[REDACTED]
10-87	[REDACTED]
10-97	[REDACTED]
10-98	[REDACTED]

Notes:

CODES AND ABBREVIATIONS

PHONETIC ALPHABET

The phonetic alphabet should be used when transmitting a license plate, VIN number, the spelling of a name, or other reference to letters of the alphabet.

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

Notes:

CODES AND ABBREVIATIONS

STATE CODES

AL	Alabama	WA	Washington
AK	Alaska	WI	Wisconsin
AZ	Arizona\	WV	West Virginia
AR	Arkansas	WY	Wyoming
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		
MS	Mississippi		
MO	Missouri		
MT	Montana		
NB	Nebraska		
NV	Nevada		
NH	New Hampshire		
NJ	New Jersey		
NM	New Mexico		
NY	New York		
NC	North Carolina		
ND	North Dakota		
OH	Ohio		
OK	Oklahoma		
OR	Oregon		
PA	Pennsylvania		
RI	Rhode Island		
SC	South Carolina		
SD	South Dakota		
TN	Tennessee		
TX	Texas		
UT	Utah		
VT	Vermont		
VA	Virginia		

CODES AND ABBREVIATIONS

COLOR CODES

If the vehicle is more than one color, the order of listing is from top to bottom or front to rear. Use a slash (/) to separate the two colors(e.g., BLK/RED).

Color	Code	Color	Code
Aluminum	SIL	Green, Light	LGR
Amethyst	AME	Ivory	CRM
Beige	BGE	Lavender	LAV
Black	BLK	Maroon	MAR
Blue	BLU	Mauve	MVE
Blue, Dark	DBL	Multicolor	MUL/COL
Blue, Light	LBL	Orange	ONG
Bronze	BRZ	Pink	PNK
Brown	BRO	Purple	PLE
Burgundy	MAR	Red	RED
Camouflage	CAM	Silver	SIL
Chrome	COM	Stainless Steel	COM
Copper	CPR	Tan	TAN
Cream	CRM	Taupe	TPE
Gold	GLD	Teal	TEA
Gray	GRY	Turquoise	TRQ
Green	GRN	White	WHI
Green, Dark	DGR	Yellow	YEL

DIRECTIONAL ABBREVIATIONS

Direction	Code	Direction	Code	Direction "Bound"	
North	N	North/East	NE	Northbound	NB
South	S	North/West	NW	Southbound	SB
East	E	South/East	SE	Eastbound	EB
West	W	South/West	SW	Westbound	WB

DAYS OF THE WEEK ABBREVIATIONS

Day	Code
Monday	MON
Tuesday	TUES
Wednesday	WED
Thursday	THURS
Friday	FRI
Saturday	SAT
Sunday	SUN

CODES AND ABBREVIATIONS

MILITARY TIME	PHONETIC PRONUNCIATION	STANDARD TIME
2400	Twenty Four Hundred Hours	12:00 a.m.
0100	Zero One Hundred Hours	1:00 a.m.
0200	Zero Two Hundred Hours	2:00 a.m.
0300	Zero Three Hundred Hours	3:00 a.m.
0400	Zero Four Hundred Hours	4:00 a.m.
0500	Zero Five Hundred Hours	5:00 a.m.
0600	Zero Six Hundred Hours	6:00 a.m.
0700	Zero Seven Hundred Hours	7:00 a.m.
0800	Zero Eight Hundred Hours	8:00 a.m.
0900	Zero Nine Hundred Hours	9:00 a.m.
1000	Ten Hundred Hours	10:00 a.m.
1100	Eleven Hundred Hours	11:00 a.m.
1200	Twelve Hundred Hours	12:00 a.m.
1300	Thirteen Hundred Hours	1:00 p.m.
1400	Fourteen Hundred Hours	2:00 p.m.
1500	Fifteen Hundred Hours	3:00 p.m.
1600	Sixteen Hundred Hours	4:00 p.m.
1700	Seventeen Hundred Hours	5:00 p.m.
1800	Eighteen Hundred Hours	6:00 p.m.
1900	Nineteen Hundred Hours	7:00 p.m.
2000	Twenty Hundred Hours	8:00 p.m.
2100	Twenty-One Hundred Hours	9:00 p.m.
2200	Twenty-Two Hundred Hours	10:00 p.m.
2300	Twenty-Three Hundred Hours	11:00 p.m.

Military time is stated as “hours.” For example: 1315 is 1315 hours.

Times beginning with zero are stated with the zero – for example: 0200 is stated as zero two hundred hours.

Times in the 2400 to 0100 range are stated beginning with zeros – for example: 0020 is stated as zero zero 20 hours rather than 2420 hours.

Notes:

CODES AND ABBREVIATIONS

OTHER ABBREVIATIONS AND ACRONYMS

ACL	Alarm Card Left
ADV	Advised
ADW	Assault with a Deadly Weapon
AKA	Also Known As
APS	Adult Protective Services
AR	Arrest Number
ASAP	As Soon as Possible
ATL	Attempt to Locate
BA	Blood Alcohol Level
B/C	Broadcast
BFA	Black Female Adult
BFJ	Black Female Juvenile
BMA	Black Male Adult
BMJ	Black Male Juvenile
B/O	Bad Order (Broken)
BUSN	Business
CAD	Computer Aided Dispatch
CDL	CA Driver's License
CII	Criminal Identification Information (Rap Sheet)
CPS	Child Protective Services
CR	Crime Report Number
DB	Dead Body
DESC	Description
DET	Detective
DEUCE	Driving Under the Influence
DL	Driver's License
DOA	Dead on Arrival
DOB	Date of Birth
DOT	Direction of Travel
DUI	Driving Under the Influence
DV	Domestic Violence
EB	Eastbound
E/S	East Side
ETA	Estimated Time of Arrival
EOW	End of Watch
FI	Field Interview
FTA	Failure to Appear
FTP	Failure to Pay
GOA	Gone on Arrival
GTA	Grand Theft Auto
HBD	Has Been Drinking
HFA	Hispanic Female Adult
HFJ	Hispanic Female Juvenile
HISP	Hispanic
HMA	Hispanic Male Adult
HMJ	Hispanic Male Juvenile
HS	Drugs (H&S)

CODES AND ABBREVIATIONS

OTHER ABBREVIATIONS AND ACRONYMS

HBD	Has Been Drinking
ID	Identification
IFO	In Front of
INFO	Information
INJ	Injury
IP	In Progress (also I/P)
J/O	Just Occurred
JUVIE	Juvenile (Under the age of 18-Years)
KTP	Keep the Peace
LIC	License
LIO	Log Item Only
LOC	Location
LS	Long Sleeve
LSW	Last Seen Wearing
LT	Light or Lieutenenat
MC M/C	Motorcycle
MDC/MDT	Mobile Data Computer / Mobile Data Terminal
MISC	Miscellaneous
NB	Northbound
NEG	Negative
N/S	North Side
NRD	No Report Desired
NSF	Non-Sufficient Funds Check
NFD	No Further Description
OBS: OBSD	Observation, Observed
OCCD	Occurred
OD	Overdose
OFC	Officer
PED	Pedestrian
PK	Parking Lot
POE	Point of Entry
POI	Point of Impact
POSS	Possible or Possession
PROP	Property
PU or P/U	Pickup truck
RO or R/O	Registered Owner
SET	Street Enforcement Team
SB	Southbound
SUBJ	Subject
SUSP	Suspect
SUS VEH	Suspect Vehicle
TC	Traffic Collision
TFO	To the Front of
UNK	Unknown
UTL	Unable to Locate
VC	Vehicle Check
VEH	Vehicle

CODES AND ABBREVIATIONS

OTHER ABBREVIATIONS AND ACRONYMS

VICT	Victim
WARN	Warning
WARR	Warrant
WB	Westbound
WC, W/C	Watch Commander
W/S	West Side
WIT	Witness
WFA	White Female Adult
WFJ	White Female Juvenile
WMA	White Male Adult
WMJ	White Male Juvenile
WPN	Weapon
290	Sex Registrant
SBWESTNET	San Bernardino County West End Narcotics Enforcement Team
MAIT	Major Accident Investigation Team

Notes:

CODES AND ABBREVIATIONS

CRIME LEVELS

Felony: A crime punishable by death or incarceration in the state prison.

Misdemeanor: Every other crime or public offense except those offenses that are classified as infractions. A misdemeanor is punishable by a fine, incarceration in the county jail for up to a year, or both fine and incarceration.

Infraction: A crime or public offense punishable by a fine.

STATUTE TYPES

B&P	Business and Professions Code
EC	Education Code
GC	Government Code
HS	Health and Safety Code
MMC	Montclair Municipal Code
PC	Penal Code
VC	Vehicle Code
WIC	Welfare and Institutions Code

Notes

CODES AND ABBREVIATIONS

CRIMINAL STATUTES AND GENERAL DEFINITIONS

The following provides a very general definition of the listed crimes. For a details of each statutory section, refer online to the www.leginfo.ca.gov.

PC 166	Court Order Violation	Violation of an order issued by the court, such as a child custody order or restraining order.
PC 187	Murder	Also known as homicide. The unlawful killing of a human being or a fetus, with malice aforethought.
PC 207	Kidnapping	Detain or move a person from one location to another against his/her will
PC 211	Robbery	Theft of property using force or fear. A weapon may be seen, simulated, or implied
PC 215	Carjacking	Theft of a vehicle using force or fear
PC 242	Battery	Willful and unlawful use of force or violence upon the person of another
PC 243(e)1	Spousal Battery	Battery against a person who is a spouse, former spouse, cohabitant, former cohabitant, or the mother or father of his/her child. Spousal battery is domestic violence.
PC 245	Assault with a Deadly Weapon	Assault upon another person with a deadly weapon or by means of force likely to produce great bodily injury. An assault is an unlawful attempt, coupled with the present ability, to commit a violent injury upon another person.
PC 261	Rape	Forcible sexual intercourse
PC 273.5	Spousal Abuse	Willfully inflict upon a person who is a spouse, former spouse, cohabitant, former cohabitant, or the mother or father of his or her child, corporal injury resulting in a traumatic condition.
PC 288	Lewd Acts	Various types of sexual child abuse
PC 290	Sex Offender Registration	Requirement that convicted sex offenders register for life with law enforcement agency of residence.
PC 314	Indecent Exposure	Expose private parts in the presence of others
PC 415	Disturb the Peace	Disturb the peace of another

CODES AND ABBREVIATIONS

CRIMINAL STATUTES AND GENERAL DEFINITIONS

PC 417	Brandish Weapon	Exhibit a weapon in threatening manner
PC 422	Criminal Threats	Threaten to commit crime that will result in death or great bodily injury to another, causing the person to fear for safety of self or family
PC 451	Arson	Intentional setting of a fire with intention to cause damage
PC 459	Burglary	Entry into a structure with the intent to commit theft or any felony; or theft from a locked vehicle (referred to as a "459 Auto")
PC 470	Forgery	Sign the name of another with intent to defraud
PC 475	Counterfeit	Fraudulent check, credit card, or currency
PC 487	Grand Theft	Theft of property with a total value of over \$950.
PC 484(a)	Petty Theft	Theft of property with a total value of \$950 or less. Also known as larceny. There is no element of trespass or forcible entry involved. Example: Theft of property from an unlocked vehicle, a house where the suspect had permission to be there, or from a store open for business
PC 490.5	Theft (shoplift)	Shoplifting is the theft of merchandise on display for sale, whereas regular theft is theft of merchandise not for sale, such as an employee's purse
PC 490.1	Theft (<\$50)	Shoplift of merchandise with a total value under \$50. Normally used with juvenile arrests.
PC 496	Possession of Stolen Property	Be in possession of stolen property
PC 530.5	Identity Theft	Fraudulently use the identity or personal identifying information of another person
PC 594	Vandalism	Damages, destroys, or defaces property
PC 597	Animal Cruelty	Maliciously and intentionally maim, mutilate, torture, wound, or kill a living animal
PC 602	Trespassing	Enter and occupy structure without owner consent

CODES AND ABBREVIATIONS

CRIMINAL STATUTES AND GENERAL DEFINITIONS

PC 647(b)	Prostitution	Solicit sex in exchange for payment.
PC 647(c)	Begging	Begging in public location
PC 647(f)	Public Intoxication	Subject intoxicated to the point of being unable to care for self or others
PC 647(h)	Prowler	Loiter, prowl, or wander on property of another
PC 666	Theft w/Prior	<p>(a) Theft by a person who has been convicted three or more times of petty theft, grand theft, auto theft under Section 10851 of the Vehicle Code, burglary, carjacking, robbery, or a felony violation of Section 496 and having served a term therefor in any penal institution or having been imprisoned therein as a condition of probation for that offense, is subsequently convicted of petty theft, then the person convicted of that subsequent offense is punishable by imprisonment in the county jail not exceeding one year, or imprisonment pursuant to subdivision (h) of Section 1170.</p> <p>(b) Notwithstanding Section 490, any person described in paragraph (1) who, having been convicted of petty theft, grand theft, auto theft under Section 10851 of the Vehicle Code, burglary, carjacking, robbery, or a felony violation of Section 496, and having served a term of imprisonment therefor in any penal institution or having been imprisoned therein as a condition of probation for that offense, who is subsequently convicted of petty theft, is punishable by imprisonment in the county jail not exceeding one year, or in the state prison.</p> <p>(1) This subdivision shall apply to any person who is required to register pursuant to the Sex Offender Registration Act, or who has a prior violent or serious felony conviction, as specified in subdivision (c) of Section 667.5 or subdivision (c) of Section 1192.7.</p>

CODES AND ABBREVIATIONS

CRIMINAL STATUTES AND GENERAL DEFINITIONS

PC 503	Embezzlement	Fraudulent appropriation of property by a person to whom it has been entrusted. An example is failure to return a rental car or failure to return a loaned lawnmower.
PC 537	Defraud Innkeeper	Obtain food, fuel, services, or accommodations without paying for it, with intent to defraud
PC 653k	Possess Switchblade	Possess switchblade knife
PC 653m	Annoying Phone Calls	Harassing phone calls received
VC 31	False Info to Officer	Provide false information to a peace officer – operation of a vehicle involved
VC 10851	GTA	Grand Theft Auto – Theft of a vehicle with intent to deprive the owner of his/her property
VC 10852	Vehicle Tampering	Breaking or removing a part from a vehicle
VC 12500	Unlicensed Driver	Drive while unlicensed
VC 14601	Suspended Driver License	Drive while driver's license is suspended
VC 20002	Hit & Run Misdemeanor	Failure to stop and exchange information following a non-injury traffic collision
VC 20001	Hit & Run Felony	Failure to stop and exchange information following a traffic collision with injuries
VC 23103	Reckless Driving	Drive in a manner that presents a hazard to others
VC 23110	Throw Substance From Vehicle	Throwing a substance from a vehicle
VC 23152	Driving Under the Influence	Driving under the influence of alcohol and/or drugs
VC 23153	Felony Driving Under the Influence	Driving under the influence of alcohol and/or drugs that involves a collision with injuries

CODES AND ABBREVIATIONS

CRIMINAL STATUTES AND GENERAL DEFINITIONS

VC 4000(a)	Expired Vehicle Registration	Vehicle registration is expired
WIC 300	Minor in Protective Custody	Child under the age of 18-years taken into protective custody
WIC 5150	Detention for 72-Hour Observation	Subject detained for 72-hour psychiatric evaluation
Domestic Violence		When a battery is committed against a spouse, a person with whom the defendant is cohabiting, a person who is the parent of the defendant's child, former spouse, fiancé, or fiancée, or a person with whom the defendant currently has, or has previously had, a dating or engagement relationship
Child Abuse		Physical, sexual, or emotional mistreatment or neglect of a child
Elder/Dependent Adult Abuse		Inflicting pain or mental suffering on, endangering The health of, committing theft or embezzlement of property from, an elder or dependent adult.
Hate Crime		Crime committed because of perceived characteristic of victim that is disability, gender, nationality, race or ethnicity, religion, sexual orientation

Notes:

CODES AND ABBREVIATIONS

INCIDENT TYPE CODES	PRIORITY	UNITS
166	2	2
166R	3	1
20001	1	2
20001R	3	1
20002	1	2
20002R	3	1
207	1	3
207R	3	1
211	1	3
211R	3	1
211S	1	2
215	1	3
215R	3	1
23103	1	2
23110	1	2
23110R	3	1
23152	1	2
242	1	2
242R	3	1
245	1	3
245R	3	1
246	1	3
246R	3	1
261	1	2
261R	3	1
288	1	2
288R	3	1
314	1	2
314R	3	1
415	2	2
415F	1	2
415N	3	1
415P	2	2
417	1	2
417R	3	1
422R	3	1
451	1	2
451R	3	1
459	1	2
459A	1	2
459I	2	1
459R	3	1
459S	1	2
470	1	2
470R	3	1
475	1	2

CODES AND ABBREVIATIONS

INCIDENT TYPE CODES	PRIORITY	UNITS	
475R	COUNTERFEIT REPORT	3	1
487	GRAND THEFT	1	2
487R	GRAND THEFT REPORT	3	1
488	PETTY THEFT	1	2
488R	PETTY THEFT REPORT	3	1
496	STOLEN PROPERTY	1	2
496R	STOLEN PROPERTY REPORT	3	1
503R	EMBEZZLEMENT	3	1
5150	MENTALLY ILL	1	2
5150E	5150 EVALUATION	2	1
537	DEFRAUD INKEEPER	1	2
537R	DEFRAUD INKEEPER REPORT	3	1
594	VANDALISM	1	2
594R	VANDALISM REPORT	3	1
597	ANIMAL CRUELTY	1	2
597R	ANIMAL CRUELTY REPORT	3	1
602	TRESPASS	1	2
602R	TRESPASS REPORT	3	1
647B	PROSTITUTION	2	2
647C	BEGGING	2	2
647F	DRUNK IN PUBLIC	1	2
647H	PROWLER	1	2
647HR	PROWLER REPORT	3	1
653G	NON-STUDENT ON CAMPUS	1	2
653K	SWITCHBLADE ON CAMPUS	1	2
653MR	ANNOYING PHONE CALLS REPORT	3	1
911	INCOMPLETE 911 CALL <u>or</u> MFD TRANSFER	1	2
999	OFFICER NEEDS HELP/OFFICER DOWN	1	3
AOA	ASSIST OTHER AGENCY	2	2
APS	APS REFERRAL	5	1
AREACK	AREA CHECK	3	1
ARREST	ARRESTED	2	1
ATTSUI	ATTEMPTED SUICIDE	1	2
AV	ABANDONED VEHICLE	3	1
AWS	ATTEMPT WARRANT SERVICE	5	2
BARCK	BAR CHECK	4	2
BCK	PROSTITUTE CHECK	2	2
BEAT	BEAT INFO	3	1
BIKE	BIKE STOP	2	1
BOSIG	B/O SIGNAL	2	1
BOVEH	B/O VEHICLE	3	1
BUSCK	BUSINESS CHECK	3	2
CHILD	CHILD ABUSE	2	1

CODES AND ABBREVIATIONS

INCIDENT TYPE CODES		PRIORITY	UNITS
CITAST	CITIZEN ASSIST	2	1
CITCON	CITIZEN CONTACT	3	1
CITE	SIGN OFF/LOBBY	4	1
CIVIL	CIVIL	3	1
CODE32	WANTED SUBJECT	1	2
CODE5	SURVEILLANCE	2	
CODE89	BOMB THREAT	1	
COURT	COURT INFO	4	1
CPS	CPS REFERRAL	5	1
DB	DEAD BODY	1	2
DETAIL	SPECIAL DETAIL	5	1
DOWN	MAN DOWN	1	2
DUMP	ILLEGAL DUMPING	2	2
DV	242 DOMESTIC	1	2
FIGHT	FIGHT	1	2
FIRE	FIRE	1	2
FIREW	FIREWORKS	1	2
FLAG	CITIZEN FLAG DOWN	4	1
FOLLOW	FOLLOW UP	4	1
FOOT	ON FOOT	4	1
FOUNDA	FOUND ADULT	2	1
FOUNDC	FOUND CHILD	2	1
FOUNDP	FOUND PROPERTY	3	1
FTY	FAILURE TO YIELD	1	3
GR	GRAFFITI	1	2
GRR	GRAFFITI REPORT	3	1
GTA	AUTO THEFT	1	2
GTAR	AUTO THEFT REPORT	2	1
GUN	MAN WITH A GUN	1	2
HAZARD	HAZARD	2	2
HAZMAT	HAZARDOUS MATERIAL	1	2
HOME	HOME VISIT	5	1
HS	DRUG ACTIVITY	1	2
HUMANE	HUMANE CALL	2	1
IC	IN-CUSTODY	2	1
ID	IDENTITY THEFT	4	1
ILLPKG	ILLEGAL PARKER	4	1
ILLSOL	ILLEGAL SOLICITOR	3	1
INFO	INFORMATION	5	1
KNOCK	KNOCK AND TALK	3	2
KTP	KEEP THE PEACE	2	2
LOG	LOG INFO	4	
LOJACK	LOJACK HIT	1	2
LOSTC	LOST CHILD	2	1
LOSTP	LOST PROPERTY	3	1
MAIL	SUSPICIOUS MAIL	2	1
MC	MISSING CRITICAL	1	2

CODES AND ABBREVIATIONS

INCIDENT TYPE CODES		PRIORITY	UNITS
MEDIC	MEDICAL ASSIST	1	2
MJ	MISSING JUVENILE	2	1
MMC	MONTCLAIR MUNICIPAL CODE	2	1
MP	MISSING PERSON	2	1
NOTIF	NOTIFICATION	3	1
OD	OVERDOSE	1	2
OPEN	OPEN DOOR	1	2
OTHER	OTHER	3	1
OVC	OCCUPIED VEHICLE CHECK	2	2
P	PURSUIT	1	2
PANIC	PANIC ALARM	1	2
PARK	PARK CHECK	3	1
PAROLE	PAROLE CHECK	3	2
PPI	PRIVATE PARTY TOW	4	
PROBCK	PROBATION CHECK	3	2
RECGTA	RECOVERED GTA	3	1
RED	CODE RED	4	
REPO	REPOSSESSION	4	
RESCK	RESIDENCE CHECK	2	2
RM	RETURNED MISSING	3	
SAFE	SAFETY CHECK	1	2
SEARCH	SEARCH WARRANT	2	2
SHIFT1	TEAM 1	5	
SHIFT2	TEAM 2	5	
SHIFT3	TEAM 3	5	
SHIFT4	TEAM 4	5	
SHIFT5	TEAM 5	5	
SHIFT6	TEAM 6	5	
SHOTS	SHOTS (FIRED OR HEARD)	1	2
SICK	OFF SICK	3	
SKATE	SKATE PARK CHECK	3	1
SMASH	SMASH DETAIL	5	
SOV	SUSPICIOUS OCCUPIED VEHICLE	1	2
SUBCK	SUBJECT CHECK	2	2
SUPP	SUPP REPORT	3	1
SUSCIR	SUSPICIOUS CIRCS	1	2
SUSPER	SUSPICIOUS PERSON	1	2
T911	TEXT TO 911	1	2
TCINJ	TRAFFIC COLLISION WITH INJURY	1	2
TCNON	TRAFFIC COLLISION NON-INJURY	3	1
TCUNK	TRAFFIC COLLISION UNKNOWN INJURY	1	2
TOW	TOW	3	1
TRACK	TRACKER ALERT	1	2
TRAFFIC	TRAFFIC CONTROL	3	2
TRUANT	TRUANTS	3	1
TS	TRAFFIC STOP	4	1
UNKTRB	UNKNOWN TROUBLE	1	2

CODES AND ABBREVIATIONS

INCIDENT TYPE CODES		PRIORITY	UNITS
VC	VEHICLE CHECK	2	1
VEHCK	VEHICLE CHECK	2	1
W911	WIRELESS 911	3	
WARN	BROADCAST INFO	4	1
WETIP	WE TIP REFERRAL	2	
WLFARE	WELFARE CHECK	2	2
XPAT	EXTRA PATROL	5	

NOTES:

CODES AND ABBREVIATIONS

DISPOSITION CODES

104	CHECKS 10-4
108	10-8 AVAILABLE FOR CALLS
415	415 ADVISAL LEFT
5150	TRANSPORTED 5150
ACL	ALARM CARD LEFT
ADV	ADVISED
AOA	ASSIST OTHER AGENCY
ARREST	ARRESTED
AST	ASSISTED
BCM	BROADCAST MADE
CANCEL	CANCEL
CITE	CITED
CIVIL	CIVIL DISPUTE
CONADV	CONTACTED AND ADVISED
DUPCALL	DUPLICATE CALL
DV	DOMESTIC VIOLENCE REPORT TAKEN
FI	FI TAKEN
GOA	GONE ON ARRIVAL
HBD	HANDLED BY DISPATCH
HBO	HANDLED BY OFFICER
LIO	LOG ITEM ONLY
MARKED	MARKED
NE	NAMES EXCHANGED
NOT HOME	NOT HOME
NOTE	NOTE LEFT
NOTIF	NOTIFICATION MADE
NPD	NO PROSECUTION DESIRED
NRD	NO REPORT DESIRED
OJ	OTHER JURISDICTION
PK	PEACE KEPT
PWC	PARTIES WILL COMPLY
QUIET	AREA IS QUIET
REC	GTA RECOVERED
RPT	REPORT TAKEN
SUPP	SUPP REPORT TAKEN
TOW	VEHICLE TOWED
UNCOOP	UNCOOPERATIVE
UNF	UNFOUNDED
UTL	UNABLE TO LOCATE

NOTES

CODES AND ABBREVIATIONS

HOW CALL RECEIVED CODES

E9 911 CALL
OI OFFICER INITIATED
PP PRIVATE PARTY
W9 911 WIRELESS
WI WALK-IN

NOTES

CODES AND ABBREVIATIONS

CAD COMMANDS

AB AT BACK (BACKUP IS AT SCENE)
AI ADDRESS INFORMATION
AK ACKNOWLEDGE
AS AT SCENE
CC CLOSE CALL
CD CHANGE DISPO
CU CATCH UP PRIMARY UNIT
DB DISPATCH A BACKING UNIT
DC DISPLAY CLOSED CALLS
DH DISPLAY HOLD CALLS
DI DISPATCH A UNIT TO THE CALL
DK DESK OFFICER REPORT ENTRY (this command is for Records Bureau use)
DM DISPLAY MOST RECENT
DN DISPLAY NOTE
DU DISPLAY UNIT
DW DISPLAY WARNING
EC ENTER COMMENT
EN ENROUTE
FC FORCE CALL
GC GET CASE (ISSUE A UNIQUE NUMBER - CR, AR, FI)
GH GET HELD CALL
HC HOLD CALL
IH INCIDENT HISTORY
MR MODIFY RECORD
OI OFFICER INITIATED
OP QUICK OPTION
OVR OVERRIDE (Use at end of command sequence to change officer from one call to other)
PC PAGE COMMENTS
PI PRINT INCIDENT
PS PRINT SCREEN
QA QUICK ARTICLE INQUIRY
QB QUICK BOAT INQUIRY
QG QUICK GUN INQUIRY
QJ QUICK LOJACK INQUIRY
QL QUICK LICENSE PLATE INQUIRY
QN QUICK NAME INQUIRY
QO QUICK OPERATOR DL INQUIRY
QS QUICK SECURITIES INQUIRY
QT QUICK TALK (SEND MDC MESSAGE)
QV QUICK VIN INQUIRY
RI REINITIALIZE (CHANGE BEAT PLAN)
RR RE-ROUTE INCIDENT (In some cases it may be appropriate to enter a new call instead)
RU RECOMMEND UNITS
SA SELECT ACTIVE INCIDENT
SC STATUS CHANGE
SH SHIFT ON/OFF
SI SELECT ITEM

CODES AND ABBREVIATIONS

CAD COMMANDS

- SP SWITCH PRIMARY UNIT
- TS TRAFFIC STOP
- UA UNIT ARRIVED
- UH UNIT HISTORY
- VA VERIFY ADDRESS

NOTES:

CODES AND ABBREVIATIONS

STATUS CODES

BA	Busy – Available
BK	Booking
BU	Busy – Unavailable
CT	Court
CY	City Yards
C7	Code 7 (Lunch Break)
FU	On follow-up
TP	Transporting a prisoner
48	On a break
81	At the station
1017	Working on paperwork
1019	En-route to station

NOTES:

SECTION THREE**PHONES AND RELATED PROCEDURES**

Trainee: _____

Trainer: _____

SUBJECT	REVIEWED Trainer & Trainee Initials & Date	COMPETENT Trainer & Trainee Initials & Date	DESCRIPTION
Phone System			<p>Explain the VESTA Phone System. Have the trainee articulate the purpose and functions of the 9-1-1 lines, the 7-digit lines, and the in-house lines, the ring-down lines, and paging system. Have the trainee practice paging several times.</p> <p>Teach the employee how to use the features of the phone system. Have the trainee practice pressing the buttons to answer the phones, transfer calls, and place callers on hold, pick-up calls on hold, and use the ring-down line until proficiency is demonstrated.</p>
TDD/TTY			Explain the procedures for use of the TDD/TTY. Have the trainee practice several times during this training phase until comfortable with toggling and using the TDD/TTY.
9-1-1 Procedures			Explain and discuss the 9-1-1 procedures for answering calls. Practice scenarios and instruct on proper procedures. Have the trainee articulate and demonstrate understanding.
Incomplete 9-1-1 Calls			Explain and discuss the procedure for handling incomplete 9-1-1 calls
9-1-1 System Failure			Explain and discuss the procedures for 9-1-1 system failure
Translation Service (The Language Line)			Explain the procedures for use of the Language Line for translation. Have the trainee transfer calls to the language line, provide the identification code, and request translation.
Fire and Medical Assist Calls – Transfer to Fire Dispatch			Explain and demonstrate how to transfer of calls to Fire Dispatch. Have the trainee transfer calls to Fire Dispatch. Have the trainee demonstrate how to call Fire Dispatch.
Greetings			Explain the appropriate greeting upon answering the different lines. Have the trainee articulate how each line should be answered.

SUBJECT	REVIEWED Trainer & Trainee Initials & Date	COMPETENT Trainer & Trainee Initials & Date	DESCRIPTION
Placing Callers on Hold			Explain and discuss how to place callers on hold.
Call Priority			Explain and discuss the Call Priority Types. Practice determining what Priority the various call types are.
Communicating with Callers			Explain and discuss techniques for communicating with callers, to include remaining impartial and professional, caller expectations regarding arrival time, effective communication and law enforcement terminology, and determining if a call is an emergency.
Primary Questions			<p>Explain the primary questions to ask callers in order to be able to prioritize and enter calls for service.</p> <p>Have the trainee memorize and articulate the seven primary questions. The trainee will demonstrate proper use of the seven primary questions when taking calls.</p>
Accuracy and Organization of Information			<p>Explain the importance of accurate information.</p> <p>Explain how to organize information obtained from the caller and document that information on the call record.</p>
Obtaining Vehicle Descriptive Information			<p>Explain use of the acronym CYMBOLS in obtaining vehicle descriptive information.</p> <p>Have the trainee practice obtaining vehicle description information using the CYMBOLS format.</p>
Obtaining Person Description Information			Have the trainee practice obtaining person description information from the caller (trainer).
Call Taking Techniques			Review and discuss information about call taking techniques to assist the trainee in gathering pertinent information from callers. Discuss scenarios and techniques for handling the calls.
Difficult Calls			Review and discuss information about taking difficult calls to assist the trainee in gathering pertinent information from callers. Discuss scenarios and techniques for handling the calls.

SUBJECT	REVIEWED Trainer & Trainee Initials & Date	COMPETENT Trainer & Trainee Initials & Date	DESCRIPTION
Practice Call Scenarios			With the trainer acting as the caller and the trainee as the dispatcher, practice the listed call scenarios to allow the trainee to practice gathering information. Repeat this exercise with different scenarios for a variety of calls with progressive difficulty throughout this training phase.
Answering the Calls			Have the trainee answer the calls and gather information as the trainer types the information on the CAD Command Screen. This process should continue until the trainee exhibits sufficient competency to move to the next phase – Entering Calls (Section 3).

PHONE SYSTEM

Terminology

Landline phone : A fixed telephone line at a specific location, such as one in a residence or business

Wireless phone : A cellular phone

ALI: The current location of the telephone from which the 9-1-1 call was made

ANI : The telephone number from which the 9-1-1 call was made

The Phone System

The current phone system is the VESTA phone system. VESTA utilizes the Microsoft Windows interface to answer calls and perform other call-taking functions. Incoming 9-1-1 call information identifying the address and telephone number the call is coming from can be transferred from the phone system to the Computer Aided Dispatch (CAD) screen.

The phone system consists of 9-1-1 lines, 7-digit lines, in-house extensions, and ring-down lines.

Detailed functions of the phone system will be further explained during the training process.

9-1-1 Lines

9-1-1 calls can be made from a landline phone or a cell phone.

Landline Calls

9-1-1 calls made from a landline phone are routed to the law enforcement agency with jurisdiction for that particular location. 9-1-1 calls made from a landline phone provide caller address information on the phone system display screen based on where the telephone company records indicate the telephone is located/installed (ALI).

Wireless 9-1-1 Calls

Wireless 9-1-1 calls are routed by cell towers to the closest law enforcement agency. Sometimes calls made from a location close to a border between cities or on the freeway will be misrouted and need to be transferred to the appropriate jurisdiction. When CHP receives a misrouted Wireless 9-1-1 call, they transfer the caller to us via the 7-digit lines. Wireless calls received here and transferred to other law enforcement

agencies (e.g., CHP or Upland PD) are transferred to their 7-digit lines. When transferring a call, it is important to advise the dispatcher who answers that you are Montclair PD transferring a 9-1-1 call so that it can be handled with priority over other incoming 7-digit line calls.

Wireless 9-1-1 calls made from a cell phone provide Phase I and Phase II location information. GPS mapping coordinates of the location are displayed on the phone system display screen. The Phase I location is the location at the time the call was initiated. The Phase II location is the location after the first 30 seconds of the call. The Phase II information can be obtained by the dispatcher by a process called rebidding while the call is occurring to provide up to date information even while the phone is mobile and the location changes. Dispatchers can also input the coordinates in Google Maps online to ascertain the updated location of the coordinates.

The 9-1-1 lines are intended for use in reporting emergencies such as in-progress crimes, requests for medical assistance, or incidents involving possible injury or threat to life.

The 9-1-1 lines are first priority for answering and should be answered as quickly as possible. Strive to answer 9-1-1 calls within the first two rings whenever possible. If multiple 9-1-1 lines are ringing, it will be necessary to answer each call in succession, quickly ascertain the nature of the emergency, and either transfer the call to the appropriate location (e.g., Fire dispatch or CHP), tell the caller you will be with them momentarily and place the caller on hold, or continue speaking with the caller and enter their call for service. The dispatcher will have to prioritize the calls and related actions taken based on the nature of the emergency. Life threatening emergencies always take precedence over property crimes.

7-Digit Lines

The 7-digit lines are intended for use to report crimes that are not potential life-and-death situations or crimes that are not in-progress. Although 9-1-1 is reserved for emergency calls, it is not uncommon for medical emergencies or other urgent or in-progress calls to be made to the 7-digit lines.

The 7-digit lines should be answered as soon as possible after 9-1-1 calls and other emergencies have been handled.

Callers should only be placed on hold for the minimum period necessary. Callers placed on hold should be updated, when possible, every two to three minutes when an extended hold is required.

In-House Extensions

In-house extensions are used for callers within the Police Department and City calling network (e.g., City Hall, Human Services, Fire Department) to call a particular person or

department. Calls originating from the 7-digit lines or 9-1-1 lines can be transferred to an in-house extension or voice mailbox.

For example, a citizen calls Dispatch and needs to speak to a particular detective. The caller is then transferred to that detective's desk extension. Callers can also be transferred to a particular officer or employee's voice mailbox. Employees who do not have a specific desk or regular workstation (e.g., patrol officers, dispatchers, and cadets) are assigned voice mailbox numbers.

In-house extensions should be answered after 9-1-1 calls and emergency calls on the 7-digit lines have been handled.

Ring-Down Lines

Ring-down lines are speed-dial lines between the Police Department and a particular entity that has a designated incoming line that identifies the caller as Montclair Police Department. Both parties to the ring-down line can call each other on the ring-down line.

Current ring-down lines are to:

Dietz Towing
Ontario Fire

Effective with the 9-1-1 equipment upgrade in 2014, the ring-down lines are to:

Dietz Towing
Pacific Towing
CONFIRE (Fire Dispatch)
Records

Paging System

The telephone system can be utilized to page individuals within the police facility and the employee parking lot area.

When paging a person, state the person's name, what you want them to do, and repeat their name. For example: "Officer Smith, contact Dispatch, Officer Smith" or "Cadet Smith, call 607, Cadet Smith."

TDD (Telephonic Device for the Deaf) / (also known as) TTY (Teletypewriter)

Dispatch is able to communicate with deaf callers by use of the Telephonic Device for the Deaf (TDD) / Teletypewriter (TTY). The TTY toolbar button on the 9-1-1 phone system monitor display and the designated keyboard for the 9-1-1 phone system are the means of communication via the TTY. A TDD/TTY call is identifiable by beeping tones

or a recorded message. To launch the TDD/TTY window, click on the TTY button on the 9-1-1 phone system monitor display.

A reference booklet containing information on handling TDD/TTY calls is maintained in Dispatch and is located with the colored folders on the wire rack next to the printer. When typing a TTY conversation, TTY abbreviations should be used when possible. A list of common abbreviations is also contained in the CAD NOTE file named as TTY.

TTY callers may initiate a call in three different ways.

1. The caller's equipment may emit a recorded spoken announcement, such as "Hearing impaired caller, use TDD (or TTY)."
2. The caller may press the spacebar on the TTY and emit audible tones for the dispatcher to hear.
3. The caller may use traditional conversational form and expect the dispatcher to "say hello" by emitting audible tones as soon as the call is answered.

In compliance with Public Law 01-336, also known as the Americans with Disabilities Act, all silent calls will be interrogated with a TTD/TTY to determine if the caller is attempting to report an emergency using a special communications device for hearing impaired individuals.

Refer to Policy and Procedures Manual § 370 – Hearing Impaired/Disabled Communications for additional information.

9-1-1 PROCEDURES

The following procedures are excerpts of those adopted June 11, 1984 by the County of San Bernardino as the "Countywide 9-1-1 Emergency Telephone System Operational Guidelines."

1. All calls for emergency services shall be answered directly at the Public Safety Answering Point (PSAP). The 9-1-1 lines shall be answered, "9-1-1 Emergency, what is the address of your emergency?"
2. To maintain the integrity of the 9-1-1 system, only emergency calls will be taken on a 9-1-1 line, without exceptions. Should a non-emergency call be received on a 9-1-1 line, the caller shall be informed that 9-1-1 is to report emergencies only and given the correct number to call. All calls on 9-1-1 lines shall be terminated as soon as possible to keep the lines free.
3. Reports of smoke, fire, and medical aid will immediately be transferred to Fire Dispatch. PSAP operators are not to interrogate callers. It is incumbent upon PSAP personnel that all fire calls be transferred without delay. Transfer the call and listen long enough to determine whether a police response will be required before hanging up. If it becomes necessary to hang up before that determination is made, call Fire Dispatch and ascertain the nature of the incident and whether police will need to be dispatched.
 - a. TDD equipment (telephonic device for the deaf) equipment limitations prevent a transfer from the primary answering point to a secondary answering point. Police Dispatch should query the caller and relay the information to Fire Dispatch.
4. During a major fire, the PSAP operators may be inundated with callers reporting the same incident. It is imperative that calls are not terminated by the PSAP operator, but promptly transferred to Fire Dispatch.
5. All traffic accidents on freeways and unincorporated areas should be transferred directly to California Highway Patrol (CHP). CHP is also now the state police and may assume jurisdiction over criminal matters that occur on state property. CHP may choose to handle any crimes that occur on the freeways at their discretion. Unless CHP assumes jurisdiction over crimes occurring on the freeways, primary jurisdiction remains with the Montclair Police Department.

INCOMPLETE 9-1-1 CALLS

Call Back: The dispatcher will attempt to call back the number when a 9-1-1 call is routed to the (Public Safety Answering Point) PSAP and the call disconnects before personnel can determine if assistance is needed. Personnel will call the number back once to make this determination. If the phone is busy or there is no answer, additional attempts to contact the caller will not be made by communications personnel. If the callback attempt goes to voice mail, no message will be left. An officer will be dispatched.

Silent Calls: In compliance with Public Law 01-336, also known as the Americans with Disabilities Act, all silent calls will be interrogated with a TTD/TTY to determine if the caller is attempting to report an emergency using a special communications device for hearing impaired individuals.

Contact: If contact is made with the caller, dispatchers will follow call handling procedures established to determine whether an officer needs to be dispatched.

Indicated Emergency: Any evidence of an emergency situation requires that dispatchers initiate efforts to re-contact the caller to determine the nature of the incident and an accurate location for appropriate public safety response according to procedures established by the local agency. If attempts to contact the caller are unsuccessful, officers will be dispatched based on the caller location provided by the 9-1-1 system. Extraordinary attempts to locate a Phase I or II wireless 9-1-1 disconnect caller will only be made in the instance where an emergency is clearly indicated.

Discretion: Dispatch personnel should pay close attention to background noise, tone, and word choice of callers as additional evidence to assist with determination of the status of the 9-1-1 call. The time of day and location of the caller may be additional clues to indicate whether a response is necessary. In any situation where the dispatcher believes an emergency situation may exist, an officer will be dispatched.

Cancellation: Dispatch personnel may disregard a wireless 9-1-1 call if there is evidence that the call is one of the following situations:

9-1-1 Misdial: A call is classified as a 9-1-1 misdial when the caller stays on the line and admits to a misdial.

Unintentional 9-1-1 Calls: A call is classified as unintentional when the 9-1-1 personnel can hear conversation, radio, etc. in the background and have listened sufficiently and checked with a TDD/TTY to determine that there is no indication of an emergency situation.

Prank Calls: Children playing on the phone or prank 9-1-1 calls.

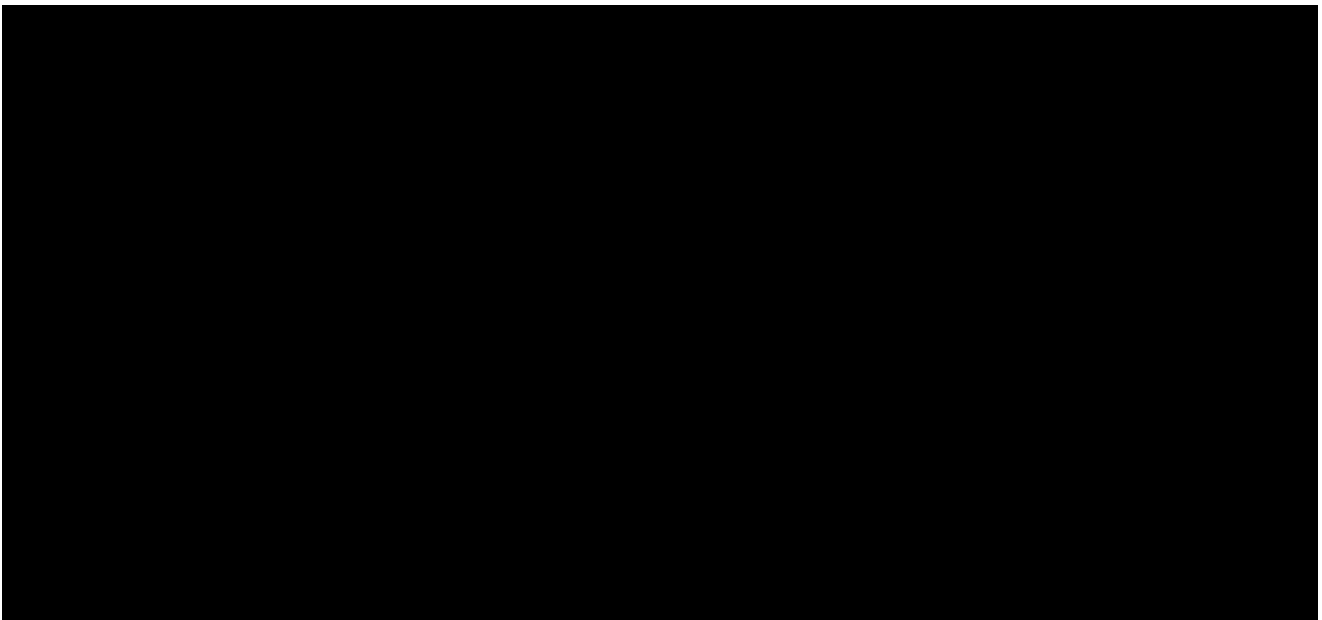
Calling Back an Incomplete 9-1-1 Call

When a telephone number is received on an incomplete 9-1-1 call, the dispatcher is to call the number back and try to ascertain the circumstances of the call and if assistance is needed. If the dispatcher is unable to make contact, officers are to be sent to investigate. Call-backs are not mandatory when the call is received from a payphone or known PBX trunk.

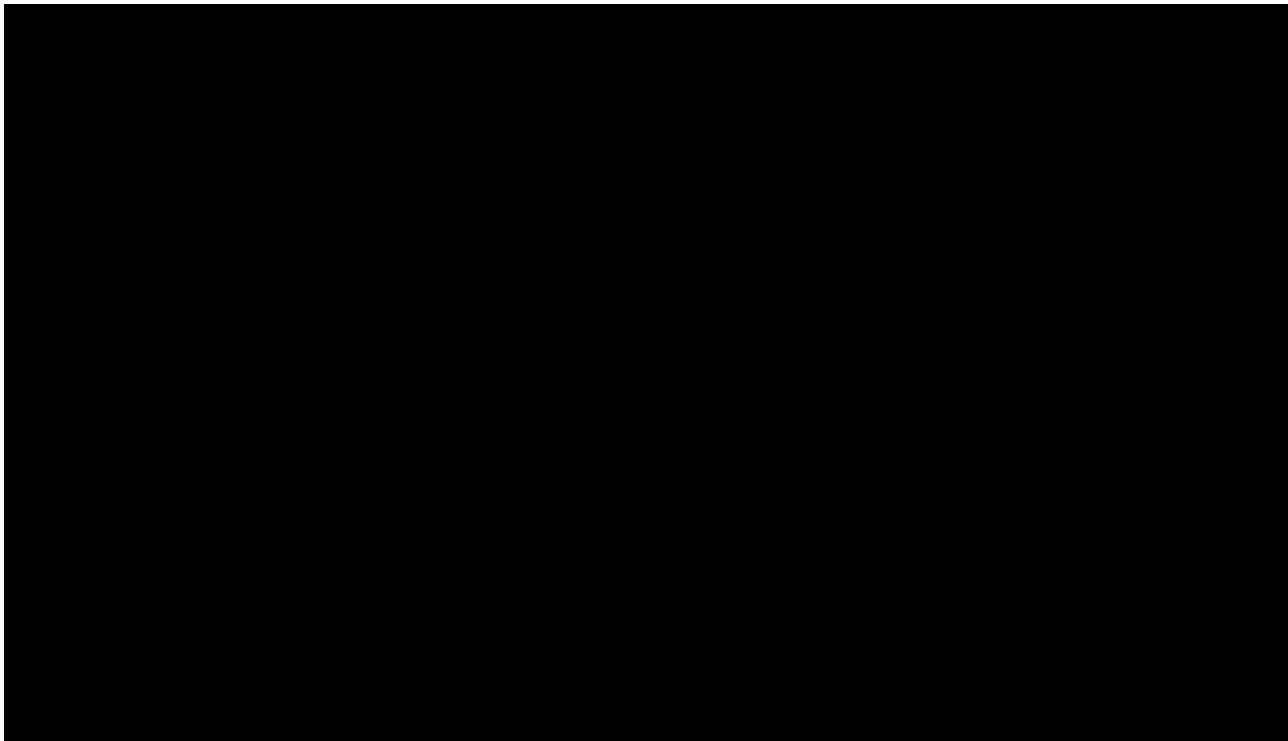
If the dispatcher only has a telephone number, attempts should be made to get an address for the telephone number.

Some options to try in an attempt to obtain an address for the telephone number are:

TELINQ - Use the Option TELINQ on the Records screen. Enter the telephone number with the area code and Search. If the telephone number has been entered by Records personnel in the course of report data entry as the telephone number listed for a person or business, the search will provide the person information, which may include an address associated with the person.



CALINQ – Use the Option CALINQ on the Records screen. In the filter area, check the box REPORT PHONE. Enter the telephone number in the REPORT PHONE field. You may select a date range or leave it blank to search back five years (CAD records automatically purge five years from the date the record was created).



If the call is from a payphone outside of a business, and what is heard on the line generates any suspicion that a problem may exist, the dispatcher should call the business back to determine if there may be a problem in the area of the business.

9-1-1 SYSTEM FAILURE

Montclair or Chino PD 9-1-1 Line Failure

Chino Police Communications is the secondary answering point for Montclair, and Montclair is Chino's secondary answering point. In the event that the phone system fails, contact Chino Communications on 9-SBLAW-1 and request that they switch the routing of our 9-1-1 lines to their center.

In the event Chino Police Communications phone system fails, they will contact Montclair on 9-SBLAW01 and request that we switch the routing of their 9-1-1 lines to our center.

Each agency has a switch inside the Dispatch center to re-route 9-1-1 calls. The agency without the system failure activates the switch to receive the other agency's calls. If our lines were down and we activated the switch, we would take Chino's lines down as well. The switch is located in the tall cabinet in the back of the Dispatch center.

Once the 9-1-1 lines have been re-routed during a system failure, calls for service for either Montclair or Chino will be relayed over 9-SBLAW-1 channel and the responsibility for dispatching is then back in the hands of the appropriate agency.

Fire Department Dispatch 9-1-1 Transfer Line Failure

In the event Fire Department Dispatch 9-1-1 transfer line fails and 9-1-1 calls cannot be transferred to Fire Dispatch, take the 9-1-1 call information and relay the information to Fire Dispatch via 9-SBLAW-1 channel.

Testing the Switch

Testing of the 9-1-1 system failure switch should occur quarterly. To test the line, either Montclair or Chino would contact the other to coordinate the test. One would flip the switch and the other would call 911 to test that the agency that flipped the switch received the other agency's call.

NOTES:

TRANSLATION SERVICE

Foreign Language Translation

Foreign language translation for 9-1-1 calls is provided by Voiance. The telephone number is pre-programmed into the telephone system for the 9-1-1 lines. The call is to be transferred to Voiance and the Dispatcher is to remain on the line with the caller and the translator.

Once connected with Voiance translation service, the Dispatcher will be directed to press "1" for Spanish translation, or press "2" for all other languages. If option "2" is pressed an operator will come on the line and ask which language is needed. The Dispatcher and the caller will then be connected to the appropriate translator.

The Dispatcher will then question the caller and receive responses via the translator.

The Language Line also provides separate contract services with the Police Department for language translation for officers by telephone. If an officer is in the field or in the station and requests translation services by telephone, provide the officer with the designated telephone number for officer translations and the designated Client ID number to be used for this purpose. Do not provide the 9-1-1 Language Line telephone number and Client ID number to the officers.

Refer to Policy and Procedures Manual § 368 – Limited English Proficiency Services for additional information.

American Sign Language Translation

If an American Sign Language translator is needed, officers may obtain supervisor approval to contact one of the authorized sign language interpreter services. The companies charge a fee for this service. The instructions and forms to be completed are located on department computers in Z-Drive/Department Shares/Sign Language.

The location of the forms and instructions on the department computers is referenced in the CAD NOTE file as TRANSLATION.

NOTES:

FIRE AND MEDICAL ASSIST CALLS – TRANSFER TO FIRE DISPATCH

Fire and medical assistance calls are dispatched by Fire Dispatch. Fire Dispatch will dispatch fire engines and support personnel, paramedics, and ambulances as appropriate.

Montclair and Upland Police Departments historically contracted with Ontario Communications (Ontario Police/Fire Dispatch) for dispatching its fire and medical assist calls. On July 1, 2014, Montclair and Upland Police Departments contracted with ConFire for dispatching of fire and medical assist calls.

Contact information for ConFire is listed in the CAD NOTE file as CONFIRE.
Contact information for Ontario Fire is listed in the CAD NOTE file as FIRE.

Montclair Fire Department merged with Upland Fire Department in January 2014 for command staff and administrative responsibilities. Montclair Fire Department is dispatched to respond to fire and medical assist calls occurring in Montclair, however future plans include dropping boundaries for response to calls. This means Montclair Fire personnel may respond to fires in Upland and vice versa.

NOTES:

GREETINGS

Phone lines should be answered as follows:

9-1-1 Lines

“9-1-1 Emergency, what is the address of your emergency?”

For 9-1-1 lines, answering with the greeting above is required.

Emergency (7-Digit) Lines

“Montclair Police” or “Montclair Police Department”

In-House Lines

“Dispatch”

Ring-Down Lines

“Dispatch”

Effective with the 9-1-1 system upgrade in September 2014, each dispatcher will have a pre-recorded 9-1-1 greeting that will be played upon answering a 9-1-1 call. Once the greeting is complete the dispatcher will communicate normally with the caller.

NOTES:

PLACING CALLERS ON HOLD

When placing callers on hold, politely advise the caller you will be placing them on hold prior to doing so.

Example: "I need to place you on hold" or "Please hold"

Do not tell the caller "Hold on" or "Hang on" when placing them on hold.

If it becomes necessary to place a caller on hold for more than a minute or so, when time permits pick up the call and inform the caller you need them to continue to hold and assure them you will be back with them as soon as possible.

When picking up a call that has been on hold, the dispatcher should say something to the effect of, "Thank you for holding, how can I help you?" In situations where multiple phone calls are being handled and placed on hold, it is acceptable to ask more pointedly, "Thank you for holding, what are you reporting?" to assist the caller in getting right to the point with the nature of the emergency.

CALL PRIORITY

Calls are to be prioritized with those involving potential for loss of life or injury having priority over property crimes. Calls for service are screened to determine those that require an emergency response (red lights and siren), an immediate response, a routine response, or no response. Because all call-takers are required to handle multiple incoming calls, a clear understanding of the prioritization of these calls is very important.

Priority 1 Calls

The highest priority calls are those in which the physical well being of a person is in jeopardy. Also included in priority calls are calls in which property is in jeopardy.

Priority 2 Calls

These calls for service do not require an immediate response. All calls of this type must be carefully and accurately evaluated by the dispatcher who takes the phone call to ensure that no person is in immediate danger. If there is a circumstance that causes a priority 2 call to be upgraded to a Priority 1, the dispatcher has the authority to modify the call priority.

Priority 3 Calls

These calls for service are report calls or calls where no person or property is in jeopardy. If it appears that there will be a delay of over 30 minutes, the dispatcher should attempt to call the reporting party back and advise them of the delay. This contact with the reporting party should be noted in the comments section of the call record.

Priority 4 Calls

Calls in this category include informational calls, broadcast information for officers, documentation type calls, and reports that the Records Bureau assigns case numbers to which they have received over the counter or by fax or mail.

NOTES:

COMMUNICATING WITH CALLERS

Remaining Impartial and Professional

While a dispatcher may not agree with the feelings, opinions, or attitudes conveyed by callers or the situation the callers are dealing with, it is important for the dispatcher to remain impartial, non-judgmental, and professional while speaking with callers.

Dispatchers are the voice of the Police Department and the role of the Police Department is to protect and serve the members of the community. Dispatchers are to strive to remain calm under pressure, communicate respectfully when speaking with all callers, including those difficult callers that are angry, hostile, argumentative, distraught, despondent, or hysterical. When speaking with an angry, hostile, or argumentative caller, the dispatcher should not take the caller's demeanor or words personally. The dispatcher is never to yell at the caller. Instead, remain firm and polite, maintaining control of the conversation. It is best not to raise your voice when speaking to the caller, even though the caller is raising his/her voice. Speaking with a normal tone of voice may help the caller to lower his/her tone of voice. When dealing with distraught, despondent, or hysterical callers, remain calm, firm, and reassuring, speaking with an even tone of voice. Do not get caught up in the emotions of the caller or express any emotions you may be feeling. Hearing the dispatcher speak calmly and in control will help to reassure the caller that help will be coming.

Caller Expectations – Arrival Time

Do not quote an officer's expected arrival time, as there is no way to predict what the next call for service or incident might be that may impact the arrival time. If the dispatcher tells the citizen the officer will be "right over" and the officer does not arrive for 30 minutes, the citizen will not be satisfied with the response time. However, if the citizen has been told the officer will be there as soon as possible and the officer arrives in 30 minutes, the citizen will likely be satisfied with the response time. It is best to advise the caller the officer will be dispatched as soon as possible. If there is an anticipated time delay (e.g., several calls pending ahead of this citizen's call), the caller should be advised there may be a delay in response time due to additional pending calls, but that the officer will be there as soon as possible.

Effective Communication – Law Enforcement Terminology

When speaking with the public, use plain English. The general public does not understand codes or law enforcement terminology. Do not attempt to educate the public in law enforcement terminology. For example, do not waste time trying to explain the difference between a burglary and a robbery. This type of information is not important to the caller and is not necessary for the dispatcher to be able to gather the pertinent facts needed to enter and dispatch the call.

Determining if the Call is an Emergency

When answering the phone, no matter what line is being answered, the first task is to determine if the caller is reporting an emergency. It is important for the dispatcher to be prepared to actively listen when answering the line so that critical information is not missed. An emergency can be obvious from the caller's words or demeanor, but not always. Callers may be flustered and ramble information all at once or be unable to provide information in a coherent form. If the nature of the call is not immediately obvious, the dispatcher will need to ask appropriate questions in a logical order in order to narrow down why the person is calling and get the caller help.

Through careful questioning and listening, the dispatcher should be able to clearly identify the critical from the non-critical call for service. The nature of the incident has a direct influence on how officers respond to the call. Once this has been established there are specific questions and information that must be obtained.

Denial of Service

Dispatchers should not refuse to dispatch an officer when a crime has occurred or an officer is requested to respond by a caller. Denial of service to a citizen is not an option. If unique circumstances arise when it is questionable whether dispatching an officer is appropriate or necessary, contact the Watch Commander for direction.

When a caller requests to speak to an officer, even if it is for a civil matter or other non-police matter, an officer should be dispatched. In some such cases, the caller may be receptive to having an officer call to speak to the caller by phone instead of responding to their location. Entering a call for service for a citizen contact by phone is appropriate in that circumstance.

There will be circumstances where Dispatch determines that dispatching an officer is not the appropriate resolution to a call. For example a caller may just want to let the police know that drivers have been speeding up and down their street every day this week. In that case, the dispatcher should ask the caller if he/she wants to speak to an officer by phone or have an officer respond. If the caller does not want either, but just wants to make the police aware of the problem, then not dispatching an officer would not be considered a denial of service. The dispatcher would then take the information, thank the caller, and enter the information as beat information.

NOTES:

PRIMARY QUESTIONS

When taking a call, the goal is to get the most relevant information from the caller and to the officers as fast, but as accurately as possible. Spending five minutes getting a suspect description is not very helpful if you do not know where the crime occurred or if there is even a crime. The following primary questions will

WHERE? – Address. It is very important to ascertain the location where the crime or incident occurred as quickly as possible. Keep in mind the caller may not be at the same location where the crime or incident occurred so never assume this to be the case. Ascertain first where the crime or incident occurred and then where the caller is and where the suspect(s), if any, are now. An example would be a domestic violence incident where the victim fled to the neighbor's house and called 9-1-1 from the neighbor's landline phone. The ALI information on the 9-1-1 call will reflect the neighbor's address, when in fact the crime occurred next door and the suspect is still at that location. The responding officer will need to know this information for officer safety reasons and so that he/she can respond appropriately.

If the location is unknown, try to obtain the hundred block or cross streets. What color is the house or apartment building? What side of the street is it on? Any cars parked in front of the house or in the driveway? Is there any information that will help the officers find the location? Where is the reporting party calling from? Is the address officers are responding to different from where the incident occurred? Where is the officer to meet the reporting party of victim?

WHAT? – Another important piece of information to obtain as quickly as possible is what is happening? What kind of call are you dealing with? Is it an emergency or non-emergency. If it cannot be ascertained what kind of call it is, the call should be entered as an Unknown Trouble (UNKTRB) or Suspicious Circs (SUSCIR) call.

WHEN? – Did this just occur? If it is a major accident and there was a delay in reporting it, why? Finding out when the incident occurred will also help determine the priority of the call - just occurred vs. occurred last night.

WHO? – Is your reporting party involved? A description of any suspects is also important to obtain quickly for responding officers - How many suspects, starting with the "leader" or prime suspect, and following the suspect description protocol (see Obtaining Suspect Descriptive Information below). Did the suspect leave on foot or in a vehicle? If on foot, get the physical and clothing description. If in a vehicle, get the vehicle description before the physical and clothing description because the officer will be more likely to spot the vehicle first.

WEAPONS? – What type of weapon was used? Where is the weapon now? Who has it? If the caller does not know how to explain the weapon, most people know the difference between a rifle and a handgun. Is it a shotgun, rifle, handgun, bb gun, assault weapon, knife, bat, shovel? Ask the color of the weapon, is it blue steel, silver,

black? The weapon information alone can be beneficial to the responding officer. Weapon information essential officer safety information. Do not make the assumption that the suspect is the only one who could be armed. Sometimes your caller might be armed and they may not tell you that. As an example a caller who is the victim of an assault or who believes someone is lurking outside the residence attempting to break in may have armed himself/herself with a handgun while awaiting the police. It is important for officer safety reasons for the officer to know that the victim is inside with a handgun.

VEHICLE? – What type of vehicle was involved? Sometimes the caller will say he/she does not remember, but by asking key questions - Compact or full-size, light or dark colored, the reporting party can usually remember more than originally thought. How many occupants? Description of other occupants?

DIRECTION OF TRAVEL? – If the caller is not familiar with directions, use landmarks - toward the shopping center, toward the school, through the parking lot toward the market, toward the mountains, toward Ontario. Did the suspect leave on foot or in a vehicle?

NOTES:

ACCURACY AND ORGANIZATION OF INFORMATION

Accuracy is imperative, as lives may be at stake – both officer lives and citizen lives. If at any time the call-taker is unsure of the information that is given, ASK AGAIN. Never guess or assume.

Knowing what information is needed and asking the right questions is the first step in the process of information organization. Logical organization of all the information a call-taker obtains is vital. Organize the narrative so the dispatcher and officer understand the circumstances of the call.

A general format for organizing information follows, although it may vary due to the particular situation:

Where the incident occurred, or where officers need to respond

What happened or what type of incident it is

When the incident occurred, if applicable

Suspect vehicle information and direction of travel, if applicable

Suspect information, if applicable

Weapon information, if applicable

Property type involved, if applicable

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

NOTES:

OBTAINING VEHICLE DESCRIPTIVE INFORMATION

As dispatcher, it is important to know and understand the correct and logical format of broadcast information.

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

- C** Color
- Y** Year
- M** Make
- B** Body style (2-door, 4-door, van, SUV, motorcycle)
- O** Other descriptors (luggage rack, broken windshield, sticker on rear bumper)
- L** License plate
- S** State (if out-of-state)

Color

Document the color as described by the caller. If the color is described as "primer" gray, document it that way. Do not just document it as "gray." If the vehicle is two-tone, such as tan top with brown body, type it as tan/brown and dispatch it as "tan over brown."

Year

Document the estimated or known year of the vehicle. If it is unknown, ascertain if the caller believes it to be an older model or newer model year.

Make

The make is the brand, not the model. If the caller describes the vehicle by the model (e.g., a Civic), confirm with the caller they mean a Honda Civic. Obtain both make and model from the caller if possible. If the caller is not sure of the make, but states it is similar to a particular type of vehicle, document it as "similar to a _____."

Body Style

The body style is 2-door, 4-door, van, SUV, motorcycle, pickup truck, utility truck, etc.

Other descriptors

Obtain any unique or identifying descriptors. Examples include, but are not limited to tinted windows, luggage rack, T/C damage to front bumper, sticker on bumper, broken side mirror, cracked windshield, gray primer spot on rear quarter panel, lowered, black rims, necklace hanging from rearview mirror.

License Plate

Obtain the license plate number. If the caller only knows a partial plate, obtain that information and document that it is a partial plate. If the plate is a personalized plate or a special license plate type (e.g., handicapped, veteran, Olympic) document that information.

State

Ascertain whether the license plate is a California license plate. If not, attempt to ascertain what state it was. If unknown, indicate unknown. If the caller does not know the state but can articulate descriptive information (e.g., black background with gold numbers and letters), document that information.

NOTES:

OBTAINING SUSPECT DESCRIPTIVE INFORMATION

It is important to document and broadcast a suspect description in the correct order. The order is designed to assist the officer in remembering the description. The correct order to describe a subject is:

Race

Sex

Age

Height

Weight

Hair

Eyes

Clothing (head to toe – hat, shirt/jacket/, pants/shorts, shoes)

When asking suspect descriptive information, if the caller does not know the information, prompt the caller by asking questions. For example, if the caller cannot provide an estimated height, ask the caller if the person was tall or short or medium height.

Race

Race refers to the physical descriptor, not the ancestral heritage. When you are asking about race and the caller doesn't understand the use of the word, prompt the caller to help them..."Was the subject white, black, hispanic, asian, middle eastern?"

A skin tone follow-up question can also be helpful if a caller is unsure whether a suspect is white or Hispanic. You can ask if the subject has a light or dark skin tone or if the subject looks white or Hispanic. You might get an answer like, "Well, Jose is Hispanic but he looks white." That information can be helpful to the officers. Do not assume the physical descriptor associated with a race based on a name – ascertain the race descriptor from the caller.

Sex

Sex is whether the subject is male or female.

Age

The age, if known. If not known, ascertain the estimated age (approximately 13-years) or age range ("in his 20's, 30's or 40's?").

Height

The estimated height in feet and inches, if known. If no height in feet and inches can be estimated, inquire whether the subject appeared to be tall, medium height, or short.

Weight

The estimated weight or weight range, if known. If no weight can be estimated, inquire whether the subject appeared to be heavy, thin, medium build, or muscular build.

Hair

The hair color and style (e.g., long, short, afro, ponytail, Mohawk, spiked, curly). Facial hair (e.g., mustache, beard)

Eyes

The eye color and whether the subject was wearing any eyewear (e.g., glasses or sunglasses and their description)

Clothing

The clothing description from top to bottom, outside to inside (hat, mask, scarf, jacket (outside), shirt (inside), gloves, pants/shorts, shoes, and accessories such as a purse or backpack.

Other Descriptors

Any other descriptors such as jewelry, piercings, tattoos, had a cast on his arm, a cut on his arm, missing a front tooth, wore braces.

Example: Subject last seen wearing a blue Dodgers ball cap, white t-shirt, gray baggy shorts, and red tennis shoes. Subject had a tattoo of a dragon on his right forearm.

NOTES:

CALL TAKING TECHNIQUES

Obtaining the Caller's Information

When possible, obtain the caller's name and telephone number. It may not always be possible to do so. Some callers wish to remain anonymous for fear of retaliation. If a witness caller declines to provide their name, ask if they will give their phone number in case the officer needs to obtain further information from them. They may or may not provide it.

Accurate / Appropriate Information Given to the Caller

Montclair Police Department dispatchers have not been trained to give pre-arrival medical instructions. Dispatchers shall not give medical advice or pre-arrival medical instructions.

Montclair Police Department dispatchers have not been trained to give legal advice and are not authorized to give out legal advice or express opinions. Statements such as, "If I were you I would do..." or "Sometimes you need to take matters into your own hands," can do nothing but get the dispatcher in trouble. Dispatchers are to gather, organize, relate, and refer. If a caller has a problem that requires a police officer, send a police officer. If there is a referral number that can assist the caller, provide the number.

Montclair Police Department dispatchers are not trained counselors and in most cases, the dispatcher is not able to remain on the phone for a long period of time with a caller that needs counseling. If the matter is police related, send an officer. If not, attempt to locate an appropriate referral and provide the number if possible.

If a question arises in which a dispatcher is not sure of what information to provide, ask the Watch Commander or a supervisor.

Avoid Commitments

Some calls for service, no matter how good the questioning by the dispatcher was, may result in the dispatcher not getting all the information or the fully story. Dispatchers should not commit to such things as how the officer will handle the call, when the officer will arrive, what action will be taken, etc. When these questions arise, refer the caller to the responding officer, as the officer will be the one responsible for determining what action will be taken.

Citizens Requesting Contact

Citizens will call the Police Department and request to speak with an officer. In many cases, conversation over the phone is not what the caller is looking for. The caller may request an officer respond to discuss a particular problem they may be having. An attempt should be made to evaluate the call for priority reasons and to assist the officer

being sent to the call. Even though the call for service may not necessarily be police related an officer can still be dispatched. In some cases, the citizen may be willing to have the officer call them rather than respond to their location.

Providing Good Customer Service

The ability to provide excellent service is important. Citizens, elected officials, and many public employees themselves want and expect quality customer service. It is important to make the caller feel good about their contact with the dispatcher. The interaction the caller has with the dispatcher can effect the caller's impression of the Police Department.

Key phrases for good customer service are:

I understand
I'm sorry
Thank you
You're welcome
I can help you

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

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

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

Accurate / Complete Descriptions

It is very important to provide the responding officers with the most complete and accurate information possible. The more information the dispatcher is able to provide to the responding officers, the better the chance the suspect might be caught.

If, when questioning a caller about a suspect's description, the caller says they do not remember what the suspect looked like or what he is wearing, do not add to the call for service that there is no suspect information. This is where interrogation skills are needed. When callers are asked direct questions, they can remember specific things. Start with the most obvious things to look for and help the caller by asking specific questions. Male or female? White, Black, Hispanic, Asian, Middle Eastern? About how old (approximately)? Tall or short? Heavy or thin? Hair color, long or short, curly or straight? What was the subject wearing (start from the top and work down with the questions). If the victim noticed layered clothing on the suspect and can provide the color of the outer and under garment, include this information so the officer will be

aware the subject may remove one layer of clothing. Was the subject carrying anything in his hands? Is the suspect known by any name or nickname?

If the victim simply cannot remember, even after several attempts at questioning, then indicate that in the call comments (e.g., unknown suspect description). This shows the question was asked and the caller was unable to provide an answer. Never assume or make up information just to fill in the blanks.

Address / Telephone Number Repeated for Accuracy

In emergency situations, callers may sometimes provide incorrect information due to the stress of the situation, which may cause confusion. It is always necessary to confirm the information received via 9-1-1. There are times when the phone company has not updated their records in cases where the phone number is transferred to another residence. It is imperative that if the caller is not able to speak, that the address and phone number are provided by the caller. It is critical to know where crimes are occurring, where the victim is, and now to call back the caller should more information be needed.

Appropriate Telephone Transfers

Only transfer calls when necessary. Tell the caller that they will be transferred prior to transferring the call. Make sure the transfer is to the appropriate person. Never give the caller misinformation and never guess. Rather, refer the caller to the proper person and when possible, provide the direct phone number prior to transferring so that if there is a problem with the transfer, the caller will be able to dial the correct number directly.

Appropriate Termination of the Call

By using common sense and experience and asking the primary questions, a dispatcher will learn to keep the callers on the line when there is POTENTIAL DANGER or when FEAR OF BODILY HARM IS PRESENT. The following information is a sampling of the types of calls where the caller should be kept on the line:

All In-Progress or Just-Occurred Calls - Calls where there has been or there is a potential for weapons to be used.

Prowler Calls – Calls where someone is seen, noises at windows or doors or when a person is frightened and alone.

Any Call that appears to be escalating, sudden mention of weapons, someone just struck or stabbed, etc., or phone drops and sound of scuffling can be heard.

Suspicious Circumstances - Someone starts to talk and the phone is dropped, or scuffling can be heard or any other strange noises. 9-1-1 open lines, etc.

Subjects Giving Disjointed Information - Acting as if they are talking to someone other than the police.

Suicidal Calls - If the victim is on the phone, understanding and time may be all that is standing between the threat and the actual suicide.

Assertive Control of the Conversation

It is always necessary to take control of the conversation in order to gather all pertinent information as quickly as possible. Keep in mind this does not have to be done at the expense of the caller. Controlling the conversation does not mean being rude to the caller. Begin by asking direct questions. If the caller seems to ramble on after answering the question, ask another. If the caller continues to ramble, interrupt politely and say, "Excuse me, but I have just a few questions I need you to answer for me so that I can get an officer out to you as soon as possible," then begin with your direct questions. Be assertive not rude. Be firm, not short. Be direct, not condescending.

Callers can panic, become irate, or hang up if the dispatcher does not appear organized in questioning or confident in their work. How far can a suspect run or drive within the time it takes to process the call? The dispatcher must have the information as quickly as possible to properly deploy sufficient units.

Once the reporting party has made the decision to call, found a phone, dialed the correct number, he must still explain the situation. The caller usually knows what they want to report, but they may not know how to report it. Particularly in emergency situations, people may be under such stress that they have difficulty communicating quickly and clearly. For this reason, the call-taker must take control of the conversation in a courteous, yet business like and professional manner, and ask direct questions.

Information Involving Weapons

This is a critical area to be covered. Just because a caller does not say that a weapon is involved does not mean that one is not. If a weapon is mentioned, it is necessary to get all the details about the weapons – What type? Who has it? Where is it? Is anyone hurt? Has anyone been threatened or is the weapon just available? Although officers are prepared at all times to be aware and anticipate a weapon, if the call dispatcher has information that confirms one, TELL THE OFFICER.

Proper Determination of Injury

Whenever there is mention of possible injury, it is necessary to probe further. In all cases of possible injury, the officer(s) responding will be made aware of the fact. Based on information received from the caller, Fire will either be dispatched or the officer will be requested to advise if medical aid is needed upon arrival. If there are confirmed injuries or unknown injuries, as either advised by the caller or the responding officer, Fire will be dispatched immediately. In the case of traffic accidents, if the caller cannot

say for sure that no one is injured, then Fire will be dispatched and the call type will be TCUNK (T/C with unknown injuries). It is always better to dispatch Fire and have to cancel them than to dispatch them later.

Reasonable Alternatives to Callers

Sometimes the Police Department is not able to help a caller because the problem is not a police matter (e.g., a civil problem). Make every effort to provide the caller with at least a direction to turn. If the caller has an eviction problem and needs to evict someone, the caller should be referred to the Sheriff's Department. If the caller has a problem with an injured bird in their yard, refer them to Humane. If the caller needs someone who needs a slim-jim to open their vehicle or a battery jump, they should be referred to call a tow company. The exception would be if a child, person, or animal is locked in a vehicle, officers will respond to assist. The Fire Department will also be dispatched to a call where a person or animal is locked in the vehicle.

Provide referral phone numbers when possible. If the caller needs resource information, refer the caller to call 2-1-1 County Referral Information or to the list of resources on the Police Department's website for food and shelter resources.

Strive to ensure that the caller hangs up feeling as though the dispatcher helped them. Any time employees are dealing with the public, courtesy is very important. Since first impressions are usually lasting ones, dispatchers should always convey courtesy and concern. There is no excuse for rudeness with a caller, regardless of their behavior toward the dispatcher. Dispatchers must be careful not to say anything to the caller that could be construed as critical or disparaging toward any race, religion, or protected class of people. Never argue or become defensive with a caller. Instead, use calm, courteous, assertive techniques to keep the conversation professional and focused on the issue at hand. Do not take anything a caller says personally or let it affect how the call is handled

Timely Routing of Information

It is essential to get information to the dispatcher as quickly as possible in emergency situations. The only information needed to enter a call so that the dispatcher can access the call information is a valid call type and location. Once these two items have been entered the call can be dispatched. As more information becomes available and added to the call for service, the dispatcher is able to relay that information to responding officers.

DIFFICULT CALLS

Armed Callers

Patience and staying calm can make the difference of an outcome. Subjects who are armed may not be rational. The usual arguments that would make sense to most callers will not work with the irrational. The dispatcher's job in taking the call in these situations is to gather as much information as possible about who the subject is with, what kind of weapons the subject has, where the subject is, why the subject is calling. Most importantly, keeping the subject on the phone and buys talking with the officers approach the situation is critical. Having the caller's attention focused on the dispatcher may help reduce the tendency of focusing the hostility toward others.

Calls for Home Numbers of Police Personnel

Employees are not authorized to give anyone other than current Montclair Police Department personnel the home address or phone number of any department member. Confirm the caller's identity and that they are entitled to the information. If a person who is not a member of this department indicates an emergency exists, offer to take the name and phone number of the calling party and then the dispatcher or the Watch Commander can make the emergency call to the employee.

Evasive Callers

Callers withhold information or give false information for a variety of reasons. Be aware that a suspect may attempt to report a crime as a victim in order to cover a crime they have committed. An example that occasionally occurs is that someone is involved in a hit-and-run and then calls the police to report that his/her vehicle was stolen during the time frame in which the hit-and-run occurred. In other situations, callers may have a problem that is civil in nature, however the reporting party hopes that the officer's presence will threaten the other party or the reporting party will embellish the story in order to get a faster response. In the above situations, the dispatcher should be aware of the potential for these situations to occur. The responding officer will sort out the details upon arrival.

Hysterical Callers

Attempt to calm the hysterical caller. It is the only way to get the information needed. Explain the need for the caller to calm down and assist them in doing so. If unable to calm the caller down enough to get information, the dispatcher should ask the caller if there is someone else there who the dispatcher can speak with. There may be another person with the original caller who can provide information.

“I Don’t Want to be Involved” Callers

A reporting party may wish to remain anonymous by either refusing all information pertaining to their name, address, and phone number or by giving information and then requesting to at no contact be made.

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

Mentally Disturbed Callers

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

Rude / Angry Callers

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

Speech Impaired Caller

Callers with speech impairments can be difficult for a dispatcher. When a person has a speech impairment, added stress, excitement, and other circumstances can worsen the impairment. Be patient and calm.

Suicidal Caller

Suicidal callers can pose a stressful situation for a dispatcher. Suicidal callers are often secretive about who and where they are and may disconnect the call if asked what the caller perceives to be too many questions. Try to get as much information and keep them on the line for as long as possible. Ascertain the location of the caller and enter the call immediately so that an officer can be dispatched. Keep the caller on the line while the officer(s) respond. Attempt to find out if the person has any weapons in their possession or at their location.

Suspects

There are times when dispatchers are required to talk with suspects involved in a crime. It may be during the crime, just after the crime, or days later. Dispatchers will not make disparaging remarks of any sort or express feelings about the crime or the suspect. Find out why they are calling. This will guide the dispatcher in how to deal with the caller. If the suspect is calling during the commission of the crime, does he/she have a hostage? Has the caller barricaded himself/herself? If it is after the crime, does he want to turn himself in? Where is the caller now? Let the suspect give the information he/she wants to give and then proceed with questions. Pushing for information may cause him/her to disconnect the line. Patience may pay off. Try to keep the caller on the phone as long as possible, at least until officers arrive. Take seriously any threat that is made.

Under the Influence of Drugs/Alcohol

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

Elderly Callers

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

Very Young Callers

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

NOTES:

PRACTICE CALLER SCENARIOS:

The trainer will provide impromptu call scenarios by acting as the caller. The trainee will ask the applicable questions from the primary questions described above to obtain the necessary information from the caller:

Scenario 1: Burglary to residence discovered upon arrival home.

Scenario 2: Missing child

Scenario 3: T/C injury

Scenario 4: KTP requested for child custody exchange

Scenario 5: Repossession

Scenario 6: Found property in the lobby, Spanish speaker

Scenario 7: Domestic violence, occurred two hours ago, suspect GOA

Scenario 8: Man down

Scenario 9: Theft of bicycle from front yard during the night

Scenario 10: Traffic stop

Scenario 11: Possible DV heard next door, unknown house number

Scenario 12: Rape just occurred

Scenario 13: Identity theft report in lobby

Scenario 14: Two in-custody for shoplifting at JC Penny (1 adult, 1 juvenile)

Scenario 15: Bank robbery alarm

Scenario 16: T/C hit-and-run just occurred, with injury

Scenario 17: 459 audible alarm

Scenario 18: GTA report, no suspect information

Scenario 19: Shots fired, caller sees someone laying in the street

Scenario 20: Caller hears voices, wants to kill himself

Scenario 25: Smoke coming from a residence

Scenario 26: DUI driver observed by another driver, following the vehicle

Scenario 27: Woman comes home and finds husband possibly deceased

Scenario 28: Drive-by shooting just occurred

Scenario 29: Bomb threat at school

Scenario 30: Suspicious person outside residence at 0200 hrs., 12-year old home alone

Scenario 31: Loss prevention at the Plaza chasing two subjects

Scenario 32: Unknown trouble – open line, scuffling heard in background, child crying

Scenario 33: Possible drowning, child in pool

Scenario 34: Officer initiated – foot pursuit of two subjects, possible firearm seen

Scenario 35: Domestic violence just occurred, suspect still at location

Scenario 36: 415 party, large crowd and DJ

Scenario 37: Officer Court information from DA's Office

Scenario 38: Officer calls in sick

Scenario 39: Beat information – speeding to front of school in morning

Scenario 40: Citizen flag down reference vicious pit bull chasing a lady

Additional practice scenarios of varying difficulty should be practiced as necessary until the trainee demonstrates competence.

**MONTCLAIR POLICE DEPARTMENT
DISPATCH TRAINING MANUAL**

SECTION FOUR

ENTERING CALLS FOR SERVICE

Trainee: _____

Trainer: _____

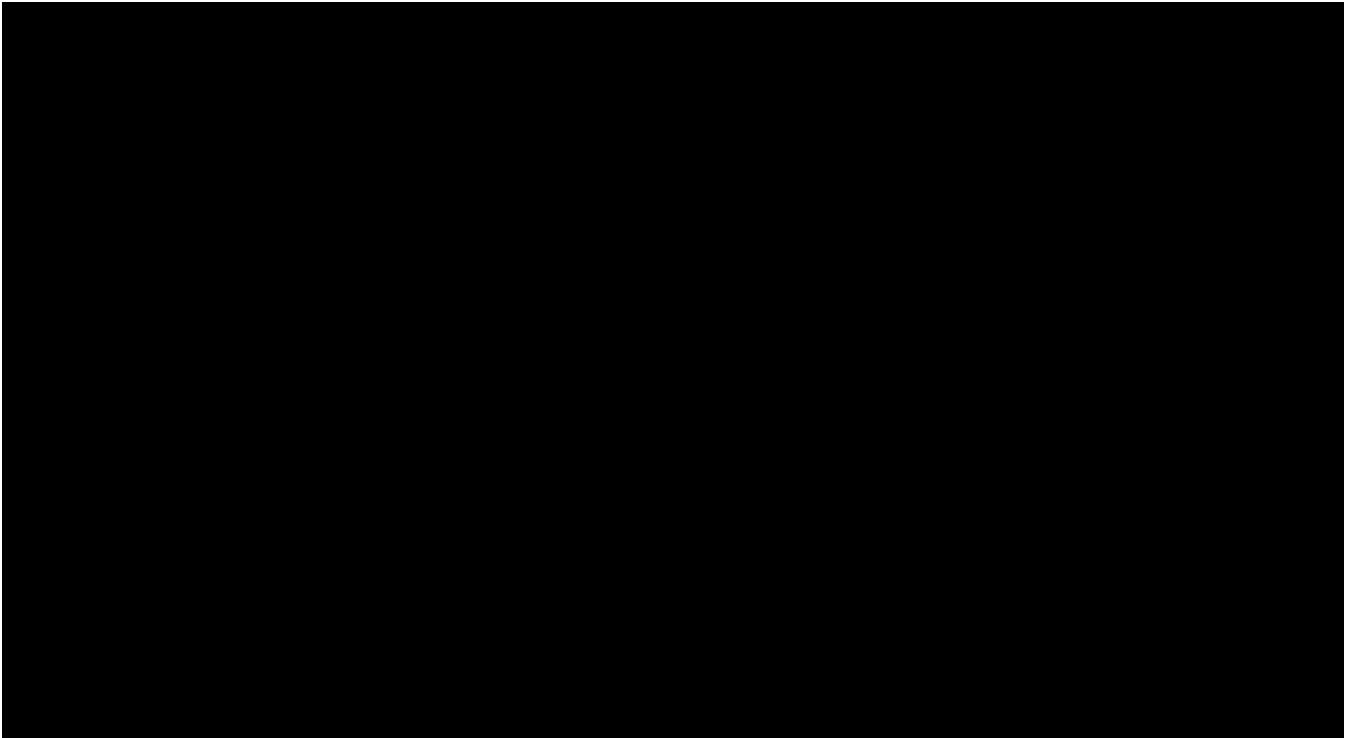
SUBJECT	REVIEWED Trainer & Trainee Initials & Date	COMPETENT Trainer & Trainee Initials & Date	DESCRIPTION
The CAD Command Screen			Explain the fields of the CAD Command screen and their purpose. Explain which fields automatically populate and which fields are populated by the dispatcher.
Function Keys and Enter Key			Explain the use of each Function Key and where the Enter key is located on the keyboard.
Addresses			<p>Explain the different ways that the location address can be entered on the AD line of the CAD Command screen. Explain street addresses and intersections.</p> <p>Explain entering a business name on the AD line of the CAD Command screen to find the street address.</p> <p>Explain the format for entering the IS10 Freeway (I 10 or I 10/Central).</p> <p>Explain entering addresses outside of Montclair jurisdiction.</p>
Verifying and Validating Addresses			<p>Explain verifying addresses and use of the Verify Address (F2) key.</p> <p>Explain the process and purpose of validating addresses. Explain that validating addresses is required of each dispatcher.</p>
Forcing Calls			Explain the process for forcing a call entry when the address being entered is outside of Montclair jurisdiction or an unrecognized (not in the GEO file) address and use of the Force Call (F5) key or FC command.
Data Fields on CAD Command Screen			Provide an overview of the data fields on the CAD Command Screen. Have the trainee articulate what kind of information goes in each field.
Incident Type			Explain how to determine and enter the appropriate Incident Type Code in the Type (TY) field based on the information provided by the caller or officer initiating activity.

SUBJECT	REVIEWED Trainer & Trainee Initials & Date	COMPETENT Trainer & Trainee Initials & Date	DESCRIPTION
Populating CAD with ANI / ALI Information from 9-1-1 Calls			Explain the process for populating the CAD screen with 9-1-1 caller information (ANI/ALI) by using the F8 key or typing E9 on the Command Line.
Modifying the Record			Explain how to modify a record on the CAD Command Screen using the MR command
Entering Comments			Explain the Comments field of the CAD Command Screen. Explain the information needed for this field. Practice entering calls, including comments
Steps for Entering a CAD Record			Explain the steps for entering a CAD record on the CAD Command Screen. Practice entering various types of calls
Calls for Service in the Lobby			Explain how to enter a call for service originating in the lobby. Practice entering this type of call.
Translation Needed			Explain how to enter a call for service where translation will be required Practice entering this type of call
Lobby and Translation Needed			Explain how to enter a call for service originating from the lobby that also requires translation Practice entering this type of call
Beat Plan			Explain the beat plans and how to change a beat plan Explain how to update the pending calls to reflect the updated beat plan Practice updating the beat plan
Information Required for Entering Various Calls for Service			Explain the information required to be obtained and related procedures for each call for service or incident record type listed in this section and other call types not specifically listed as encountered during the training process. Have the trainee practice entering these call types until sufficient level of proficiency is obtained.

SUBJECT	REVIEWED Trainer & Trainee Initials & Date	COMPETENT Trainer & Trainee Initials & Date	DESCRIPTION
Exercises in Assigning Incident Type Codes			Have the trainee complete the exercise in assigning Incident Type Codes. Discuss any incorrect answers and explain the correct answers and reasons behind them

An understanding of the information, codes, and abbreviations covered in Section 2 is necessary when entering a call for service into the Computer Aided Dispatch (CAD) system. The accuracy of information entered on a call for service is critical to the proper dispatching of the call to officers in the field. Officers rely on the information provided in determining the appropriate incident response.

The CAD COMMAND SCREEN



The Computer Aided Dispatch (CAD) Command Screen is used to enter, update, and close all calls for service and officer initiated activity.

FUNCTION KEYS AND ENTER KEY

The Function Keys

Function keys located at the bottom of the lower window of the CAD Command Screen are used for specific tasks.

- F1 Select Item – Select item from the lower screen and bring it to the upper screen.
- F2 Verify Address – Verify the address entered to determine if it is in the City's jurisdiction.
- F3 Enter Call – Used to enter the call for service once information has been entered in the required data fields and the address has been verified or the call forced.
- F4 Next New Message – Used to view CLETS inquiry results if displayed in the lower window

- F6 Clear Screen – Used to clear all information from all data fields in the upper window.
- F7 Page Window – Used to page through the information in the lower window. The scroll bar on the right side of the screen can also be used for this purpose.
- F8 E911 – Used to pull information from the 9-1-1 phone system to the CAD Command Screen. The information is automatically filled into the proper data fields on the upper window.

The Enter Key

For all references to pressing the Enter key, the Enter key being referred to is the Enter Key on the far right side of the keyboard.

ADDRESSES

Address information is entered on the Address line (AD). Addresses may be entered in several ways:

1. Street address (e.g., 4377 Holt)
2. Address with an apartment number (e.g., 4160 Canoga #5)
3. Business name (e.g., Rocky's Pizza)
4. Intersection (e.g., Monte Vista/Holt or)
5. Other location (e.g., Central S/Benito or rear Stater Bros.)
6. Freeway (e.g., I 10)
7. Intersection of freeway and street (e.g., I 10/Monte Vista)

VERIFYING AND VALIDATING ADDRESSES

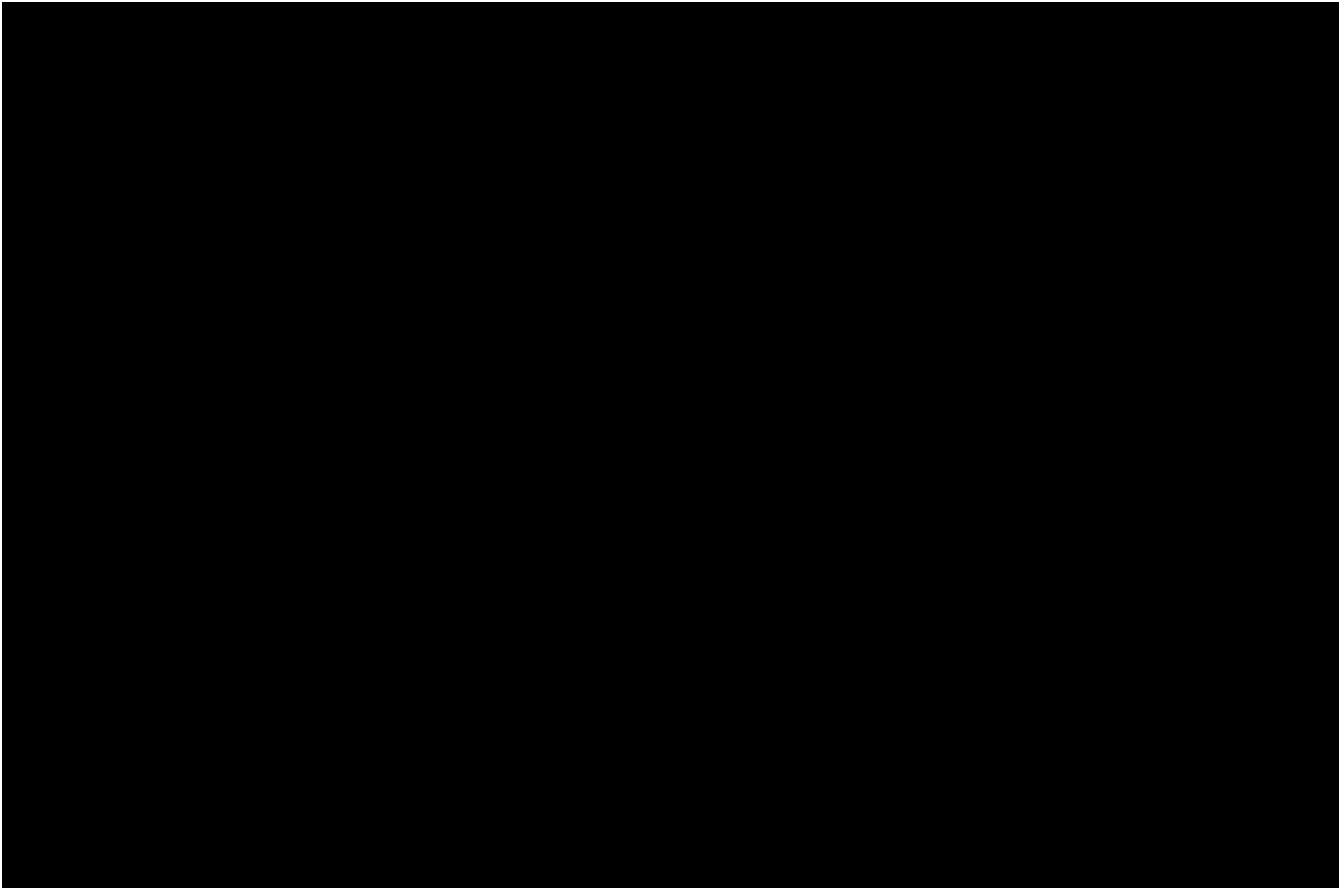
Addresses entered on the CAD Command screen are required to be validated. All dispatchers are required to ensure the addresses on all of the calls that occurred on their shift have been validated before the end of their shift.

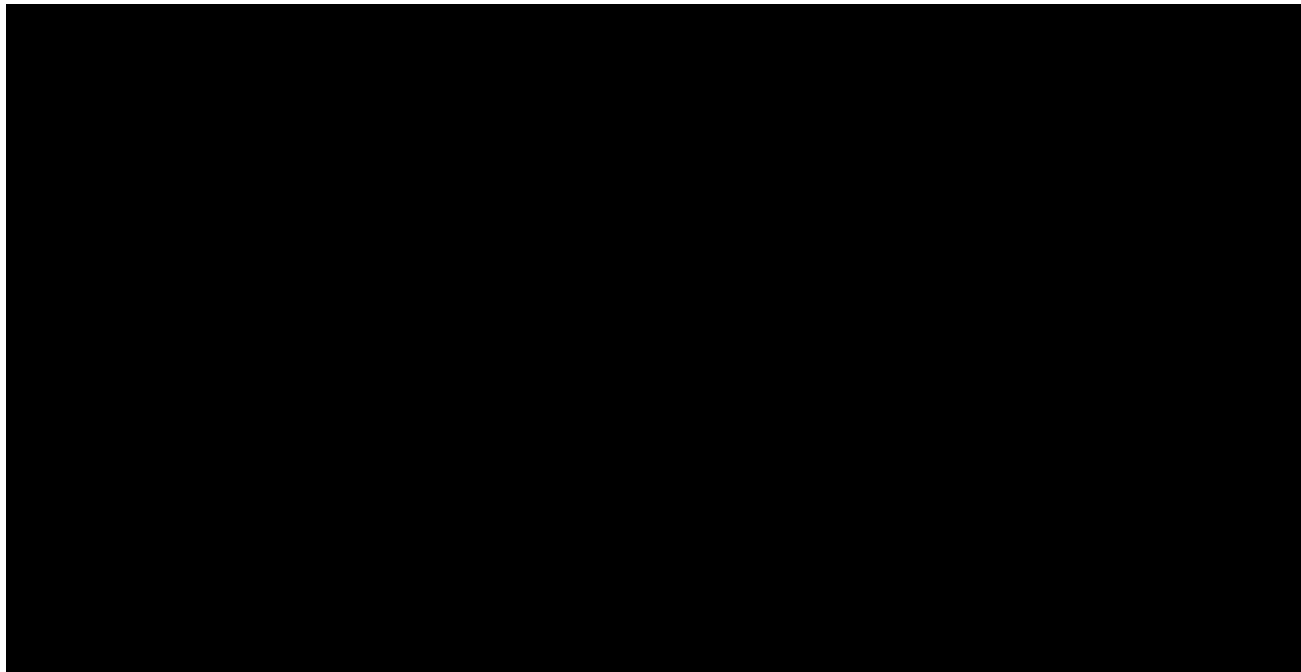
Most of the time addresses are validated at the time they are entered by pressing the F2 key, however if the location is entered as a location rather than a valid address, business name connected to an address, or an intersection that the geo file recognizes, additional validation steps will be required. In this case, validation can be done by the dispatcher at the time the information is entered into CAD or if time does not permit doing so at the moment, a list of the calls that have been entered can be reviewed in the lower window of the CAD Command screen and individual calls not reflecting a Reporting District (RD) in the Area column can be opened back up to be validated. Refer to the instructions below for validating addresses after the fact.

There are three ways to enter an address that will allow an address to be validated (confirmed as a valid address in Montclair's jurisdiction): By actual address, by business name, or by intersection.

When a call for service or officer initiated activity is entered into CAD, the address information is verified at the time the record is entered into CAD. If the address is a true street address or a business name connected to a specific address, or an intersection that the computer recognizes from its geo file to be a valid address, pushing the Verify Address button (F2) will verify the address so that the call entry can be completed.

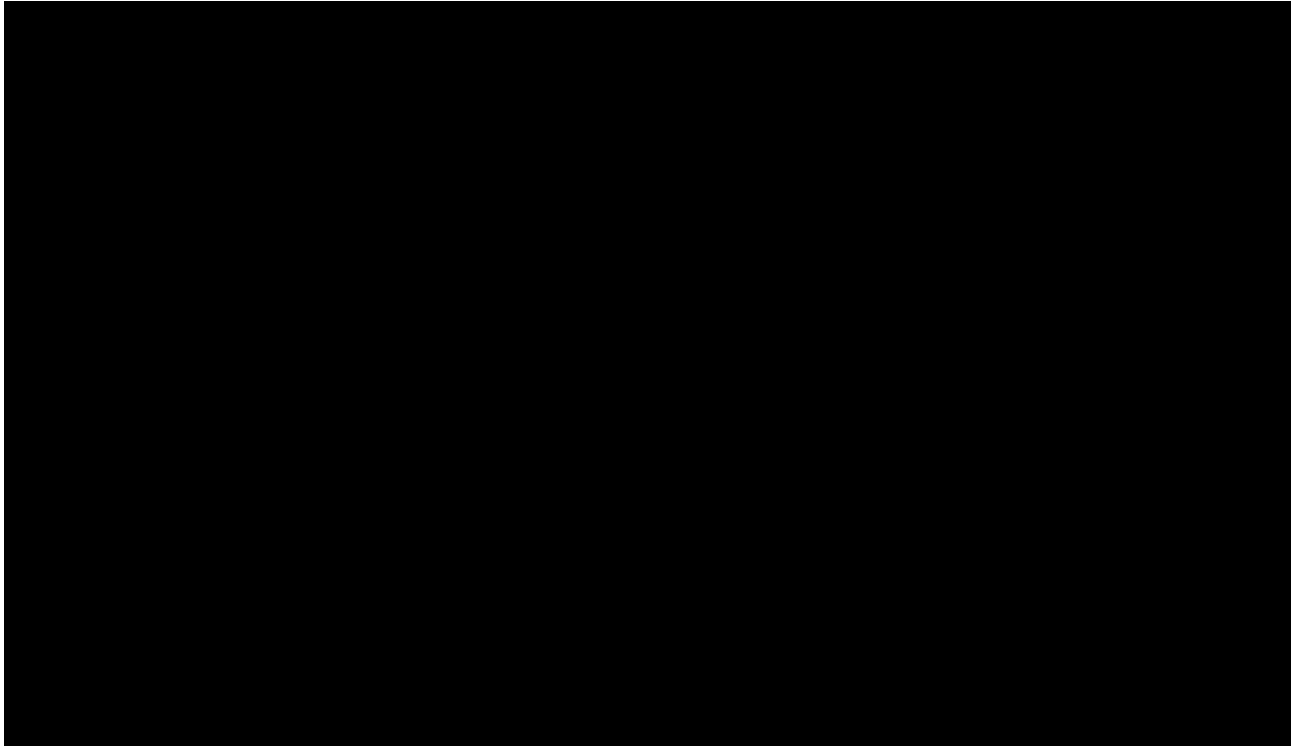
Example 1: A call is entered at Rocky's Pizza using it's address 4990 Holt:





The address that appears in the lower window is selected by double clicking on it. If more than one possible address range appears, select the appropriate one by double clicking on it. Double clicking on the address verifies it.

Example 2: A call is entered at Rocky's Pizza using the business name:

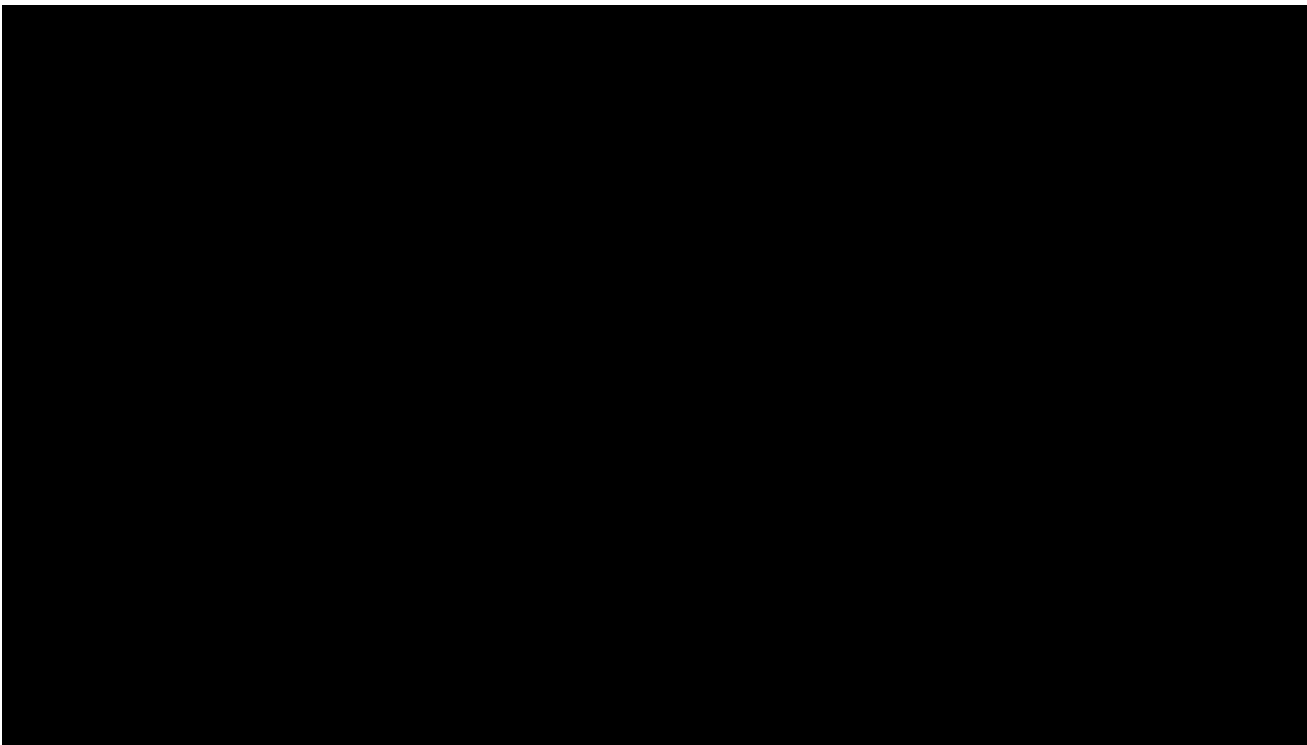


The Verify Address button (F2) is then pushed and the following screen appears:



The address that appears in the lower window is selected by double clicking on it. If more than one possible address range appears, select the appropriate one by double clicking on it. Double clicking on the address verifies it.

The screen with a verified address will look like this:



Proceed to enter the call information.

Validating Addresses After the Fact

To validate an address after the fact, open the call on the CAD Command screen by either double clicking on it in the bottom window of the CAD Command screen or by using the SA (select active) or SI (select incident) command and typing the incident number on the Command Line (Example: SA,4).

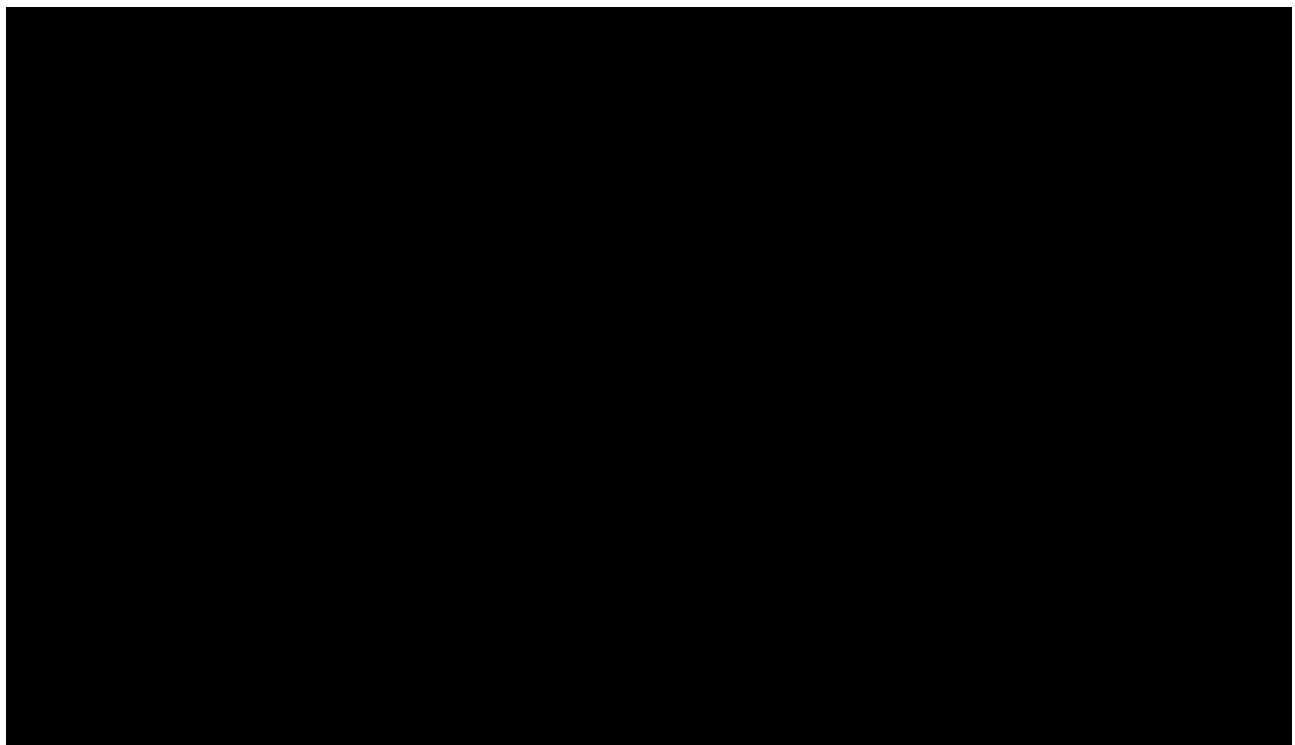
Determine a valid address for the original location that was entered. Change the address to the correct address by entering the address on the address line (AD). Press Verify Address (F2). On the command line, modify the record by typing the command MR and Enter. It is recommended that the original address that was entered be entered as comments prior to changing the address and validating the address.

Examples

A traffic stop was entered as Benito w/Central. It can be seen on the map that Benito just west of Central is the 4600 block of Benito. The address is modified to 4600 Benito.

A subject check was entered as w/b onramp/Central. Comments of w/b onramp are added and the address is changed to I 10/Central.

To review recent calls to determine if any need to be validated, on the bottom window of the CAD Command screen, select the Recent Calls tab. Review the Area column on the right side of the screen. If no information is in the Area column for an incident, that location needs to be validated.



FORCING CALLS

When an address is entered that is not recognized in the GEO file as a valid Montclair address, the address cannot be verified and therefore the call entry must be forced. To force the call entry by typing FC on the command line or pressing the F5 (Force Call) key.

DATA FIELDS ON THE CAD COMMAND SCREEN

Incident Type

Based on the information provided by the caller or officer initiating activity, the Dispatcher enters the appropriate Incident Type Code in the Type (TY) field using one of the Incident Type Codes from the Incident Type Codes list.

If there is no applicable Incident Type Code for the type of call for service being initiated, it is acceptable to enter the Incident Type Code of OTHER. The call type can be modified if it is later determined a particular Incident Type Code is applicable. This is done by changing the Incident Type Code in the TY field, typing MR on the command line, and pressing the Enter key.

When the Incident Type Code is entered in the TY field, the field immediately to the right of the TY field will automatically populate with the definition of that Incident Type Code. For example, if the Incident Type Code of CITCON is entered, CITIZEN CONTACT will appear in the field immediately to the right of the TY field. This field can be changed if other information should be noted in the call type.

Examples:

Standard Second Field

415	DISTURBANCE
CITCON	CITIZEN CONTACT
459R	BURGLARY REPORT
AOA	ASSIST OTHER AGENCY

Modified Second Field

415	SUBJECTS
CITCON	LOBBY
459R	SPANISH
AOA	CODE 32 SUBJ

How Received

The How Received (H) field is populated automatically with one of the How Received Codes:

E9	9-1-1 call from landline phone
W9	9-1-1 call from wireless phone
WI	Wireless 7-digit line call
PP	7-digit line call
OI	Officer initiated activity

The How Received code of WI (walk-in) is to be manually entered for calls for service originating in the lobby.

Reporting Party Information

Obtain and enter the reporting party information in the Reporting Party (RP), Reporting Party Address (RA), and Reporting Party Telephone (PH) fields. Be aware that the caller's address is not always the same as the location of the incident. Always confirm with the caller the location of the incident being reported and ensure that information is entered in the Address (AD) field.

Priority (PRI)

The Priority field is automatically populated by the CAD system upon entry of the call for service or officer initiated activity. The Priority is determined by the Incident Type Code entered. Each Incident Type Code has a pre-determined priority code within the CAD System. For example, an Incident Type Code of 211 is a Priority 1 call and 459R is a Priority 2 call. Priority 1 calls have a higher priority for immediate dispatching than a Priority 2 call, and Priority 2 calls have a higher priority for dispatching than a Priority 3 call.

Beat

The Beat field is automatically populated by the CAD system upon entry of the call for service or officer initiated activity. The Beat is determined by the Beat Plan that is assigned and has been entered into CAD by Dispatch at the beginning of the current shift.

The Department generally uses Beat Plan "A" which divides the City into two sectors, west and east, separated by Monte Vista Avenue.

Additional information on updating the beat plan is contained in Section 4 of this manual.

Reporting District

The Reporting District is automatically populated by the CAD system upon entry of the call for service or officer initiated activity. The Reporting District is determined by the address (AD) of the incident and the Reporting District that is pre-assigned to that address in the GEO File.

The purpose of the Reporting District is to provide a means of identifying areas of crime or call for service activity within the City. The Reporting District is used for statistical searches and crime analysis purposes.

Info

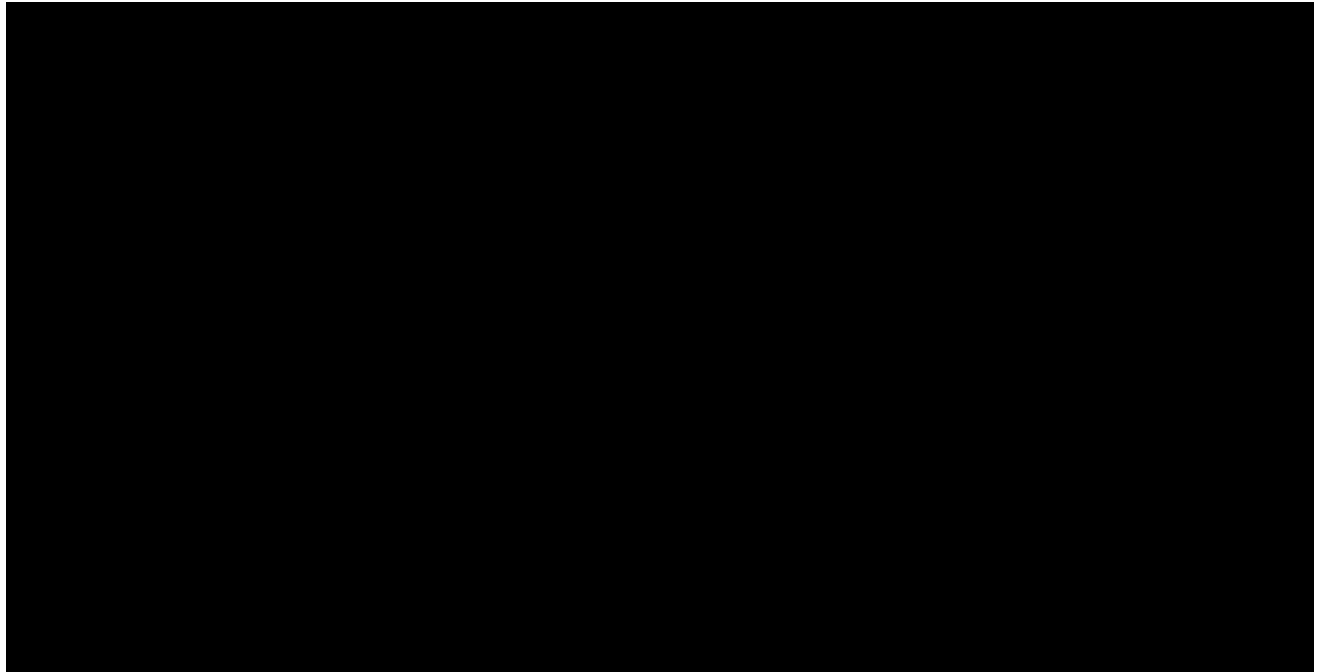
The Info field, located in the upper right corner of the CAD Command screen, automatically appears highlighted in red if premise file information exists for the address displayed on the CAD Command screen. Premise file information codes are:

- A Alert information
- B Business information

Premise file information includes such things as officer safety information for the address, telephone number for the address, emergency contact information, alarm information, and Knox Box locations.

When the premise file code is seen, the information in the premise file can be accessed by typing AI (Address Information) on the Command Line and pressing the Enter key. The information will display in the lower window of the CAD Command screen. The date of last update also displays.

Additional information regarding Premise File updates is contained in Section 4



POPULATING CAD WITH ANI ALI INFORMATION FROM 9-1-1 CALLS

Automated Number Information (ANI) and Automated Location Information (ALI) originate in the 9-1-1 telephone system and can be populated into the CAD system from a 9-1-1 call by pressing the F8 key or entering E9 on the Command Line.

MODIFYING THE RECORD

The information in the fields above the Comments field (not including the comments field) can be modified after the call has been entered. This is done by typing the correct information in the field, then typing MR (Modify Record) on the Command Line and pressing the Enter key. For example, if the call type was originally entered as a 459 but it should have been 459R, type 459R in the TY field, type MR on the Command Line, and press the Enter key.

ENTERING COMMENTS

When entering a call for service, the goal is to be accurate and concise, using the most applicable Incident Type Code and keeping comments as brief as possible while including all relevant information. Comments should include, when possible, the “who” was involved, “what” happened, “when” it happened, and “where” it happened. Comments do not have to be grammatically correct and common law enforcement abbreviations should be used for brevity purposes. Slang or text-type terminology or abbreviations are not to be used. A Computer Aided Dispatch (CAD) record may be used in court and is subject to becoming a public record.

The Comments field is a free-form field to type pertinent call information. Keep in mind when entering comments that the dispatcher dispatching the call will be reading from the comments and broadcasting that information to responding units. It is not always necessary to complete typing all comments before entering the call. In some cases,

such as Priority 1 calls, it is usually appropriate to get the basic call entered without delay and immediately add additional comments. The additional comments can be broadcasted to the responding officers while they are en-route to the location. On Priority 2 or Priority 3 calls, most or all comments should be entered prior to entering the call as there is no pending urgency to expedite units to the call.

By entering the preliminary comments and entering the call right away, the radio dispatcher will see the pending call in the lower window of the CAD Command screen and can dispatch officers immediately. Comments are to be added as additional information is obtained from the caller by typing the comments on the Command Line and pressing the Enter key.

The call for service record should include:

- The nature of the crime or incident being reported
- Whether the incident is still occurring and if not, the time lapse since it occurred
- Whether involved parties are still at the location
- Whether medical aid is needed
- Whether Fire has been dispatched
- Suspect description (race, sex, height, weight, hair, eyes, clothing)
- Suspect direction of travel (DOT)
- Suspect vehicle description and direction of travel (DOT)
- Prior domestic violence calls at the location

It is critical that details relating to officer safety including, but not limited to the following, are included in the call comments:

- Weapon(s) seen or known to be at the location and type of weapon(s)
- Whether persons at the location are under the influence of alcohol or drugs
- Call history that involves officer safety concerns (e.g., prior man with a gun call)
- Communicable disease hazard (indicate "Universal Precautions – see MDC")

The premise file for the address of the incident should be checked for any officer safety or other noteworthy information. If there is a premise file notation regarding the specific or general nature of a contagious or hazardous medical condition (e.g., HIV, AIDS, Tuberculosis, Hepatitis B), indicate "universal precautions – see MDC" in the comments and then transmit on the MDC the following information: "Universal precautions" and enter either "airborne" or "bloodborne" to indicate what type of biohazard exposure the officers or responding personnel may encounter. The terms "airborne" or "bloodborne" may be added to the radio broadcast only when MDC's are not available.

Comments can be added to the call up until the call is closed off. If comments need to be added after the call has been closed off, the call can be opened again and the comments can be added. Comments cannot be removed from the CAD records.

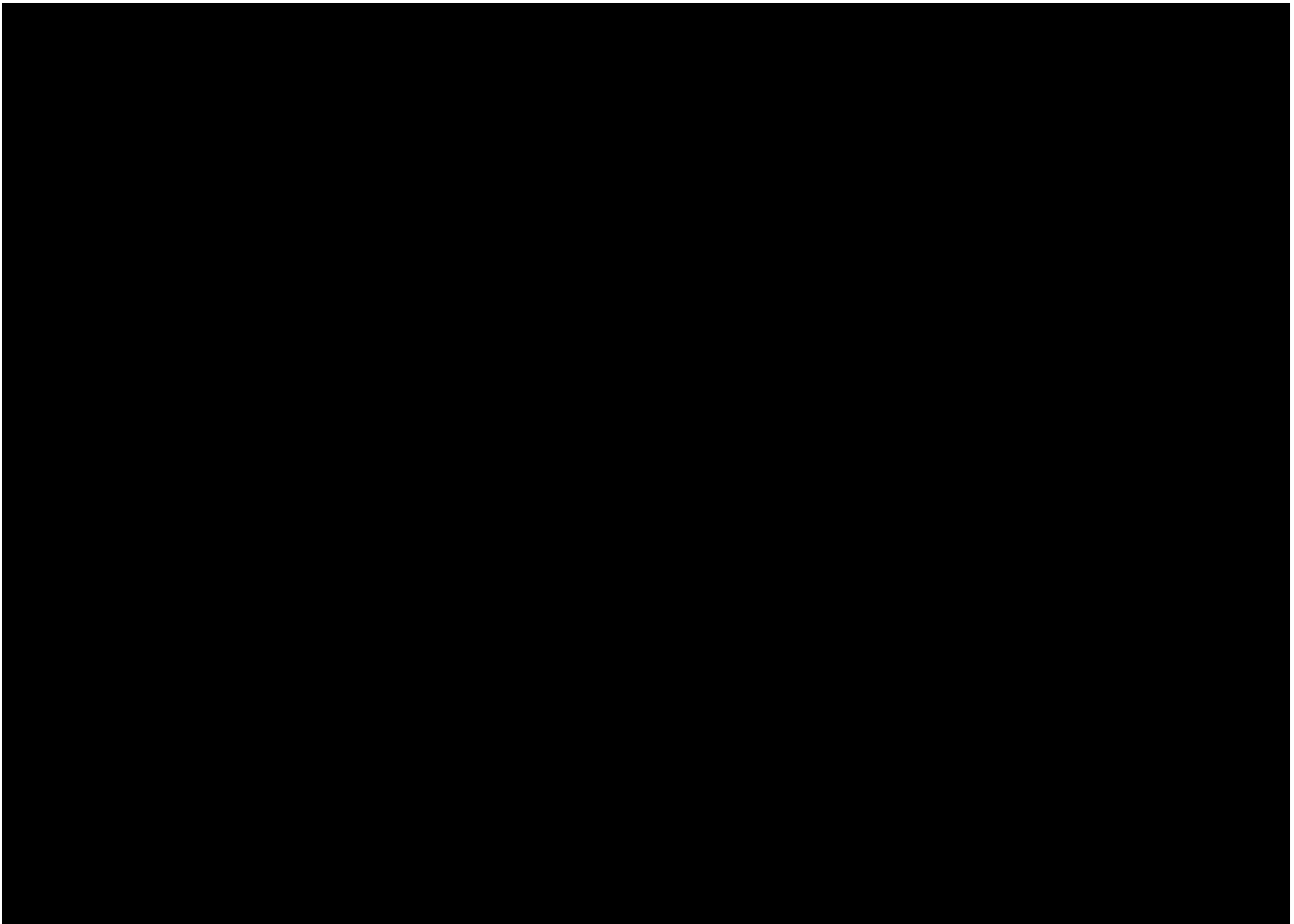
STEPS FOR ENTERING A CAD RECORD

1. Obtain the information required to complete the following data fields:

AD (Address)
TY (Incident Type Code)
RP (Reporting Party Name)
RA (Reporting Party Address)
PH (Reporting Party Phone)
Comments (Free form entry of pertinent details)

2. Press F2 to verify the address
3. Press F3 to enter the CAD record

The CAD record will then show as a pending call in the lower window of the CAD Command screen.

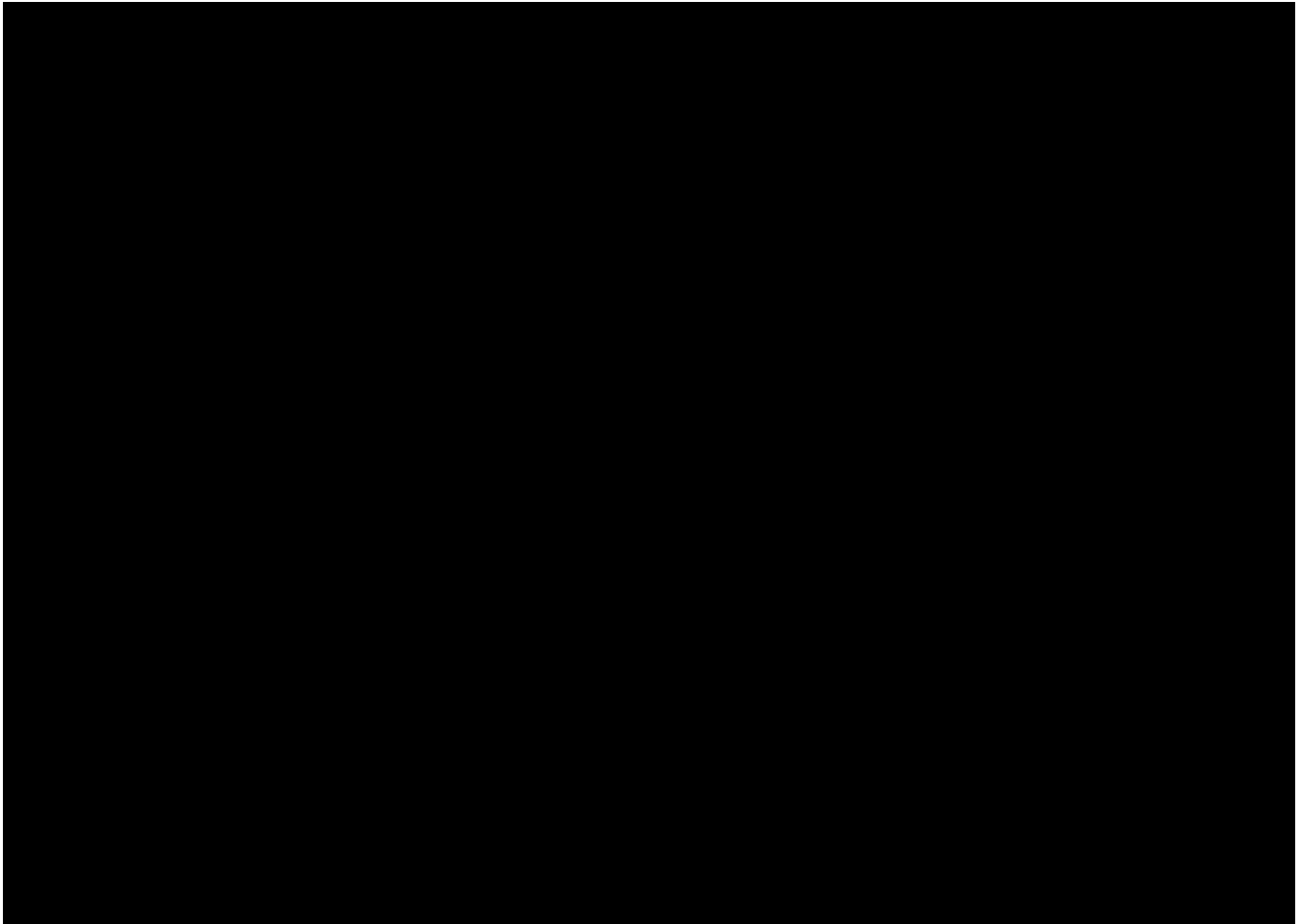


CALLS FOR SERVICE IN THE LOBBY

When entering a call for service where the Reporting Party (RP) is in the lobby and the officer needs to respond to the lobby to contact the Reporting Party, the word "Lobby" should be typed in the description field to the right of the Type (TY) field. This field will automatically populate with the definition of the Incident Type Code typed in the TY field, but the definition can be removed and the new information can be typed in this field.

The address where the crime or incident occurred is to be typed in the Address (AD) field.

Entering the call this way will make it clear to the Dispatcher dispatching the call and the responding officer(s) that the reporting party is to be contacted in the lobby regarding the incident that occurred at another location.



TRANSLATION NEEDED

When entering a call for service where the Reporting Party (RP) requires a Spanish speaking officer, the word "Spanish" (or other applicable language) should be typed in the description field to the right of the Type (TY) field. This field will automatically populate with the definition of the Incident Type Code typed in the TY field, but the definition can be removed and the new information can be typed in this field.



LOBBY AND TRANSLATION BOTH NEEDED

Both Lobby and Spanish, separated by a slash (/) should be typed in the field to the right of the Incident Type Code (TY) if both are applicable.



BEAT PLAN

At the beginning of the shift, the Dispatcher is required to obtain the beat plan from the Patrol Supervisor's Shift Report and update the beat plan to the designated beat plan. This is done by typing RI,beat plan and pressing the Enter key.

Example - Beat Plan D: RI,D

Example – Beat Plan H: RI,H

INFORMATION REQUIRED WHEN ENTERING CALLS FOR SERVICE

General Information to Remember

When entering a call for service into CAD or are entering comments to a call that has already been entered, keep in mind the perspective of someone trying to look up information on the call several days later. Notice on the examples of call types provided that follow, that the information required for each call type is information that can help someone understand what happened on the call days, weeks, months, or even years later, especially if the person that is reviewing the call record was not working on the day of the call. The call entry should answer questions related to the call without them having to be asked. The person reading the call information should not have to ask which tow company responded, which hospital an injured person was transported to, what time Fire was rolled, what the name of the arrestee or the charges were.

If you are entering or updating a call and are wondering if something an officer says should go on the log, think about you, two weeks later, trying to answer questions about the call. For example, when an officer advises "Code 4," does that need to go on the call? Will that information be needed one week later? No, because it is implied when units clear from a call that they are leaving the scene "Code 4" otherwise they would not be leaving. Another example is on calls where vehicles are towed. Would it be useful to include the name of the tow company? Yes, the owner of the vehicle may call and inquire where their vehicle was towed to, so the dispatcher needs to be able to refer back to the call and find that information quickly. If the call was a traffic accident, would it be helpful to include that the tow was at the owner's request rather than at the direction of the officer? Yes, because if the officer directs the vehicle to be towed, the officer will complete a CHP 180 form and the vehicle will be entered as stored (or impounded depending on the reason it was towed) in the Stolen Vehicle System (SVS) and it can be looked up by an SVS inquiry to find out what tow company was used, but if it was towed because the owner asked for it to be towed, there is nowhere to look but on the log to find out what tow company towed it.

415 Party Calls

Include in the call comments whether the caller is willing to sign a complaint, especially if the call is a repeat call. Indicate if the call is a repeat call, and if an advisal is given, the call will be closed off with the disposition code of 415.

415 People Calls

415 people calls include, but are not limited to family disputes, fight calls, problem subjects, civil disputes, or parties. Include in the call comments whether anyone involved is either armed or under the influence of anything. If a report is taken for a domestic violence section, the call will be closed off with the disposition code DV rather than RPT. If an arrest results, close the call off with the disposition code ARREST.

Abandoned Vehicles

When a caller reports an abandoned vehicle, obtain the vehicle location, description of the vehicle, and the vehicle license plate number. Run the vehicle license plate in the Stolen Vehicle System (SVS) to determine if the vehicle has been reported stolen. If it

has been reported as stolen, enter the call for service using the Incident Type Code (RECGTA) and dispatch an officer to recover the vehicle. If it has not been reported stolen, enter the call for service using the Incident Type Code of AV and dispatch a cadet to mark the vehicle. Once the vehicle has been marked, if it is not moved within 72-hours, it may be towed.

Adult Protective Services (APS) Referrals

When potential abuse is reported to APS, a referral document is generated and forwarded to the local law enforcement agency where the incident is reported to have occurred.

Upon receipt of an APS referral (usually via fax), the Dispatcher enters a call for service using Incident Type Code APS and dispatches the call to the officer assigned to the beat in which the incident is reported to have occurred. The officer responds to the station to pick up the referral and investigates the incident. If a crime was found to have occurred, the officer will take a crime report and close the call off as Report Taken (RPT). If no crime was found to have occurred and the allegation is unfounded, the officer will advise dispatch of that information and that information is to be documented on the CAD record. The officer will take an incident report and document in the report that the incident was unfounded. In both situations, the officer will request Dispatch issue a CR number for the report.

Unsuccessful attempts to contact the involved persons shall be documented on the call for service. If an officer is unable to make contact by the end of his/her shift, the referral shall be given to the on-duty Watch Commander for assignment to an officer on the following shift and the call shall remain open.

If an APS referral is sent to Montclair Police Department in error (e.g., wrong jurisdiction), APS shall be notified of the error and advised of the correct jurisdiction, if known. The referral shall be entered as a call for service by Dispatch, including the referral number, and comments entered regarding the wrong jurisdiction and notification made to APS to re-send the referral to the correct jurisdiction. A call disposition code of Handled by Dispatch (HBD) should be used.

If multiple APS referrals are received for the same location, but they have different referral numbers, they shall be handled separately as if they are new referrals.

Information regarding Elder and Dependent Adult Abuse is covered in Policy and Procedures Manual § 326.

Alarm Calls

The following information needs to be obtained and included on the call record:

Whether the alarm is audible or silent and whether it is a 459 (burglary) or a 211 (robbery) alarm

Name of the business (if a business), what the alarm covers, alarm company name, alarm company phone number

When an alarm card is left, the call will be closed off with the disposition code ACL (alarm card left). If an alarm card is not left, indicate so on the log and use the disposition code of 104 (checks ten-four).

Animal Control Calls

Non-Emergency Calls

During business hours provide the caller with the phone number for the Inland Valley Humane Society. Confirm that the incident does not require a police response.

After business hours Humane will only respond on calls involving an injured animal, a bite when the animal has been secured, or a report of a loose and vicious animal.

Emergency Calls

Emergency calls involve a hazard or potential for injury or death to an animal or person. Dispatch an officer and Inland Valley Humane Society (commonly referred to as "Humane") to the scene of emergency calls.

Found Animal:

When a member of the Police Department finds an animal or someone brings a found animal to the Police Department, there is a cage in the enclosure in the rear parking lot of the Police Department for housing animals for humane pickup. The Dispatcher is responsible for entering the found animal information, including the description of the animal, in CAD under the call-type HUMANE. The Dispatcher is also responsible for calling Inland Valley Humane Society to pick up the animal. The telephone number is listed in the CAD NOTE file under HUMANE. There is a telephone number for regular business hours and a separate number for after-hours calls.

The Dispatcher is to be attentive as to whether Humane responded to pick up the animal during the shift and if not, to notify the oncoming Dispatcher that Humane is expected so that a follow-up call can be made if necessary.

Close the call off using the Disposition Code HBD (Handled by Dispatch).

Dead Animal

Enter the information as a call for service using the call type HUMANE and a descriptor of Dead Cat (or applicable animal type). Call Inland Valley Humane Society and advise of the dead animal. Make a notation on the CAD entry that Humane was advised.

Close the call off using the Disposition Code HBD (Handled by Dispatch).

Loose, Fighting, or 415 Animal

Enter the information as a call for service using the call type HUMANE and a descriptor such as Loose Dog, Fighting Dogs, 415 Pitbull. Due to the potential for injury due to an aggressive animal or traffic hazards created by a loose animal, an officer is to be

dispatched to the scene to assess the situation and attempt to locate a responsible party for the animal. Humane should also be called to respond at that time. If the loose animal is not vicious or a potential traffic hazard, an officer does not need to be dispatched, but Humane is to be called to respond. Generally if a loose animal is in the vicinity of a city street, it could become a traffic hazard.

Animal Unattended in Vehicle

Enter the information as a call for service using the call type HUMANE and a descriptor such as DOG IN VEH. Due to the potential for loss of life in hot weather, an officer is to be dispatched to the scene to assess the situation and attempt to locate a responsible party for the animal. Humane should also be called to respond.

CAD Call Type

Calls for service regarding animal control related matters are generally entered into CAD using the call type HUMANE, with a description of the nature of the call. Examples are:

HUMANE	415 Dog
HUMANE	Dead Cat
HUMANE	Found Dog
HUMANE	Loose Dog

After-Hours Emergency Calls

Inland Valley Humane Society can be contacted after-hours for emergency calls at the telephone number listed in the CAD NOTE file under HUMANE.

Animal Services Resources

Inland Valley Humane Society and SPCA handles animal control for Montclair.

Inland Valley Humane Society and SPCA
500 Humane Way, Pomona, CA 91766
(909) 623-9777

Other animal related resource contact information is listed in the CAD NOTE file as HUMANE.

Arrests (All)

Obtain and include the full arrestee name and date-of-birth and charges for each person arrested from the officer. Indicate whether each subject was cite released and from where (e.g., the station, the Plaza, the school, the scene) or if they were booked at West Valley Detention Center , Juvenile Hall, Arrowhead Regional Medical Center (a WIC 5150) or some other detention facility.

If the subject was arrested for warrants, the warrant information must be included on the call, to include:

Warrant number
Warrant charges
Court of issuance (who holds the warrant)
Bail amount

If the subject was released per PC 849(b)(1) (a detention rather than arrest), indicate that on the comments of the call.

All arrest calls will be closed off with the ARREST disposition code.

WIC 5150 detentions for 72-hour mental health evaluation are not arrests and are to be closed off with the disposition code of 5150.

Arrests – In-Custody

Obtain the full name and date-of-birth for each arrestee

Obtain the charge(s) for each arrestee

Obtain and include the full arrestee name and date-of-birth and charges for each person arrested from the officer. Indicate whether each subject was cite released and from where (e.g., the station, the Plaza, the school, the scene) or if they were booked at West Valley Detention Center , Juvenile Hall, Arrowhead Regional Medical Center (a WIC 5150) or some other detention facility.

Indicate each subject's warrant status, license status, and whether the subject meets the criteria for PC 666 charges. If an ID or CDL number is provided or a match found, include the number on the call.

Arrests – Juvenile

Whenever a juvenile is arrested, the Dispatcher is required to run the juvenile's name and date-of-birth in-house and run the juvenile's criminal history (Option: RAPS, RAPS1) to ascertain if the juvenile has ever been arrested before by Montclair Police Department or by any agency for any charge and advise the officer "affirmative priors" or "negative priors." This is required so the officer will know which one of two possible documentation procedures for his/her report for cite releasing the juvenile will apply.

Arrests - PC 666 Charge Criteria:

SUMMARY

In order for an offense of PC 666 to be charged, **three** qualifying prior convictions are required to turn petty theft into a wobbler. Sex offenders who have to register and strikers still only need one qualifying prior, however.

BACKGROUND OF PENAL CODE SECTION 666

Section 666 is not a crime on its own. Instead, it's a special penalty provision that, based on the record of the suspect, turns ordinary misdemeanor petty theft into a "wobbler": an offense that can be punished as a misdemeanor or a felony. Certain

convictions count as “qualifying priors” that make a suspect eligible for wobbler sentencing under section 666.

Under the old version of the law (prior to 2013), only one “qualifying prior” was needed but new legislation, Assembly Bill 1844 (2009-2010 Reg. Sess.) (“Chelsea’s Law”) had an amendment that changed how section 666 works. Now, most suspects will need three qualifying priors to be charged with felony petty theft, instead of just one. Strikers and sex offenders who are required to register still only need one qualifying prior.

QUALIFYING PRIORS

To be a “qualifying prior” under section 666, a conviction must fulfill two conditions: (1) it needs to be on a list of qualifying offenses (all of which are theft-related), and (2) the suspect must have served jail or prison time on it. The conviction on a qualifying prior must come *before* the conviction on the current offense.

1 Further statutory references are to the Penal Code, unless otherwise noted.

A. QUALIFYING OFFENSES

Petty theft, grand theft, auto theft under Vehicle Code section 10851, burglary, carjacking, robbery, and felony receiving stolen property under section 496 are all qualifying offenses for a prior under section 666. Only the receiving stolen property conviction has to be a felony; the others can be misdemeanors and still count. Juvenile court adjudications, however, are not “convictions” and **cannot** be qualifying offenses. Out-of-state convictions **can** count as qualifying offenses.

B. CUSTODY TIME

Just because a suspect has a qualifying offense conviction doesn’t automatically make it a qualifying prior for section 666. The suspect must also have served jail or prison time on that conviction. Jail time served as a condition of probation counts. However, a term that is imposed, stayed, and never served probably would not count. There is no requirement that the suspect serve the entire term.

GETTING THE WOBLER

The new version of section 666 puts suspects into three classes: ordinary thieves, sex offenders, and strikers.

A. ORDINARY THIEVES

To be eligible for a wobbler, an ordinary, run-of-the-mill thief needs to have **three or more** qualifying prior convictions. Those convictions must be for offenses on the list, and the suspect must have served time on each of them, as described above. Any suspect who is **not** required to register as a sex offender, and who is **not** a striker, falls into this category.

B. SEX OFFENDERS

If a suspect is required to register as a sex offender, then only **one** qualifying prior conviction is required. (See section 290 and the following sections for more on sex offender registration.) Even if the sex offender is not actually registered, it shouldn't matter; the **requirement** to register is what triggers the one-qualifying-prior rule.

C. STRIKERS

If a suspect has a prior conviction for a "violent or serious felony" (a strike), then only **one** qualifying prior conviction is required. (See section 667.5(c) or section 1192.7(c) for strike offense lists.) In some cases, the strike could be a qualifying prior as well. When taking a report of an assault, the dispatcher should confirm whether the victim needs medical assistance and start Fire immediately if medical assistance is requested or if the dispatcher is unable to ascertain that information.

The dispatcher is required to run the criminal history record (Option: RAPS and RAPS1) and review the arrestee's criminal history. If the arrestee does not have priors meeting the criteria above for PC 666 charges, advise the officer "negative priors." If the arrestee has priors meeting the above criteria for PC 666 charges, advise the officer "affirmative on priors." Do not provide specific information on the prior charges or other details from the rap sheet over the air (DOJ regulations prohibit this). If the officer requires specific information, advise the officer to call Dispatch for that information. The information may be provided to the officer over the telephone.

Assaults

When taking a call of an assault, ask if there are any injuries or medical aid needed and if so, notify Fire dispatch to dispatch Fire units for medical aid. If the safety of Fire personnel would be jeopardized, direct Fire (via Fire Dispatch) to stage near the scene. Responding police units should then advise Dispatch when Fire is clear to enter the scene. Dispatch is then to advise Fire Dispatch of this information.

When taking assault or domestic violence calls or any kind of disturbance calls, ask if the suspect has been drinking or if any weapons are involved or at the location. When dispatching this type of call the dispatcher is required to advise the officer of that information or "Negative HBD or weapons."

When taking a report of a potential domestic violence, the call taker needs to check the reported address where the incident occurred for any prior domestic violence reports taken using the CALINQ option. That information is to be relayed to the responding officers.

The Disposition Code to be used to close the call where a domestic violence report has been take is DV.

Refer to Policy and Procedures Manual § 320 – Domestic Violence for information on domestic violence calls for service

Assist Other Agency

Use the Incident Type Code of AOA and enter the name of the agency requesting assistance in the free form next to the Incident Type Code. Enter the nature of the assistance in the comments. Examples of an AOA call for service are requests by another law enforcement agency for a unit to back one of their officers or to handle a call in their jurisdiction because they do not have a unit available. If the assistance requested is for a notification of someone to be made (e.g., call Officer Smith at Ontario PD or Pomona PD has recovered your vehicle – call Pomona PD), use the notification Incident Type Code of NOTIF rather than AOA.

Beat Information

Information received that is not a call for service should be entered as beat information and the appropriate unit should be notified. Examples of beat information are:

1. Alarm out of service
2. Employee working late at a business
3. Suspicious person(s) or vehicle(s) that is no longer in the area
4. Vacation information
5. Private or outside agency surveillance or investigation
6. Narcotics activity not currently in-progress

When taking beat information, advise the caller that extra patrol is not provided, however the beat unit will be provided with the information so that he/she is aware when in the area.

The Watch Commander should be notified immediately any time an outside agency is working in Montclair's jurisdiction.

Bomb or Bomb Threat

For additional information on bomb or bomb threat procedures, refer to Policy and Procedures Manual § 416 – Response to Bomb Calls.

Also refer to the Radio section of the Dispatch Training Manual.

Broadcast Information

The Incident Type Code is WARN. Enter the type of crime in the free form field next to the Incident Type Code field. Example: WARN 245 J/O (Warning: Assault with a Deadly Weapon Just Occurred)

The location can be entered one of two ways:

Use the department's address or enter the actual location of the occurrence, along with the city and then force the call.

Be sure to obtain the agency's incident number. This may be important information if one of our officers encounters the suspect from another agency's stop-and-hold and needs to call the other agency to advise them we arrested their suspect.

A Stop-and-Hold is valid for about 72-hours and allows one agency to make a warrantless detention for another agency. Stop-and-Holds are only done for felony charges. Stop-and-Hold information is entered in the comments of the call entry and a copy of the call entry is printed out and posted on the bulletin board in Dispatch for speedy reference.

Calls Handled by Dispatch

Dispatchers may enter a call and close it out when the caller does not want a report or is only notifying the police of information.

Examples of situations where a call can be handled by Dispatch and closed off using the Disposition Code of HBD (Handled by Dispatch) include, but are not limited to:

1. Beat information (e.g., ongoing problem with people speeding in the morning at a particular location)
2. The caller reports the missing person they reported has returned home. The Dispatcher is required to fill out a Missing Person Returned supplemental form, cancel the MUPS/NCIC entry, and provide the supplement and CLETS transaction printouts to the Records Bureau without delay.
3. Private Party Tow (PPI) and Repossession (REPO) notification calls.

Child Abuse and CPS Referrals

Upon receipt of a Child Protective Services (CPS) referral form, the form shall be forwarded without unnecessary delay to Dispatch. Dispatch shall enter the referral as a call for service, including the referral number, and leave the call open until an officer has made the necessary contacts to handle the call and provide a final call disposition. The referral number must be included in the RP field.

Unsuccessful attempts to contact the involved persons shall be documented on the call for service. If an officer is unable to make contact by the end of his/her shift, the referral shall be given to the on-duty Watch Commander for assignment to an officer on the following shift and the call shall remain open.

If a CPS referral is sent to Montclair Police Department in error (e.g., wrong jurisdiction), CPS shall be notified of the error and advised of the correct jurisdiction, if known. The referral shall be entered as a call for service by Dispatch, including the referral number, and comments entered regarding the wrong jurisdiction and notification made to CPS to re-send the referral to the correct jurisdiction. A call disposition code of Handled by Dispatch (HBD) should be used.

If multiple CPS referrals are received for the same location, but they have different referral numbers, they shall be handled separately as if they are new referrals. The officer dispatched to the call shall first contact CPS by telephone to ascertain if CPS has already handled the call or if a police response is necessary. If CPS advises they have already handled the call and police response is not necessary, the officer shall provide this information to Dispatch who shall record the information on the call for

service and close the call off with a disposition of Handled by Officer (HBO). The CPS referral shall be shredded. If a police response is needed, the officer shall make the necessary contacts with involved parties to ascertain if a crime occurred. If a determination is made that no crime occurred, the officer shall provide that information to Dispatch who shall record the information on the call for service and close the call off with a disposition of Unfounded (UNF). The CPS referral shall be shredded. If a crime is found to have occurred, the officer shall conduct the necessary investigation and complete a crime report.

For additional information on Child Abuse and Child Abuse Referrals, refer to Policy and Procedures § 330.

Court On-Call or Off-Call Status

When the District Attorney's Office needs to place an officer on-call for court or advise that an officer is off-call for court, the District Attorney's Office will call Dispatch and provide that information. When this occurs, the Dispatcher is required to enter the information into CAD for recordation purposes using the Incident Type Code (TY) of COURT. The call is then closed off using the Disposition Code of HBD (Handled by Dispatch).

The following information is to be obtained from the District Attorney's Office and recorded on the CAD entry:

- Name of the officer
- Name of the defendant
- Court case number
- Whether the officer is on-call or off-call
- The date for which the officer is on-call or off-call

The Dispatcher is then required to attempt to notify the officer, pursuant to Policy and Procedures Manual § 802.3.2 – Officer Notification of Court Appearances, which states:

“In order to help ensure that officers appear on all court appearances when telephone notifications are received from the District Attorney's office the following procedure and documentation will be followed:

- (a) If the officer is on-duty, the dispatcher will notify the officer by radio (or personally) and indicate on the Dispatch Log that notification was made.
- (b) If the officer is not on-duty, the dispatcher will attempt to notify the officer at home or on his/her cell phone. If the officer did not answer, an attempt will be made to leave a voice mail message. In either case, it should be documented on the Dispatch Log whether notice was personally given, a voice message was left, or notification was unable to be made. Conclude the call entry with, "Attention Officer_____". If unable to leave a voice mail message or if a message was left, it is still the responsibility of the dispatcher to leave a voice mail message on the officer's voice mail at the station.

(c) If the dispatcher is unable to reach the officer and is unable to leave a message, attempts should periodically be made throughout the shifts to reach the officer.

These attempts will also be documented on the Dispatch Log as second attempt, third attempt, etc. At the end of the shift, if contact has not been made with the officer or a message left, the oncoming dispatcher(s) will be advised and will continue to attempt notification.”

Emergency Protective Orders

If an officer's contact with a citizen reports in the issuance of an Emergency Protective Order (EPO), the EPO must be entered into the CLETS system in the California Restrained and Protected Person (CARPOS) system. The EPO is to be brought to the Records Bureau without unnecessary delay for Records personnel to complete the CARPOS entry. When the Records Bureau is not staffed, the EPO form is to be brought to Dispatch to complete the entry.

Fire Calls

When calls requiring the Fire Department to be dispatched are received, the calls are transferred to Fire Dispatch. If the call is regarding a fire, a call for service using the Incident Type Code (TY) of FIRE is to be entered and an officer(s) dispatched. The fact that the Fire Department is en-route is to be entered in the Comments section immediately so that the time Fire Dispatch was notified is recorded.

GTA Reports

The date and time (or time range) in which the theft occurred should be included on the call record. The stolen vehicle information – year, make, model, style, color, and license plate number must be included on the call record. If the caller does not know his/her license plate number from memory, do a search for “vehicles registered to” (Option: REG) and try to find a license plate by searching the registered owner name through DMV. If a license plate cannot be obtained or the vehicle does not have license plates, get the Vehicle Identification Number (VIN) if possible.

If no one is able to find a license plate or VIN, the officer will take the GTA report and leave that information blank on the report. The victim will be advised by the officer to provide that information as soon as possible. Not having the license plate number or VIN prevents the vehicle from being entered into the CLETS Stolen Vehicle System (SVS).

Once a GTA report is taken and the reporting party has signed the CHP 180 form, a CR for GTA cannot be cancelled and the Stolen Vehicle System (SVS) entry and immediate subsequent cancellation transaction is still required. The officer will take the report and indicate in the original report that the vehicle was located.

GTA and GTA recovery reports (CHP 180 forms) are required to be brought into the station without any unnecessary delay to the Records Bureau for CLETS entry. When the Records Bureau is not staffed, the officer is to bring the CHP 180 to Dispatch to complete the entry, locate, or clear transaction.

Injured Parties Incident to a Call

For domestic violence calls where injuries sound significant, ask the caller if medical aid is needed. Document both if Fire is rolled or if the victim is refusing medical aid.

Indicate in the comments of a call if an officer requests Fire respond for someone and the nature of the injury.

For Assault with a Deadly Weapon calls, indicate the weapon used if known and that Fire has been rolled. If the scene is not secure, advise Fire to stage and indicate this information in the comments of the call.

Jurisdictions - Overlapping

When the jurisdiction of a call is in question and there is an immediate threat to life or property, enter a call for service and contact the bordering agency.

If the call is an unknown or injury accident, request Fire respond and dispatch Montclair units. Advise the bordering agency that Fire was dispatched.

If no Montclair units are available, ask the bordering agency to respond and check for jurisdiction. Advise them we have no units available, but will clear some as soon as possible if the call is determined to be ours.

Enter the call in CAD. If it is determined not to be in Montclair jurisdiction, close the call with the Disposition Code of OJ (Other Jurisdiction).

Man Down

For calls advising of a man down, Dispatch will immediately start Fire, as well as patrol units. Units on-scene should advise if Fire needs to continue. Indicate that Fire was rolled in the comments of the call.

Media Relations

When a media representative calls about an active incident, provide the call type and the location of the incident. Try to confirm if the media representative will be responding to the incident location and advise the Watch Commander. Direct the media representative to the supervisor on-scene or assigned Public Information Officer (PIO).

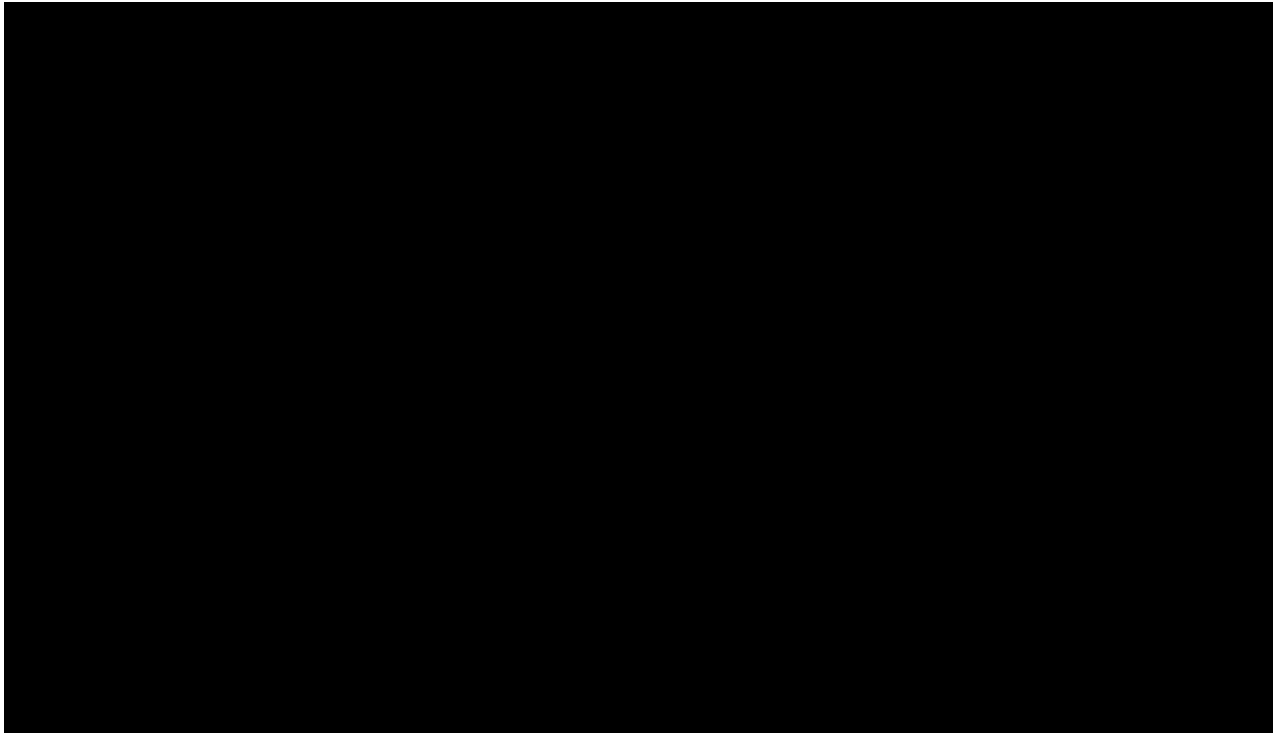
Dispatchers are not authorized to comment on or provide additional information to the media. Refer to Policy and Procedures Manual § 346 – News Media Relations for additional information.

Medical Assists

For calls involving medical events, a call for service is initiated and an officer is dispatched on any such call with the potential for loss of life or where lifesaving efforts may be administered by police personnel prior to arrival of Fire personnel. These incidents include, but are not limited to a subject not breathing or having difficulty

breathing, subject has had a possible heart attack or stroke, serious cuts or injuries with blood loss or head trauma, drowning, possible overdose or attempt suicide, possible deceased person, electrocution, or any call where the circumstances surrounding the injury is questionable.

For calls involving other medical events not requiring an officer to be dispatched, the call is transferred to Fire dispatch and a call for service record is entered indicating the call was transferred to Fire dispatch to handle. Examples when the call can be transferred to Fire dispatch without a police response include, but are not limited to a person feeling light headed, nausea, swollen feet, a trip and fall, sprain, broken bone (unless the nature or cause of the injury is suspicious).



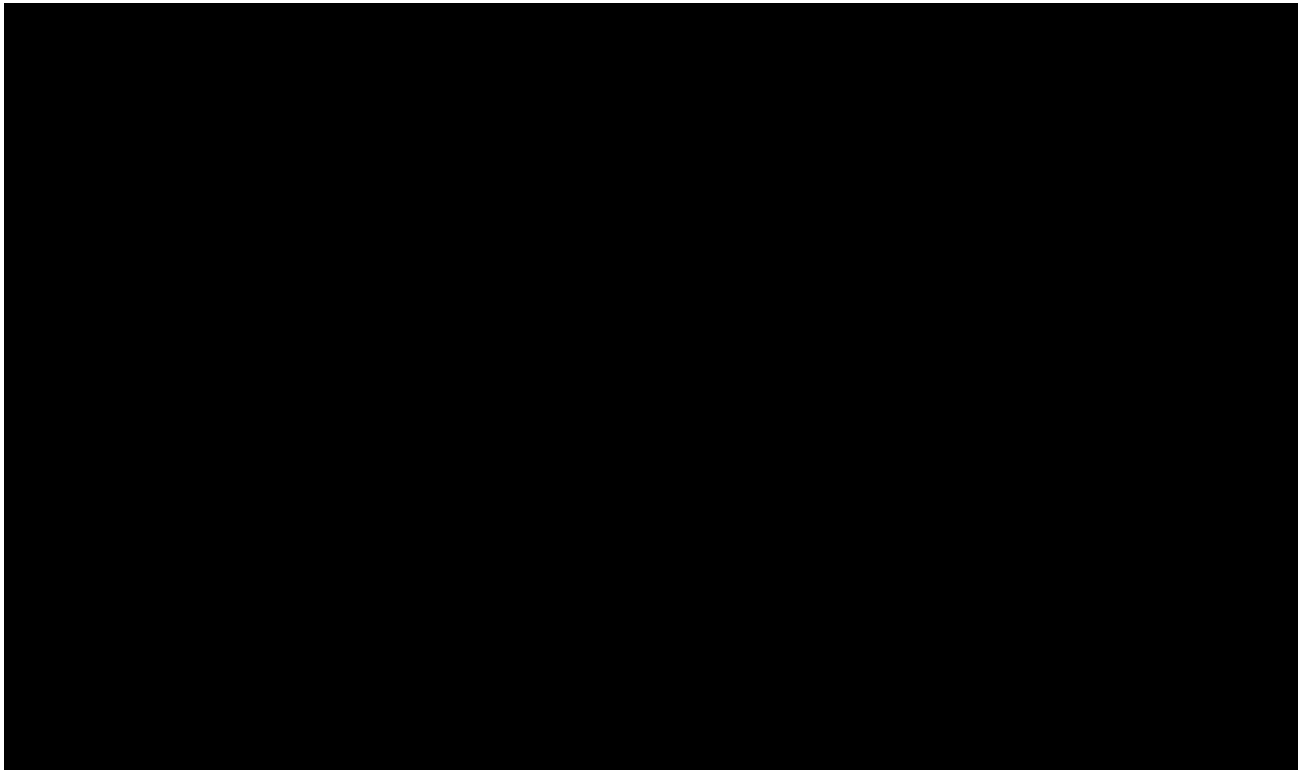
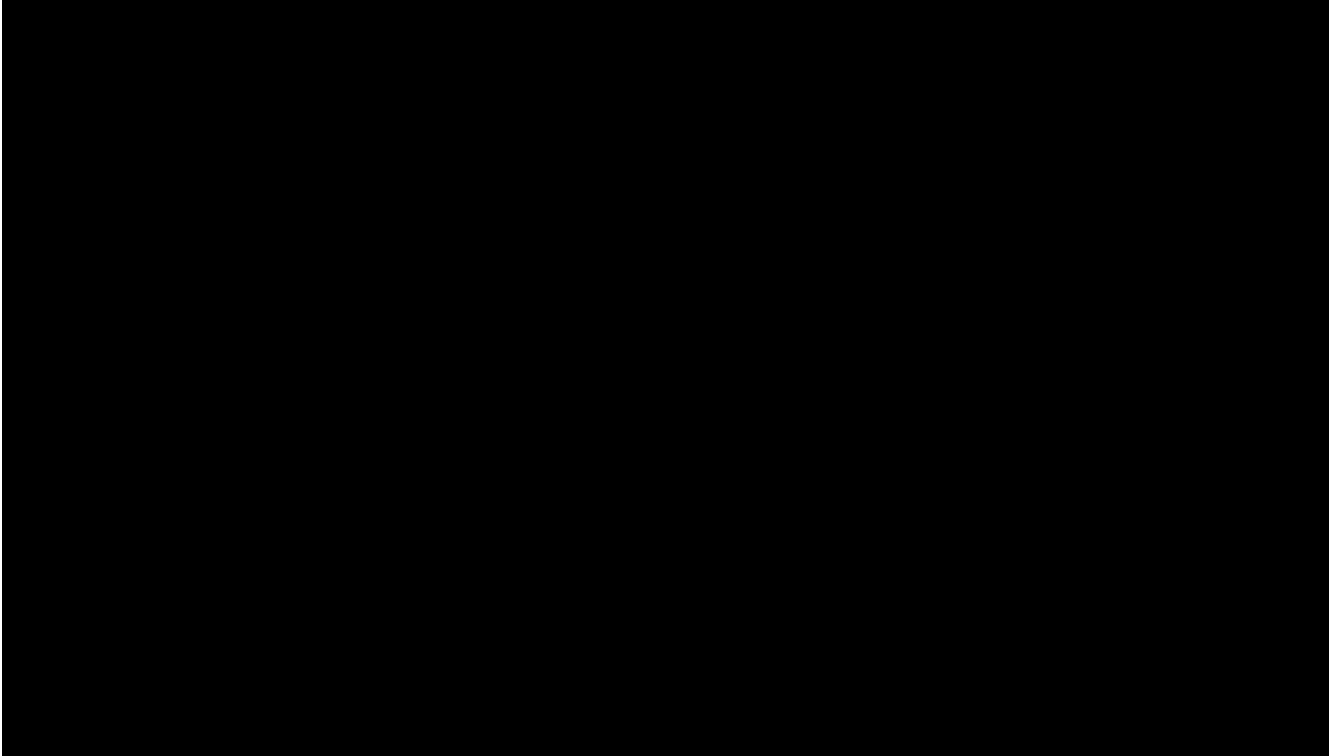
If Fire Dispatch calls to request an officer respond to a medical assist call with them, ascertain the nature of the incident and include that information in the call comments. Use the call type MEDIC. It is not necessary to put on the call that Fire is rolling, as that is understood due to the fact they requested an officer to respond with them.

If in doubt whether or not to dispatch an officer, dispatch an officer or ask for direction from the Watch Commander, as officers may arrive first and provide lifesaving aid.

Designated Patrol units and the Sergeant units are equipped with Automated External Defibrillators (AED). AED's are also available within the police facility. Refer to Policy Manual § 375 for information on AED devices.

On every call for service (e.g., a domestic violence, man down, assault, traffic collision) involving possible injury, Dispatch will roll Fire without delay and document that they were rolled in the call comments. Documenting that Fire was rolled on all calls in which they are rolled is important for recording the time they were dispatched.

Misdialed 9-1-1 Call



Missing Person Reports

The law requires missing person reports to be taken without unnecessary delay. Often the reports must be taken by agencies who do not have actual jurisdiction.

Missing person reports have priority over non-emergency paper calls, such as a burglary to a vehicle or residence or a theft to a business that did not just occur. If in doubt about priority, contact the Watch Commander for direction.

Refer to Policy and Procedures Manual § 332 - Missing Persons for additional procedures and requirements involving missing persons

Obtain and enter in the call comments the full name and date of birth of the missing person, along with physical descriptors and last known clothing description. Obtain and enter any special circumstances surrounding the call, and the last time and place the missing person was seen. If the missing person is a juvenile, indicate if he/she is a prior runaway (by asking the reporting party and running the missing person's name in-house (Option: NAME)). Indicate in the call comments whether a broadcast was made and on what channels. Once a CR number is issued for a missing person and the missing person has signed the missing person report form, the CR number cannot be cancelled, even if the subject is located prior to the officer bringing the report in to the station for the MUPS entry. The MUPS entry and cancellation transaction are still required, so the officer will complete the report and indicate in the report that the missing person was located.

Missing person and located missing person reports are required to be brought into the station without any unnecessary delay to the Records Bureau for CLETS entry. When the Records Bureau is not staffed, the officer is to bring the missing person report form to Dispatch to complete the entry, locate, or clear transaction

Montclair Municipal Code Violations

Officers are dispatched to calls involving violations of the Montclair Municipal Code. City Code Enforcement Officers may also handle Municipal Code violations, however they are not peace officers and do not have powers of arrest. A police officer should be dispatched to an Municipal Code violation calls for service. The officer will advise if Code Enforcement notification or assistance is needed.

Refer to Policy Manual § 389 for additional information on these violations.

Mutual Aid and Outside Assistance

Requests for mutual aid from another agency should be cleared through the Watch Commander.

Requests for outside assistance should be made only with prior approval of the Watch Commander.

Refer to Policy and Procedures Manual § 352 – Mutual Aid and Outside Agency Assistance for additional information

Notifications

Enter the caller name and telephone number. If the caller is another law enforcement agency, indicate the agency name and contact person.

Include the nature of the notification and indicate if the caller needs the subject in question to simply be notified of information or if the subject needs to call for further information or instruction.

Indicate specific details of how the call was handled and whether or not the original caller was advised of how the call was handled. In most cases it is best to call back the caller and advise if attempted notification was successful.

Do not use "104" as a disposition code to close the call off. That does not tell anyone how the call was handled. Use the disposition code NOTIF if notification was made. Use UTL if the officer was unable to locate the subject to be notified. Use NOTE if a note was left at the door.

Officer Involved Shootings

Refer to Policy Manual § 310 – Officer Involved Shootings for additional information on these incidents.

Phone Messages

When a call is received for an employee who is on-duty and in the station, page the employee. If there is no response, transfer the caller to the employee's voice mail.

If the employee is on-duty, but is not in the station, advise the employee on the radio to check his/her voicemail.

There are times when a caller may need police response but asks for the last officer that the caller had contact with or the caller is simply not aware that another member can assist. It may be appropriate in some circumstances to query the caller as to the general nature of the call so that the call can be more appropriately directed or another officer can take the call.

Private Party Tow

When a tow company tows a vehicle, they are required to call the law enforcement agency having jurisdiction over the location and report the towing of the vehicle. This is done so that law enforcement agencies are aware of the tow and so that the vehicle is not erroneously reported as stolen.

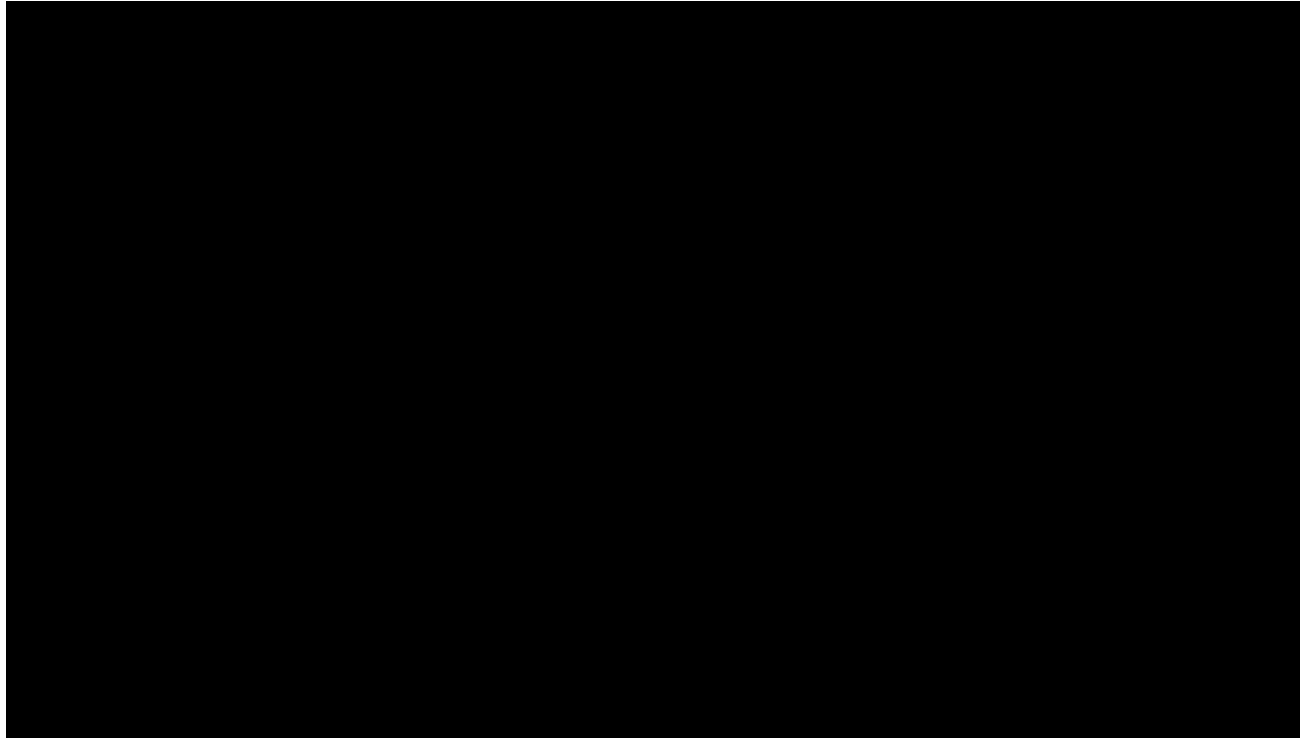
When a private party tow is reported, the following information is to be obtained from the caller:

- Date and time of the tow
- Location the vehicle was towed from
- Name, address, and telephone of the tow company
- Name of the caller

Vehicle license plate, VIN, year, make, model, body style (2-door, van), color

This information is entered in CAD for recordation purposes using the Incident Type Code (TY) of PPI. The call is then closed off with the Disposition Code of LIO (Log Item Only)

The vehicle is then entered into the Stolen Vehicle System (SVS) in CLETS as a towed vehicle. This is done so that another agency running the license plate or VIN will see that it was reported as towed to Montclair Police Department.



Repossession of a Vehicle

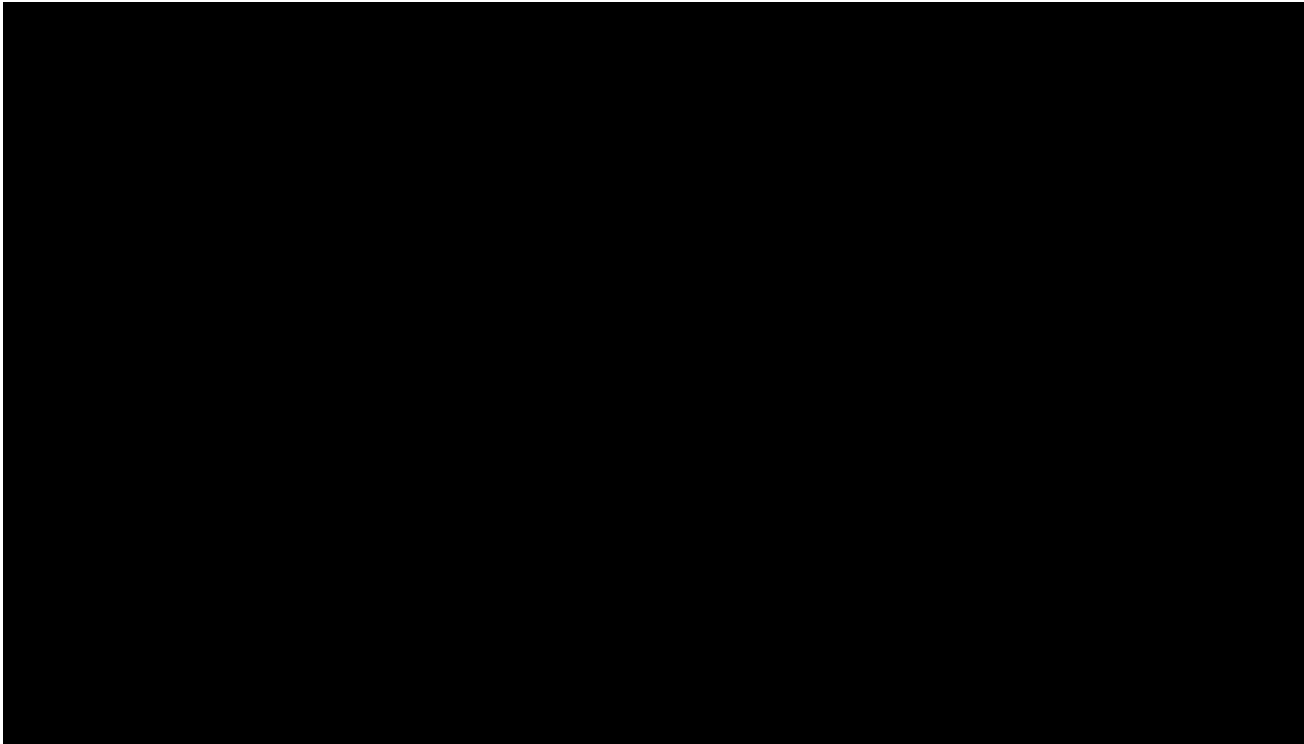
When a repossession company repossesses a vehicle, they are required to call the law enforcement agency having jurisdiction over the location and report the repossession of the vehicle. This is done so that law enforcement agencies are aware of the repossession and so that the vehicle is not erroneously reported as stolen.

When a repossession is reported, the following information is to be obtained from the caller:

- Date and time of the tow
- Location the vehicle was towed from
- Name, address, and telephone of the tow company
- Name of the caller
- Vehicle license plate, VIN, year, make, model, body style (2-door, van), color

The information is entered in CAD for recordation purposes using the Incident Type Code (TY) of REPO. The call is then closed off with the Disposition Code of LIO (Log Item Only).

The vehicle is then entered into the Stolen Vehicle System (SVS) in CLETS as a repossessed vehicle. This is done so that another agency running the license plate or VIN will see that it was reported as repossessed to Montclair Police Department.



School Lockdowns

Occasionally during incidents on school property or in close proximity to a school, it may be necessary to advise the school to go on lockdown. This is not for Dispatch to decide and the Watch Commander will normally provide Dispatch with direction to call the school and advise to lock the school down.

If school personnel contact Dispatch to inquire whether to lock down the school, the Dispatcher should advise the Watch Commander the school is calling to inquire whether to do so. The Watch Commander will then provide direction for the dispatcher to relay to the school.

Shift Lineup

At the beginning of the shift, the Watch Commander will print the Patrol Supervisor's Shift Report to the Dispatch printer(s). The Dispatcher is required to obtain the shift lineup (roster of officers on-duty) from the Patrol Supervisor's Shift Report and enter a CAD record for recordation purposes using the Incident Type Code (TY) of the shift number (e.g., Shift5) and in the field immediately to the right of the TY field, type the Team Number. The address (AD) is a required field, so the Montclair Police Department address of 4870 Arrow Highway is used. The Reporting Party (RP) information can be left blank. In the comments field, list each call sign designator and next to it, the officer name and ID number. If an officer has a trainee with him/her, include the names and ID numbers of both officers. If an officer has a ride-along with him/her, indicate that by typing "ride-along" next to the officer's name and ID number. Include the Watch Commander information and the designated Beat Plan. The call is closed off using a Disposition Code of LIO (Log Item Only).



Shots Calls

Indicate in the free form field next to the Incident Type Code field whether shots were “fired”, meaning the caller actually observed or has factual information that someone fired a gun, or whether the shots were simply “heard.”

Indicate if any vehicles were seen or heard leaving the area.

Indicate how many calls were received, and note if from varying locations around the city. You do not have to literally count the number of calls but if you have several, you can call it “several” or “multiple.”

Sick – Off Sick

When an employee calls in sick to Dispatch, as required by the Policy and Procedures Manual, the Dispatcher is required to complete a sick slip and enter the information into CAD for recordation purposes using the Incident Type (TY) code of SICK. The call is then closed off using the Disposition Code of LIO (Log Item Only)

The following information is to be obtained from the employee and recorded on the CAD entry:

- Name of the employee
- Shift he/she is calling in sick for (day shift, swing shift, etc.)
- Number of days the employee anticipates being off sick

Do not inquire as to the nature of the illness or include any such information on the CAD record or sick slip.

Suspicious Vehicle

When a caller reports a suspicious vehicle, obtain the vehicle location, description of the vehicle, the vehicle license plate number, and whether the vehicle is occupied. If it is occupied, attempt to obtain the number of occupants and their descriptions. Run the vehicle license plate in the Stolen Vehicle System (SVS) to determine if the vehicle has been reported stolen. If it has been reported as stolen, enter the call for service using the Incident Type Code CODE32 and VEHICLE in the free-form field and dispatch an officer to recover the vehicle. If it has not been reported stolen, enter the call using Incident Call Type SOV.

Theft Reports

Determine whether the theft occurred at a business, residence, garage of a residence, from a person, or from a vehicle. Obtain general information on the type of property taken (e.g., electronics, a tire, a gnome from the front yard, copper wire) and point of entry if known. Include the date and time range in which the theft occurred and if from a vehicle, obtain a vehicle description and license plate number if available.

Tow Services

The Police Department contracts with Pacific Towing and Dietz Towing as Official Police Tow services.

Tow services are used in weekly rotation alternating between authorized towing companies. Confirm with the Watch Commander if a tow is to be used out of rotation for any reason prior to deviating from the rotation.

Towed Vehicles

Include in the call comments whether the tow is for storage or impound. Indicate if it is towed at owner's request. Indicate which tow company was dispatched and the license plate of the vehicle towed. If the tow was an impound for 30-day hold because of an unlicensed or suspended driver, indicate that it was towed for 30-day hold.

Traffic Collisions

Use the correct call type to indicate injury (TCINJ), non-injury (TCNON), or unknown injury (TCUNK) based on what the initial callers report. If the nature of the injury changes, update that information in the call comments.

For injury and unknown injury accidents, Fire should be notified to respond immediately. The unit on-scene should advise whether to continue or cancel Fire.

When subjects are transported for injuries, indicate the medical facility transported to, if known.

Include vehicle make, color, and license plate numbers in the call comments if possible.

Detailed information regarding traffic collision responses can be found in Policy and Procedures Manual § 502.

Traffic Collisions on Private Property

Officers are not dispatched to respond to private property traffic collisions unless one of the following has occurred:

1. Driver involved may be under the influence
2. Driver cannot or will not provide proper identification or is otherwise Uncooperative
3. A crime may have occurred
4. There is an injury

Traffic Collisions involving a School Bus

A traffic collision involving an occupied school bus is investigated by California Highway Patrol (CHP). Start Fire as needed and notify CHP. Units should be sent to check for injuries or traffic control that may be needed.

Vandalism Reports

Obtain information what type of vandalism (e.g., graffiti, egg thrown on vehicle, window broken) and what was vandalized. If the vandalism is graffiti, use the call type GR (Graffiti Just Occurred) or GRR (Graffiti Report – after the fact). If the vandalism is not graffiti, use the call type 594 (Vandalism Just Occurred) or 594R (Vandalism Report After the Fact).

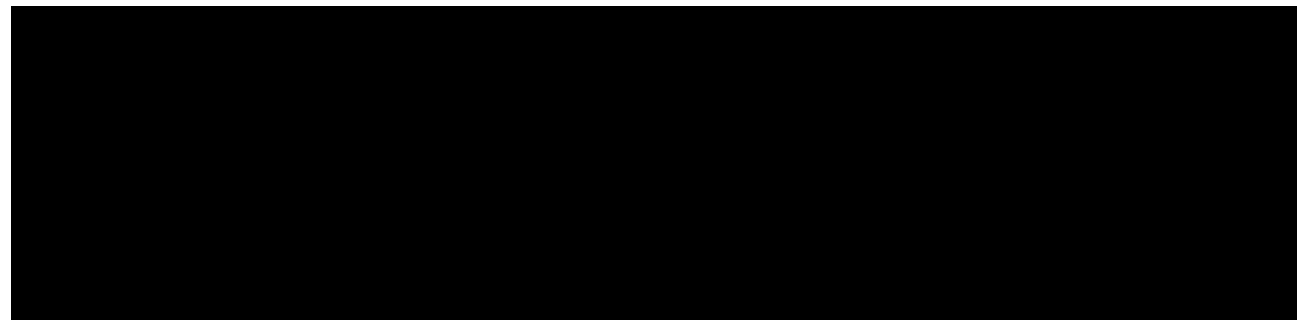
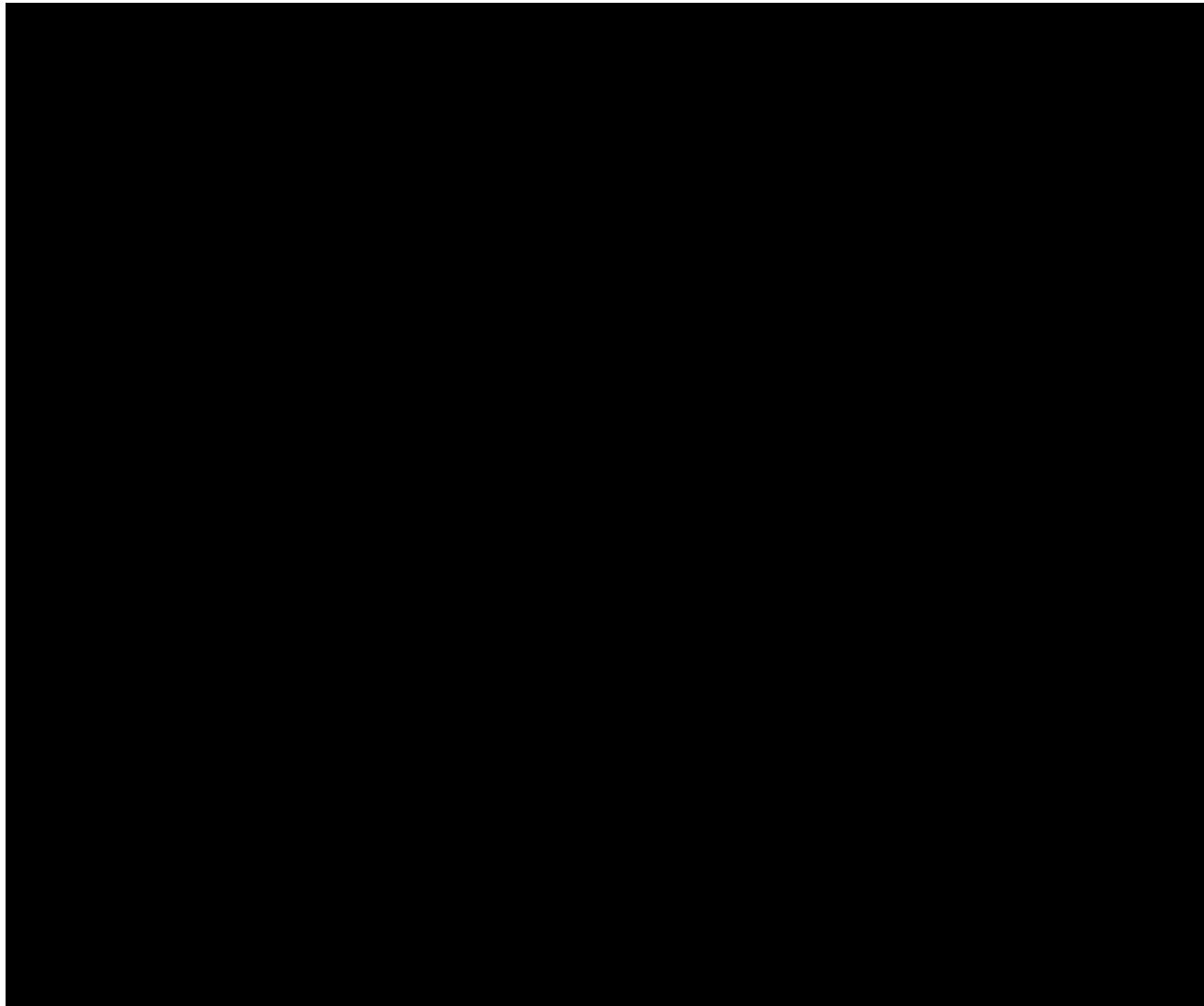
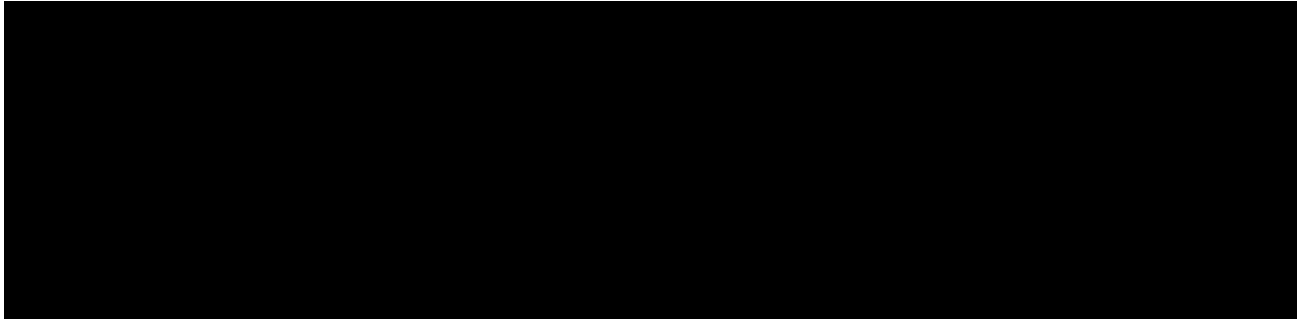
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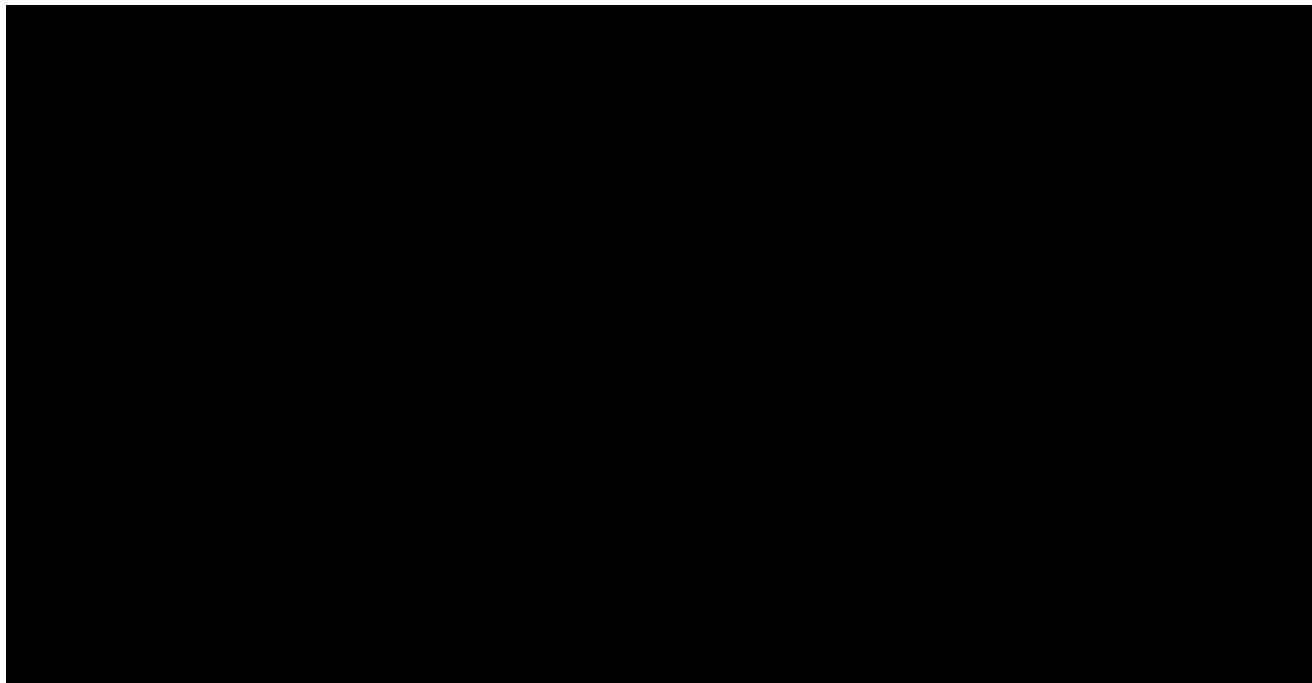
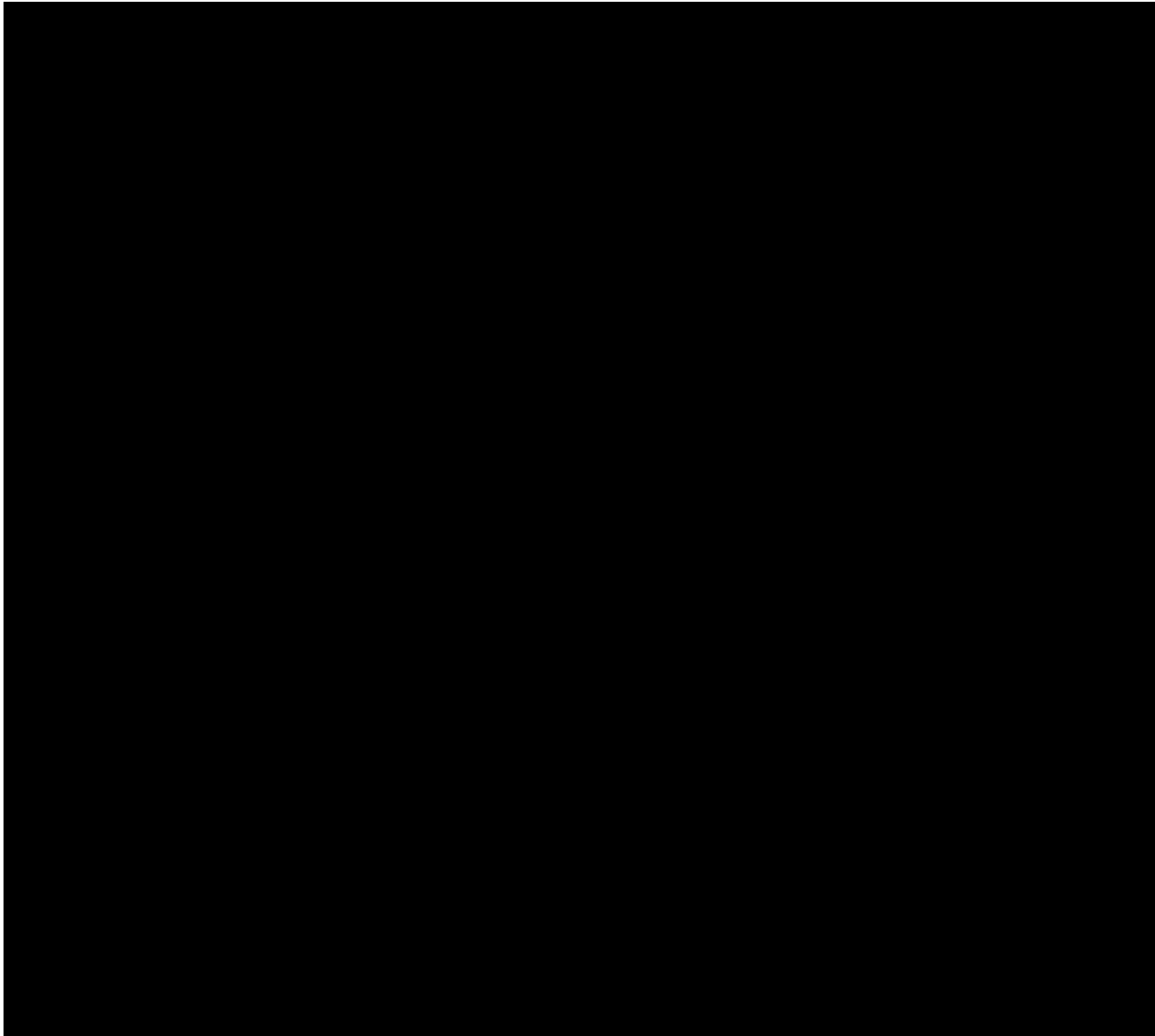
Refer to Policy and Procedures § 418 – Mental Illness Commitments for additional information.

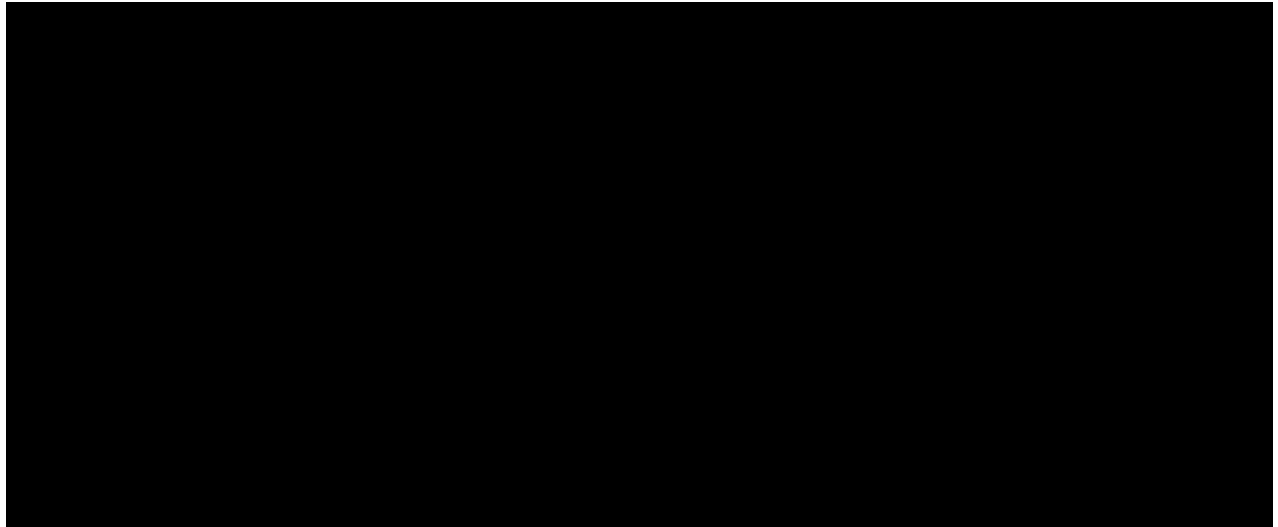
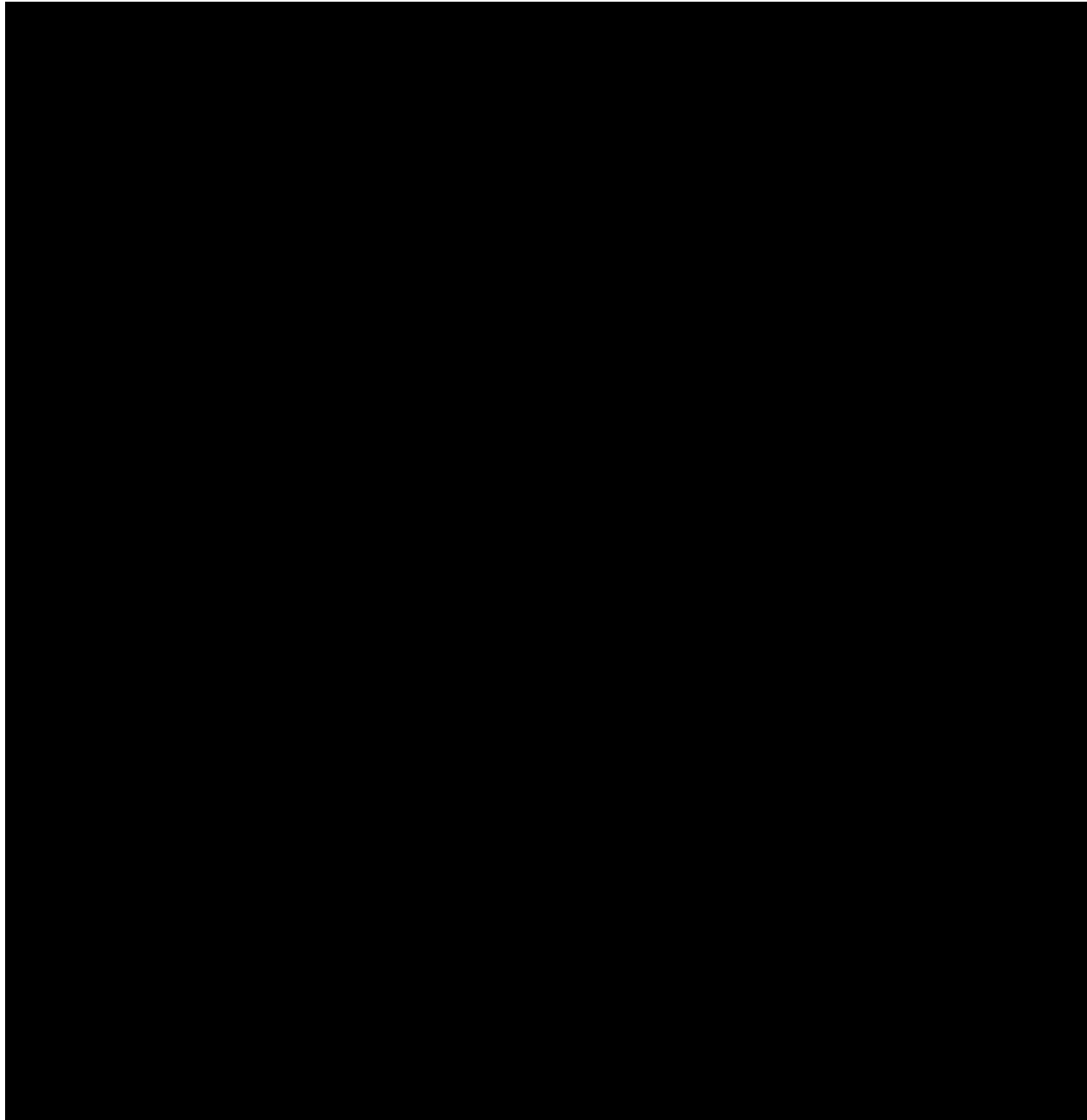
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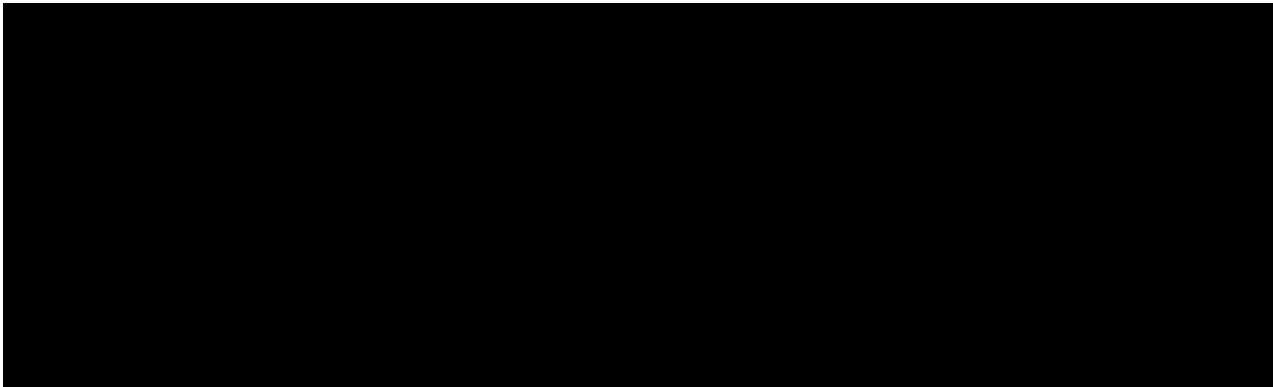
EXERCISES

In each scenario below, circle the Incident Type Code that is most accurate:









SECTION FIVE

DISPATCH OPERATIONS

Trainee: _____

Trainer: _____

SUBJECT	REVIEWED Trainer & Trainee Initials & Date	COMPETENT Trainer & Trainee Initials & Date	DESCRIPTION
Allied Agencies			Explain the purpose of the allied agencies and procedures related to interactions with those agencies. Explain how to find contact information for each in the CAD NOTE file, VESTA, or other means. Have the employee locate the contact information for some of the agencies.
Locations to Know			Explain the locations detailed in the manual. Find them on the map. Look them up in the CAD NOTE file.
Positions to Know			Explain the various positions in the Department to know.
Law Enforcement Computer Systems and Databases			<p>Explain the purpose and use of the various databases. Have the employee log on to each system and change their password. Practice using the systems throughout the training process.</p> <p>CLETS/NCIC _____ (Covered in Section 7)</p> <p>Cal Photo _____</p> <p>SBSD JIMSNET _____</p> <p>CLEW _____</p> <p>Coplink _____ (Overview only- training to be scheduled at a later time)</p> <p>ISO Claim Search / VIN Assist _____</p> <p>Vesta 4 _____</p> <p>Higher Ground Capture 9-1-1 (new system) / MIRRA (old system) _____</p>
Operational and Procedural Information			<p>Explain the various procedures pertaining to Dispatch operations. Provide examples of scenarios where appropriate. Query the trainee periodically throughout the training about proper procedures.</p> <p>Duty Command Info _____</p> <p>Employee Contact Info _____</p> <p>Knox Box Info _____</p>

			<p>Nixel Alerts _____</p> <p>ESP 3SI Security Systems _____</p> <p>Symetry System _____</p> <p>City Facility Panic Alarm _____</p> <p>Lojack Hits _____</p> <p>After-Hours Records Duties _____</p> <p>Restraining Orders _____</p> <p>ReddiNet _____</p> <p>Attempt Warrant Service _____</p> <p>Dispatch Log _____</p> <p>Mental Health Facility Notification of Threat _____</p> <p>Code-5 Information _____</p> <p>CLETS Terminal _____</p> <p>Safety and Security of Communications Center _____</p> <p>Bio-Hazard Exposure Safety</p> <p>Alarm Cards _____</p> <p>Use of Television _____</p> <p>Uniforms _____</p> <p>Sit-Alongs _____</p> <p>Pinging Phones _____</p> <p>Text to 9-1-1</p>
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ALLIED AGENCIES

Adult Protective Services (APS)

Adult Protective Services (APS) is a County Social Services agency that investigates and addresses potential elder and dependent adult abuse.

APS contact information is listed in the CAD NOTE file as APS.

Alcohol Beverage Control (ABC) – Department of

The California Department of Alcohol Beverage Control (ABC) is a state licensing agency that licenses businesses that sell alcohol. ABC itself is not a law enforcement agency, however it does have investigators with peace officer powers for investigating criminal matters relating to alcohol.

ABC contact information is listed in the CAD NOTE file as ABC.

Airports

There are two airports in close proximity to the Montclair Police Department.

Cable Airport is to the north of the Police Department at the corner of Benson Avenue and Baseline Avenue. It is a small airport with small aircraft flying in and out of this airport.

Ontario International Airport is to the southeast of the Police Department south of Airport Drive and between Haven Avenue and Archibald Avenue. Large commercial airlines fly in and out of this airport. This agency has its own Ontario Airport Police Department.

Contact information for these two airports is listed in the CAD NOTE file as AIRPORT.

Animal Control

Inland Valley Humane Society handles animal control for Montclair. They are located in Pomona.

Inland Valley Humane Society contact information is listed in the CAD NOTE file as HUMANE.

Alcohol, Tobacco, and Firearms (ATF) – Department of

The Department of Alcohol, Tobacco, and Firearms (ATF) is a federal law enforcement agency that investigates matters involving alcohol, tobacco, and firearms.

ATF contact information is listed in the CAD NOTE file as ATF.

California Highway Patrol (CHP)

The California Highway Patrol (CHP) is a state law enforcement agency with jurisdiction over the freeways in the state. CHP has jurisdiction for traffic collisions occurring on the freeway, on on-ramps and off-ramps, involving occupied school bus, and crimes occurring on the freeway

CHP contact information is listed in the CAD NOTE file as CHP.

California Youth Authority (CYA)

California Youth Authority is a state criminal justice agency charged with housing and confining juvenile offenders.

Child Protective Services (CPS) – San Bernardino County

Child Protective Services (CPS) is a San Bernardino County agency that investigates and addresses potential child abuse.

CPS is listed in the CAD

Coroner – San Bernardino County

The San Bernardino County Coroner is a division of the San Bernardino County Sheriff's Department. The Coroner's Office is responsible for determining the manner and cause of death in unidentified bodies, victims of foul play, and bodies of those not under a doctor's care.

Contact information for the Coroner is listed in the CAD NOTE file as CORONER.

Department of Corrections

The Department of Corrections is a state criminal justice agency charged with housing and confining individuals sent to prison.

Department of Homeland Security (Formerly Immigration and Customs Enforcement (ICE))

The Department of Homeland Security is a national criminal justice agency with multiple functions that include immigration and terrorism prevention.

Contact information for Homeland Security is listed in the CAD NOTE file as HOMELANDSECURITY and also as ICE.

Department of Justice (DOJ)

The Department of Justice (DOJ) is a state criminal justice agency with multiple functions, which include administration of the California Law Enforcement Telecommunications System (CLETS), National Crime Information Center (NCIC), AND Cal-Photo databases and statistical reporting of crimes occurring in California.

Contact information for DOJ is listed in the CAD NOTE file as DOJ.

Department of Motor Vehicles (DMV)

The Department of Motor Vehicles (DMV) is a State licensing agency responsible for issuance of driver's licenses and vehicle registration. DMV itself is not a law enforcement agency, however it has investigators with peace officer powers for investigating criminal matters relating to DMV.

Contact information for DMV is listed in the CAD NOTE file as DMV.

District Attorney – San Bernardino County

The San Bernardino County District Attorney's Office is a county criminal justice agency responsible for prosecuting criminal cases for San Bernardino County law enforcement agencies. The District Attorney's Office is commonly referred to as the DA's Office. There is one District Attorney and numerous Deputy District Attorney's in the County.

Contact information for the DA's Office is listed in the CAD NOTE file as DA.

Domestic Violence Shelter

The House of Ruth is a private organization that provides counseling and shelter resources to victims of domestic violence. Contact information may be provided to persons seeking domestic violence resources.

Federal Bureau of Investigations (FBI)

The Federal Bureau of Investigations (FBI) is a federal criminal law enforcement agency responsible for various law enforcement functions, including the investigation of federal crimes, kidnappings, bank robberies, and terrorism.

Contact information for the FBI is listed in the CAD NOTE file as FBI.

Fire Department

Montclair Fire Department merged with Upland Fire Department in January 2014 for command staff and administrative responsibilities. Montclair Fire Department is dispatched to respond to fire and medical assist calls occurring in Montclair, however future plans include dropping boundaries for response to calls. This means Montclair Fire personnel may respond to fires in Upland and vice versa.

Montclair and Upland Police Departments historically contracted with Ontario Communications (Ontario Police/Fire Dispatch) for dispatching its fire and medical assist calls. On July 1, 2014, Montclair and Upland Police Departments contracted with CONFIRE for dispatching of fire and medical assist calls.

Contact information for CONFIRE is listed in the CAD NOTE file as CONFIRE.
Contact information for Ontario Fire is listed in the CAD NOTE file as FIRE.

Hospitals

There is one hospital located in Montclair – Montclair Hospital Medical Center located at 5000 San Bernardino Street.

Hospitals in surrounding jurisdictions - Pomona Valley Community Hospital - Pomona; San Antonio Community Hospital - Upland; Chino Community Hospital - Chino; Arrowhead Regional Medical Center – Colton; Kaiser Permanente - Fontana

Contact information for Montclair Hospital Medical Center is listed in the CAD NOTE file as HOSPITALS.

See additional information in this chapter listed under ReddiNet for information on mass hospital notifications.

Juvenile Hall

San Bernardino County Juvenile Hall is the San Bernardino County Sheriff's Department detention facility for housing juvenile offenders. Officers book juvenile arrestees at Juvenile Hall located in San Bernardino.

Mental Health Facilities

Mental health facilities commonly used for WIC 5150 committals are Arrowhead Regional Medical Center and Canyon Ridge.

Contact information for mental health facilities is listed in the CAD NOTE file as 5150.

Montclair Code Enforcement

Montclair Code Enforcement is a branch of the City's Community Development Department. Code Enforcement Officers enforce the provisions of the City's Municipal Code and are not peace officers. Code Enforcement Officers communicate with Dispatch to advise of their location and request police officer assistance when working

in the field. They do not have access to Police Department records or database information or CLETS/NCIC information.

Code Enforcement contact information and specific types of general information that may be released to Code Enforcement Officers by Dispatchers is listed in the CAD NOTE file as CODE ENFORCEMENT.

Parole – State of California

California State Parole is a division of the California Department of Corrections. State Parole is a criminal justice agency responsible for supervision of parolees. Parolees are individuals who have served time in State prison and have been released under terms of supervision called parole. If a parolee violates the terms of his/her parole, the parolee can be arrested and sent back to prison.

Parole contact information is listed in the CAD NOTE file under PAROLE.

Police Departments

Individual police departments for the surrounding jurisdictions provide law enforcement services for those cities. County areas bordering Montclair have law enforcement services provided by the San Bernardino County Sheriff's Department, with the nearest substations being in Chino Hills or Fontana.

Contact information for the local police departments is listed in the CAD NOTE file as PD. Contact information for the San Bernardino County Sheriff's Department and other sheriff's departments in Southern California are listed in the CAD NOTE file as SO.

Probation Department – San Bernardino County

San Bernardino County Probation is a county criminal justice agency responsible for supervising persons released from State Prison on Post-Release Community Supervision (PRCS) or released from County Jail on probation. The Probation Department is responsible for supervision of both adult and juvenile offenders. A San Bernardino County Probation Officer is assigned to work at the Montclair Police Department.

Railroad

The railroad company for the railroad tracks in the city is Union Pacific/Southern Pacific Railroad. Union Pacific / Southern Pacific Railroad tracks are located in the south end of the city. Malfunctioning or damaged railroad crossing arms or damage to train tracks are to be reported to the railroad. The railroad maintains its own police department and investigates crimes that occur on the railroad property.

The Metro-link train runs on the tracks north of the Police Department. Los Angeles County Sheriff's Department has law enforcement jurisdiction on the Metro-link train.

There is an emergency phone for callers to call directly to dispatch located in the underground walkway at the Metro-link station.

Contact information for the railroads and Metro-link is listed in the CAD NOTE file as RAILROADS.

Rape Counseling Center

Project Sister is a private organization that provides counseling and shelter resources to victims of rape. Contact information may be provided to persons seeking rape victim resources.

Shelters

Contact information on local shelters is listed in the CAD NOTE file as SHELTERS. Shelter and other resource information is listed on the Police Department's website at www.cityofmontclair.org.

West Valley Detention Center

West Valley Detention Center is the San Bernardino County Sheriff's Department jail facility located at 9500 Etiwanda Avenue in Rancho Cucamonga. Adult arrestees are booked at this facility.

Contact Information for West Valley Detention Center is listed in the CAD NOTE file as JAIL.

LOCATIONS IN THE CITY TO KNOW

City Hall

City Hall is located at 5111 Benito Street. The City Hall complex consists of several buildings:

The City Hall building and council chambers are located at the corner of Benito Street and Fremont Avenue.

The Youth Center is located between the skate park and City Hall facing onto Benito Street.

Human Services and Recreation buildings are located south of the Youth Center and provide recreation, health, and other activities and services to the community.

City Yard / Public Works

City Yard is located in the south end of the city at 10385 Monte Vista Avenue. City Yard is where the police vehicles are taken for repair and servicing. Public Works personnel are called to respond to incidents requiring barricades or clean-up of hazards in the roadway such as debris or fallen trees.

Fire Department

The Fire Department has two stations :

Station 1 in the north end of the city at 8975 Monte Vista (corner of Monte Vista Avenue and Arrow Highway, across from the Police Department)

Station 2 in the south end of the city at 10825 Monte Vista Avenue

Library

The San Bernardino County library is located in the City Hall complex and is run by the County of San Bernardino.

Parks

The parks in Montclair are:

Alma Hoffman	5113 Benito
Macarthur	5300 Deodar
Moreno Vista	4675 Moreno
Saratoga	5397 Kingsley
Sunrise	5600 Princeton
Sunset	4300 Orchard
Wilderness	4500 San Bernardino
Essex	4295 Howard

Schools and School Districts

The school district for high schools is Chaffey Joint Union High School District. The high schools in Montclair are:

Montclair High School	4725 Benito
Chaffey West	4033 Holt

The school district for elementary and middle schools is Ontario-Montclair School District.

The elementary schools are:

Buena Vista	5685 San Bernardino
Howard	4650 Howard
Kingsley	5625 Kingsley
Lehigh	10200 Lehigh
Monte Vista	4900 Orchard
Moreno	4825 Moreno
Ramona	4225 E. 9th

The middle schools are:

Vernon Middle School	9775 Vernon
Serrano Middle School	4725 San Jose

Shopping Center

The Montclair Plaza is a large two-story shopping mall located in Montclair. It is bordered on the north by Moreno Street, on the south by the I-10 freeway, on the east by Central Avenue, and on the west by Monte Vista Avenue.

The Montclair Plaza employs mall security guards and some stores employ loss prevention agents. Dispatch is frequently in contact with mall security. Contact information for mall security is listed in the CAD NOTE file as PLAZA.

Skate Park and Splash Pad

The skate park (for skateboarding) is located next to the Youth Center at 5111 Benito Street.

The splash pad is a small water recreation area of Alma Hoffman park at 5113 Benito Street that is open from Memorial Day weekend through Labor Day weekend.

Streets

Street Types

North/South streets are Avenue

East/West streets are usually Street. There is one Highway and two Boulevards.

Streets within Montclair Plaza are Lane (Montclair Plaza Lane)

Address Numbers

Even numbered addresses are on the north and west sides of the street

Odd numbered addresses are on the south and east sides of the street

Major North/South Streets

Benson Avenue
Central Avenue
Monte Vista Avenue
Ramona Avenue
Mills Avenue

Major East/West Streets

Arrow Highway
Moreno Street
Palo Verde Street
San Bernardino Street
Orchard Street
Kingsley Street

Holt Boulevard
Mission Boulevard
State Street

Positions in the Department to Know

Command Staff

Command staff is comprised of the Chief of Police, Captain, and Lieutenants.

Department Managers

The command staff and Administrative Supervisor are Police Department managers.

Watch Commanders

Watch Commanders are Sergeants assigned to Patrol Division. They supervise the patrol and dispatch operations of the shift.

Patrol Officers

Sworn peace officers assigned to work as a uniformed police officer assigned to a beat.

Reserve Officers

Reserve Officers are volunteers trained to function as uniformed police officers. They are primarily utilized as backing units, although they may be dispatched as the primary unit on a call in extenuating circumstances. Dispatching a reserve officer on a call that will likely result in the generation of a police report is always at the discretion of the Watch Commander.

Property Clerk

Non-sworn (civilian) position responsible for documenting and maintaining property and evidence taken into police custody.

Records Bureau

Non-sworn (civilian) positions include the Police Services Supervisor, Police Services Specialists, Receptionist/Office Specialist, and Data Entry Clerks. These positions are responsible for the operation of the front desk and the processing and retention of police records.

School Resource Officer

Police officer assigned to work in a special assignment at either the elementary and middle schools or at the high school.

Plaza Officer

Police officer assigned to work in a special assignment at the Montclair Plaza. The Plaza Officer is the primary officer to be dispatched to calls for service and any in-custody arrests at the Montclair Plaza when on-duty. If no Plaza Officer is on-duty, the beat officer should be dispatched.

The north plaza annex is the Plaza Officer's jurisdiction. The entertainment plaza is not the jurisdiction of the Plaza Officer.

Detective

Police officer assigned to work in a special assignment conducting investigations on criminal cases. Detectives rotate on-call status and are subject to call out at the direction of the Watch Commander or Duty Command.

IRNET Officer

Police officer assigned to work an off-site special assignment in a large San Bernardino County narcotics task force supervised by the San Bernardino County Sheriff's Department.

Cadets

Non-sworn (civilian) position assigned to handle Technical Services tasks, write parking citations, tow vehicles, direct traffic, or assist field personnel with a variety of tasks.

LAW ENFORCEMENT COMPUTER DATABASES

Members of Montclair Police Department are provided access to various law enforcement computer databases for the purpose of performing their official duties as a member of the agency. Dispatchers have access to the following systems for use in the performance of their duties as a dispatcher. Any other use is prohibited. Policies regarding access, use, and misuse of law enforcement databases is covered in the Policies and Procedures Manual. A user name and password is required for access to these systems.

CLETS / NCIC System

The California Law Enforcement Telecommunications System (CLETS)/National Crime Information Center (NCIC) System databases includes various systems that include, but are not limited to the Stolen Vehicle System (SVS), Missing and Unidentified Persons System (MUPS), Automated Firearm System (AFS), Automated Property System (APS), Domestic Violence Restraining Order and Prohibited Persons System (CARPOS), Automated Boat System (ABS), Sex and Arson Registration System (SAR), Supervised Release File (SRF) System and other similar systems. Classroom and hands-on training and biennial recertification is required.

CAL PHOTO

Cal Photo is a California Department of Justice (DOJ) database that includes booking photos from those agencies that electronically submit their photos into the database and Department of Motor Vehicles (DMV) photos.

SBSD JIMSNET

The San Bernardino County Sheriff's Department allows law enforcement agencies to have access to their Jail Information Management System (JIMSNET) database. The database contains booking records and photos on subjects who have been booked into the San Bernardino County jail. It includes persons who are and who are not currently in jail.

California Law Enforcement Web (CLEW)

CLEW is a database operated by the California DOJ. It contains manuals, publications, bulletins, and a wide variety of information related to the operation of the CLETS/NCIC system. The CJIS manuals containing instructions and applicable codes for making CLETS/NCIC entries are available for viewing on the CLEW site.

Coplink

Coplink is a joint database containing the Records Management System (RMS) data of participating law enforcement agencies. All law enforcement agencies in San Bernardino County and most agencies in Southern California participate in the database.

ISO ClaimSearch / VIN Assist

Access to the National Crime Insurance Bureau (NICB) database of vehicle VIN numbers is provided to law enforcement agencies via a company called ISO Claim Search. This access is called VIN Assist and allows the users to verify VIN numbers and helps ascertain if there are missing numbers or if a number is actually a letter (maybe an S was mistaken as a 5 when it was written down). A user name and password is required.

Users must log in to the database at least once every 90 days or they will be deactivated and a system administrator will have to request they be reactivated.

VESTA

Vesta is the current 9-1-1 telephone system. Each user enters their Montclair Police Department ID number to log on to the system. A password is only required for administrators.

Higher Ground – Capture 9-1-1 (New System) / MIRRA (Old System)

Year 2008 - May 21, 2014 at 0928 Hours

Mirra was the audio recording system that records all dispatch telephone calls and radio transmissions. The Mirra system was replaced by the Higher Ground Capture 911 system in conjunction with the 9-1-1 equipment upgrade in 2014. Recordings of phone calls and radio traffic occurring before 0928 hours on May 21, 2014 are accessible via the Mirra system by IT and management personnel.

May 21, 2014 0928 hours to Present

Effective May 21, 2014 at 0928 hours, the new Higher Ground – Capture 9-1-1 system records and retains all phone call and radio transmissions for a period of three years from the date of the recording. The recordings automatically purge from the system.

OTHER IMPORTANT PUBLIC DATABASES AND WEBSITE RESOURCES

VINE

The Victim Information Notification Everyday website provides persons with the ability to register with the site and receive automated notification when a suspect is released from county jail or state prison.

<https://www.vinelink.com>

San Bernardino County Superior Court

The San Bernardino County Superior Court website is a public website that allows anyone to look up a case and see the status and other information about the case by case number or person name.

www.sb-court.org

OPERATIONAL AND PROCEDURAL INFORMATION

Civil and Criminal Law

Criminal law pertains illegal acts/violations of law which are punishable by fine, imprisonment, or removal from public office or a combination of those punishments. When a crime occurs, there is a victim. For example if your bicycle is stolen, you are a victim of theft. For “victimless crimes” such as narcotic violations or prostitution, the violation of law (e.g., State statute known as the Penal Code, Health & Safety Code, etc.) has occurred and the State of California is the victim.

Civil law pertains to non-criminal legal proceedings such as marriage, divorce, adoption, custody, contracts, disputes (e.g., over money owed or property ownership), and lawsuits between two or more parties relating to those types of issues.

When a dispatcher takes a call, it may be necessary, based on the information provided by the caller, to make a preliminary assessment as to whether the call is regarding a civil or criminal matter. If it is the dispatcher’s assessment that the call is regarding a possible civil matter, that information should be noted in the call comments and when the Incident Type Code is entered on the CAD Command screen, it should be entered as CITCON with POSS CIVIL in the corresponding descriptive field.

Ultimately the officer responding to the call will make the determination whether the matter is criminal or civil upon gathering the facts and will proceed with handling the incident accordingly. If a crime occurred, the officer will prepare a police report and close the call as RPT. If the matter is deemed to be civil, the officer will advise the parties of that information and no police report will be taken. In that case the officer will provide a call disposition of Civil, Advised. Dispatch will note that information in the call comments and close the call using the Disposition Code of CIVIL or ADV.

Duty Command

The Police Chief, Captain, and Lieutenants alternate duty command responsibility weekly. A Duty Command calendar is maintained in Dispatch and is located in the tiered files next to the printer behind consoles one and two. A name card of the command staff member who currently has duty command responsibility is posted on the bulletin board. The dayshift dispatcher on Monday is responsible for changing the name card to correspond with the Duty Command calendar.

In the event of a major incident, the Watch Commander may direct Dispatch to notify Duty Command. Duty Command contact information is listed in the CAD NOTE file as DUTY.

For additional information, refer to Policy and Procedures Manual § 358 – Major Incident Notification.

Employee Contact Information

Personal telephone number and emergency contact information for each employee is maintained in the CAD NOTE file under the employee's last name. Employee contact information cannot be released to anyone other than current employees. If in doubt whether the information should be released or to whom it may be released, contact the Watch Commander for direction.

Knox Box

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Nixel Alerts

Nixel public alert messages are normally sent by a member of command staff. In exigent circumstances a dispatcher may be authorized to send out Nixel public alert messages at the direction of a member of command staff or the Watch Commander. Instructions and a temporary password are contained in a gold envelope posted on the wall next to the fire alarm panel in Dispatch.

Refer to Policy and Procedures Manual § 347 for additional information on Nixel alerts.

ESP 3SI Security System

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Symetry System

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

City Facility Panic Alarm

[REDACTED]

[REDACTED]

Lojack Hits

LoJack Corporation created the Stolen Vehicle Recovery Network (SVRN) to track client vehicles that have been stolen. A transponder is installed in the vehicle and the entry of that vehicle as a stolen vehicle into the CLETS Stolen Vehicle System (SVS) activates the transponder.

Field units that have a LoJack supplied tracking computer installed will receive audible tones and a LoJack reply code when they are within range of a stolen vehicle. Ground unit range is approximately one to five miles, and air unit range is up to ten miles.

When a unit with the LoJack tracking computer advises he/she has received a LoJack alert, the officer will provide the dispatcher with the alert reply code. O-Ocean and I-Ida will never be used in a reply code. The dispatcher is to run the code on the Command Line of the CAD Command Screen using the command QJ, the unit number, and the code (e.g., QJ,3P13,65432).

If CAD is down, the LoJack reply code can be run on the stand-alone CLETS terminal using the pre-formatted mask under the inquiry tab.

Deactivation of the transponder automatically occurs when the vehicle is entered in CLETS as located or recovered.

After-Hours Records Duties

The front office business hours are Monday through Thursday, 0700 hours to 1800 hours. The front office is closed on city-observed holidays.

When the front office is closed and the Records Bureau is staffed, citizens will be allowed into the lobby to obtain a vehicle release seven days per week, up until 1800 hours, except vehicles held at the Police Department impound lot on a 30-day hold. Citizens needing to obtain a vehicle release for a vehicle held at the impound lot must return during regular business hours, prior to 1630 hours. If a vehicle release for a vehicle stored at Pacific Towing or Dietz Towing is needed and it after-hours but before 1800 hours, call Records and advise there is a vehicle release needed in the lobby. Citizens requesting other business related services (e.g., citation sign-off, live-scan fingerprinting, report copies) are to be directed to return during regular business hours.

CLETS transactions involving vehicles and license plates (CHP 180 form), vehicle locate teletypes, missing person and located missing person transactions, emergency protective orders, repossessions, private party impounds, ten-minute hit requests and ten-minute hit responses, located property or firearm teletypes, etc. are to be handled by Dispatch when the Records Bureau is not staffed.

ReddiNet

ReddiNet is a mass notification system utilized by CONFIRE to notify hospitals when the Police Department is looking for someone who may be seeking emergency medical care at a local hospital. An example would be a subject with a gunshot wound who fled the scene of a crime or a missing person.

When it is necessary for a dispatcher to call surrounding hospitals, the dispatcher is required to actually make the telephone call to the hospitals to provide information on the subject who is being sought. As a supplement to the telephone calls (not in place of them), Dispatch may contact CONFIRE and request that they make a ReddiNet alert. When CONFIRE does this, a dedicated ReddiNet alarm goes to a dedicated computer at specific local hospitals and a loud audible alarm that has to be silenced is sounded when a message comes in, thereby ensuring someone will receive the alert information.

Unless the request made to CONFIRE specifies certain hospitals to be notified, they would routinely notify Montclair Hospital, San Antonio Hospital, Chino Valley Hospital, and Arrowhead Regional Medical Center. They can notify hospitals in San Bernardino, Riverside, and San Diego counties. They can notify Kaiser Hospital (e.g., Fontana or Ontario) if asked. Because Pomona Valley Community Hospital is in Los Angeles County, they are not in the network to be notified.

Restraining Orders

Copies of restraining orders are maintained in Dispatch after it has been verified that the order has been entered in the California Restraining and Protective Order System (CARPOS) by Court personnel or Records Bureau personnel have made the entry.

Dispatch will make the CARPOS entry for any Emergency Protective Order (EPO) received after Records is closed and not staffed.

1. Write the expiration year of the order on the upper right corner of the first page and highlight it. Also highlight the party names and the expiration date located on the first page in yellow. Write the last name of the restrained person in the upper right corner. The CLETS printout showing the CARPOS entry should be attached with the order.
2. Enter the restraining order type (TRO, OAH, etc.), the restrained and protected party names, and expiration date in the premise file for that address using the option code ADDINF.
3. File the order in the large file drawer at the end of the counter, directly under the CAD map. The orders are filed alphabetically by restrained person name.
4. When a new order is filed, check that folder and purge any expired orders by shredding them.
5. If an officer clears from a call for service and it is known or believed that the officer obtained an Emergency Protective Order (EPO) while at the scene, the dispatcher should confirm that he/she will be en-route to Dispatch to turn in the temporary restraining order document so that Dispatch can make the CLETS entry. Upon completion of the entry, the EPO and CLETS printout are to be placed in the Records folder for Records personnel to pick up the following morning.
6. When responding to a restraining order violation call, an officer cannot take enforcement action for the violation of the order if the order has not been served, as indicated by the CARPOS entry. In rare circumstances, an officer may serve a restraining order at the scene of a call for service. If this occurs, the officer is required to complete a Proof of Service form and provide it to Records (or Dispatch if Records is closed) so that the CARPOS entry can be modified to "served" rather than "unserved." Dispatch is to complete the CARPOS modify transaction to modify the record accordingly and place the Proof of Service form and CLETS printout reflecting the modified entry in the Records folder.

Tow Rotation

Montclair Police Department contracts with two tow companies for towing and impound of vehicles. These are known as Official Police Tows. They are:

Pacific Towing
Dietz Towing

The address and telephone number for each tow company is located in the CAD NOTE file as PACIFIC or as DIETZ. Both are located in Montclair.

One tow company is used each week on alternating weeks. The name of the tow company of the week is posted on a card on the bulletin board in Dispatch. The tow company of the week changes Sunday night at midnight. The graveyard dispatcher on Sunday night is responsible for changing the card displayed on the bulletin board to the current tow of the week.

Warrants – Attempt Warrant Service

A Warrant Information Sheet (also known as a WIS) is generated by the Sheriff's Department when a warrant is issued in San Bernardino County Superior Court and the warrant is entered into the CLETS/NCIC Wanted Person System (WPS). This WIS is mailed to the law enforcement agency having jurisdiction over the wanted person's residence. Montclair Police Department receives WIS documents by mail weekly. Those for misdemeanor warrants are forwarded to the Crime Suppression Unit (CSU) officer for attempted service when time permits. Those for felony warrants are forwarded to Dispatch to enter as a call for service using the Incident Type Code of AWS.

Prior to entering the call for service, the dispatcher prepares a warrant packet for the officer to pick up and take with him/her for the attempted warrant service. The dispatcher runs the person's name through the various CLETS databases using the applicable command on the Command line. The dispatcher calls Control (San Bernardino County Sheriff's Department) and confirms the warrant is still active and runs the person in Cal Photo, listing AWS and the incident number from the call for service just entered as the reason for the inquiry. If a match is found, the photo is printed out for the officer. The dispatcher then provides the officer with the WIS document and the Cal Photo printout, and advises the officer of additional pertinent information such as DL status (valid, expired, suspended, or no match), whether the person is a registrant or is in the Supervised Release File, and any other pertinent information.

Dispatch Log

The Communications Center is responsible for recording relevant information on calls for service or self-initiated activity. Communications Center members are to attempt to elicit as much information as possible to enhance the safety of officers and assist in anticipating conditions to be encountered at the scene. Desirable information would include, at a minimum, the following:

Case, arrest, field interview, and incident number

Date and time of call for service or officer initiated activity.

Name and address of complainant

Type of incident reported

Location of incident reported

Identification of officer(s) assigned as primary and backup

Time of dispatch

Time of the officer's arrival

Time of officer's return to service

Disposition or status of reported incident

Shift lineup and beat plan

On warrant arrests, the warrant number, charge, bail amount, and court of issue

Name, date of birth, and arrest charges of arrestees

Name and date of birth of persons detained under Welfare and Institutions Code §§ 5150 and 300

Name and date of birth of subject(s) when a field interview (FI) number is issued

When multiple names are listed on a call entry and some, but not all, of the names listed are in-custody, the log entry should specify the name and date of birth of those taken into custody.

When a tow is made at an owner's request, "owner's request" should be noted on the log along with the type of vehicle or license plate number if multiple vehicles are listed on the call.

When a tow is cancelled, a notation of "tow cancelled" should be noted.

Mental Health Facility Notification of Threat

The following is the protocol for handling a written or telephone notification from a mental health facility regarding a threat made by a patient against another person(s):

If the patient makes threats during an out-patient appointment and is still at the facility, enter a call for service for a Welfare and Institutions Code § 5150 evaluation.

If the patient made the threats at a facility located in Montclair, but the intended victim resides in another city, enter a call for service as a welfare check, document the details of the phone call or notification letter, advise the law enforcement agency having jurisdiction where the victim resides, and close the call after noting the other agency's information.

If the patient makes threats while at a facility located in another city but the intended victim resides in Montclair, enter a call for service as a welfare check, document the details of the phone call or notification letter, send a Montclair officer to conduct the welfare check, and close the call accordingly.

When the call for service is closed, the dispatcher shall print a copy of the incident and forward it to the Dispatch Supervisor for five-year retention.

Code-5 Information

[REDACTED]

CLETS Terminal

The CLETS terminal located in Dispatch is the primary terminal for the Department and is to be monitored for incoming CLETS messages at all times. For this reason, console one is designated as the primary dispatch console and is to be occupied at all times. Only personnel having full-access CLETS operator status may be allowed to work alone in Dispatch.

The CLETS machine is set-up to automatically print all messages to the secondary terminal printer in the Records Bureau, however Dispatchers receiving incoming "ten-minute hit responses" and locate teletypes are required to print the teletype to the Records Bureau as a secondary copy.

When it is necessary to print an incoming teletype message in Dispatch from the primary CLETS terminal (e.g., Records is not staffed and the Watch Commander is not available to retrieve the printout from the Records Bureau printer), the message can be printed directly from the primary terminal by clicking on the printer icon on the monitor. The default is set at Dispatch and should remain set at Dispatch.

Dispatchers are responsible for handling all CLETS transactions in the absence of Records Bureau personnel.

The Dispatch Supervisor is responsible for updating the CLETS manuals with the updates provided by the Agency Terminal Coordinator.

Safety and Security of the Communications Center

[REDACTED]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Officer Notification of Court Appearance

In order to help ensure that officers appear on all court appearances when telephone notifications are received from the District Attorney's office the following procedure and documentation will be followed:

If the officer is on-duty, the dispatcher will notify the officer by radio (or personally) and indicate on the Dispatch Log that notification was made.

If the officer is not on-duty, the dispatcher will attempt to notify the officer at home or on his/her cell phone. If the officer did not answer, an attempt will be made to leave a voice mail message. In either case, it should be documented on the Dispatch Log whether notice was personally given, a voice message was left, or notification was unable to be made. Conclude the call entry with, "Attention Officer_____". If unable to leave a voice mail message or if a message was left, it is still the responsibility of the dispatcher to leave a voice mail message on the officer's voice mail at the station.

If the dispatcher is unable to reach the officer and is unable to leave a message, attempts should periodically be made throughout the shifts to reach the officer. These attempts will also be documented on the Dispatch Log as second attempt, third attempt, etc. At the end of the shift, if contact has not been made with the officer or a message left, the oncoming dispatcher(s) will be advised and will continue to attempt notification.

Bio-Hazard Exposure Safety

Information regarding contagious and hazardous medical conditions may, with a supervisor's authorization, be included in the Computer Aided Dispatch (CAD) premise file. This information may be released to emergency responders who have a possibility of coming in contact with the individual having the hazardous medical condition. No other use or release is permitted. It is not appropriate to delay an emergency response due to this information, and laws prohibit any such delay. This information is only made available for the emergency responder to use in taking appropriate cautionary and protective measure in managing the incident. Appropriate precautions may include donning protective gloves and face masks designed to intercept particulates and mists.

Alarm Cards

Upon advisement from the officer of an alarm call disposition of "ACL", the dispatcher shall close the call using the disposition code for "alarm card left" (ACL). The dispatcher will issue the officer an incident number. If an alarm call is closed out with a disposition other than "ACL," the call comments shall include the reason no alarm card was left.

Use of Television in the Communication Center

The primary use of the television in the Communications Center is to keep the dispatchers and patrol supervisors up-to-date on newsworthy events. It may secondarily be used during periods of low activity for training and entertainment.

The television may be on at any time provided that it does not interfere with dispatcher duties. The volume must be kept at a level low enough that the dispatchers are able to hear both telephone and radio traffic. Any supervisor or manager may order the television be turned off should they determine that it is interfering with police business.

If more than one dispatcher is present in the communication center, all must approve the use of the television, including the programming. Only broadcast programming, DVDs, or other specifically authorized job related programs will be viewed. If, in the opinion of any supervisor or manager the content of the programming being viewed is inappropriate for the workplace, they may direct that the program not be viewed. Dispatchers are prohibited from watching "R" rated movies.

Uniforms

Dispatchers are required to wear the department approved uniform.

Sit-Alongs

Due to the restriction on access to the California Law Enforcement Telecommunications System (CLETS) and the nature of the Dispatch operation with regard to confidential information, sit-alongs in Dispatch are not permitted.

**MONTCLAIR POLICE DEPARTMENT
DISPATCH TRAINING MANUAL**

SECTION SIX

CAD OPERATIONS AND USE

Trainee: _____

Trainer: _____

SUBJECT	REVIEWED Trainer & Trainee Initials & Date	COMPETENT Trainer & Trainee Initials & Date	DESCRIPTION
CAD/RMS System Overview			Explain the Computer Aided Dispatch (CAD) and Records (RMS) System and it's purpose.
Logging on to the CAD/RMS System			<p>Explain how to log on to and off of the CAD/RMS System. Have the trainee log on to and off the CAD/RMS System daily and configure the windows.</p> <p>Explain three unsuccessful attempts will deactivate the user and who to contact if this occurs (Administrative Supervisor, Police Services Supervisor, or Sr. Information Technology Specialist.</p> <p>Explain how to use the "forgot password" feature on the CAD/RMS log-in screen.</p>
Troubleshooting			Explain what to do if the CAD/RMS system freezes up (log off and log back on).
Command Screen			Explain the purpose and use of the two windows that comprise the Command Screen. Explain the Command Line. Have the trainee enter and update calls.
Call Manipulation Commands			Explain the use of the call manipulation commands. Have the trainee practice using the commands.
Search and Display Commands			Explain the use of the search and display commands. Have the trainee practice using the commands.
Status Monitor Screen			Explain the purpose and use of the two windows that comprise the Status Monitor Screen. Explain the colors (red, green, purple, blue, yellow) and their meaning.
Externals			Explain the purpose and use of EXTERNALS screen and tagging messages. Have the trainee use the EXTERNALS screen and tag messages throughout the training and in completing the training outlined in Section Five – CLETS NCIC System.

SUBJECT	REVIEWED Trainer & Trainee Initials & Date	COMPETENT Trainer & Trainee Initials & Date	DESCRIPTION
MDC Messages			Explain the procedures for sending and receiving MDC messages. Review protocol for professional messaging. Review Policy and Procedures §448 – Mobile Data Computer Use. Send and receive a test MDC message.
Records Management System (RMS)			Explain the purpose and use of the Records Screen. Have the trainee use the Records Screen throughout the training.
Numbers – CR, AR, FI, Incident			Explain the purpose and issuing of incident numbers, CR, AR, and FI numbers. Have the employee practice completing the command to issue CR, AR, and FI numbers.
NOTE File			<p>Explain the purpose and use of the Note file. Explain how to view the note file listings and how to view the individual listings.</p> <p>Explain how to update an existing note file entry. Have the trainee complete the steps to update a note file.</p> <p>Explain how to make a new note file.</p>
Call Comments			Explain the purpose of call comments. Explain information required to be included in the call comments for particular call types.
Premise File (Option ADDINF)			Explain the purpose and function of the premise file. Explain how to add and update information in the premise file. Have the trainee complete the steps to update a premise file for an address.
Geo File			Explain the purpose and function of the geo file.
CALINQ			<p>Explain and practice how to use the CALINQ option to pull up a prior incident by incident number, CR number, AR number, and FI number.</p> <p>Explain and practice how to do searches using the various search filter fields of the CALINQ option.</p>
Tagging Externals			<p>Explain how to tag external messages to attach them to the call as part of the permanent call record.</p> <p>Additional training in Externals will occur in a later section.</p>

SUBJECT	REVIEWED Trainer & Trainee Initials & Date	COMPETENT Trainer & Trainee Initials & Date	DESCRIPTION
System Down Procedure			<p>Explain the procedure for entering and updating calls and unit activity using call cards when the system is down.</p> <p>Explain entering call card information into the system when the system comes back up.</p>
CAD Command Exercises			<p>Have the trainee complete the CAD Command exercises. Complete additional exercises as needed to practice entering commands. Once the trainee becomes comfortable with the process, begin having the trainee do the CAD commands on actual call activity. Continue training until sufficiently proficient in this task.</p>

CAD/RMS SYSTEM OVERVIEW

CAD/RMS Provider

The Computer Aided Dispatch (CAD)/Records Management System (RMS) system used by Montclair Police Department is the West Covina Service Group (WCSG)

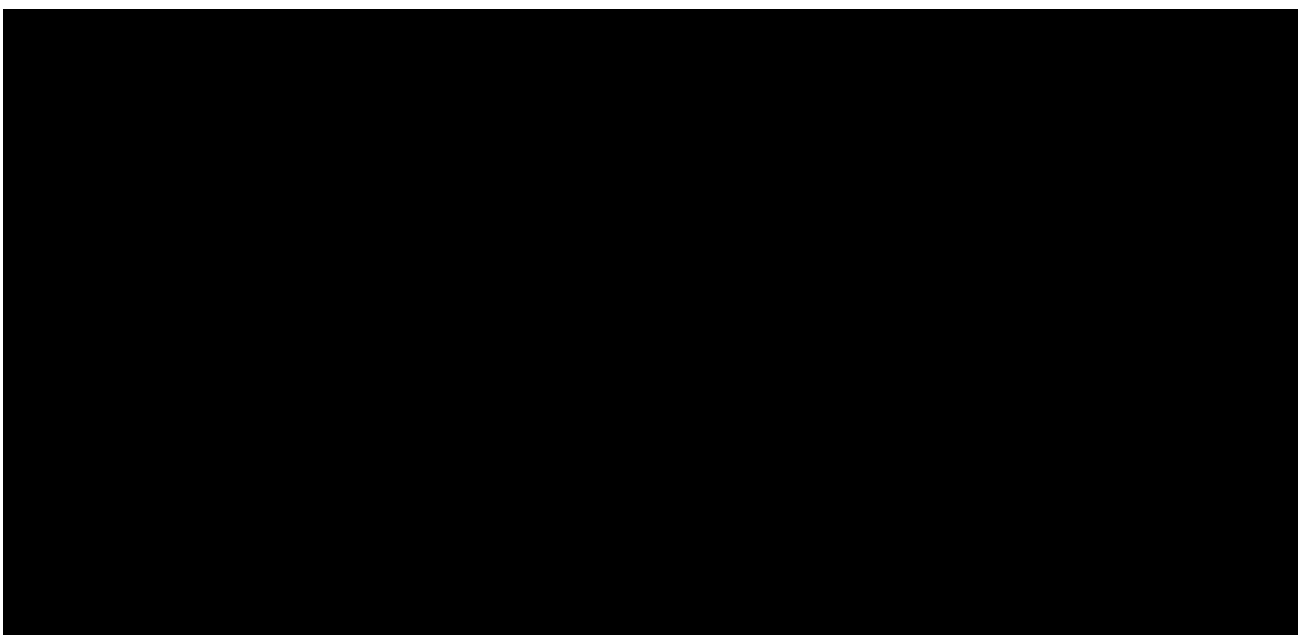
CAD/RMS system. Contact information for the West Covina Service Group is contained in the CAD NOTE file.

The Computer Aided Dispatch (CAD) System

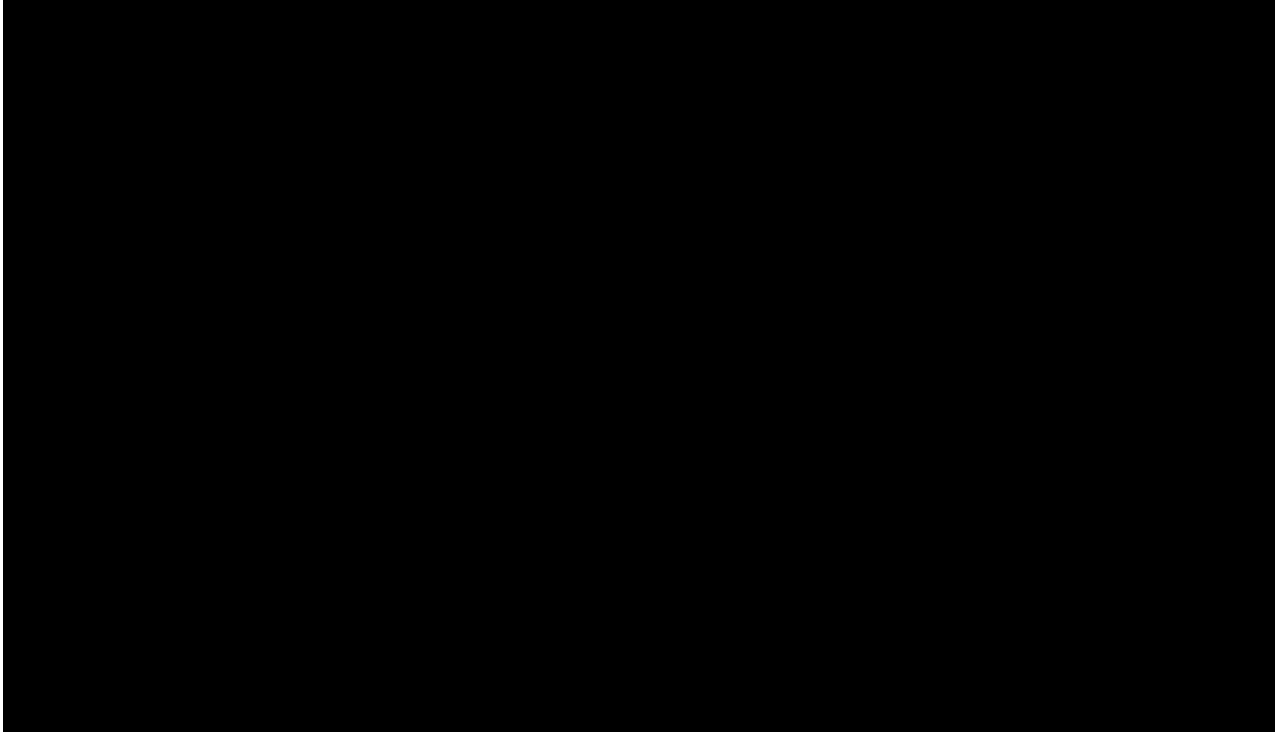
The Computer Aided Dispatch (CAD) system is comprised of four windows:

1. **CAD Command Screen** – Used for entering calls for service and updating information and the status and location of personnel (units) in the field. Tabs at the bottom of the window provide options for viewing active, pending, and prior call activity.

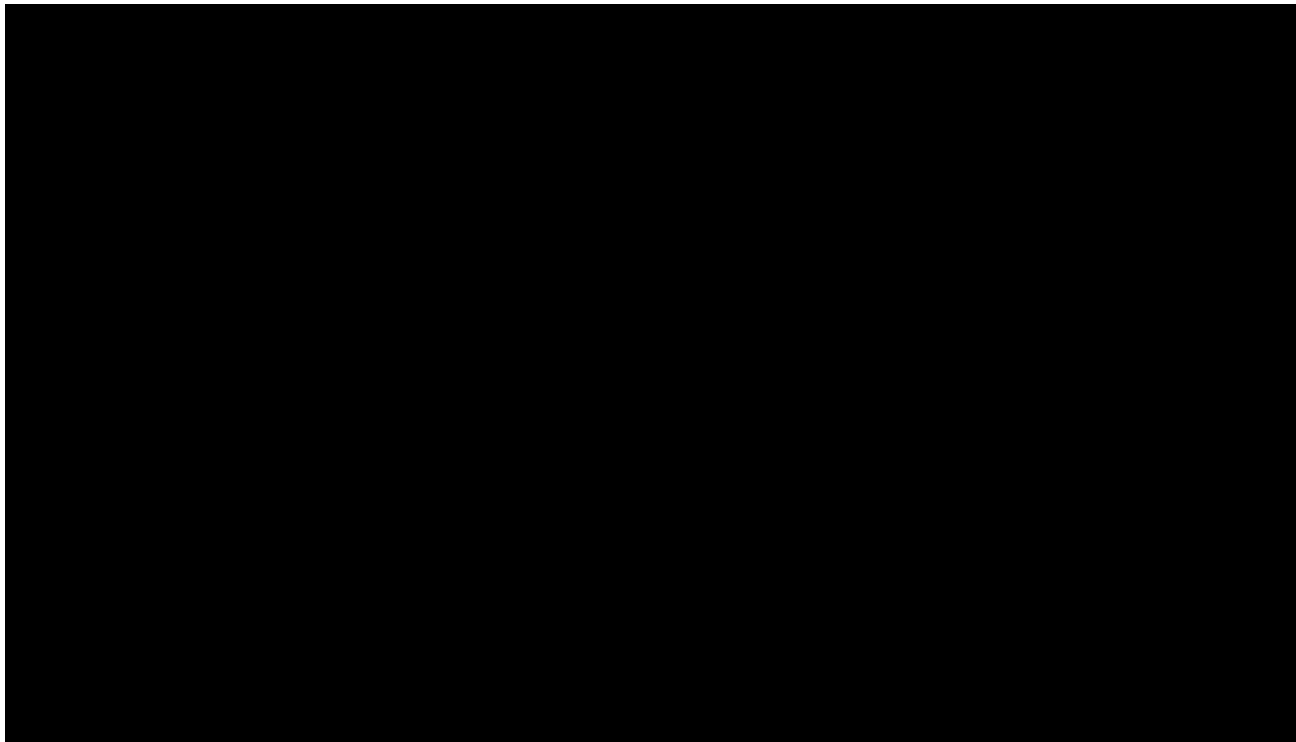
The first line on the CAD Command Screen is labeled “CMD.” This is the Command line on which all commands are typed. Commands are codes and sequences of information that are used to enter and update call for service incidents and officer activity.



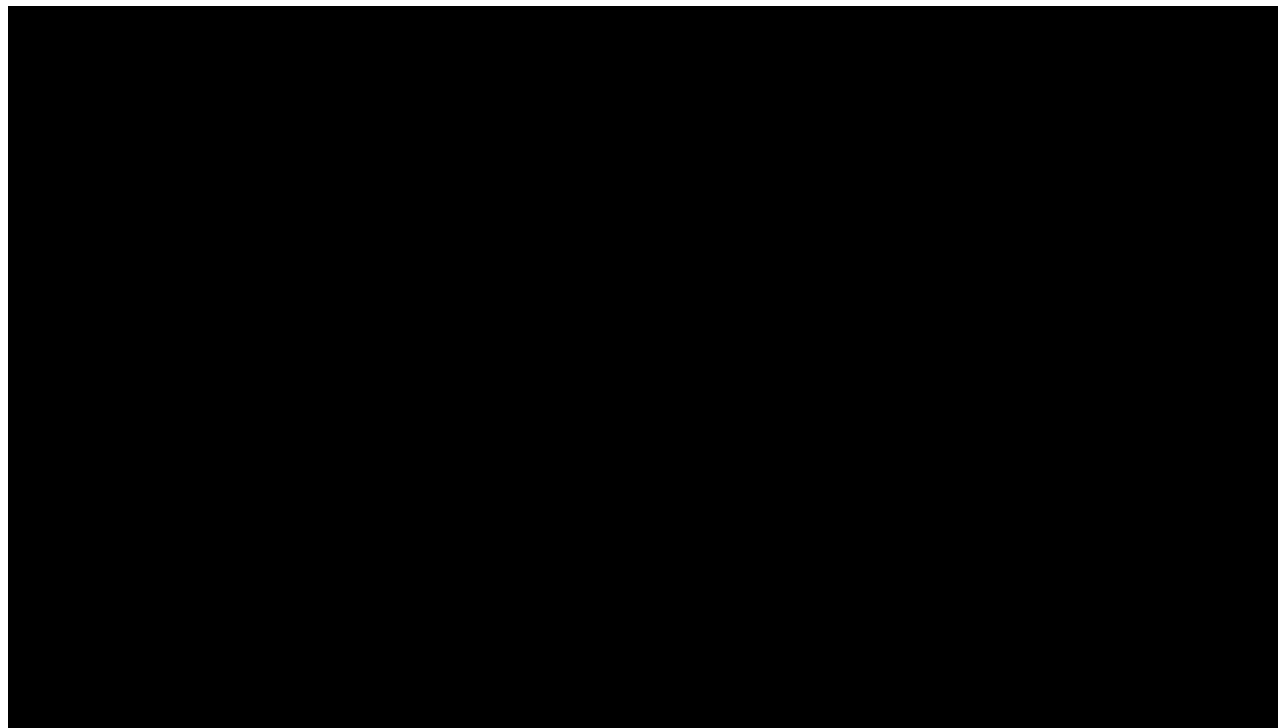
2. **Status Monitor** – Displays the location of personnel (units) in the field, radio call signs and personnel assigned to those call signs. Also displays pending calls for service.



3. **Externals** – Displays the results of California Law Enforcement Telecommunications System (CLETS) / National Crime Information Center (NCIC) System inquiries.



4. **Records** – Used for accessing information contained in the Records Management System (RMS) which has been entered by Records Bureau personnel. This system includes data from police reports, citations, field interview cards, and registrants. The Records window is also used for viewing externals messages (information received from the California Law Enforcement Telecommunications System (CLETS) / National Crime Information Center (NCIC) databases.

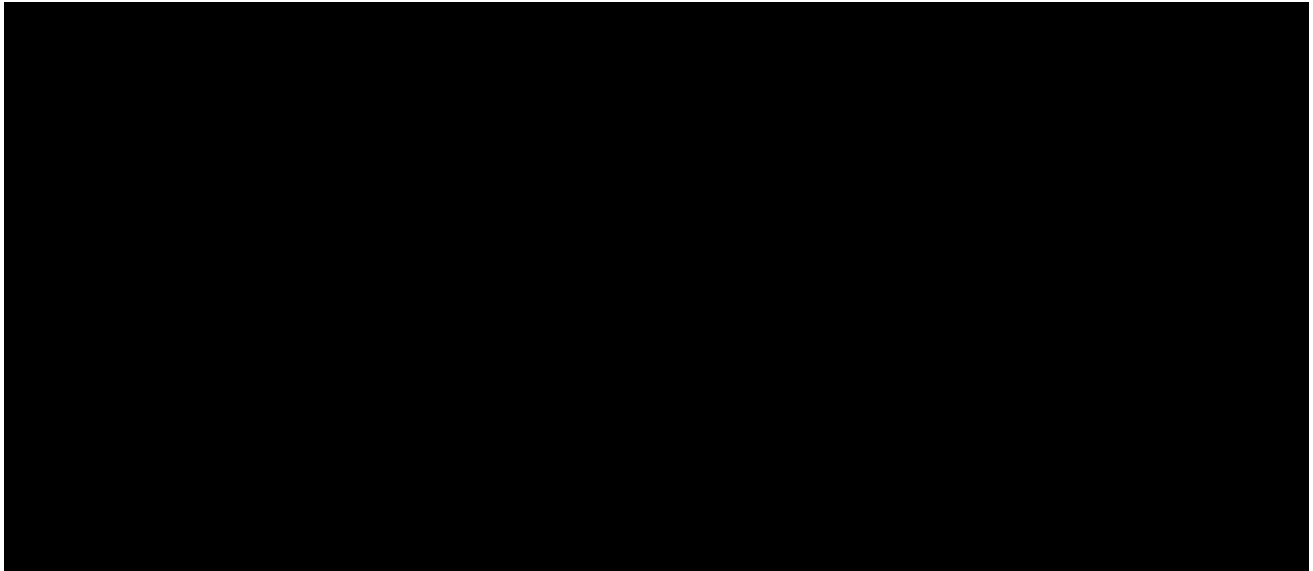


LOGGING ON TO THE CAD/RMS SYSTEM

Employees with access to the CAD/RMS system log onto the system using a designated user name and password. The password configuration must comply with US Department of Justice (DOJ) /Federal Bureau of Investigation (FBI) Criminal Justice Information Systems (CJIS) security policies and California Department of Justice (DOJ) Policies, Practices, and Procedures requirements. Passwords must be at least eight characters in length and contain at least one capital letter, one lower case letter, one number, and one special symbol. Passwords must be changed every 90 days. The system will prompt the user to change the password. The CAD/RMS log-in screen includes an option to use if your password is forgotten. A temporary password will be e mailed to you, allowing you to log on and reset your password.

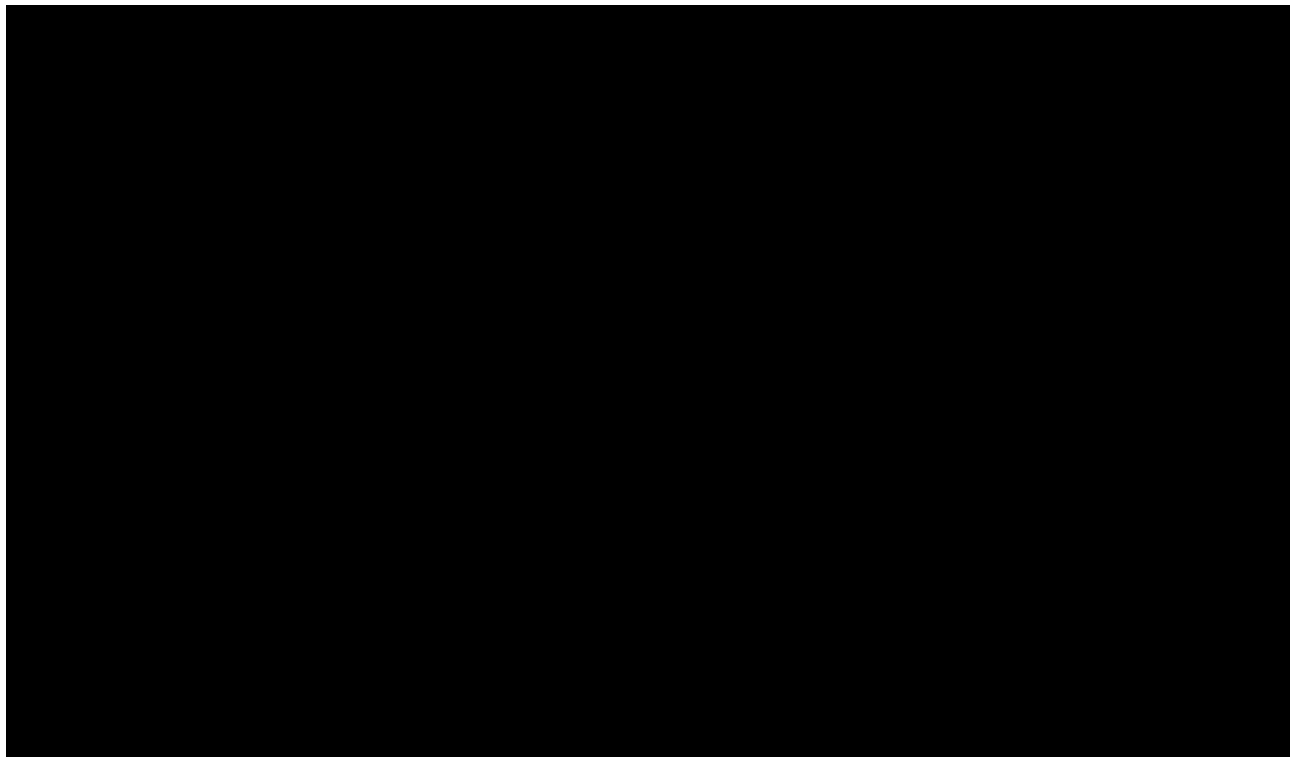
Montclair Records

The Montclair Records log-in screen looks like this and can be accessed by double clicking on the Montclair Records icon on the computer desktop:



Computer Aided Dispatch (CAD)

The CAD log-in screen looks like this and can be accessed by double clicking on the CAD icon on the computer desktop:



TROUBLESHOOTING

If the CAD system freezes up (requires logging of and/or logging back on), crashes, or otherwise is not functioning properly, contact the CAD/RMS provider help desk if the problem appears to be related to the program itself. The CAD/RMS provider (West Covina Service Group) contact information is located in the CAD NOTE file listed as WEST COVINA. A business hours number and an after-hours number for system down or other CAD/RMS emergencies is listed.

If the problem appears to be hardware related contact the Police Department's IT support personnel. Contact information is located in the CAD NOTE file listed as IT CONTACT INFO.

If you do not know at all whether the problem is software or hardware related, contact the Police Department's ID support staff first for direction.

USING THE CAD COMMAND SCREEN

Using CAD Commands to Enter and Update a CAD Record

Specific CAD commands consisting of information, codes, and punctuation in specific order are used to create and update a record in CAD.

CAD Commands are typed on the Command line of the CAD Command Screen, which is the first field at the top of the screen.

When entering CAD commands, the order of information and punctuation used must be exact, as they perform specific functions. If a command string is typed in the wrong order, the computer will not recognize the command.

Punctuation and It's Functions

The comma, semi-colon, and forward slash (/) are the only punctuation used with CAD commands.

When typing these commands, there are no spaces between the punctuation and the first character of whatever follows it.

The Comma

The comma is used to separate different fields within a command string. The following is an example of the full command string used to run a person through the various external CLETS/NCIC databases:

Example: QN,ORI,LAST,FIRST,DOB,STATE,GENDER

When running a person, the ORI and the State in the command string are actually not necessary because the computer can make default assumptions. When the unnecessary information is replaced with a comma, the computer will make the default

assumption. When replacing the ORI with a comma, the computer will make the default assumption that it is your own agency running the information and when the State is replaced with a comma, the computer will make the default assumption to run the person through California. In routine practice, the ORI and the State are left out of the command string and the command string looks like this:

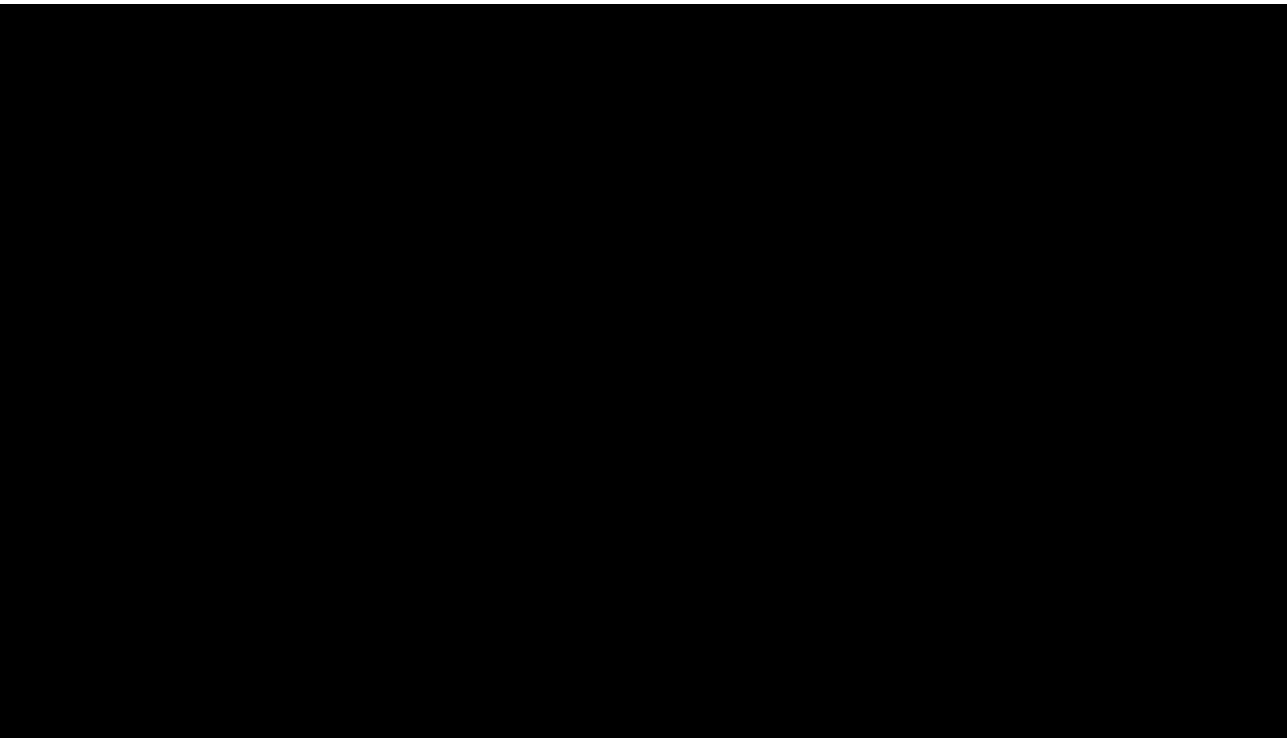
```
QN,,LAST,FIRST,DOB,,GENDER
```

```
QN,,SMITH,JOHN,010731,,M
```

To run the person through Nevada instead, the command string would look like this:

```
QN,,SMITH,JOHN,010731,NV,M
```

This is how it will look when you type the command on the command line:

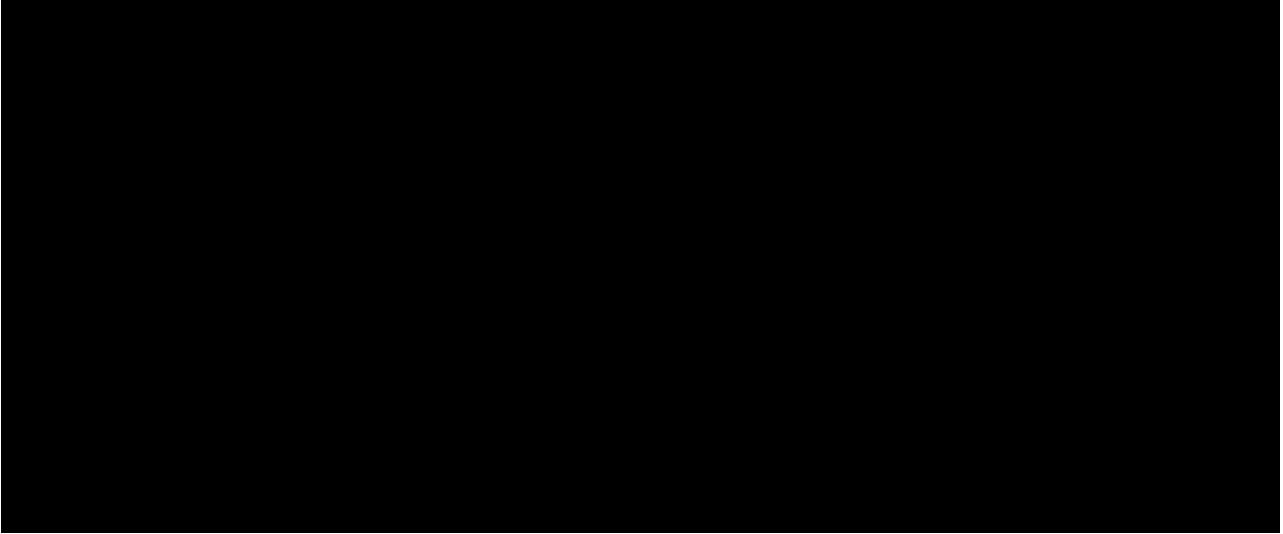


The Semi-Colon

The semi-colon tells the computer that everything typed after the semi-colon, or between two semi-colons, goes in the comments section of the call. The below example is what the standard traffic stop command looks like when the officer provides the license plate first, and then the location:

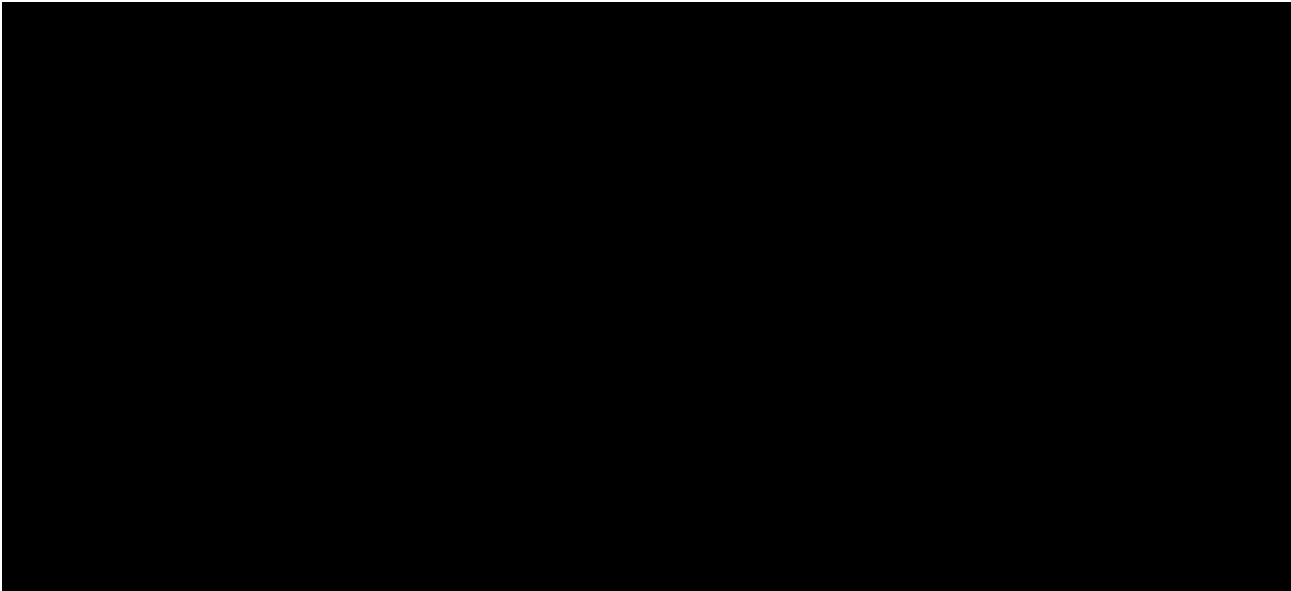
```
Example: TS,3P13;/PLATE;LOCATION
```

This is how a traffic stop command will look when typed on the command line:



When the command is entered on the CAD Command Screen, the traffic stop will then appear on the Status Monitor, showing that officer on the traffic stop at that location, and the license plate will appear in the free form space to the right of the location.

This is how a traffic stop will subsequently appear on the status monitor:



By typing the command in the proper sequence, the computer will automatically run the license plate on the vehicle. The results of that license plate inquiry are viewable by accessing the externals tab on the lower portion of the CAD screen or by the New Message button on the Records screen.

When the status alert timer activates, the Status Monitor display will highlight that particular active call in color. To clear the status alert timer (e.g., red), verbally check the officer's status and then when he/she acknowledges "Code-4", type the status change command (SC). The license plate information displayed on the Status Monitor will then disappear from the free form area next to the location and appear in the comments section of the call.

The Forward Slash

The forward slash (/) tells the computer to run the license plate that follows the forward slash. The forward slash can be used with the traffic stop command (TS) and with the Officer Initiated command (OI) because both commands allow use of the semi-colon.

Using the traffic stop command, you can see the forward slash is there in the command string, right in front of the license plate, with no spaces, and the license plate is between two semi-colons.

The following is an example of how the forward slash is used with the Officer Initiated command (OI):

Example: OI,UNIT,TYPE,FREEFORM,LOCATION;/PLATE

OI,3P12,OVC,ALLEY,5100CANOGA;/123ABC

CALL MANIPULATION COMMANDS

The following are the CAD Commands, their purpose, and how they are entered on the Command Line of the CAD Command Screen.

AK Acknowledge (a new call)

Removes the solid bar from the top of the status screen, acknowledging receipt of a new call by another dispatcher.

AK [enter]

AS At Scene

Puts a unit, not dispatched, at a scene. The call (scene) must be displayed on CAD command screen in order to use this command. The second form of the command (with OVR at the end) allows the unit to be put at scene, even if the unit is assigned to another call. Rather than having to close the unit off the call he/she is on and the put the officer at this new call, the OVR can be used at the end of the command to simultaneously close him/her off the first call and put him/her at the second call.

Units must be put at scene individually. Multiple units cannot be put at scene in one command transaction

AS, unit [enter]

or

AS,unit,OVR [enter]

AB At Back

Puts a unit, not dispatched, at scene without having the call displayed on the CAD Command screen. This command does not work with the OVR tag.

AB,backing unit,on scene unit [enter]

Example: 3P21 is on scene. 3P22 was not dispatched to the call, but advises he is now on scene with 3P21.

AB,3P22,3P21

AI Address Information

Displays address information connected to a specific location. The AI codes are highlighted in the upper right corner of the CAD Command screen in the Info field.

AI [enter]

AI Codes: AI – Officer Safety
B = Business

CC Close Call

Clears a call with one unit assigned.

CC,unit,dispo [enter]
CC,3P21,RPT [enter]

Clears a call with no unit assigned.

CC,@,dispo [enter]
CC,@,HBD [enter]

Clears a call with multiple units assigned. The star symbol (*) is called a global close.

CC,unit,dispo,* [enter]

Clears a call and attaches comments to the call

CC,unit,dispo;any comments [enter]

Clears a call with multiple units assigned, attaches comments

CC,unit,dispo,any comments;* [enter]

CD Change Disposition code

The call must be displayed on the CAD Command screen to change a previously assigned disposition.

CD,new disposition code [enter]

Example: The call was originally closed off with a disposition code of RPT.
It needs to be changed to ARREST.

CD,ARREST

CU Catch-Up

Catch-Up is the means by which calls are entered into CAD in their proper time-stamped order after the computer has been down. Catch Up also allows CR, AR, and FI numbers to be issued sequentially when the computer is down and then use the computer to issue them in the correct order after the computer comes back up. Issuing the CR, AR, and FI numbers in correct order is critical. If even one CR or AR or FI number is issued out of order, every other call after that will be wrong because the computer issues the numbers sequentially and there is no way to alter that.

Fill in address, call type, reporting party information, and the first three lines of comments (if needed). Do NOT enter the call as normal with the F3 key. When the CAD Command Screen is full, type in the Catch Up string from the command line. Catch Up will only allow the primary unit to be entered.

Any times are in military format, HHMM, and dates are YYMMDD.

CU,primary unit, receive time, dispatch time, enroute time,at scene time,close call time, dispo [enter]

DI Dispatch Incident

Used to dispatch units onto a call while the call is open on the CAD Command screen.

DI,unit [enter]

Multiple units can be chained to the command.

DI,unit,unit,unit [enter]

The OVR code dispatches the unit to a new call over the current call the unit is on. If that unit is the only one assigned to the call, the current call will be forced into pending and the unit will be put on the new call. If other officers remain on the first call, it will remain active and not be forced into pending.

DI,unit,OVR [enter]

Adding "cancel" to the command puts the current call the unit is assigned to back into pending.

DI,unit,cancel [enter]

When DI is used, the call the unit is being dispatched to or cancelled from needs to be displayed on the CAD Command screen.

DB Dispatch Back

Puts the backing unit enroute to back the on-scene unit without the on-scene unit's call being displayed on the CAD Command screen.

DB,backing unit, on scene unit [enter]

EC Enter Comments

Adds comments to a call that is open on the CAD Command screen.

EC;comments [enter]

Adds comments to active calls not open on the CAD Command screen.

EC,unit;comments [enter]

FC Force Call

Used for addresses not in Montclair or not in the geo-file as a valid Montclair Address. Enter the address and call information on the CAD Command screen, then force the call. Does not assign a beat or Reporting District (RD).

FC [enter]

GC Get Case

Issues a Unique Number(s) to a call.

Unique Number types:	CR	Crime Report number
	AR	Arrest Report number
	FI	FI number
	LI	Log Item number (these are no longer issued)

GC, Unique Number type [enter]

GC,CR [enter]

GC,AR [enter]

GC,FI [enter]

HC Hold Call

Puts the information on the CAD Command screen into “hold,” freeing up the CAD Command screen for another call. Up to ten calls can be placed in “hold.”

HC [enter]

DH Display Hold Calls

Shows a list of calls on hold. They can then be selected using the appropriate item number, with the SI command.

DH [enter]

EN Enroute to Call

Used when a unit goes enroute to a call, if that time is different than when the officer was first dispatched with the DI command.

EN,unit [enter]

GH Get Hold Calls

Retrieves the last call placed in hold.

GH [enter]

MR Modify Record

Used to modify information on the CAD Command screen. Only information on the CAD Command screen can be modified. The comments section of the call cannot be changed. MR can also be used to change the beat of a call after the beat plan has been changed. Once the beat plan has been changed, verify the new address. The system will recognize the new beat plan and correct the beat. To save the change, use MR.

MR [enter]

OI Officer Initiated

Used for any officer initiated activity. Any incident type will work. The only field that is not required is the “free form” field. If skipped, remember to put a comma in its place.

OI,unit,incident type,free form,location [enter] .

OI,unit,incident type,,location [enter]

The forward slash will automatically run the plate when it is preceded by the semi-colon.

OI,unit,incident type,,location;/plate [enter]

OVR Override

Used with the DI command. OVR allows the unit's current activity to be replaced with a new activity. If the unit is the only one assigned to a call, the call will get put into pending and the unit will show enroute to the new call. This same command string is also used to re-dispatch a closed call that is open on the CAD Command screen.

DI,unit,OVR [enter]

RI Reinitialize

Changes the beat plan. When there are calls pending and the beat plan is changed, each call must be pulled up and the address verified in order to activate the new beat plan for that call and then modify the record. The call will then reflect the new beat.

RI,beat plan [enter]

SA Select Active

Selects and displays the active call the unit is currently on.

SA,unit number [enter]

Selects and displays the call and adds comments at the same time.

SA,unit number;any comments [enter]

SC Status Change

Takes the timer off the unit. Also updates the status.

SC,unit number [enter]

A unit can be status changed whether assigned to a call or not. The time parameter is optional. A location can be attached to a sub-status code using a forward slash.

SC,unit,time,sub-status code and/or location [enter]

Sub-Status Codes

48 Coffee break

BA	Busy – available
BU	Busy- unavailable
BK	Booking
C7	Code 7
CT	Court
CY	City Yards
FU	Follow-up
TA	Training – available
TE	Traffic Enforcement
TU	Training – unavailable
TP	Transporting

SP Switch Primary

Unit number used becomes the primary unit on an active call.

SP,unit [enter]

TS Traffic Stop

Used when an officer makes a traffic stop.

The preferred command string is with the license plate, then the location:

TS,unit;/plate;location
 TS,3P12;/SAM123;5200 Palo Verde

An alternate command string is with the location first, then the license plate:

TS,unit;location;/plate [enter]
 TS,3P12;location;/SAM123 [enter]

The forward slash works in either case to cause the computer to run the license plate, as long as it is preceded by the semi-colon.

UA Unit Arrived

Used to put a unit on scene to the call that the unit is enroute to.

UA,unit [enter]

Used to put multiple units on scene to the same call.

UA,unit,unit,unit [enter]

SEARCH AND DISPLAY COMMANDS

DC Display Closed Call

Display a list of closed calls from midnight forward for the current date.

DC [enter]

Display a list of closed calls from a specific date and start time. Agency is always "P" for Police, hour is two digit format, and date is also two digits, year first, then month, then date.

DC,agency,hh,yymmdd [enter]

DH Display Hold Calls

Display all calls held for that position, regardless of what user is signed on.

DH [enter]

DN Display Notes

Display a complete list of the NOTE file names that have been created.

DN [enter]

Display contents of the specified NOTE file name.

DN,file name [enter]

DN,duty [enter] (displays list of duty command phone numbers)

DM Display Most Recent

Display the most recent calls for service entered. The list is chronological from newest to oldest and will display the last 24 calls.

As an alternative, the most recent calls can be accessed using the Recent tab on the lower portion of the CAD Commands window.

DM [enter]

DU Display Unit

Displays the previously loaded officer information assigned to a specific unit number and that unit's current location.

DU,unit number [enter]

DU,3P13 [enter]

DW Display Warning

Displays prior calls for service at a verified address.

DW [enter]

E9 Enhanced 9-1-1 Data

Displays 9-1-1 caller data from the call taker's console to the radio dispatcher's console if the call taker has brought the data over from the phone system into CAD using the F8 (E911) key.

E9,console position number [enter]

GH Get Hold Calls

Retrieves last call placed in hold

GH [enter]

IH Incident History

Displays a historical summary of an active or closed call. Shows dates, times, status changes made, locations and comments for all units assigned to the call. Also shows the ID number of the dispatcher that typed the commands. The call must be up in the CAD Commands window to get an incident history. As an alternative, the Records Option: CALINQ can also be used to access the incident history.

IH [enter]

SI Select Item

Used from the Command Line to bring up onto the upper CAD Command window, the information or a call from the lower portion of the CAD Command window.

The item number is the number on the left side of the screen. The item number can pull up a pending or closed call, a call that was placed in hold, multiple choices of cross streets for an address and multiple choices of premise names when looking for a business.

SI,item number [enter]

SI,3

Used from the Command Line to bring up an already issued case number (CR),

arrest number (AR), field interview number (FI), or log item number (LI) to the CAD Command window.

SI,issued number [enter]

SI,CR133557

SI,FI121473

UH Unit History

Displays the history of the requested unit. The default start time is 0000 (read 2400 hours).

UH,unit [enter]

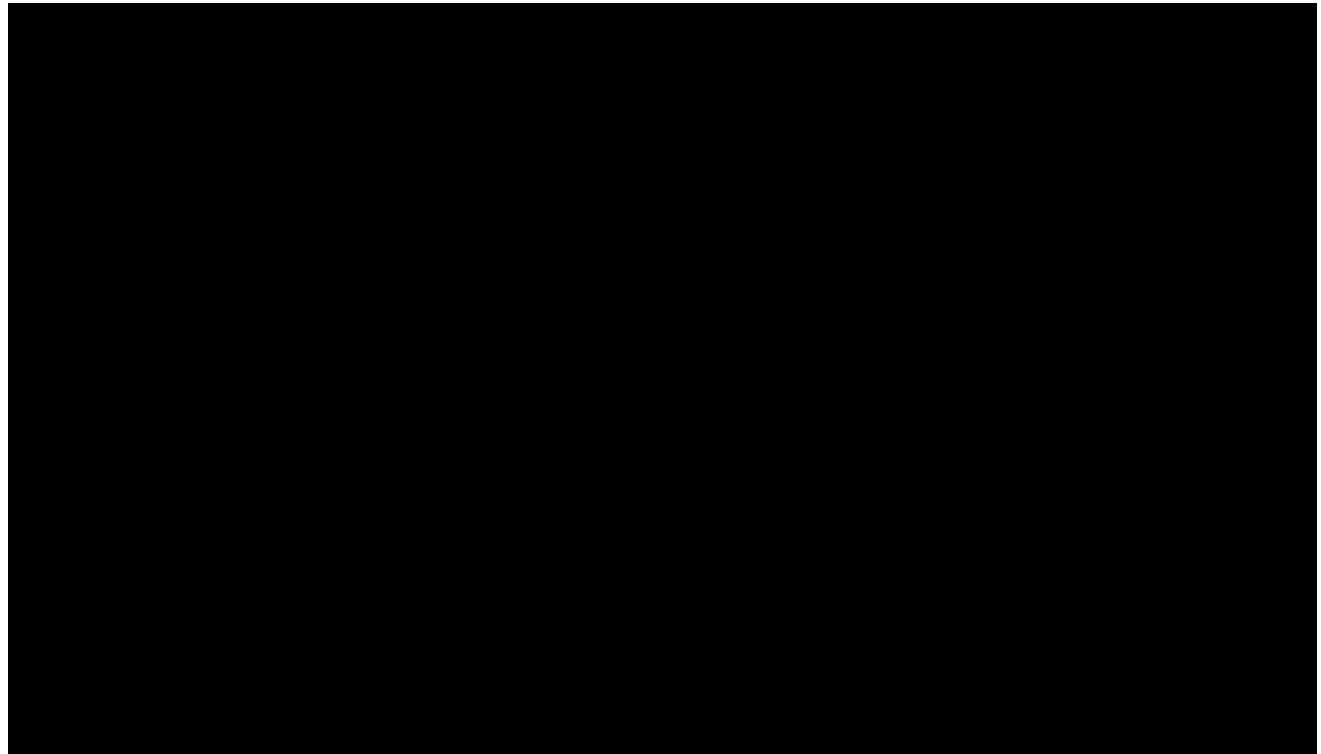
UH,3P32 [enter]

Displays the history of the requested unit by a specific time and date parameter. The format is two digit hour and two digit year, then month, then date.

UH,unit, hh, yymmdd

UH,3P32,06,131217

STATUS MONITOR SCREEN



The status monitor screen displays the current location of units. The colors have specific meaning and are associated with a timer based on the color.

The colors are:

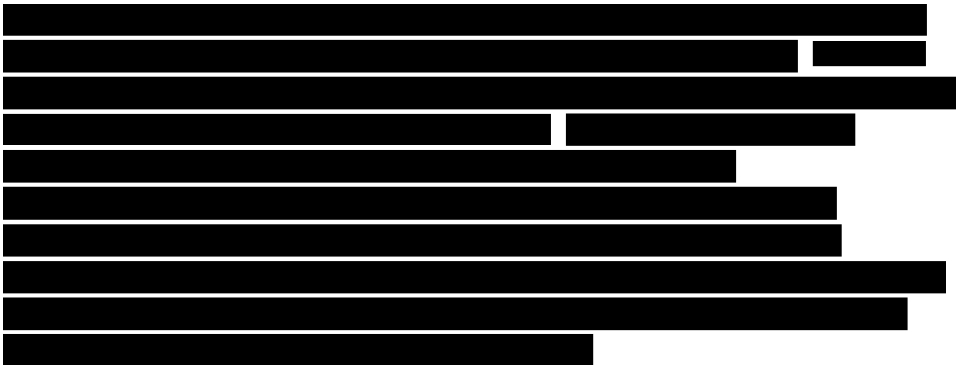
- Green: Unit is available for calls
- Yellow: Unit is en-route to a call or destination
- Blue: Unit is busy, but available for call
- Purple: Unit is busy and not available for calls (unless emergency)
- Red: Unit is at-scene/busy on a call

Yellow at the top of the screen tells the dispatcher there is a new pending call

The colors of blue, purple, and red are associated with designated status' that are timed to alert the dispatcher when a particular timeline has been reached.

Blue: 

Purple: 

Red: 

Letter "M"

The letter "M" displayed next to the officer name means the officer is logged on to the MDC in the police vehicle. If no "M" is displayed, this means the officer is not logged on to the MDC. If the M is displayed, it is possible to send the officer an MDC message.

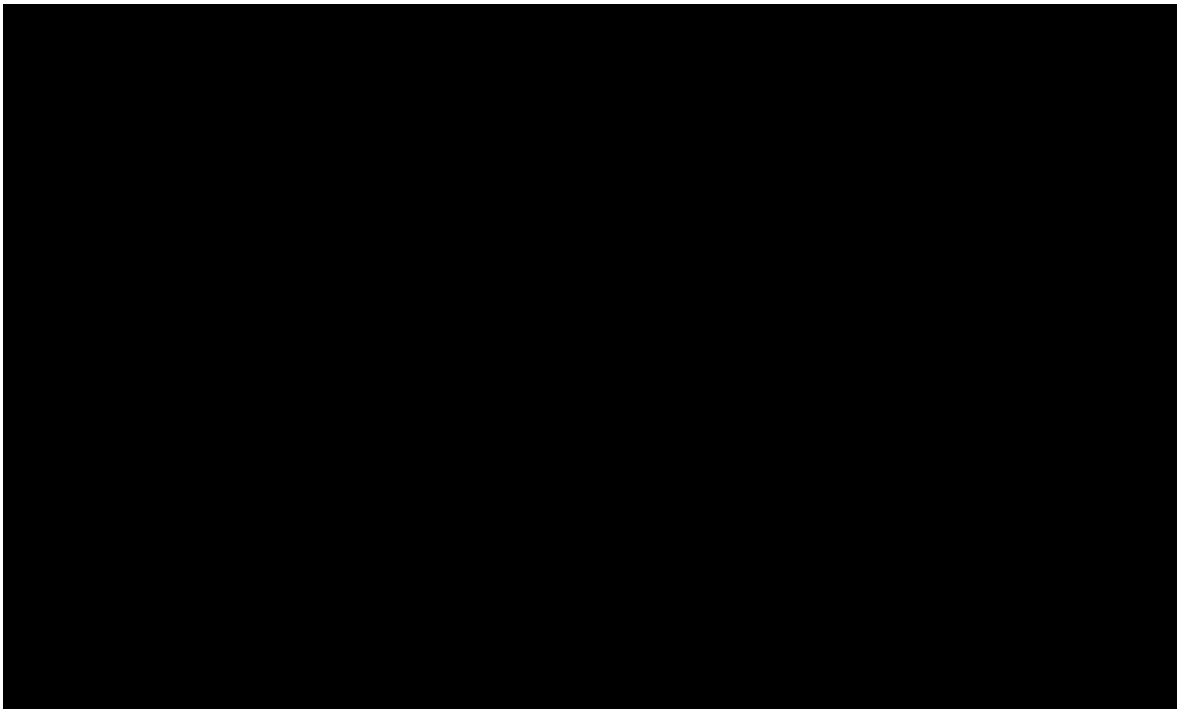
EXTERNALS

“EXTERNALS” is the name applied to the programming that allows the CAD program to access CLETS information. CLETS inquiries and transactions can be made in two different ways: (1) By utilizing the Records program and using the pre-formatted masks for each type of inquiry or (2) using a command on the command line of the CAD Command window.

When accessing CLETS “externals” using the Records module, the masks are selected on the Records window by typing the option name or selecting an option name from the dropdown menu.

Example: Option: VEH (vehicle inquiry)
 Option: VEH1 (vehicle entry)
 Option: MUPS (missing person inquiry)
 Option: MUPS1 (missing person entry)

EXTERNALS Inquiry Using the Records Module:

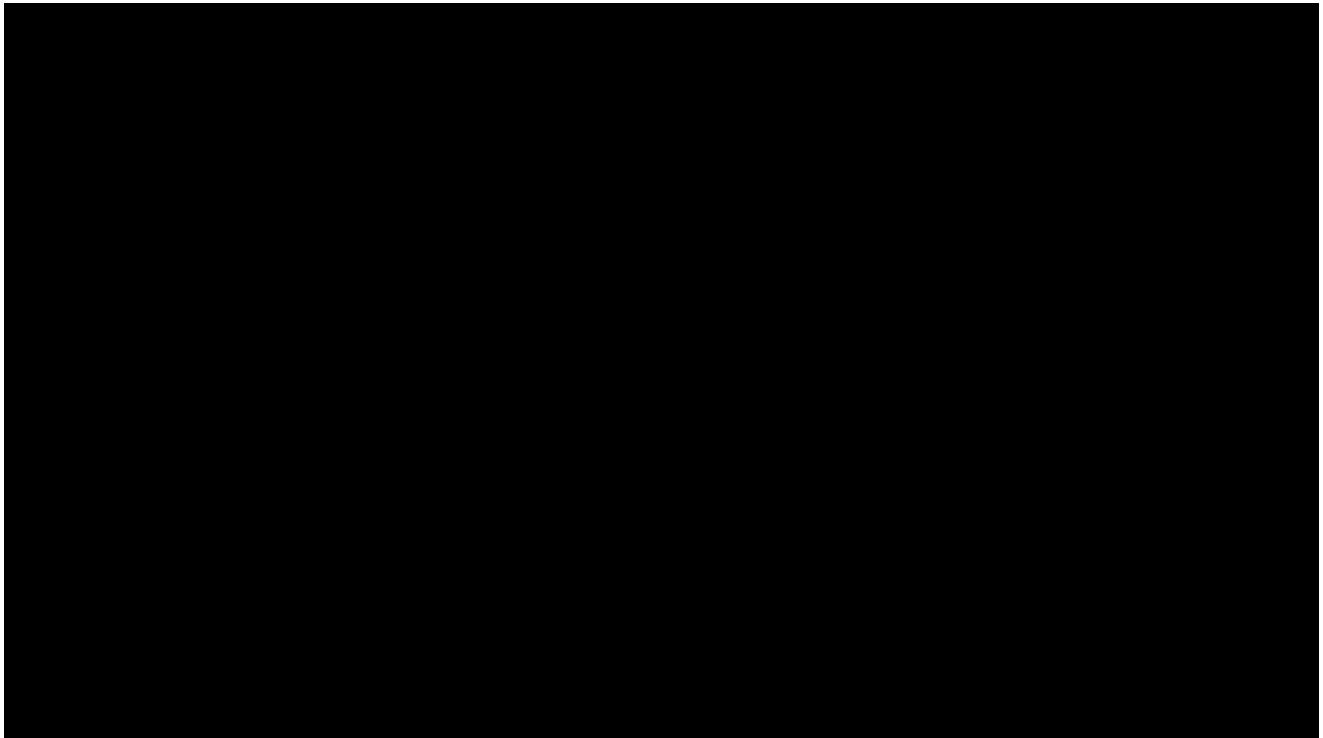


EXTERNALS Inquiry Using the CAD Module:

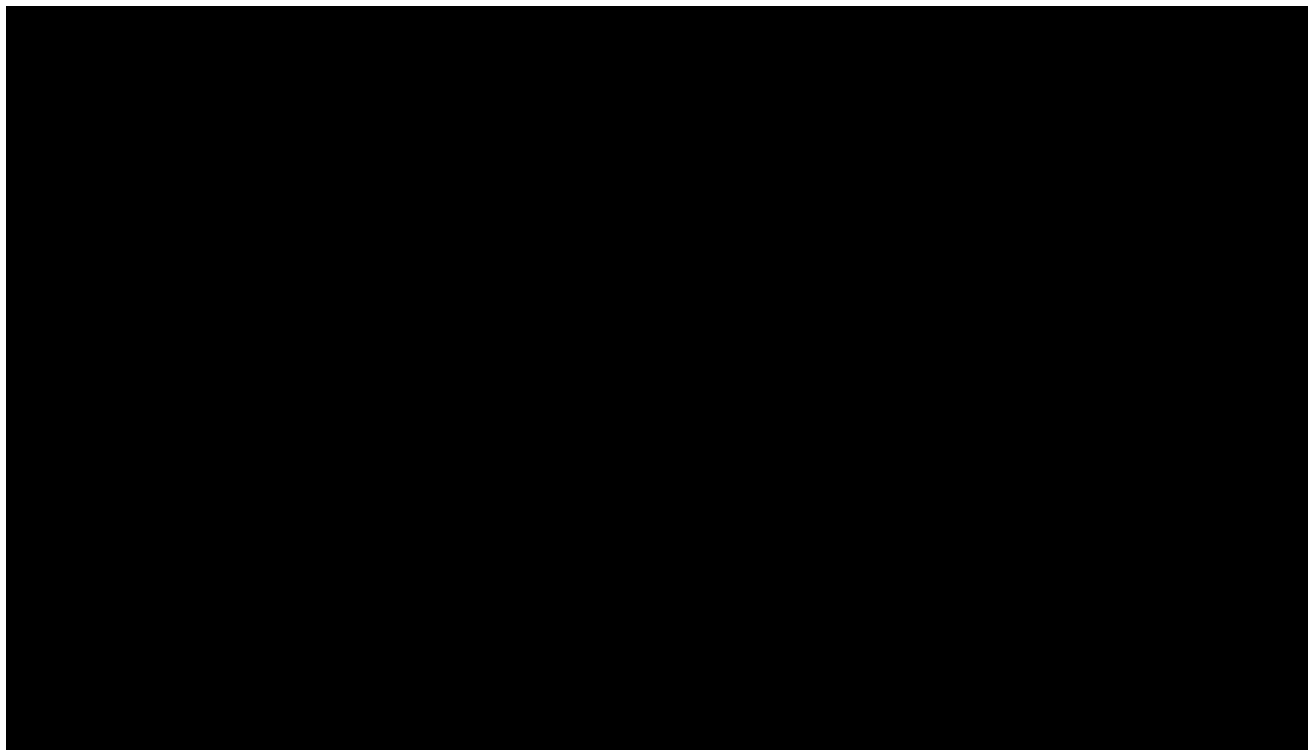
When accessing CLETS “EXTERNALS” using the CAD program, inquiries are made on the command line of the CAD Command Window. The command for an inquiry is a two-digit code and begins with the letter Q. The Q stands for Query.

CLETS “EXTERNALS” inquiries are viewed on the lower CAD Command window under the Externals tab or in the Externals window that remains open on the dispatcher’s console.

Example of a CLETS “EXTERNALS” inquiry command using the CAD module:



To view EXTERNALS inquiry results, click on the EXTERNALS tab if the EXTERNALS window is not already open on the display monitor. Dispatchers should have the EXTERNALS window remain open on the display monitor during their shift.



The results will show in the lower window (darker gray area).



The Commands to Use for EXTERNALS Inquiries from the Command Line

The following are the query commands used to run CLETS inquiries from the Command Line of the CAD Command Window. A detailed explanation follows the list.

The general format for the query function (using license plate query as an example, is:

QL,unit,license plate [enter]

QA	Query Article
QB	Query Boat
QG	Query Gun
QJ	Query Lojack Number
QL	Query License Plate
QM	Query a list of the dispatchers inquiry messages received
QN	Query Name
QO	Query Operator
QS	Query Securities
QV	Query VIN

QA Query Article

This query is used to query an article of property or a bicycle by serial number or owner applied number.

QA,unit,serial number or owner applied number

QB Query Boat

This query is used to query a boat by hull serial number

QB,unit,hull serial number

QG Query Gun

This query is used to query a gun by serial number.

QG,unit,serial number

QL Query License Plate

When making a license plate inquiry (query), the unit number of the unit you are running the plate for is included in the query so that a lost or stolen alert will immediately show up on the status monitor for that unit, regardless of whether the dispatcher has viewed the inquiry response yet.. Including the unit number with the license plate in the inquiry command also causes the license plate number to show up if a Unit History (UH) is run for that unit.

When making a license plate inquiry using the QL command, the system will make the assumption that the license plate state is California if not told otherwise. The system also assumes it is to check passenger car license plates as well as commercial license plates for a match, so it is not necessary to specify.

QL,unit,license plate [enter]

To query an out-of-state license plate with the QL command, the license plate state, expiration year, and license type need to be included in the command.

QL,unit,plate,state,expiration year,license type
QL,3P32,SAM123,NV,12,PC

QG Query Gun

This query is used to run a firearm by serial number through the CLETS Automated Firearms system (AFS) to determine if it is stolen and to obtain historical ownership information:

QG,,serial number [enter]

QJ Query Lojack

This query is used to query a Lojack hit number provided by the officer who receives the hit while driving a Lojack equipped vehicle. The query results will Provide the stolen vehicle license plate. The vehicle license plate then needs to be run in CLETS (QL) to obtain the vehicle description, the agency it was reported stolen to, and other pertinent details.

QJ,,lojack number [enter]

QM Query Messages

This query is used to query a list of responses received for queries made.

QN Query Name

Runs a name inquiry through WPS, NCIC, SRF, CARPOS, ANI (DMV driver's license or ID Number), MUPS, SAR, APPS, and in-house Records.

QN,UNIT,LAST,FIRST,DOB,CA,GENDER [enter]

Since the system will assume the state is California, the State field can be skipped, but a comma must go in its place.

QN,UNIT,LAST,FIRST,DOB,,GENDER [enter]

QN,3P13,SMITH,JOHN,070431,,M [enter]

QO Query Operator License Number

Runs a California driver's license or ID card number inquiry.

QO,unit,CDL or ID card number [enter]

QV Query VIN

Runs a California Vehicle Identification Number (VIN) inquiry.

QV,unit,vehicle identification number [enter]

TG Tag an External Message

An external message displayed in the lower window of the CAD Command window or on the Externals window can be tagged to attach it to the incident displayed on the upper CAD Command window. It can be tagged with or without additional comments.

TG,ADD,msg#

TG,ADD,75331107

TG,ADD,msg#;comment

TG,ADD,75331107;Blue Ford 22651(h)

Tagging EXTERNALS Messages

EXTERNALS is the term used to refer to CLETS and NCIC system inquiries of various types. Results of these inquiries can be tagged to attach them to the call record for future reference. EXTERNALS messages are “tagged” by typing the TG command sequence on the Command Line.

THE RECORDS MANAGEMENT SYSTEM (RMS)

System Overview

The Records Management System (RMS) is the database into which all police report, arrest, Notice to Appear citation, and Field Interview card data is entered by Records Bureau personnel using identifying numbers. The identifying numbers are assigned by Dispatch and the numbers are recorded on the documentation completed by the officer.

The identifying numbers are:

Police Reports	CR number – one number assigned per police report. Dispatch issues the CR number.
Arrest	AR number - one number assigned per arrestee. Dispatch issues the AR number.
Field Interview	FI number – one number assigned per incident. Dispatch issues the FI number.
Citation	CI number – one number assigned per person cited. Dispatch does not issue the citation number. The pre-printed number on the citation issued is the citation number.

Making System Inquiries

After a record has been entered into the Records Management System by the Records Bureau, the information can be searched. This information is referred to as in-house Information can be searched using specific Option Codes on the Records screen.

Option Codes are also used to make CLETS/NCIC system (Externals) inquiries via the Records Management System (RMS).

The Option Codes are listed on the Records Screen in the upper left corner. Click on the word “Options” to see a drop-down menu of the Records and Externals (CLETS) Option Codes.

Commonly used Option Codes for in-house inquiries:

NAME	Search for a person by name. Normally both last and first name
------	--

are used for the search, however a search by only last name or by moniker can be done and will produce a list of all persons in the database having that last name or moniker.

Search for a business by name

VEHLIC	Search for a person or vehicle by license plate number or VIN
CASE	Search for case information by case number
FI	Search for field interview information by FI number
CITES	Search for citation information by a citation number
TELINQ	Search for a telephone number associated with a person
ADDINF	Search for a residence or business address associated with a person

Commonly used Option Codes for CLETS/NCIC (Externals) inquiries:

VEH	Run a vehicle license plate or VIN for status in the Stolen Vehicle System (SVS) and DMV registration
WANT	Run a person for warrants in the Wanted Persons System (WPS)
MUPS	Run a person in the Missing and Unidentified Persons (MUPS) System
DRIVER	Run a person's DMV driving record
GUN	Run a firearm for status and ownership record in the Automated Firearm System (AFS)
PROPRT	Run an item of property for status in the Automated Property System (APS)
ROS	Run a person in the California Restraining and Protective Order System (CARPOS)
SUPREL	Run a person in the Supervised Release File (SRF)
BOAT	Run a boat for status and registration

Other Option Codes:

- ADMIN Send an administrative message to the Department of Justice or another law enforcement agency using that agency's mnemonic designator (in-California) or ORI designator (outside California). Also used to send regional broadcasts using region codes.
- MDTMSG Send a message to the Mobile Data Computer (MDC) of a unit in the field.

Mobile Data Computer (MDC) MESSAGES

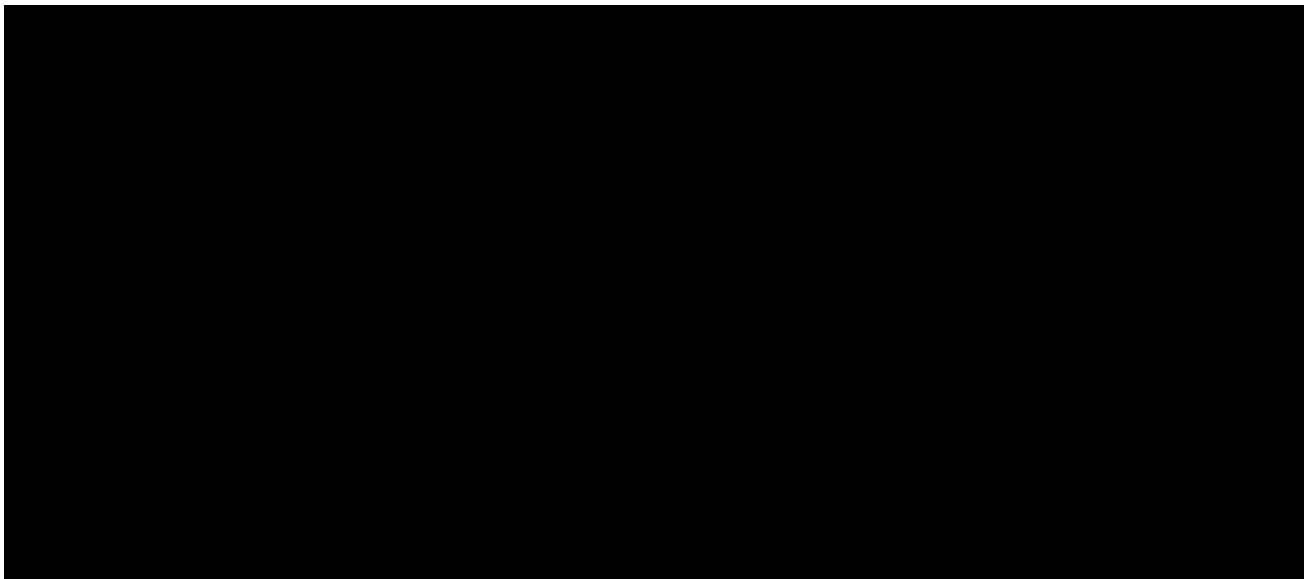
MDC messages are messages, similar to a text message, sent from Dispatch or Records Bureau personnel to the Mobile Data Computer (MDC) of a unit in the field, or vice versa, using the Records screen. These messages are normally sent to convey brief messages when communicating by radio is not practical or possible.

MDC messages are a public record, therefore they must be work related, professional, and cannot contain slang abbreviations or content of an inappropriate nature. It is not unusual for MDC records to be requested by the District Attorney and defense attorneys. Abbreviations common in texting are not to be used in MDC messaging. Refer to Policy and Procedures Manual § 448 – Mobile Data Computer Use for detailed policy on sending and receiving MDC messages.

Periodic audits are conducted on MDC messages to ensure compliance with established policy and procedures.

The Option code to access the MDC message screen is MDTMSG. MDC's were originally called MDT's (Mobile Data Terminals), which is why the Option code is MDTMSG instead of MDCMSG.

The MDC screen looks like this:



NUMBERS – CR, AR, FI, Incident

Incident numbers are issued automatically by the CAD system. CR, AR, and FI numbers are issued by the dispatcher by entering the applicable command on the CAD Command Line.

Refer to Policy and Procedures Manual § 344.2 – Required Reporting for additional information on issuance of CR, AR and FI numbers.

Refer to Policy and Procedures Manual § 440 – Field Interviews for additional information on field interviews and required documentation.

Incident Number

Every call for service or officer initiated activity automatically generates an incident number. The incident number begins with the last digit of the year (a 2014 incident number will start with 4), then MC (for Montclair) and a series of numbers specific to that incident. Officers may ask Dispatch for the incident number so they can use it in their documentation or provide it to the victim or reporting party as a reference number for the call for service.

CR Number

The CR number is the Crime Report Number. The CR number consists of the two-digit year, a hyphen (-) and a four-digit number. The computer generates the CR number upon entry of the applicable command on the CAD Command line (GC,CR). If an officer takes a police report, a CR number is required. Dispatch provides the officer the CR number. In most cases, one CR number is issued for the incident. In some instances, more than one CR number may be required. One CR number per incident with a separate date, time, and location is the general rule of thumb, unless the continuity of crimes can be established.

Some examples are:

Two missing juveniles ran away together from another friend's house. One date, time, and location, so one CR number is to be issued. A Missing Person form with the same CR number on them will be completed for each juvenile.

A fight broke out at school and there were four victims. One date, time, and location, so one CR number is to be issued. One report is taken with four victims listed.

An unknown suspect drove down the street and struck six residential mailboxes at the curb, damaging all six mailboxes. Even though the residential mailboxes are all at different addresses, it is apparent there is continuity of the crime so one CR for vandalism is issued, with six victims listed.

A suspect robbed the 7-Eleven store and while fleeing over a residential fence encountered a resident in the back yard and punched him in the face. The suspect then

jumped in his waiting vehicle, evaded the police in a vehicle pursuit, and crashed into a light pole. Even though the initial robbery occurred at 7-Eleven, the battery of the resident occurred in the resident's backyard, the vehicle pursuit occurred along numerous city streets, and the T/C occurred at another location, there is continuity of the crime(s), so one CR is issued for the crimes and the T/C.

A suspect fleeing the police in his vehicle crashes into a parked car, then drives about a block and crashes into another car in the intersection, then travels 200 yards and crashes into a fire hydrant. Traffic collision reporting rules require three separate traffic collision reports due to the three separate collisions at separate locations, despite continuity of the event, so three CR numbers will be issued.

A car dealership reports three vehicles stolen overnight from the sales lot. One CR is issued (same date, time, location rule) and three separate CHP 180 forms (one for each vehicle) will be completed by the officer with the same CR number on them.

Officers respond to a location for a report of a bicycle stolen. While at the location, the reporting party's son appears to be acting nervous and agitated. Officers have Dispatch run his name and date-of-birth and it is discovered the subject has a warrant. A theft report is taken and the subject is arrested on the warrant. A CR is issued for the theft report and a separate CR and AR is issued for the warrant arrest as it has nothing to do with the original crime and it will be cleared by arrest, while the theft report will remain an open case.

AR Number

The AR number is the Arrest Number. The AR number consists of the two-digit year, a hyphen (-), and a four-digit number. The computer generates the AR number upon entry of the applicable command on the CAD Command line (GC, AR). If an officer makes an arrest, one AR number per arrestee is required. A CR number for the police report relating to the arrest is also required. In most cases the CR number and AR number(s) will be issued at the same time by the Dispatcher. There are some instances where a CR number is issued at the time the report is taken, then follow-up is done and someone is arrested on a later date or at a later time after the call has been closed out as RPT (Report Taken). In that case, the officer will be out on a new call for service/incident when making the arrest. The new call for service/incident will generate a new Incident Number. The AR number will be issued on this call for service/incident record and the call comments should include a reference to the CR number that the arrest is pertaining to. Example: AR 14-0023 is ref. CR 14-0006.

FI Number

A Field Interview (FI) number is issued at the request of an officer when contacting a subject and the officer wants documentation of the contact with the subject and a record of the subject's identifying information and what he/she was doing at the location at the time of contact. An FI number consists of the two-digit year, a hyphen (-), and a four-digit number. Dispatch issues the FI number at the request of the officer. The computer generates the FI number upon entry of the applicable command on the CAD Command line (GC,FI).

An FI is required to be issued when the subject contacted by an officer is found to be on Parole, Probation, Post-Release Community Supervision (PRCS), or is a sex registrant or arson registrant. This information is learned by Dispatch upon running the subject through the various CLETS databases. The Dispatcher is to advise the officer the subject is on parole, or on probation, or on PRCS, or is a 290 registrant or H&S registrant and then issue the officer the FI number without waiting for the officer to ask for it.

The dispatcher is then to note on the call record which officer the FI number was issued to. One FI number per incident is issued. There may be several subjects with the same FI number, as an individual FI card is completed for each subject. The call record needs to include the name and date-of-birth of the subject(s). If two of four subjects were FI'd, the log needs to be clear who was and who was not FI'd.

Cancelling a CR, AR, or FI Number

In certain circumstances, a CR, AR, or FI number may be issued in error or otherwise need to be cancelled. Dispatch can cancel these numbers by indicating in the call comments that the number was cancelled and the reason. Example: AR 14-0293 cancelled, issued in error. Example: CR 14-2977 cancelled per Officer Smith, subject is NRD.

Always print a copy of the screen showing the comments that the number was cancelled and put it in the Records folder for Records Bureau personnel to pick up. Additional action by Records Bureau personnel is required when a number is cancelled and this sheet serves a purpose related to that action.

NOTE FILE

The note file is a directory of information listed by subject or name. The primary use of the note file is for contact telephone information. Note file information may be updated by the Dispatch Supervisor or dispatchers upon receipt of updated information. Upon hire of new employee's, Dispatch is provided with the employee's emergency contact information and is required to make a note file entry with that information.

Examples of note file records include, but are not limited to:

Employee emergency contact information – listed by employee last name

Hospitals – HOSPITALS

Mental Hospitals - 5150

Sheriff's Departments – SO

Duty Command – DUTY

The CAD command for looking up the note file directory list is:

DN,NOTE

The CAD command for looking up a specific listing in the directory is:

DN,listing name

DN,DUTY

DN,SO

Updating the Note File

The note file can be accessed for updating purposes using the Option function on the Records window. Type the word NOTE in the Option field and press Enter. Enter the note file name (e.g., DUTY) and press Enter. Update the information and press Save.

CALL COMMENTS

Call comments create the record of an incident and become a permanent part of the call for service record. Call comments and terminology must be professional. Common law enforcement terminology and abbreviations may be used, however slang and contemporary slang or text type abbreviations may not be used.

Call comments should contain as much information as possible for use by the dispatcher dispatching the call and the officers responding to the call. Call comments should include officer safety information, details of the crime, weapon information, suspect information, vehicle information, and direction of travel and any other pertinent details necessary for proper dispatching and response to the call.

Certain call types require that specific information be included in the call comments:

Calls Resulting in Arrest

These calls require the name and date of birth of the arrestee, along with the arrest charges and whether the arrestee was booked at West Valley, cite released, or released by other means (hospitalized, turned over to another agency).

Calls Resulting in Warrant Arrest

These calls require the name and date of birth of the arrestee, along with the arrest charges and whether the arrestee was booked at West Valley, cite released, or released by other means (hospitalized, turned over to another agency).

The warrant number, warrant charge(s), bail amount(s), and court(s) that issued the warrant are required to be listed in the call comments.

Calls Resulting in the Issuance of a Notice to Appear Citation

Calls resulting in the issuance of a Notice to Appear Citation are to indicate in the call comments the number of persons cited. An example would be a subject check of four juveniles at the skate park. In closing off the call, the officer is to state in his/her disposition the number of subjects cited and the dispatcher is to note that information in the call comments. It should not be presumed that the same number of subjects on the subject check were cited.

Traffic Collisions

When possible, the license plates and make of the vehicles involved should be listed in the call comments.

Vehicle Towed

When a vehicle is towed, regardless if it is towed at the request of the officer or if it is an owner's request for tow, the license plate number and name of the tow company used are required to be included in the call comments.

Private Party Tow or Repossession

When a private party tow or repossession is called in to dispatch by the towing company or repossession company, the following information must be obtained and be included in the call comments: Date and time of the tow, the location of the tow, the towing company or repossession company name, address, and telephone, the name of the person calling, the vehicle license plate and VIN number of the vehicle, the year, make, model, style, and color of the vehicle.

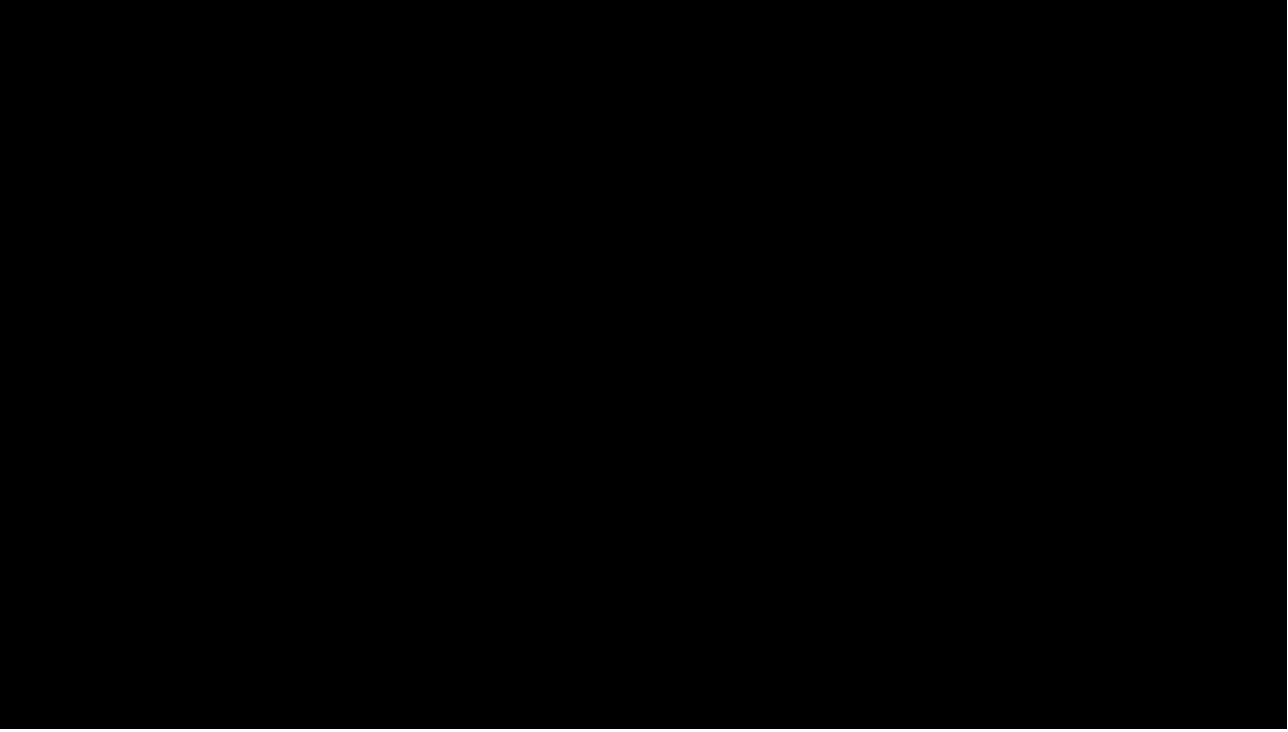
PREMISE FILE

The premise file is information pertinent to a particular address. Information contained in a premise file includes such things as business owner or manager names and contact telephone numbers, alarm company information, and officer safety information.

Premise file information can be updated by the Dispatch Supervisor or by dispatchers.

Premise file information is routinely updated by dispatchers upon receipt of copies of business license applications from the City Business License Department.

If there is information in the premise file for a particular business, the Info field in the upper right corner of the CAD Command screen will appear highlighted in red and a letter A or a letter B will appear there. The letter A indicates there is alarm information in the premise file and the letter B indicates there is business information in the premise file.



Once the address is validated, type AI on the command line and Enter to view the information contained in the premise file.



GEO FILE

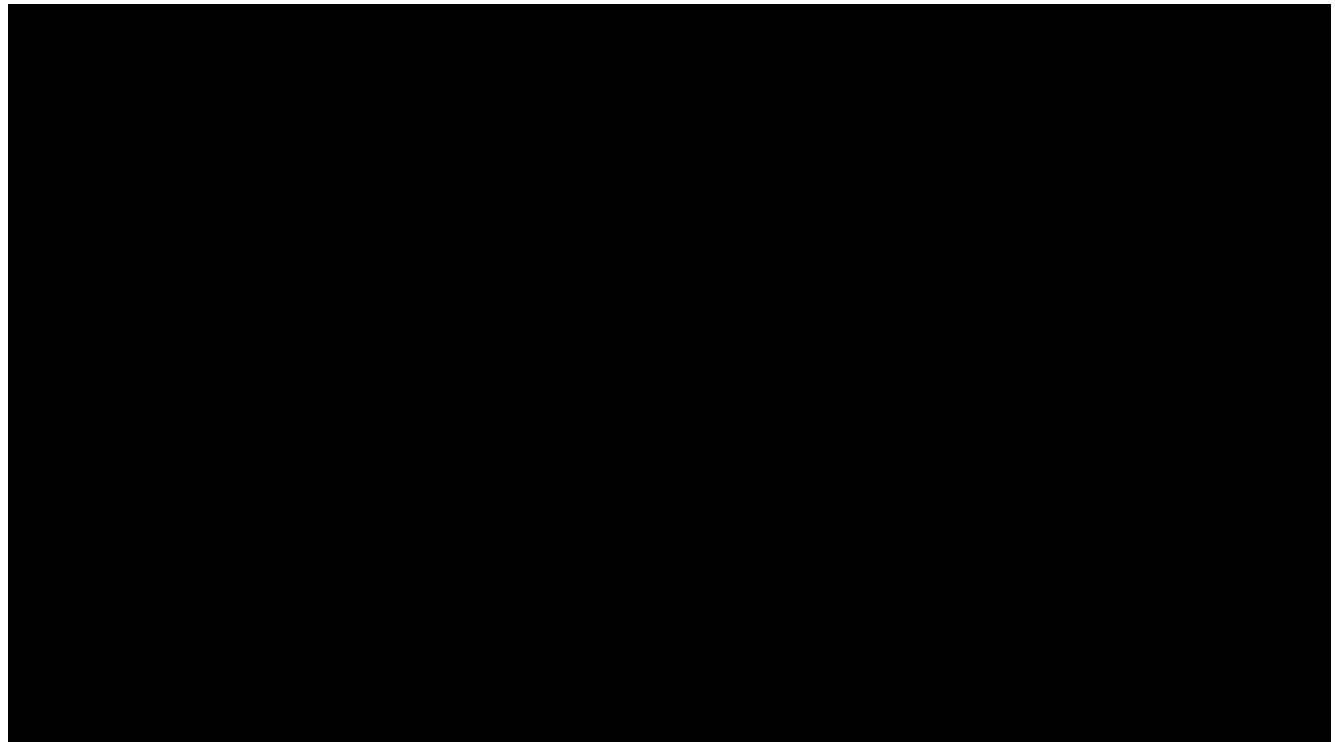
The geo file is the database of valid addresses in the jurisdiction of Montclair Police Department. Information on new addresses may be added by the Dispatch Supervisor or his/her trained designee. The geo file information is what is being “verified” when the

dispatcher presses the verify address button on the CAD Command screen upon entering an address.

The Dispatch Supervisor has detailed instructions on how to complete a geo file update.

CALINQ

A wide variety of searches for prior call for service records can be done using the CALINQ option and marking the applicable fields to filter the search. Inquiries can be made by incident number, CR, AR, FI, or date/time ranges, location or location ranges, officer ID number, call disposition code, or any combination of these and other search parameters. The search parameters are selected by marking the applicable box in the filter area and entering information in the applicable field associated with the filter area. For example, if you want to search the domestic violence calls for service between December 3, 2013 and December 10, 2013 for ID 131 with a disposition code of RPT, you would mark the boxes in the filter area for Date, Type, Officer, and Disposition. This will cause information boxes to appear below the filter area. Enter the date range in the date field, DV in the Type field, 131 in the Officer field, and RPT in the Disposition field and then Search. The “?” next to each field can be clicked to view a list of the choices. For example, clicking the “?” next to the Type field will provide a list of the Incident Type Codes. Click to mark the box next to the codes you wish to include in the search. The results will show in a list below. To view details for each incident, click on the blue “view” option on the far left side of the incident.



SYSTEM DOWN PROCEDURE

Dispatch is notified of planned system down time by the CAD/RMS provider so that dispatchers can be prepared for the system to go down and note the last CR, AR, FI,

and incident number that were assigned. This will be important for manually assigning the next numbers while the system is down.

Occasionally the system unexpectedly goes down. This is more challenging than planned system down time, as there is no opportunity to note the last CR, AR, FI, and incident number or any pending call information. Fortunately these instances are very rare.

When the CAD system is down, calls for service and officer initiated activity are documented on call cards until the information can be entered into the system in sequential order using the designated commands for late entry of the incidents. It is important to record all times, such as dispatch time, arrival time, and disposition time, as well as which units were dispatched and what the disposition was.

CAD COMMAND EXERCISES

■ [REDACTED]
[REDACTED]
[REDACTED]

■ [REDACTED]
[REDACTED]

■ [REDACTED]

■ [REDACTED]

■ [REDACTED]
[REDACTED]

■ [REDACTED]

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SECTION SEVEN

CLETS AND NCIC SYSTEM

Trainee: _____

Trainer: _____

SUBJECT	REVIEWED Trainer & Trainee Initials & Date	COMPETENT Trainer & Trainee Initials & Date	DESCRIPTION
CLETS Training and Workbook			The trainee is required to complete CLETS training and the related workbook within six months of hire. The Agency CLETS Coordinator (ACC) will arrange for training and workbook completion.
Security Awareness Training			The trainee is required to complete Security Awareness training within six months of hire. The Agency CLETS Coordinator (ACC) will arrange for training.
Information Security			Explain information security procedures and requirements, including the right and need to know information, proper disposal, and what constitutes authorized release of information. Review Policy and Procedures Manual § 215 – CLETS and Related Systems Access/Security.
How CLETS is Accessed from DOJ			Explain the CLETS connection to DOJ via two separate sources (1) CAD/RMS provider West Covina Service Group (via dispatch consoles, desktop computers) and (2) CLETS computer connected via San Bernardino County Sheriff's Department.
Monitoring Incoming Messages			<p>Explain how the incoming CLETS administrative messages, locate messages, and 10-minute hit requests come in on the CLETS machine located in Dispatch and Dispatch responsibility for promptly reviewing them and taking action when required.</p> <p>Explain the responsibility for printing locate messages and 10-minute hit requests to the printer in Records (even though they auto print) and Dispatch responsibility to clear or cancel CLETS entries and respond to 10-minute hit requests within ten minutes when the Records Bureau is not staffed.</p> <p>Explain the responsibility to review the incoming messages and broadcast information to units in the field when appropriate.</p>
SBSD CLETS Computer – Auto Print Setting			Explain that the SBSB CLETS machine is set to auto-print all incoming messages to the printer in the Records Bureau. Explain that messages can selectively be printed to the printer in Dispatch and how to do that. Explain the location of the instruction booklet that has instructions how to reset auto-print if the CLETS system goes down and causes auto-print to need to be reset. Review the instructions for doing this.

SUBJECT	REVIEWED Trainer & Trainee Initials & Date	COMPETENT Trainer & Trainee Initials & Date	DESCRIPTION																																						
Mnemonics and ORI Numbers			<p>Explain that Montclair Police Department's mnemonic (numeric identifier for CLETS) is MCP0 and its ORI (numeric identifier for NLETS) is CA0360500. Have the trainee memorize Montclair Police Department's mnemonic and ORI. Point out that these numbers are labeled on the CLETS machine in Dispatch.</p> <p>Explain how to find an agency's mnemonic and ORI using the option ORI. Look up some agency ORI and mnemonic information for practice.</p>																																						
Administrative Messages			<p>Explain the process for sending an administrative message. Using the ADMIN option, type a practice administrative message and print it, but do not send it.</p>																																						
Responsibility for CLETS Transactions			<p>Explain that the Records Bureau has primary responsibility for completing CLETS transactions (entry, cancel, clear, modify, admin messages, 10-Minute Hits) during the hours the Records Bureau is staffed. Explain that Dispatch has primary responsibility for completing CLETS transactions during the hours the Records Bureau is not staffed.</p>																																						
CLETS Transaction Process Overview			<p>Utilize the CLETS Training Guide located on the back counter in Dispatch for training. Explain system security regulations. Explain the procedure for making inquiries, entries, modifications, locates, cancels, admin messages, long-form messages, 10-minute hit responses and 10-minute hit requests in the various CLETS databases. Do this using the Records externals screen and the CLETS computer. Use the CJIS, NCIC, and ABC Manuals for test messages and codes for this training. Have officers turn in CHP 180's, Missing Persons to Dispatch rather than Records so that actual transactions can be done. Check off each as completed:</p> <table data-bbox="755 1375 1209 1890"> <tbody> <tr><td>_____ VEH</td><td>_____ ROS</td></tr> <tr><td>_____ VEH1</td><td>_____ ROS1</td></tr> <tr><td>_____ VEH2</td><td>_____ ROS2</td></tr> <tr><td>_____ VEH3</td><td>_____ ROS3</td></tr> <tr><td>_____ VEH4</td><td>_____ ROS4</td></tr> <tr><td>_____ BOAT</td><td>_____ ADMIN</td></tr> <tr><td>_____ BOAT1</td><td>_____ CLETS</td></tr> <tr><td>_____ BOAT2</td><td>_____ HITREQ</td></tr> <tr><td>_____ BOAT3</td><td>_____ HITRES</td></tr> <tr><td>_____ REG</td><td>_____ HITS1</td></tr> <tr><td>_____ DRIVER</td><td>_____ HITS2</td></tr> <tr><td>_____ WANT</td><td>_____ RAPS</td></tr> <tr><td>_____ SUPREL</td><td>_____ RAPS1</td></tr> <tr><td>_____ MUPS</td><td>_____ RAPS2</td></tr> <tr><td>_____ MUPS1</td><td></td></tr> <tr><td>_____ MUPS2</td><td></td></tr> <tr><td>_____ MUPS3</td><td></td></tr> <tr><td>_____ MUPS4</td><td></td></tr> <tr><td>_____ MUPS5</td><td></td></tr> </tbody> </table>	_____ VEH	_____ ROS	_____ VEH1	_____ ROS1	_____ VEH2	_____ ROS2	_____ VEH3	_____ ROS3	_____ VEH4	_____ ROS4	_____ BOAT	_____ ADMIN	_____ BOAT1	_____ CLETS	_____ BOAT2	_____ HITREQ	_____ BOAT3	_____ HITRES	_____ REG	_____ HITS1	_____ DRIVER	_____ HITS2	_____ WANT	_____ RAPS	_____ SUPREL	_____ RAPS1	_____ MUPS	_____ RAPS2	_____ MUPS1		_____ MUPS2		_____ MUPS3		_____ MUPS4		_____ MUPS5	
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			<p> <input type="checkbox"/> GUN <input type="checkbox"/> GUN1 <input type="checkbox"/> GUN2 <input type="checkbox"/> PRPRT <input type="checkbox"/> PROP1 <input type="checkbox"/> PROP2 </p> <p>Explain when Dispatch is responsible for making CLETS entries and completing other CLETS transactions.</p> <p>Explain the importance of accurate entries and transactions. Explain the CJIS manuals are to be used to make entries and the information entered should never be guessed or assumed.</p> <p>Explain the requirement for documentation to support each entry or transaction.</p> <p>Explain the process for Dispatch to cancel a missing person entry when Dispatch receives a call from the original reporting party advising the missing person has returned.</p> <p>Explain the DOJ requirement for each entry and transaction to be double checked and initialed by another full-access CLETS operator (Records Bureau double checks dispatcher entries and transactions) and modified if necessary</p>
CLETS/NCIC Manuals			Explain the purpose and location of the various CLETS manuals.
Criminal Offender Record Information (CORI)			Explain what CORI is. Explain how to run a criminal history record, including information required to be in the Route field. Explain when a criminal history may be run. Explain release of CORI documentation requirements.
Criminal History Inquiry Route Field Information			Explain the route field requirements when making criminal history inquiries.
Administrative Messages			Explain how to send an administrative message using an agency's mnemonic or ORI and using a region code.
Information Security			Explain information security procedures and requirements, including the right and need to know information, proper disposal, and what constitutes authorized release of information. Review Policy and Procedures Manual § 215 – CLETS and Related System Access/Security.

SUBJECT	REVIEWED Trainer & Trainee Initials & Date	COMPETENT Trainer & Trainee Initials & Date	DESCRIPTION
CORI			Explain what CORI is. Explain how to run a criminal history record, including information required to be in the Route field. Explain when a criminal history may be run. Explain release of CORI documentation requirements.

CLETS / NCIC SYSTEM

Training

Dispatchers will complete full-access CLETS operator training within six months of hire.

Dispatchers will complete Security Awareness training within six months of hire.

Refer to the CLETS Training Guide as a reference source of training information on the CLETS/NCIC systems and related security regulations. A copy of the CLETS Training Guide is located on the back counter in the Communication Center. This manual is also available on the CLEW website.

Information Security

Care must be taken to ensure unauthorized persons do not view computer screens containing confidential information.

A designated shred box is located at each dispatch console. All CLETS information and all other documents with sensitive or confidential information, including scratch pads with identifying person information (e.g., driver's license number, name and date-of-birth) are to be placed in the shred box. Cadets will periodically take the shred boxes to the copy room and shred the contents.

For additional information on information security, refer to:

Policy and Procedures Manual § 215 - CLETS and Related Systems Access/Security.

Policy and Procedures Manual § 810 – Records Release and Security

Policy and Procedures Manual § 812 – CLETS Access

How CLETS is Accessed from DOJ

Montclair Police Department access to CLETS via DOJ is obtained through two separate connections/sources:

CAD/RMS Provider

CLETS access on the dispatch consoles, the desktop computers, and the Mobile Data Computers (MDC's) is through the CAD/RMS provider, West Covina Service Group. Any questions or problems relating to CLETS access when using the dispatch consoles, desktop computers, or MDC's should be directed to West Covina Service Group. Contact information is located in the CAD NOTE file under WEST COVINA.

San Bernardino County Sheriff's Department

CLETS access on the CLETS computer located at Dispatch console one is through San Bernardino County Sheriff's Department Communications Division. This CLETS computer is required to be monitored 24-hours per day, seven days per week and is the location of our prime mnemonic (MCP0) and our ORI (CA0360500). Every incoming CLETS message sent to the Montclair Police Department comes through this computer. All masks (pre-formatted screens for CLETS/NCIC transactions) that are available in the Records Management System (RMS) are also available on the San Bernardino County Sheriff's Department CLETS computer, however they have a slightly different look.

Monitoring Incoming Messages

The CLETS computer located in Dispatch is required to be monitored 24-hours, seven days per week. Dispatchers are responsible for monitoring incoming messages with regular frequency to identify, route, and take action on those messages requiring some sort of action.

Dispatchers are responsible for continuously monitoring the CLETS computer and immediately reporting any problems, such as system down or no messages being received, or messages not printing to the CLETS printer in Records. If a dispatcher notices that no CLETS messages have been received for more than an hour, this would be very unusual. The dispatcher should then monitor the situation and if none are received for another hour, contact the Sheriff's Department Communication Center to inquire if there is a system problem occurring.

If the CLETS computer has any technical problems or no messages are being received or there are any questions or problems relating to CLETS access via the CLETS computer, the San Bernardino County Sheriff's Department Communications Division should be contacted as soon as possible. Contact information is located in the CAD NOTE file under SO (SO is the abbreviation for Sheriff's Office).

SBSD CLETS Computer – Auto Print Setting

The CLETS computer is set to auto print so that it automatically prints every incoming message to the CLETS printer in the Records Bureau.

Occasionally the San Bernardino County Sheriff's Department Communications Division will call Dispatch to report that the incoming CLETS messages are backing up in the system because they are not auto-printing to the CLETS printer in the Records Bureau. If this occurs, the dispatcher should notify Records to check the printer, as it may be out of paper, or have a paper jam. Sometimes turning the printer off and back on will resolve the problem and the backlog of incoming messages will begin printing. If Records Bureau personnel cannot resolve the problem, Montclair Police Department IT should be contacted without delay.

In the event the CLETS system or the connection with the Sheriff's Department goes down, the Auto Print setting may need to be reset when the system comes back up. If the messages are not auto-printing to the CLETS printer in the Records Bureau, Dispatch will need to check the CLETS computer to ensure the auto-print option is properly set. Refer to the booklet located in the drawer between consoles one and two for instructions on resetting the Auto-Print setting.

Mnemonic and ORI Identifiers

Montclair Police Department often sends administrative teletypes to the following agencies with the following mnemonic identifiers:

Ontario Police Department	ONT0
Pomona Police Department	POM0
Upland Police Department	UPL0
Chino Police Department	CHN0
Claremont Police Department	CLA0
San Bernardino County Sheriff	SBO0

When sending a teletype to a criminal justice agency within California, use the agency's mnemonic. When sending a teletype to a criminal justice agency outside California, use the agency's ORI number.

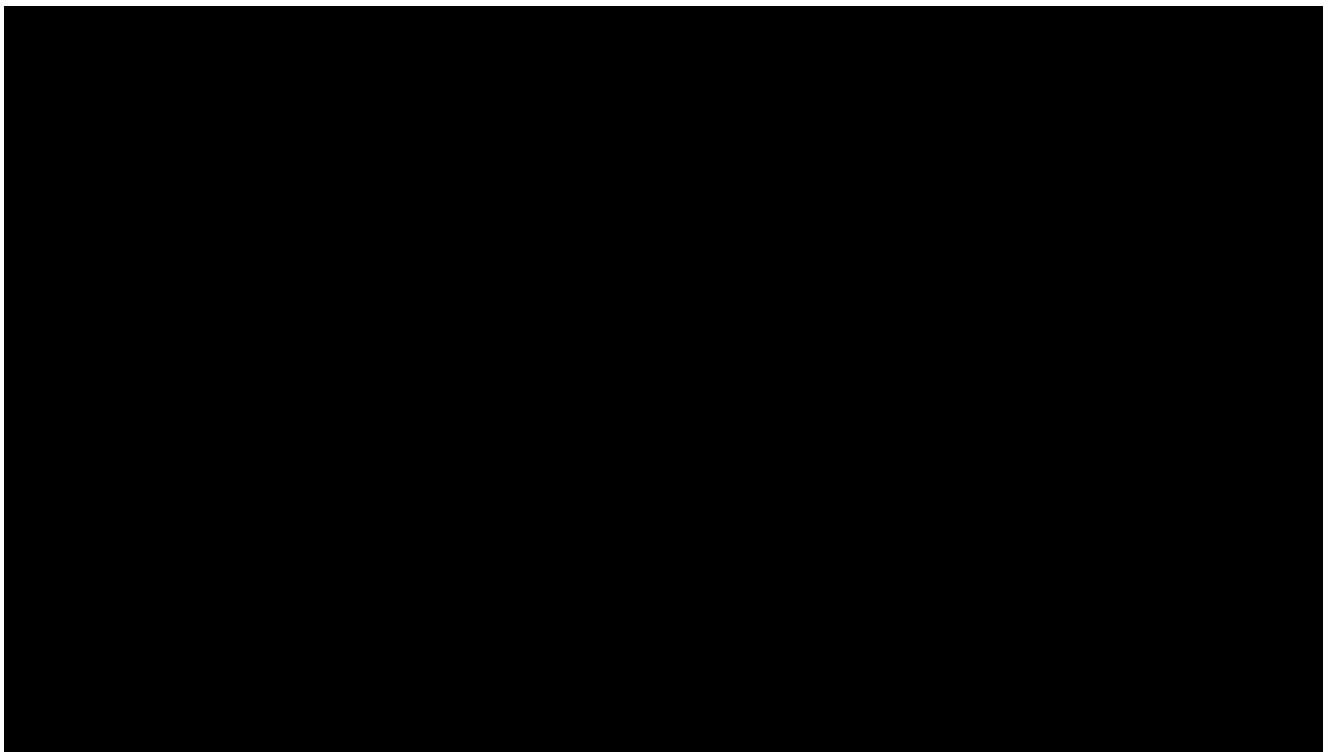
Montclair Police Department mnemonic:	MCP0
Montclair Police Department ORI:	CA0360500

A quick reference binder is located on the back counter in Dispatch and contains a list of criminal justice agency ORI numbers and geographic region numbers (e.g., southern California, western United States).

Administrative Messages

An administrative message screen is used to send a message via teletype to another criminal justice agency using that agency's mnemonic (numeric identifier) or ORI number (numeric identifier). The administrative message screen is accessed via the option ADMIN.

When sending an administrative teletype to a criminal justice agency(ies), include Montclair PD's mnemonic (or ORI number if sent to an out-of-state agency) along with the other mnemonics (or ORI numbers) that the teletype is being sent to so that a copy of the teletype is also received at Montclair PD and can be printed out. Otherwise, once the teletype is sent, it cannot be printed. The screen with the administrative teletype message can be printed before pressing "Send Message." Place the teletype printout in the Records folder for the Records Bureau to attach to the related case file.



In addition to sending an administrative message to a particular agency, the message can be sent to a particular region within the country (e.g., southern California, eastern United States) rather than just a specific agency(ies). Refer to the quick reference binder titled Local and Regional Administrative Message Codes for CLETS and NLETS and Mnemonic and ORI List located on the back counter in the Communication Center for mnemonic, ORI, and region codes.

Another means of finding a mnemonic or ORI number of a particular criminal justice agency is to use the option code ORI in the Records Management System (RMS). Enter the applicable information (state, location, and type of agency). Use the question mark (?) next to each field to view help tables.



Responsibility for Handling CLETS Transactions

The Records Bureau has primary responsibility for completing CLETS transactions (entry, cancel, clear, modify, administrative messages, 10-minute hit request response) during the hours the Records Bureau is staffed.

Dispatch has primary responsibility for completing CLETS transactions (entry, cancel, clear, modify, administrative messages, 10-minute hit request response) during the hours the Records Bureau is not staffed.

CLETS Transaction Process Overview

The following types of CLETS transactions are commonly required to be completed by Dispatch:

- Stolen Vehicle transactions

- Missing Person transactions

Other types of CLETS transactions are not commonly required to be completed by Dispatch but are required to be completed if necessary.

The following is a general overview of the CLETS transaction procedures for the various types of transactions:

Stolen Vehicle or Stolen License Plate (SVS)

When a stolen vehicle is reported to Montclair Police Department and a report is taken, the reporting officer is required to turn in the CHP 180 form (GTA report) for Records (or Dispatch) to enter the stolen vehicle into the Stolen Vehicle System (SVS) without delay. Prompt entry is important for officer safety purposes as well as potential recovery of the vehicle.

Dispatchers should be aware if the reporting officer does not promptly come into the station to turn in the paperwork for CLETS entry and confirm with the officer that he/she will be 10-19 with 10-17.

If the Records Bureau is not staffed, the reporting officer will bring the CHP 180 form to Dispatch for entry. For all CLETS transactions it is required that a printout of the transaction record be printed and placed in the Records folder.

License plates, VIN plates, certain vehicle parts, trailers, and certain equipment are entered in the Stolen Vehicle System (SVS) even though they are merely vehicle components or not traditional "vehicles." If in doubt whether something should be entered into SVS, refer to the CJIS Manual.

The "Stolen" Vehicle System (SVS) not only contains "stolen" vehicle records, but also stored, impounded, felony, lost, missing person, and other vehicle records.

To make an SVS entry:

Run and print out the DMV registration record for the stolen vehicle. Compare the license plate and VIN number on the registration printout to the information listed on the CHP 180 form. If there is a discrepancy, have the officer correct the CHP 180 form as necessary.

Utilize the CJIS Manual for applicable codes to make the stolen vehicle entry using the option VEH1. Be sure to use caution codes if and when they are applicable.

If there is suspect information (named or just a description) being documented in the report by the reporting officer, include "Hold for Prints" in the miscellaneous field of the entry.

Include suspect descriptive information and any weapons involved in the miscellaneous field.

If only one license plate is on the vehicle (when there should be two), indicate that in the miscellaneous field.

For stolen license plate reports, indicate whether the front plate, rear plate, or both plates were taken in the miscellaneous field.

If the entry is made and an error is subsequently discovered, promptly modify the entry using the option VEH3. If the entry cannot be modified but needs to be corrected, cancel the entry and promptly re-enter it with the correct information. .

Recovered Vehicle

When an officer recovers a stolen vehicle that was either reported stolen to Montclair PD or reported stolen in another jurisdiction, the officer will complete a CHP 180 form and turn it so that the SVS entry can be cleared. This is done in one of two ways, depending on if the vehicle was reported stolen to Montclair PD or another jurisdiction.

Montclair PD GTA – Clear the SVS entry using option VEH2. Complete the “clear without a locate” section of the screen using the applicable codes from the SVS CJIS manual.

Other agency GTA – Send a locate transaction to the originating agency notifying them the vehicle has been located using the option VEH2. Complete the “locate” section of the screen using the applicable codes from the SVS CJIS manual.

If the vehicle is released in the field to the registered owner, the stolen vehicle CLETS entry must be cleared from the system before the owner is allowed to leave the scene with the vehicle. This is necessary so the victim does not mistakenly get stopped at gunpoint if an officer where they are driving runs the license plate and sees that it is in the system as a stolen vehicle.

Located Vehicle

When another agency locates a Montclair PD stolen vehicle, the agency locating the vehicle is responsible for promptly notifying the originating agency by using the option VEH2 and completing the “locate” section of the screen using the applicable codes from the SVS CJIS manual. A locate transaction on a vehicle includes codes indicating the condition of the vehicle, the number of license plates missing from the located vehicle, and whether or not someone is in custody.

Upon receipt of a “locate” on the CLETS terminal, the dispatcher is required to:

If Records Bureau personnel are on-duty – print the locate to the CLETS printer in the Records Bureau (even though it is also auto-printing) and call Records to advise we received a locate.

The applicable codes are listed in the SVS CJIS manual. Upon receipt of the locate teletype via CLETS, the originating agency is responsible for contacting and notifying the victim of the recovery.

Cancel Transaction

In the event an SVS stolen vehicle entry needs cancelled because the report was unfounded (vehicle discovered not to have been stolen after all) or an error was made in the entry that cannot be modified, the entry is to be cancelled using the option VEH2 and completing the "cancel" section of the screen using the applicable codes from the SVS CJIS manual.

Stolen and then Immediately Recovered

If a vehicle is reported stolen to Montclair PD and then recovered before the stolen vehicle is entered into SVS, the officer will complete a CHP 180 form reflecting both the theft and the recovery of the vehicle and turn the form in for CLETS entry. The vehicle is to be entered as stolen in SVS and then immediately cleared from SVS by using the option VEH2 and completing the "cleared without a locate" section of the screen.

Stored Vehicle

When a vehicle is stored, the officer will complete a CHP 180 form and turn it in for CLETS entry into SVS. A storage authority code (e.g., a Vehicle Code section) will be listed on the CHP 180 form. A "stored" vehicle authority code is one that pertains to a general removal and storage of the vehicle. This is different than an impounded vehicle. Examples of stored vehicles are vehicles that are stored because the driver was arrested or the vehicle was a hazard in the roadway. There is a reference list of stored and impound statutory code sections at the front of the SVS CJIS manual. The code listed on the CHP 180 form should be compared to this form to ensure the officer marked the correct box as "stored" or "impounded" on the CHP 180 form. If the storage authority indicates the vehicle is a "stored" vehicle but the storage authority code is on the list of "impound" codes, the dispatcher should contact the officer to correct the CHP 180 form and make the SVS entry according to the correct information.

Impounded Vehicle

When a vehicle is impounded, the officer will complete a CHP 180 form and turn it in for CLETS entry into SVS. A storage authority code (e.g., a Vehicle Code section) will be listed on the CHP 180 form. An "impounded" vehicle authority code is one that pertains to removal and storage of the vehicle that involves something the owner needs to correct or handle before the vehicle can be released. Examples of impounded vehicles are vehicles impounded because they are evidence of a crime or there are five or more unpaid parking citations outstanding or the driver was unlicensed or had a suspended license.

If a driver has a suspended driver's license or is unlicensed (never had a license), the vehicle will be impounded for 30 days and stored at the Police Department impound lot. A vehicle cannot be impounded for 30 days if the driver's license suspension is the result of failure to pay child support or if the license is expired. The storage authority code for a 30-day hold is VC 14602.6(a). When making the CLETS entry in SVS for a 30-day hold vehicle impound, "30-day hold" is to be listed in the miscellaneous field of the SVS entry.

There is a reference list of stored and impound statutory code sections at the front of the SVS CJIS manual. The code listed on the CHP 180 form should be compared to this form to ensure the officer marked the correct box as "stored" or "impounded" on the CHP 180 form. If the storage authority indicates the vehicle is a "stored" vehicle but the storage authority code is on the list of "impound" codes, the dispatcher should contact the officer to correct the CHP 180 form and make the SVS entry according to the correct information.

Felony Vehicle

A vehicle that was used in the commission of a felony and is outstanding may be entered into SVS as a felony vehicle if it meets particular criteria. The criteria for a felony vehicle entry in SVS is detailed in the SVS section of the CJIS Manual. The officer will complete a CHP 180 form, mark it as "felony vehicle," and turn the form in for CLETS entry.

Missing Person Vehicle (MUPS3)

A missing person vehicle may be entered into SVS if the missing person is reported as being in the vehicle when they became missing. The vehicle cannot be entered as a missing person vehicle just because the person owns the vehicle – the vehicle must be missing with the missing person.

Missing person vehicle entries are made as part of the missing person entry into the Missing and Unexploited Person System (MUPS) rather than in the Stolen Vehicle System (SVS) directly. This is done using the option MUPS3. Once entered into MUPS, an SVS inquiry on the license plate or VIN of that vehicle will show it as a missing person vehicle.

Missing Person Entry (MUPS)

An officer taking a missing persons report is required to turn in the missing persons report form as soon as possible without unnecessary delay for entry into the Missing and Unidentified Person System (MUPS). The preliminary missing person entry into MUPS is made using the option MUPS1 and the applicable codes listed in the MUPS section of the CJIS Manual. A missing person entry is entered into both MUPS and NCIC within the same transaction. When the entry is complete, print the entry transaction record to the Dispatch printer. Paperclip the missing persons report and the

entry transaction record together and place them in the Records folder for the oncoming Records Bureau personnel to handle remaining related tasks, such as updating the MUPS entry with additional details documented in the police report by using the option MUPS2.

Dispatchers should be aware if the reporting officer does not promptly come into the station to turn in the paperwork for CLETS entry and confirm with the officer that he/she will be 10-19 with 10-17.

Returned Missing Person (MUPS3)

When an officer locates a missing person that was either reported as missing to Montclair PD or reported in another jurisdiction, the officer will complete documentation and turn it in so that the MUPS entry can be cleared. This is done in one of two ways, depending on if the person was reported missing to Montclair PD or another jurisdiction.

Montclair PD missing person – Clear the MUPS entry using option MUPS4. Print the clear transaction record to the Dispatch printer and place it in the Records folder for the oncoming Records Bureau shift to handle the remaining related tasks.

Other agency missing person – Send a locate message to the originating agency by using the option MUPS4 notifying them the missing person has been located. Print the locate transaction record to the Dispatch printer and place it in the Records folder for the oncoming Records Bureau shift to handle the remaining related tasks.

During the hours the Records Bureau is staffed, if a dispatcher takes a telephone call in which it is reported by the original reporting party that a person who has been reported to us as missing has returned, the dispatcher is to transfer the call to the Records Bureau to clear the MUPS entry and complete a Missing Person supplemental form.

During the hours the Records Bureau is not staffed, if a dispatcher takes a telephone call in which it is reported by the original reporting party that a person who has been reported to us as missing has returned, the Dispatcher is required to fill out a Missing Person Supplemental Form (located in the large drawer under the CAD MAP) and clear the MUPS entry using the option MUPS4, then staple the printout from the clear transaction to the supplemental form and place it in the Records folder for Records Bureau personnel to take any subsequent action.

Located Missing Person (MUPS3)

If a missing person locate teletype is received during the hours the Records Bureau is not staffed, the dispatcher is to print the locate to the Records Bureau CLETS printer and to the printer in Dispatch and put it in the Records folder for the oncoming Records Bureau shift to handle the remaining related tasks. When a missing person locate is

received, the entry is automatically cleared from the Missing and Unidentified Person (MUPS) system. A clear transaction is not necessary like it would be for a vehicle, property, or firearm. The only exception is if the locate is received on the missing person from an out-of-state agency. In that case, the NCIC portion of the missing person entry automatically clears, but the California (MUPS) portion of the entry does not, so the California MUPS portion must be cleared separately by using the option MUPS4. Then attach the clear transaction printout with the locate printout and place them in the Records folder for the oncoming Records Bureau shift to handle the remaining related tasks.

Boat Entries (ABS)

The processing of boat entries in the Automated Boat System (ABS) is generally the same as for vehicle entries in the Stolen Vehicle System (SVS).

Property Entries (APS)

Property entries in the Automated Property System (APS) are normally completed by the Records Bureau.

If a locate teletype is received during the hours the Records Bureau is staffed, the dispatcher is to print the locate to the Records Bureau CLETS printer and notify Records personnel a locate on property has been received. The Records Bureau will handle clearing the entry.

If a locate teletype is received during the hours the Records Bureau is not staffed, the dispatcher is to print the locate to the Records Bureau CLETS printer and to the printer in Dispatch, then clear the entry using the option PROP2. Print out the clear transaction record, staple it to the locate teletype, and put it in the Records folder for the oncoming Records Bureau shift to handle the remaining related tasks.

Firearm Entries (AFS)

Property entries in the Automated Firearm System (AFS) are normally completed by the Records Bureau.

If a locate teletype is received during the hours the Records Bureau is staffed, the dispatcher is to print the locate to the Records Bureau CLETS printer and notify Records personnel a locate on a firearm has been received. The Records Bureau will handle clearing the entry.

If a locate teletype is received during the hours the Records Bureau is not staffed, the dispatcher is to print the locate teletype to the Records Bureau CLETS printer and to the printer in Dispatch, then clear the entry using the option GUN2. Print out the clear transaction record, staple it to the locate teletype, and put it in the Records folder for the oncoming Records Bureau shift to handle the remaining related tasks.

Restraining Order Entries (CARPOS)

Restraining order entries into the California Restraining and Protective Order System (CARPOS) are normally made by the court where the restraining order was issued. Montclair Police Department does occasionally enter restraining orders, however this is normally handled by Records Bureau personnel. The Records Bureau also processes violation update transactions to update a restraining order entry when a violation of the order has occurred, as documented in the police report.

Wanted Person Entries (WPS)

Montclair Police Department does not make entries to the Wanted Person System (WPS). Warrant entries are made by the San Bernardino County Sheriff's Department.

Supervised Release File Entries (SRF)

Montclair Police Department does not make entries to the Supervised Release File (SRF). Entries are made by State Parole or County Probation. Entries are updated with a contact message when contact is made by someone who is entered in the Supervised Release File. Contact messages are done by Records Bureau personnel.

California Sex and Arson Registrant (CSAR) Entries

The Records Bureau makes entries to the California Sex and Arson Registrant (CSAR) system when sex or arson registrants register with Montclair Police Department.

Long-Form Transactions

Normally CLETS transactions can be done using the pre-formatted mask for the entry type (e.g., VEH1, MUPS2). If a long-form entry has to be made and the mask cannot be used, this can be done using the option CLETS to access the long-form screen. Very carefully follow the information sequence format provided in the CJIS manual to make an entry.

Ten – Minute Hit Requests

Upon receipt of a ten minute hit request, the dispatcher must take the following action without delay:

If Records Bureau personnel are on-duty, print the message to the CLETS printer in Records. Call the Records Bureau and advise there is a 10-minute hit request on the printer. Records Bureau personnel will obtain the message and respond to the inquiry within ten minutes using the option HITRSP

If Records Bureau personnel are not on-duty, the dispatcher is required to respond to the request within ten minutes, either confirming that the record

is still outstanding, confirming that the record is not still outstanding, or advising we are not able to confirm or deny whether the record is still outstanding but will be able to do so in (however many) minutes. In order to reply, the dispatcher will need to look at the record to ascertain the information necessary to respond. Since dispatchers do not have access to the Records Bureau to obtain the record, it will be necessary to contact the watch commander and have him/her go into the Records Bureau, locate the case, and determine whether the record in question is or is not still outstanding.

If no response is made within the 10-minute window, a second request will be received. If no response is made to the first or second request within ten minutes of receipt, DOJ will usually call the agency to find out why no response has been made.

When appropriate, dispatchers should make a 10-minute hit request to confirm an outstanding record before an officer takes action on the information received as the result of a CLETS inquiry.

The option codes to bring up the screens to request or respond to a 10-minute hit request are:

HITREQ – Request hit confirmation from agency outside California
HITRES – Respond to hit request from agency outside California

HITS1- Request hit confirmation from agency within California
HITS2 – Respond to hit request from agency within California

CLETS and NCIC Manuals

Refer to the CLETS Policies, Practices, and Procedures Manual for CLETS / NCIC system and security regulations. A copy of this manual is located in the Communications Center. This manual is also available on the CLEW website.

The following instruction manuals for CLETS / NCIC transactions are published by the California Department of Justice and the United States Department of Justice / Federal Bureau of Investigations and are available in hard-copy in the designated locations. They may also be accessed on the CLEW website.

Criminal Justice Information System (CJIS) Manual

This manual contains detailed instructions and applicable codes for all CLETS/NCIC inquiries and transactions.

This manual is located in the Records Bureau and in the Communication Center. Due to it's large size, the manual is separated into several different binders, each containing some of the applicable databases (SVS, APS, AFS, etc.).

The CJIS Manual section most commonly used by Dispatch is the Stolen Vehicle System (SVS). This section is in a red binder and is kept on the back counter in the Communications Center. The remaining sections are in white binders in a drawer located below the video monitors at the front of the Communications Center. This manual is also available on CLEW.

The codes in the CJIS and ABC Manuals mirror those in the NCIC Code Manual, however the NCIC Code Manual contains gun make codes not included in the CJIS Manual.

Article, Brand, and Category (ABC) Manual

This manual contains Article, Brand, and Category codes for use in making inquiries and entries in the Automated Property System (APS).

This manual is available in the Records Bureau and in the Communication Center. This manual is also available on the CLEW website.

NCIC Code Manual

This is a very large manual that contains brands and codes for making CLETS entries that are also being entered in the NCIC system. The NCIC Code Manual also contains gun make codes not included in the CJIS Manual.

This manual is located in the Records Bureau and in the Communication Center. This manual is also available on the CLEW website.

Local and Regional Administrative Message Codes for CLETS and NLETS and Mnemonic and ORI List

This manual is a binder that contains excerpts from the CLETS Operating Manual that pertain to sending administrative messages by mnemonic, ORI, or by region code.

This binder is located in the Records Bureau and Communications Center.

This binder was compiled in-house and is not available on the CLEW website. The excerpts themselves are available within the CLETS Operating Manual on the website.

CLETS Operating Manual

This manual contains operational information about the CLETS system.

This manual is located on the first row of rolling files in the Records Bureau. This manual is also available on the CLEW website.

NCIC 2000 Manual

This manual contains operational information about the NCIC system.

This manual is located on the first row of rolling files in the Records Bureau. This manual is also available on the CLEW website.

DMV Manual for CLETS

This manual contains operational information about DMV information available via the CLETS system.

This manual is located on the first row of rolling files in the Records Bureau. This manual is also available on the CLEW website.

Criminal Offender Record Information (CORI)

Criteria Needed in Order to Make a Criminal History Inquiry

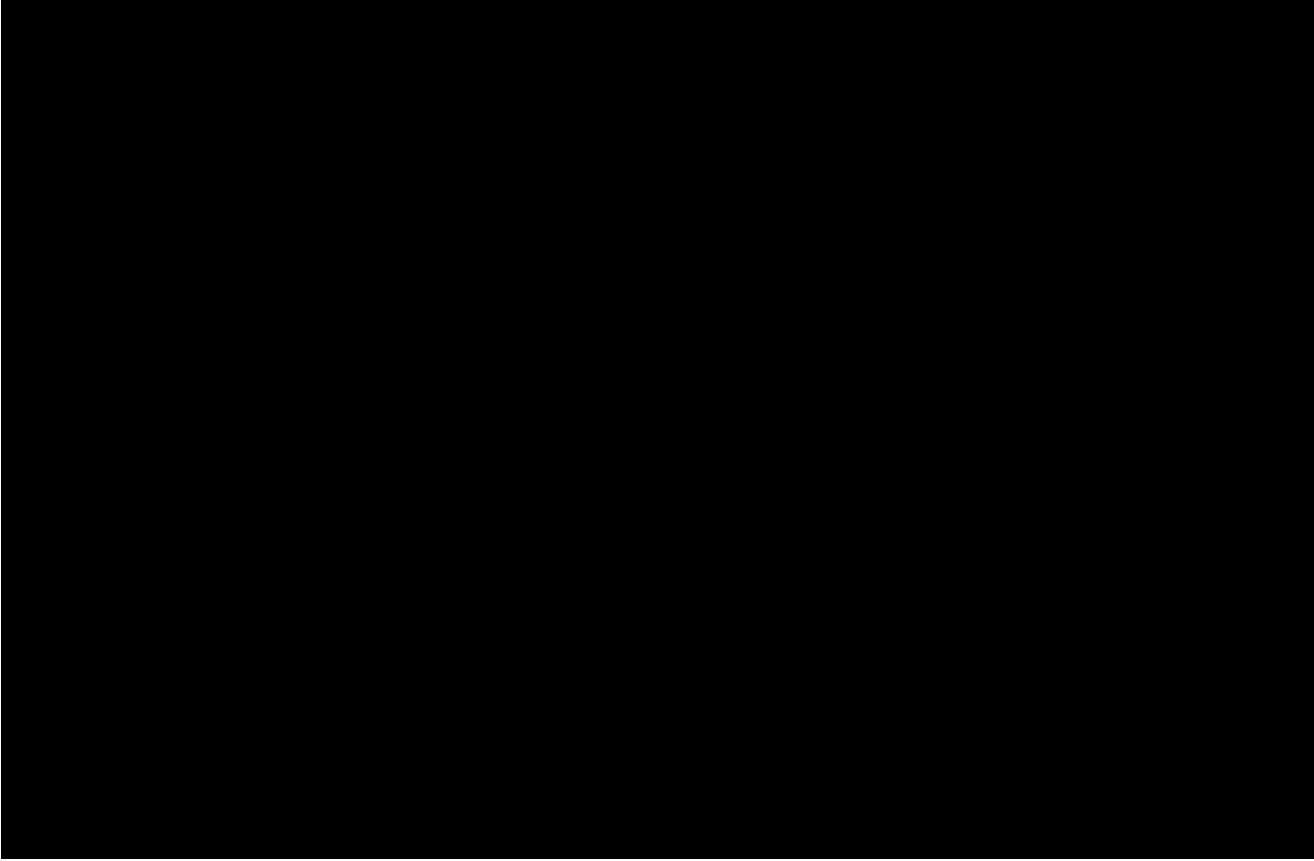
Criminal Offender Record Information (CORI), also known as rap sheets, may be run for an on-duty employee of this department providing one or more of the following criteria is met:

1. The requestor is investigating a crime that has occurred.
2. Subject of the record is under arrest or has warrants.
3. Subject of the record is a suspect, not necessarily named, in an already written report.
4. There is a compelling officer safety issue, e.g., a barricaded suspect or hostage situation.
5. The subject of the record has signed a ride-along waiver and is being approved for a ride-along with an officer of this department. The rap sheet may be run for officer safety purposes upon request of a supervisor.

Criminal History Inquiry Option

To make a criminal history inquiry, use the option RAPS.

Option: RAPS



If the results of the inquiry indicate a match to the subject, the match will indicate a CII number. Run the CII number for the California DOJ criminal history record using the option RAPS1. The California DOJ (CII) record will, in most cases, reflect an FBI number and/or a list of out-of-state record matches. All matching numbers listed on a rap sheet should be run to ensure the requesting employee receives all available information on the subject of the record. In the event a manual record (starts with letter M) or a Hybrid record (starts with letter H) exists, a request may be sent to DOJ via CLETS (Option RAPS2) requesting the record be mailed. This is normally done by the Records Bureau when processing reports, so in the rare event this need arises, the request should be sent to DOJ by the Records Bureau.

Option: RAPS1

Criminal History Inquiry – Required Route Field Information

Every criminal history inquiry requires the ID number of the requestor (dispatcher) and a case number or FI number or arrest number or incident number on the inquiry screen in the routing field. Additional reason descriptor information should be listed, such as “AWS” or “Off Safety” but cannot be listed in place of the ID number or the case number, FI number, arrest number, or incident number. If an officer requests that dispatch run a criminal history, the dispatcher is required to list his/her ID number, the word “for” and the officer’s ID number, and the case, FI, arrest, or incident number. The reason descriptor should be listed in the “Unit” field if it doesn’t fit in the “Requesting Officer and Case” field.

This information is required for DOJ audit purposes. Every three years DOJ audits the criminal history inquiries made by members of this agency and requires that copies of documentation (e.g., suspect sheet from the police report or CAD record) be produced for every inquiry that is audited. If there is no case number, FI number, or arrest number (like the above examples), research has to be done to determine the reason for the inquiry. If a reason is not found, a memorandum by the person who made the inquiry stating why the inquiry was made is required.

Inquiries Made for Officer Safety for Attempt Warrant Service

For those inquiries involving attempt warrant service, list the requesting dispatcher ID number, the incident number (since there is no case number issued at that point), and “AWS”.

Inquiries Made for Officer Safety Purposes Other than Attempt Warrant Service

For those inquiries made for officer safety purposes other than AWS, list the requesting dispatcher ID number, the incident number (if no CR number has been issued yet), and "OFFSAFT."

Inquiries Made for In-Custody Arrests

For those inquiries made for in-custody arrests, list the requesting dispatcher ID number, the case number, and "ARREST."

Inquiries Made at the Request of an Officer

For those inquiries made at the request of an officer, list the requesting dispatcher ID number, "for," the officer's ID number, the case, arrest, FI, or incident number, and a reason (e.g., INV).

Inquiries Made at the Request of SBWESTNET Officer

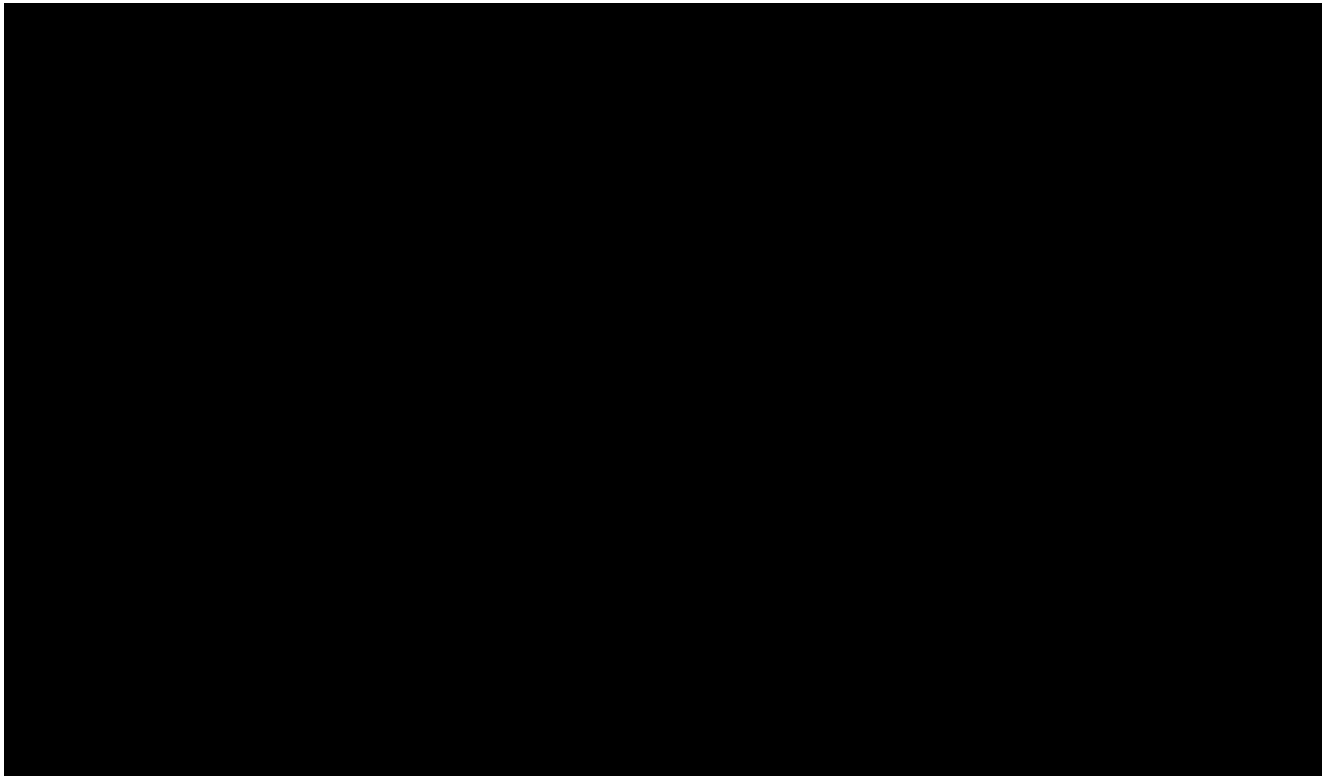
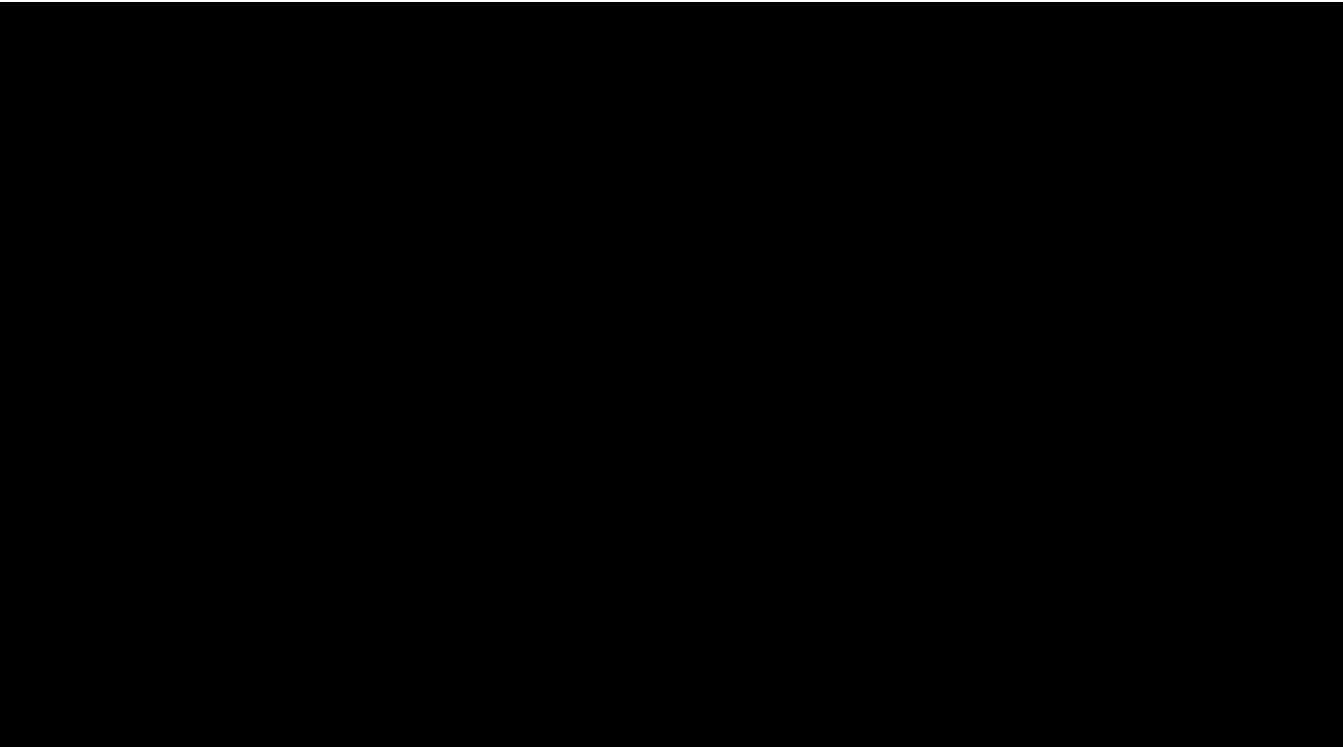
For inquiries made for SBWESTNET (San Bernardino West End Narcotic Enforcement Team) or narcotics investigations that are just beginning, list the requesting dispatcher ID number, "for," the officer's ID number, and a one or two word descriptor such as "We-Tip" or "HS Inv" or "Lab."

Inquiries Made for Ride-Along Clearance

At the direction of the supervisor approving a ride-along, a criminal history inquiry may be made on a person who has signed the ride-along waiver. For inquiries made for the purpose of a ride-along, the dispatcher ID number , "for," the supervisor's ID number and the word "RideAlong" is sufficient. There does not need to be a reference number listed. Ride-Along waiver forms are maintained for five years, so the waiver form would be available for the audit for the necessary period of time.

Route Field Examples

Refer to the examples on the following pages.





Criminal History Record ID Numbers

A criminal history record is created when a subject is booked (fingerprinted) for the first time. Additional arrest bookings are added to the existing record based on fingerprint matches, regardless of the name and DOB provided by the arrestee. This is why AKA names and dates of birth and other identifying information are added onto the record.

CII Number

A CII number is a California criminal history record number, also known as a State ID Number (SID). Out-of-State criminal history record numbers are known as SID numbers. CII numbers are of various types:

Automated – Starts with the letter A indicating the record is entirely automated and the record can be obtained via a CLETS inquiry using the RAPS1 option.

Manual – Starts with the letter M indicating the record is a manual paper record on file at DOJ. These are generally old records and when new information is added to the record, DOJ may merge the manual record into a new automated record and assign a new automated number to the record. A manual record needs to be requested from DOJ using the RAPS2 option and it will be mailed by DOJ.

Hybrid – A partially automated and partially manual record. The automated portion can be obtained by using the RAPS1 option and requesting the manual portion from DOJ using the RAPS2 option.

DSP – A record created by a name match rather than fingerprints. This type of record is created when the court submits case disposition information to DOJ relating to an arrest, but the arrestee was, for whatever reason, not booked (fingerprinted), therefore no arrest record was created and there is then no record to add the disposition information to. Since there is no record to match the arrest disposition with, a new record is created based on the arrestee's name and date of birth as indicated on the disposition document. The DSP record can be accessed as an automated record by using the RAPS1 option.

Release of Criminal Offender Record Information (CORI)

Criminal Offender Record Information is confidential and shall not be released to anyone outside this agency unless properly authorized.

DOJ requires that any release of CORI (rap sheet information) to another criminal justice agency be logged for audit purposes. Any such release must be within DOJ authorized guidelines. There are very limited circumstances when release of CORI would be authorized. The Records Bureau routinely releases CORI to the District Attorney's Office with its cases and that information is logged on a CORI release log. CORI release logs must be retained a minimum of three years.

A CORI Release Log is located on a clipboard in Dispatch for this purpose. In most cases, any rare CLETS inquiry and release of CORI to an outside law enforcement agency would be due to exigent circumstances (e.g., a neighboring agency's connection to CLETS is down and they have a barricaded suspect they need to run). An officer from another law enforcement agency who is conducting an investigation in the City and wants us to run a subject or vehicle is not exigent circumstances that would authorize us to run the subject or vehicle.

State law and DOJ policy authorize a law enforcement agency to run a criminal history inquiry on a subject to whom Child Protective Services (CPS) intends to release a child in protective custody upon request of CPS. This would be an appropriate criminal history inquiry and release of information, however the release must be documented on the CORI release log. Since the implementation of this statute and policy, San Bernardino County CPS now has CLETS access and will very rarely make this request for information.

SECTION EIGHT

RADIO

Trainee: _____

Trainer: _____

SUBJECT	REVIEWED Trainer & Trainee Initials & Date	COMPETENT Trainer & Trainee Initials & Date	DESCRIPTION
800 MHz Radio Equipment			Explain the functions, purpose, and use of the components of the 800 MHz radio equipment and the doomsday radio. Explain patching of channels.
Radio Channels			Explain the channel display on the dispatch consoles. Explain the various radio channels and their intended use. Explain how to monitor and transmit radio traffic on the SELECT and UNSELECT channels. Explain how to change radio channels.
General Radio Traffic Protocol and Use of Radio Codes			<p>Explain the general protocol for radio traffic and use of the radio codes, including those outlined in this section of the manual. The trainee should be able to demonstrate the ability to follow established protocols and complete clear and articulate radio transmissions of varying degree of difficulty. Transmissions should include pertinent call details.</p> <p><u>Check Off When Complete:</u></p> <p>Broadcasts _____</p> <p>Dispatching Calls _____</p> <p>General Use of Phonetic Alphabet _____</p> <p>Status Changes and Status Checks _____</p> <p>Call Dispositions _____</p> <p>Call Priority and Number of Units _____</p> <p>Requesting a Backing Unit _____</p> <p>Warrant Checks _____</p> <p>DMV/DOJ/NCIC Name Inquiries _____</p> <p>Records Checks In-House _____</p> <p>Case, Arrest, FI, and Incident Numbers _____</p> <p>Alerts _____</p> <p>Pursuits _____</p>

SUBJECT	REVIEWED Trainer & Trainee Initials & Date	COMPETENT Trainer & Trainee Initials & Date	DESCRIPTION
General Radio Traffic Protocol and Use of Radio Codes (continued)			Code 777 _____ Code 999 _____ 40-King _____
Officer Safety			Explain the importance of officer safety considerations in all aspects of dispatching.
Playing Back Radio Transmissions or Calls			Explain that dispatchers have the ability to review calls and radio traffic on the voice logging recorder when necessary to confirm or ascertain information.
Radio Demeanor			At the end of the radio training phase, the trainee should be able to demonstrate competency in dispatching in a variety of scenarios of varying difficulty. The trainee should be able to maintain a calm demeanor and control voice inflections and stress during the transmissions.
Monitor and Communicate on Multiple Channels			At the end of the radio training phase, the trainee should be able to demonstrate competency in monitoring and communicating on multiple radio channels with a professional demeanor.
Prioritizing Calls			Explain prioritization of calls when determining which calls to dispatch first and keeping the watch commander informed when calls are holding.

RADIO

800 MHz Radio Equipment

Each dispatch console is set up with the same radio equipment.

Radio Console

The radio console displays channels, date, time, and menu buttons.

Channel Windows

The channels are displayed on the radio console in rectangular boxes or “windows.” Inside of each is the name of the channel, a six-digit radio identification display, and a volume control bar.

Six-Digit Radio Identification

The six-digit radio identification display shows the dispatcher what radio or HT is transmitting. Each radio has a six-digit identification number that is displayed in black while that radio is transmitting. The six-digit numbers have been entered into CAD so that when a radio is keyed, Dispatch can quickly look up the number in the CAD NOTE file to ascertain which unit is transmitting. Each officer is assigned an HT radio. If an officer changes units during his/her shift, they will advise dispatch of the new information.

Monitor Volume Display

Each channel window has a volume display. It is the square located at the bottom right of each window. It has a down arrow symbol in the square. Click on the down arrow, then a drop-down box will appear. Slide the circle on the horizontal bar to adjust volume.

Transmit Box/Busy Indicator

This is displayed in the top left of the box of the channel being used. When the dispatcher keys his/her own microphone, a red lightning bolt displays. When another dispatcher keys his/her microphone, a yellow lightning bolt displays. When officers key their HT or unit radio, a black speaker symbol displays.

Alert Tones

The radio system is capable of transmitting three different alert tones. The purpose of the alert tones is to alert officers of important information to follow. The tone used by

the Montclair Police Department is “Alert 3.” It is used for 211’s or other high priority calls. Hold down the alert button for approximately three seconds prior to transmission.

Menu Buttons

There are five menu buttons at the top of the screen. These assist the dispatcher in performing such functions as sending an alert tone, stopping an alert tone, transmitting, system status, and activity log.

Patching Channels

Patching is a method of establishing a radio link between two agencies. At this time patching is not done due to system limitations per the recommendation of San Bernardino County Communications. Patch icons are located on the top right of the screen.

Multi-Selecting Channels

The radio system is capable of selecting multiple channels to make a broadcast. This is used when there are several channels being utilized at one time and there is another officer safety broadcast that needs to go out to all officers regardless of their assigned channel. This is located on the top right of the screen.

Headset Jacks

The headset jacks are located underneath the counter top below the radio consoles. There are two jacks at every console. The dispatcher may choose either jack, as both allow access to radios and phones. There are also backup jacks at certain positions that have a back-up radio. They are used when the primary radios go down.

There are two types of headsets that are used – wired and wireless.

Wired: The headset plugs into a headset jack that plugs into the console. The dispatcher is not able to move away from the console any further than the cord will reach.

Wireless: The headset plugs into a wireless adaptor that communicates with a wireless headset base located at the console. This allows the dispatcher to move about freely within the Communications Center and press the button on the wireless device to transmit while away from the console.

Mute Button: A mute button is optional equipment. It plugs in between the headset and the wireless adaptor and allows the dispatcher to selectively mute the sound coming into the headset.

Transmitting

Foot Pedal: The most common means of transmitting is by using the foot pedal. Press the foot pedal, speak, then release the foot pedal. It is important not to begin transmitting until the foot pedal is fully depressed, otherwise the first part of the transmission will not be heard.

Headset: Transmitting by pressing the white button on the headset wireless device is an alternative to using the foot pedal.
Device:

Channel Display

The primary channel that Dispatch selects to hear in the headset is called the SELECT channel. Any other channels that Dispatch is monitoring are all heard through a speaker, and these are called UNSELECT channels.

UNSELECT channels are heard through the speaker on the radio console. UNSELECT channels are muted when a select channel is busy. That means if an officer is talking to Dispatch on MPD-2 and a unit pulls traffic on MPD-1 at the same time, the officer talking on MPD-2 will be muted. For this reason, all regular radio traffic is to be transmitted on MPD-1.

Radio Channels

The following are the commonly used radio channels. This is not an all-inclusive list of channels available in San Bernardino County.

MPD-1	Montclair Police Department primary radio channel
MPD-2	Montclair Police Department secondary radio traffic
ADMIN	Used for communication between Dispatch, Watch Commanders, and Command Staff. This is not a confidential channel.
RCRDS	Records channel - used for non-emergency unit-to-unit radio traffic
LAWICOM	Used for broadcasts to law enforcement agencies within San Bernardino County. The broadcast is from Communication Center to Communication Center and is not heard by field personnel. The information obtained via a LAWICOM broadcast is then to be retransmitted by the Dispatcher on the primary channel.
6CHASE	Used for countywide pursuits when pursuit becomes multi-jurisdictional
8CHASE	Used for countywide pursuits when pursuit becomes multi-jurisdictional.

- LAW M/A Channels 1 – 8, Mutual aid channel for use by law enforcement agencies in San Bernardino County. To be used for major incidents involving multiple agencies and multiple-agency events such as SMASH details.
- 40-KING San Bernardino County Sheriff's Department helicopter
- WESTLAW Channel used by West End law enforcement agencies for field units to communicate between agencies. West End law enforcement agencies include Montclair, Ontario, Upland, Chino,
- CPD-1 Chino Police Department
- UBLU-1 Upland Police Department
- OPD-1 Ontario Police Department
- ATAC-2 (1-8) Secondary talk groups used for multiple simultaneous pursuits
- CLEMARS CLEMARS direct. Doomsday channel normally used for unit-to-unit line-of-sight communication in the event of radio failure. In the event of a pursuit west over Kellogg Hill into San Gabriel Valley, officers may lose radio contact with Dispatch, however should be able to communicate with Dispatch from the San Gabriel Valley on CLEMARS Direct.
- 9MPD1 Doomsday radio channel for Dispatch.

All regular radio traffic will be transmitted on MPD-1 unless advised to go to another channel by Dispatch or a supervisor.

Changing Radio Channels

It is not necessary for an officer to advise Dispatch on MPD-1 that he/she wants to talk on MPD-2. Dispatch is always monitoring MPD-2. The officer should simply change to MPD-2 and hail Dispatch before transmitting on MPD-2.

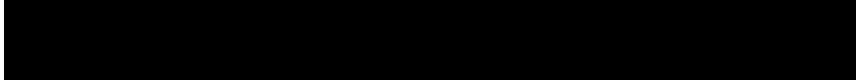
Example:



Officers should be aware that although no radio traffic is heard on MPD-1 at that time, the Dispatcher may be taking multiple telephone calls and may not be able to acknowledge the radio traffic on MPD-2 immediately.

If Dispatch needs to communicate with an officer (or any personnel with a radio) on a channel other than MPD-1 or personnel with a radio need to communicate with each other on a channel other than MPD-1, the recipient of the transmission should be directed to go to the other channel.

Example:



Radios Down

If the radios go down, dispatchers are to switch to the doomsday radio, channel 9MPD1. Dispatch operates off of 9MPD1 on the doomsday radio, however if a “fail soft mode” occurs on the doomsday radio, everyone (dispatchers and field personnel) should switch to 17MPD1. To do this, press the HOME button, press ZONE, then change the channel (CHAN) until you find 17MPD1, then press HOME again to set it.

To return to 9MPD1 on the doomsday radio, press the ZONE button and change to 9-, then press the HOME button which should display 9- 7-40 King, then change the channel (CHAN) until you find 9-MPD-1, and press HOME again to set it.

General Radio Traffic Protocol and Use of Radio Codes

Radio Transmissions – Public Information

Information broadcasted or transmitted over the radio can be heard by the general public and is a public record subject to public release. It is also subject to discovery in court cases. Members are required at all times to be professional when using the radio. Bantering, derogatory comments, and unprofessional transmissions that would reflect negatively on the Department will not be tolerated.

Law Enforcement Abbreviations and Terminology

Avoid using clear-speak on traffic stops and other calls, such as: “Plate will be....,” “Going 97...,” “It’s gonna be...,” “I’ll be 97 in about one....” Be brief and concise to save air traffic time for others needing to transmit information.

Slang or abbreviations, other than commonly understood law enforcement ones, should not be used in place of proper words.

Examples of Acceptable Law Enforcement Abbreviations or Terminology:

“H&S” instead of “drugs” or “narcotics”

10-21 your “42” instead of “home”

“MFD” instead of “Montclair Fire Department”

Watch Commander instructing Dispatch to call a “seven” instead of to call a “Code 777”

Dispatcher advising an officer “21, I ‘copied’ your last (transmission)”

Prohibited Transmissions

Absent exigent circumstances, certain information is prohibited from being transmitted over the radio:

1. Criminal history information. Dispatchers may advise an officer “affirmative on priors” or “prior in-house,” however detailed information about the priors cannot be transmitted. The detailed information may be communicated to the officer by telephone.
2. Code-5 information. Code-5 information shall only be transmitted over the MDC.
3. The address of a search warrant about to be executed.
4. The specific or general nature of a contagious or hazardous medical condition (e.g., HIV, AIDS, Tuberculosis, Hepatitis B). The dispatcher shall use the term “universal precautions – see MDC” and then transmit on the MDC the following information: “Universal precautions” and enter either “airborne” or “blood borne” to indicate what type of biohazard exposure the officers or responding personnel may encounter. The terms “airborne” or “blood borne” may be added to the radio broadcast only when MDC’s are not available.
5. The names of any officers involved in a shooting or other critical incidents or any officer injured in the line of duty.

Call Signs

Dispatch will be referred to as “Montclair” for all radio traffic.

Field personnel will use their assigned call sign for all radio traffic. In the event the call sign is not known, the employee ID number may be utilized.

Example:

Officer: “Officer 21 to ID 131”

Officers are assigned call signs based on the team policing concept and are assigned call signs beginning with the team number followed by the beat number. The Department generally uses Beat Plan “A” which divides the City into two sectors, west

Hailing

For officer initiated activity, the purpose of the transmission should be stated on the first hail, allowing Dispatch and the other units to know to listen, then stop and wait to be acknowledged.

Example:

[REDACTED]
[REDACTED]

For other communication, the call sign only should be stated on the first transmission.

Example:

[REDACTED]
[REDACTED]
[REDACTED]

When hailing a unit and a specific backing unit, Dispatch will hail both units. Both units should acknowledge. Dispatch will then transmit the call for service information. Both units should then acknowledge and provide the location they are responding from.

Example:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

When hailing a unit and a second unspecified unit to back, Dispatch will hail the primary unit, transmit the call information, then ask for a backing unit to acknowledge. The

transmission is done in this order so that other units can hear the location and determine if they are closest and can clear from their call to respond.

Example:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

If no officers are 10-8 and available to respond to a Priority One call, Dispatch will hail any available unit and specify the type of call and location as follows:

Example:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Breaks in Transmission

Radio transmissions should be brief in duration. If the information to be transmitted is lengthy, a pause should be made by stating "break" and then resume the transmission.

Example:

[Redacted]

Overlapping Radio Transmissions

When more than one unit transmits at the same time, the transmissions "cover" each other, making the transmissions garbled. When this occurs, Dispatch will advise the units they are covering each other and if it can be determined which units are transmitting, Dispatch may acknowledge the units indicating they should proceed with their transmission again.

Example:

[Redacted]

Acknowledgments

Advising "yes" or "no" are transmitted as "affirmative" (or "affirm") or "negative."

Acknowledging information received is transmitted as "10-4." Other acknowledgements such as "copy," "copy that," or "roger that" instead of "10-4" are not to be used. The term "copy" may be used in other situations, such as to confirm a transmission was received.

Example:

[REDACTED]

Broadcasts

Dispatch will periodically broadcast information on critical incidents, crimes that just occurred, or missing persons. A broadcast may be made on PD-1 or any of the channels monitored by other agencies, as appropriate. Dispatch also monitors broadcasts from other agencies and relays that information via a broadcast on PD-1. The broadcast will normally be preceded by a statement that a broadcast is forthcoming so that officers are ready to receive the information.

Example:

[REDACTED]

When broadcasting vehicle descriptions, vehicle descriptions should be stated in a specific order when possible, using the acronym "CYMBOLS."

C	Color
Y	Year
M	Make
B	Body style
O	Other Information or Oddities
L	License Plate
S	State

When broadcasting suspect descriptions, the description should be broadcast in an order designed to assist the officer in remembering the description. The correct order to describe a subject/suspect is head to toe and outside to inside.

Backing Officers

When an officer transmits that he/she will back another officer, the officer should include in the transmission where he/she will be responding from. This is done so that the officer who needs the back knows about how long it may take for the officer to arrive and so that other officers who may be closer and are able to clear and respond are able to advise of that information and do so.

Locations

When Dispatch provides an address of a call for service, the street address will be provided. When the call for service is at a business, both the business name and the street name will be provided. The street address will be stated twice when dispatching calls for service, with the number portion of the address articulated differently in the second set.

Example:

██
██
██
██

When Dispatch is advised of a location for a traffic stop or officer initiated activity, it is acceptable to provide a commonly known business name instead of an address. Examples would be Target, Montclair High School, City Hall, Stater Bros..

When Dispatch is advised of a name of a business rather than an address for a traffic stop or officer initiated activity and the business location may not be readily well known to the dispatchers and other officers, the cross street or hundred block should also be provided whenever possible. This assists Dispatch in rapidly identifying and entering the location onto the CAD screen and assists in differentiating between two of the same businesses in the City (e.g., Carl's Jr. (north) 8972 Central and Carl's Jr. (south) 5295 Holt). It is also important for officer safety purposes so there is no question where the officer is located should a backing unit be needed.

Example:

██
██
██
██

Vehicle Activity

When transmitting information pertaining to a vehicle, state the vehicle license plate number prior to the location. If the vehicle is occupied, advise Dispatch of the number of occupants.

Example:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Traffic Stops

When making a traffic stop, the information should be provided to Dispatch in the following order:

Call sign, license plate (or vehicle description if no plate – and specify no plate), and address of the stop. If the license plate is a California plate, it is not necessary to state that it is a California plate. If the license plate is an out-of-state plate, dealer plate, personalized plate, trailer, motorcycle, or other special plate, state that information before the license plate number.

Example:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Dispatch will enter the traffic stop into the CAD system and the license plate will be automatically run for status (Code 30 or Code 32) and registration. Dispatch will then provide the status and registration information to the officer. If the information is provided to the officer immediately, it is not necessary to hail the officer before doing so. If there is a delay in providing the information (e.g., Dispatch has to answer a 9-1-1 call first), Dispatch should hail the officer prior to providing the information.

Dispatch: [REDACTED]

Transmitting and Receiving 10-35 Information

[Redacted]

Example:

[Redacted]

Example:

[Redacted]

Code 5 Information

[Redacted]

[Redacted]

Call Types

When dispatching calls types using the common statutory code as the call type, it is only necessary to specify the statutory code number or description, but not the statutory code type (e.g., PC, VC). Examples are:

PC 211 Dispatch as: 211 Silent
PC 594 Dispatch as: 594 Report
VC 20002 Dispatch as: 20002 Just Occurred

Alarm Calls

When dispatching an alarm call, Dispatch will specify the alarm type and indicate if it is to a business or residence:

459, Audible at a business

459, Audible at a residence

459, Silent at a business

459, Silent at a residence

211, Silent – Business name

Panic alarm at a residence

Panic alarm at a business

Subject Checks

When making a subject check, advise Dispatch the location and the number of subjects.

Example:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

When making a subject check relating to possible prostitution activity, Dispatch should be advised that the subject check is for that purpose so the appropriate call type code can be used for tracking prostitution enforcement efforts.

Example:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Disturbance Calls and Weapons

When dispatching a call for service that has the potential for violence or weapons, Dispatch will ask the caller whether or not there are any weapons involved or seen and

transmit that information when dispatching the call. This information will be transmitted on any call where the caller states that a weapon was seen or may be in the possession of someone. Examples of call types include, but are not limited to:

- PC 415 – Disturbances
- PC 242 – Battery
- PC 245 – Assault with a Deadly Weapon
- PC 243(e)/273.5 – Domestic Violence
- PC 211 – Robbery

Any time a call involves a weapon, the dispatcher or the officer receiving the information should attempt to get a weapon description and transmit that information as soon as possible to the other units.

Example:

[REDACTED]

Medical Aid

Generally, calls for medical aid not involving potential life threatening situations are transferred to Montclair Fire Dispatch to dispatch Fire personnel and Police personnel are not routinely dispatched to assist. If, however, a call involves a potential life threatening situation where an officer may be able to perform CPR, AED, or first-aid, (e.g., attempted suicide, subject not breathing, possible heart attack, traffic collision with known or unknown injury) an officer(s) is to be dispatched in addition to Fire personnel.

When dispatching a call requiring medical aid or involving known, possible, or unknown injuries, Dispatch will roll Fire automatically and advise the responding officer that Fire is en-route.

Example:

[REDACTED]

Foot Pursuits

When an officer initiates a foot pursuit, the following information should be provided:

Advise in foot pursuit
Location and direction of travel
Description of suspect(s)
Weapon information
Reason

Example:

[REDACTED]

Bomb Calls

[REDACTED]

Refer to Policy and Procedures Manual § 416 for the Response to Bomb Calls.

Fire Calls

Calls involving a fire are to be transferred to Fire Dispatch to dispatch Fire personnel. Officers are to be dispatched to the scene in addition to Fire personnel.

Fire Department Activity

It is not necessary to advise when tows and Montclair Fire Department (MFD) are 10-97, except when it is necessary or important to record the arrival times (e.g., homicides, fatal traffic collisions).

Avoid asking where Montclair Fire Department (MFD) or an ambulance is responding to out of curiosity. Fire Dispatch will call if a Police Department unit is needed to respond. Not all calls for MFD come through Dispatch, so unless Fire Dispatch calls, Dispatch is not aware of the nature or location of the MFD unit or ambulance.

Upon arrival at a location, if the officer determines that medical aid is needed, the officer shall immediately request Dispatch to dispatch Montclair Fire Department to the location. Dispatch will document that MFD is rolled on the CAD record.

Example:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Code Enforcement

Code Enforcement Officers monitor channel PD-1 and communicate with Dispatch and officers on channel PD-1. Code Enforcement may request a backing unit via radio transmission to Dispatch.

Radio Designator:

Code Enforcement Officers are individually assigned a radio designator in the [REDACTED] series ([REDACTED]) and will hail Dispatch using their radio designator.

CLETS, CAD, and RMS Information:

Code Enforcement Officers are not authorized to request or receive any CLETS information or information from the CAD/RMS system, except as follows:

1. Upon request, Dispatch may run a license plate to determine if it is stolen if Code Enforcement is out with the vehicle. Dispatch shall only provide confirmation as to the stolen status. No registration information or details about the stolen vehicle (e.g., where it is stolen from, reporting or agency, victim information) can be provided. If the vehicle is stolen, Dispatch should advise the vehicle is Code-32 and dispatch an officer to make the vehicle recovery.
2. Call history information needed for Code Enforcement safety purposes in the performance of their duties may be released to Code Enforcement by Dispatch, upon request. General call history information regarding the nature of the call only may be released. An example would be advising that there have been no prior contacts at the residence, or there was a prior contact involving a (nature of the call) battery (crime of violence) six weeks ago (same people may still live there). Due to the prior contact involving a crime of violence, the Dispatcher should then dispatch an officer to accompany the Code Enforcement Officer. If there are only prior contacts that do not pose any safety consideration (e.g., a petty theft report or a citizen contact), Dispatch should simply advise there were prior contacts, but it is not necessary to advise the nature of each one. Specific identifying information, arrest information, SRF information, etc. from the call history records shall not be released.

[REDACTED]

Code 5 Information – Code Enforcement Notification:

[REDACTED]

[REDACTED]

Dispatchers should utilize the Code Enforcement schedule to determine which Code Enforcement Officers are on-duty and either call them at their duty cell phone number or request over the air that they 10-21 Dispatch and then request that they stay out of the area due to police activity. Upon contacting the first Code Enforcement Officer, the Dispatcher should ascertain if additional Code Enforcement Officers are on-duty, and if so ensure they are also notified.

Plaza Security

Upon request, Dispatch may run a license plate to determine if it is stolen if Plaza Security is out with the vehicle. Dispatch shall only provide confirmation as to the stolen status. No registration information or details about the stolen vehicle (e.g., where it is stolen from, reporting agency, victim information) can be provided. If the vehicle is stolen, Dispatch should advise the vehicle is Code-32 and dispatch an officer to make the vehicle recovery.

In-Custody Calls

Upon receipt of an in-custody call where loss prevention has a subject detained for theft, Dispatch will run the subject for warrants and their criminal history. Dispatch will advise the subject's status (Code 30 or Code 32) and indicate whether the subject does or does not have prior convictions with jail time served. Details about the prior arrests cannot be transmitted.

Example:

[REDACTED] [REDACTED]
[REDACTED] [REDACTED]

[Redacted]

Providing Name and DOB Information

When providing person information, provide it in the following order:

Last name, first name, middle name or initial, DOB

Example:

[Redacted]

If the person has a driver’s license or DMV ID card, this may also be provided, as follows:

Example:

[Redacted]

Testing Clarity of Radio Transmission

If Dispatch or field personnel need to check to see if they are transmitting clearly, this should be done as follows:

Example:

[Redacted]

Status Changes and Status Checks

Advising of a Change in Status

Advise Dispatch upon a change in status by stating the call sign and status code in one transmission.

Example:

██████████
██████████████████
██

Working on Paperwork

When parked in the City to work on paperwork in the unit, the Officer is to advise Dispatch of the location.

Example:

████████████████████
██████████
██

Changing Locations

If an officer is still handling a call, but is finished at one location and en-route to another location, the officer should not advise “10-8 en-route to...” because 10-8 means the officer is in service and available for calls. If an officer needs to advise he/she is still handling a call, but is en-route to another location, the code 10-98 and location en-route to should be transmitted:

Example:

[REDACTED]

[REDACTED]

[REDACTED]

Miscellaneous Status Changes

If an officer has been cleared for Code-7, 10-48, or 10-19, the officer should advise when he/she has arrived at the station or the location where the break will be taken.

If an officer needs to go to the car wash or has follow-up to do at the beginning of the shift, it is not necessary to ask if there are any calls holding. The officer only needs to ask if he/she is clear to go to the wash or to be out on follow-up. Dispatch will advise "negative" if there are calls holding.

Transporting Juveniles or Member of the Opposite Sex

When advising a juvenile is being transported in the police unit, advise Dispatch of the destination and starting mileage. Dispatch will respond with the start time. When advising Dispatch of arrival at the destination, also advise the ending mileage. Dispatch will advise the end time. This information will be documented on the CAD record. This procedure should also be followed when male officers transport female prisoners.

Example:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Upon arrival:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Status Checks

As soon as possible upon arrival on-scene or after initiating activity, the officer should advise Dispatch of his/her status (e.g., "Code-4" or "Code-4 Adam").

Example:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

If the officer does not advise his/her status within the allotted time-frame programmed into the CAD system according to call-type, the Dispatcher is required to inquire of the officer's status. When the time-frame is reached, the officer's information on the status monitor will highlight red to alert the Dispatcher.

Example:

[REDACTED]

[REDACTED]

[REDACTED]

Call Disposition

Radio Disposition Codes

10-8

Advised

Assisted

ACL (Alarm Card Left)

Area Quiet

Arrested

Assisted

Checks 10-4

Cited (Include the number of cites issued)

Cited (include the number of cites issued) AND VEHICLE TOWED

Civil

Contacted and Advised

FI'D

GOA (Gone on arrival)

HBO (Handled by officer)

Names Exchanged

Not Home

Note Left

Notification Made

NRD (No report desired)

Other Jurisdiction

Peace Kept

Report Taken

Returned Home

RP Advised
Supp Taken
Uncooperative
Unfounded
UTL (Unable to locate)
Vehicle Marked
Vehicle Towed

Disposition Codes and Additional Information

When clearing from a call, advise "10-8" and the applicable disposition code from the list above. Generally, using only the applicable disposition code as a disposition will be sufficient.

If additional information needs to be documented on the call record, the officer should provide brief and concise information to Dispatch. Dispatch will then include that information on the call record. This information can be important later when supervisors, staff, and other department personnel refer to the call record for a variety of purposes so it should be included whenever applicable.

Example:

[Redacted text block]

When clearing from a call or officer initiated activity, it should be done in one transmission.

Example:

[Redacted text block]

Skate Park Checks

When clearing from skate park checks, state the number of persons cited, if any:

Example:

████████████████████

Alarm Calls

When clearing from false alarm calls, the officer is required to leave an alarm card at the location and advise Dispatch of the call disposition "ACL" to indicate an alarm card was left. If an alarm call is closed out with a disposition other than ACL, the officer is required to provide a reason and that reason is required to be documented on the CAD record. If it is determined a burglary or other crime occurred and a report is taken, the disposition of "Report Taken" would be the appropriate disposition.

Example:

████████████████

Traffic Stops with No Vehicle Towed

When clearing from traffic stops, advise "10-8" and, when applicable: Cited, Advised, FI'd.

Example:

████████████████████
████████████████████
████████████████████

Stored/Impounded/Recovered Vehicle

When clearing from a call involving a stored/impounded/recovered vehicle, state the storage authority after "10-8":

Example:

██

Requesting a Backing Unit

When requesting a backing unit, the officer should briefly advise why the backing officer is needed, for the benefit of the responding officer. No back is “routine” no matter how calm the situation appears. If there is no particular reason why an officer wants a backing unit or there is no time to advise, the officer is not obligated to provide a reason.

No Pending Urgency

A request for a backing unit with no pending urgency should be transmitted as follows:

Example:

Officer: [REDACTED]

High Degree of Urgency

A request for a backing unit for immediate assistance when a high degree of urgency exists should be transmitted as follows:

Example:

[REDACTED] [REDACTED]

The term “Expedite” should not be used. If an officer needs a backing unit to respond Code-3, a Code-3 back should be requested. It is the officer’s responsibility to request a Code-3 back and if possible, give a brief explanation why it is needed. Officers should not ask if an officer requesting a back wants a Code-3 back, as the original officer should have already advised if a Code-3 back is needed.

Cancelling a Backing Unit

If an officer requests a backing unit and then advises he/she is Code-4, Dispatch should be advised if the backing unit is to continue or cancel. A backing unit will not automatically be canceled because the requesting unit advises Code-4.

Warrant Checks

“Control” is the terminology used to refer to San Bernardino County Sheriff’s Department Central Warrants Division. Warrants are to be “confirmed” as active prior to making an arrest for the warrant. Warrants held by other counties are referred to by county name when requesting to check the warrant through that county. If an officer is not intending to abstract traffic warrants, the officer should not request to run the subject through Control.

If a warrant check and an in-house check is needed, the request should be transmitted as follows:

Example:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

When Dispatch is provided a name and date of birth and runs the name and date of birth through the Computer Aided Dispatch (CAD) system, CAD checks the local (in-house) name file.

The following CLETS/NCIC systems are also automatically checked:

- Wanted Person System (WPS)
- National Crime Information Center (NCIC)
- Restraining Order System (CARPOS)
- Supervised Release File (SRF)
- Sex and Arson Registrant file (SAR)
- Missing and Unidentified Persons (MUPS)
- Armed and Prohibited Persons (APPS)
- DMV Automated Name Index (ANI)

When Dispatch checks a California driver’s license (CDL) number through DMV, the information is simultaneously checked through:

Wanted Person System (WPS)
Supervised Release File (SRF)
Sex and Arson Registrant (SAR)

If an officer wants a subject run through both WPS and NCIC, Dispatch should be provided with the name and DOB of the subject, rather than only the CDL.

10-35 Confirmation

When a warrant check reveals a possible outstanding warrant, Dispatch is required to confirm the officer is in a position to receive the information without the suspect hearing it by first confirming the officer is 10-35. The officer should then acknowledge "Affirm" or "Negative, stand-by" until he/she can safely receive the transmission.

Example:

[REDACTED]

[REDACTED]

Example:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Most California warrants are entered in the Wanted Person System (WPS) – (a California database) or in both the Wanted Person System (WPS) and the National Crime Information Center (NCIC) and may be searched by an inquiry in the WPS database. The level (Felony or Misdemeanor) of the charge and the bail amount dictate whether a warrant is entered only in WPS or in both WPS and NCIC. Infraction warrants may not be entered in WPS and would not normally be entered in NCIC, but may in fact be active. The status of a warrant, whether in WPS/NCIC or not, can be confirmed by calling the agency (usually the Sheriff's Department) holding the original warrant. WPS inquiries match the name by sound and list ten matches, with the first match being the closest.

DMV/CLETS/NCIC Name Inquiries

To run a subject through NCIC using only a CDL number, Dispatch has to run the CDL number through DMV first to obtain the name and date of birth from the driver's license record, then re-run the subject through NCIC by name and date of birth. The ideal

situation is for the officer to provide the last name, first name, middle name, date of birth, and a CDL number if known.

Example:

DL” [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

To search DMV for vehicles registered to a person or run a name through the DMV Automated Name Index (ANI) for a driver’s license record without a date of birth, provide Dispatch with the subject’s name, age, and the first three numbers of the address and the city of residence only. The street name is not required.

Example:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Dispatch will advise if the subject is Code-30 and the license status, if applicable. Dispatch will also advise if the subject has a Supervised Release File (SRF) record, is a Sex or Arson Registrant (SAR), or is Code-32.

For vehicle registration checks, the officer will be advised of the 10-29 status (Code 30 or Code 32) and the registration information, to include current or expired registration, year and make, registered owner name and city of residence:

Example:

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

DMV Automated Name Index (ANI) matches an exact spelling of the first name, not the last name. If there are multiple hits, the closest match will be listed first. Only ten multiple hits will be listed; any number over this and the message will state the number of matches the system found, but will not list them.

NCIC requires a date of birth to process the inquiry request. NCIC does not search by age only. NCIC also lists the closest match first and will list three possible matches.

Records Checks – In-House

A records check is requested to run a subject's name in the Police Department's in-house Records system using the NAME option or to run an address for prior calls for service using the CALINQ (Call Inquiry) option.

To request a records check from the in-house Records system, use the example below:

Example:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Dispatch will advise if there is a match, then the officer may make a specific request, such as for prior contacts, associated persons, or vehicles, etc.

MDC Matches

If a possible name or vehicle match is received in response to an inquiry made on the Mobile Data Computer (MDC) in the patrol vehicle, it is not necessary to provide the detailed match information to Dispatch. Advise Dispatch of either a name and date of birth of the subject or the license plate number on the vehicle and the type of match (e.g., registration match or Code-32 vehicle). Dispatch will re-run the information. If the officer has not yet notified Dispatch of his/her location and nature of his/her activity that

led to the MDC inquiry, the officer should immediately provide that information to Dispatch.

Case, Arrest, and FI Numbers

When a case number and or arrest number is requested from Dispatch, the Dispatcher will also provide the time of call and time of arrest, if applicable. When an officer requests a CR and AR number or FI number, he/she should have the person's name, DOB, and charges ready to provide to Dispatch.

Example (CR):

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Example (CR and AR when Dispatch already has the name and DOB):

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

FI Numbers

When an FI number is needed and the subject(s) has already been run for warrants, the officer need only ask for an FI number because Dispatch already has the name and DOB. If Dispatch has not been given any names and the officer is ready to clear the call, the officer must advise Dispatch that he/she has a subject(s) for FI and provide

Dispatch with the name(s) and DOB's. Dispatch will issue an FI number and document on the call the name of the officer to whom the FI was issued. If there are multiple officers on the call, the Dispatcher is required to document on the CAD record the officer to whom the FI number was issued. If more than one officer will be completing FI cards for an FI number, the Dispatcher is required to document which officer took the FI on which subject. If this information is not initially provided by the officer(s), the Dispatcher is required to obtain it before closing out the call.

Example:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

When a subject's name is run and there is a match in the Department of Justice (DOJ) Supervised Release File (SRF) or Sex and Arson Registrant File (SAR) database an FI number is required. Dispatch shall automatically issue an FI number to the officer and advise the number rather than waiting to see if the officer asks for it. The officer will be advised of the type of SRF or Registrant match found, such as "active parole," "arson registrant," "PRCS" (Post Release Community Supervision) and the FI number.

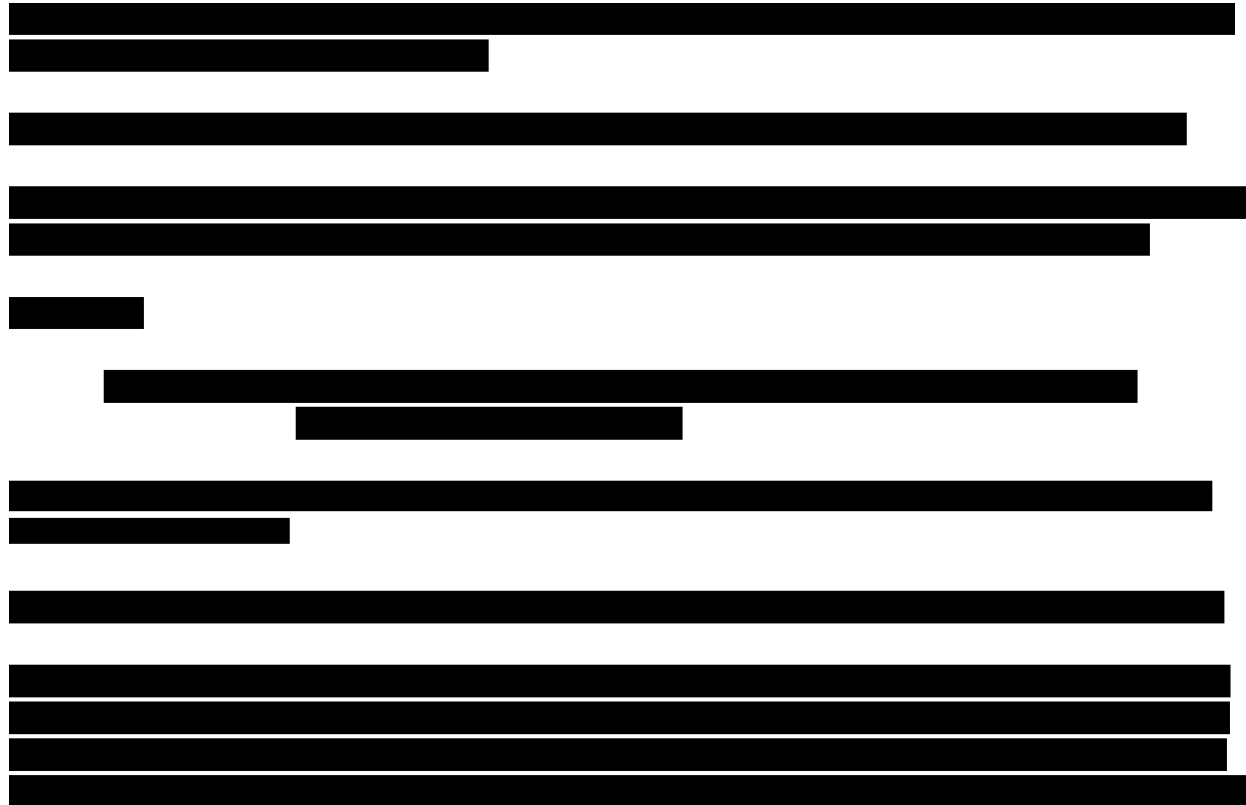
The reason for the FI card requirement is that when Records receives an FI card marked as "SRF" from the officer, a Supervised Release File (SRF) contact message will be made in the CLETS SRF system on the subject's SRF record using the information documented on the FI card. DOJ then notifies the agency that entered the subject in the SRF system (e.g., State Parole, County Probation) of the contact. The SRF database contains parolees, probationers, persons on Post Release Community Supervision (PRCS), and violent criminal offenders tracked by DOJ.

Alerts

Alert Tones

The alert tone (a series of three beeps) is activated prior to dispatching a violent or potentially violent felony call in progress or crimes that just occurred with suspect information. A common activation of the alert tone is for PC 211's (robbery).

Emergency Alert Button



CODE 777

Code-777 will be called by Dispatch to clear the air for officer safety. A Code-777 applies to the units involved, as well as the units not involved.

A Code-777 is sometimes referred to as “a Seven.”

1. A law enforcement officer has been killed, suffered serious bodily injury or has been assaulted with a deadly weapon, and the suspect has fled the scene of the offense.
2. The investigating law enforcement agency has determined that the suspect poses an imminent threat to the public or other law enforcement personnel.
3. A detailed description of the suspect's vehicle or license plate is available for broadcast.
4. Public dissemination of available information may help avert further harm or accelerate apprehension of the suspect.

Dispatcher Responsibility:

Dispatch is responsible for relaying the following BOLO information:

1. Broadcast to Montclair units and send an MDC message
2. Send a CLETS administrative message to local law enforcement agencies (Ontario PD - ONT0, Pomona PD - POM0, Chino PD - CHN0, Claremont PD-CLA0, Upland PD - UPL0, and San Bernardino County Sheriff's Department (SBO0).
3. Broadcast on Law-ICOM

Dispatch will send an administrative CLETS message to the area designator of 4500 (statewide law enforcement and other designated agencies). Do not use the area designator of 3200, as this does not send to all of the necessary agencies in California. The State Emergency Management Agency (EMA) will receive the CLETS message sent to area designator 4500 and will activate an Emergency Digital Information System (EDIS) bulletin (FLASH statewide message). In the event of a cancellation, Dispatch is required to send an administrative CLETS cancellation message to the same area designator of 4500 and to local law enforcement agencies.

Amber Alert

The following information pertains to radio communication regarding an Amber Alert and includes excerpts from the Policy and Procedures Manual. For the complete Department policy on Amber Alerts, refer to Policy and Procedures Manual § 334.

Amber Alert Definition

The America's Missing: Broadcast Emergency Response Program (AMBER Alert™) is the recruitment of public assistance to locate an abducted child via a widespread media

alert. Utilizing the assistance of local radio, television and press affiliates, the public will be notified of the circumstances of a child abduction and how they can assist law enforcement in the recovery of the child. The goal is the safety of the public and law enforcement and the successful apprehension of the suspect by establishing an effective partnership between the community, the media and law enforcement

Abduction - Any child under the age of 18-years who has been unwillingly removed from his/her environment without permission from the child's legal guardian or a designated legal representative.

Child Abduction Criteria

The following conditions must be met before activating an AMBER Alert:

1. Abduction has been determined to have occurred.
2. The victim is 17 years of age or younger, or has a proven mental or physical disability.
3. The victim is in imminent danger of serious injury or death.
4. There is information available that, if provided to the public, could assist in the child's safe recovery.

Dispatcher Responsibility

Dispatch is responsible for relaying the following BOLO information:

1. Broadcast to Montclair units and send an MDC message
2. Send a CLETS administrative message to local law enforcement agencies (Ontario PD - ONT0, Pomona PD - POM0, Chino PD - CHN0, Claremont PD-CLA0, Upland PD - UPL0, and San Bernardino County Sheriff's Department (SBO0).
3. Broadcast on Law-ICOM

Dispatch will send an administrative CLETS message to the area designator of 4500 (statewide law enforcement and other designated agencies). Do not use the area designator of 3200, as this does not send to all of the necessary agencies in California. The State Emergency Management Agency (EMA) will receive the CLETS message sent to area designator 4500 and will activate an Emergency Digital Information System (EDIS) bulletin (Child Abduction FLASH statewide message). In the event of a cancellation, Dispatch shall send an administrative CLETS cancellation message to the same area designator of 4500 and to local law enforcement agencies.

The second officer in the pursuit is responsible for notifying the dispatcher of entry into the pursuit and broadcasting the progress of the pursuit unless the situation indicates otherwise.

Other Units

The secondary unit and supervisor should be the only ones advising they are en-route to assist.

Non-involved units may be directed to another channel by Dispatch, but should try to stay off the air until the pursuit terminates.

Dispatch Responsibility (Policy Manual § 314.5)

If the pursuit is **confined within the City limits**, radio communications will be conducted on the **primary channel** unless instructed otherwise by a supervisor or dispatcher.

If the **pursuit leaves the City or such is imminent**, involved units should, whenever available, **change radio communications to an emergency channel pursuant to the San Bernardino County Inter-Agency Pursuit Memorandum of Understanding.**

Upon notification that a pursuit has been initiated, Dispatch shall:

- Coordinate pursuit communications of the involved units and personnel
- Notify and coordinate with other involved or affected agencies as practical
- Ensure the Watch Commander is notified of the pursuit
- Assign a case number and log all pursuit activities
- Broadcast pursuit updates as well as other pertinent information as necessary

Communications During a Pursuit (Policy Manual § 314.5.1)

Pursuant to the San Bernardino County Inter-Agency Agency Pursuit Memorandum of Understanding, the following radio channel protocol shall be followed:

Communications personnel from the agency initiating a pursuit should notify allied agencies of any pursuit which appears likely to enter other jurisdictions and should specify if assistance is or is not requested by the pursuing units and/or supervisor.

At the beginning of a multi-jurisdictional pursuit, the initiating agency's communications personnel should notify the San Bernardino County Sheriff's Department (SBSD)

communications center of the pursuit and request that they assume communication responsibility for the pursuit once it leaves the initiating agency's jurisdiction.

Once SBSD communications personnel have assumed radio responsibility for the pursuit, they should maintain such responsibility until the end of the pursuit, regardless of whether the pursued vehicle re-enters the initiating agency's jurisdiction or another jurisdiction.

Whenever a pursuit becomes a multi-jurisdictional pursuit, the officers involved in the pursuit should change to one of the county-wide pursuit channels listed below:

Area of Coverage Talk Group

Victor Valley 1CHASE

Barstow 2CHASE

Lucerne Valley (Mid-desert) 3CHASE

Morongo Basin 4CHASE

Colorado River 5CHASE

West Valley (Fontana West) 6CHASE

East Valley (Rialto East) 7CHASE

Colton 8CHASE

Mountains 9CHASE

ATAC-2 (1-8) has been designed as secondary talk groups and will be used for multiple pursuits occurring simultaneously.

Should additional mutual-aid frequencies be required, the SBSD's Valley Control Center Supervisor or the San Bernardino County 800 Project Coordinator may designate an alternative pursuit frequency.

It is recognized that, in most areas of San Bernardino County, the California Highway Patrol (CHP) will not have the ability to change to the frequencies set forth in this subsection. Therefore, communications will necessarily have to take place and be coordinated by the communications centers who are involved in pursuit activities. Supervisors and officers involved in pursuit activities should recognize that this may create a delay in communications.

If SBSD communications personnel are unable to assume dispatch responsibilities for the pursuit, the initiating agency's dispatch personnel should maintain control of the pursuit until its conclusion.

Should a pursuit leave the Valley broadcast area and enter the "High Desert" (e.g., Victorville, Apple Valley), SBSD Valley Communications should coordinate radio

responsibilities with SBSB High Desert Communications personnel. The opposite will occur when a pursuit leaves the "High Desert" and enters the "Valley" area.

In the event of radio failures, radios should be changed to "CLEMARS DIRECT". This will ensure inter-agency and car-to-car communications.

Officers involved in multi-jurisdictional pursuits should attempt to use "clear text" in their radio transmissions as opposed to agency-specific codes or jargon to avoid miscommunications between officers, supervisors, and communications personnel from different agencies.

Loss of Pursued Vehicle (Policy Manual § 314.5.2)

When the pursued vehicle is lost, the primary unit should broadcast pertinent information to assist other units in locating suspects. The primary unit will be responsible for coordinating any further search for either the pursued vehicle or suspects fleeing on foot.

Inter-Jurisdictional Consideration (Policy Manual § 314.6)

When a pursuit enters another agency's jurisdiction, the primary officer or supervisor, taking into consideration distance traveled, unfamiliarity with the area, and other pertinent facts, should determine whether or not to request the other agency to assume the pursuit. Unless entry into another jurisdiction is expected to be brief, it is generally recommended that the primary officer or supervisor ensure that notification is provided to each outside jurisdiction into which the pursuit is reasonably expected to enter, regardless of whether or not such jurisdiction is expected to assist.

Assumption of Pursuit by Another Agency (Policy Manual § 314.6.1)

Units originally involved will discontinue the pursuit when advised that another agency has assumed the pursuit and assistance of the Montclair Police Department is no longer needed. Upon discontinuing the pursuit, the primary unit may proceed upon request, with or at the direction of a supervisor, to the termination point to assist in the investigation.

The role and responsibilities of officers at the termination of a pursuit initiated by this department shall be coordinated with appropriate consideration of the units from the agency assuming the pursuit.

Notification of a pursuit in progress should not be construed as a request to join the pursuit.

Requests to or from another agency to assume a pursuit should be specific. Because of communication limitations between local agencies and CHP units, a request for CHP assistance will mean that they will assume responsibilities for the pursuit. For the same

reasons, when a pursuit leaves the freeway and a request for assistance is made to this department, the CHP should relinquish control.

Pursuits Extending into this Jurisdiction (Policy Manual § 314.6.2)

The agency that initiates a pursuit shall be responsible for conducting the pursuit.

Units from this department should not join a pursuit unless specifically requested to do so by the agency whose officers are in pursuit. The exception to this is when a single unit from the initiating agency is in pursuit. Under this circumstance, a unit from this department may join the pursuit until sufficient units from the initiating agency join the pursuit. When a request is made for this department to assist or take over a pursuit from another agency that has entered this jurisdiction, the supervisor should consider these additional following factors:

- Ability to maintain the pursuit

- Circumstances serious enough to continue the pursuit

- Adequate staffing to continue the pursuit

- The public's safety within this jurisdiction

- Safety of the pursuing officers

As soon as practical, a supervisor or the Watch Commander should review a request for assistance from another agency. The Watch Commander or supervisor, after consideration of the above factors, may decline to assist in or assume the other agency's pursuit.

Assistance to a pursuing allied agency by officers of this department will terminate at the City limits provided that the pursuing officers have sufficient assistance from other sources. Ongoing participation from this department may continue only until sufficient assistance is present. In the event that a pursuit from another agency terminates within this jurisdiction, officers shall provide appropriate assistance to officers from the allied agency including, but not limited to scene control, coordination and completion of supplemental reports, and any other assistance requested or needed.

Officer Safety

Dispatchers are to remain alert to the potential for officer safety concerns and situations that may pose an officer safety risk and proceed accordingly when handling calls and transmitting information.

Playing Back Radio Transmissions or Calls

Dispatchers have the ability to play back telephone calls and radio transmissions when necessary to obtain information.

Radio Demeanor

Dispatchers are to speak clearly and with a voice level that can be heard and understood by the officers. Dispatchers are to maintain control of their emotions and ensure that anger, frustration, and impatience are not reflected in their voice when transmitting over the radio. Radio transmissions are to be professional and thorough, using established protocols. Laughter, slang, joking, or bantering are not allowed during radio transmissions.

Monitor and Communicate on Multiple Radio Channels

Dispatchers are required to monitor and communicate over multiple radio channels and answer telephones, demonstrating the ability to multi-task while under pressure to the best of their ability.

Dispatchers are to strive to accurately understand and comprehend what is said during radio transmissions. When situations occur where there is static, units cover each other, or officers cut off their transmissions, dispatchers are to advise the officers of this and request that the information be repeated. Dispatchers should not assume that what was said is not important or that a situation is OK without first checking to ensure that it is OK. Dispatchers are never to second-guess any transmission that they are not sure of. If there is any question as to what an officer has said – double check. Remember that saying “10-4” means there is acknowledgment as to what an officer has said. Do not say “10-4” unless the transmission is heard and understood.

Dispatchers are to be aware of the events going on in the field and anticipate things that may occur. For example when an officer makes a traffic stop, the dispatcher needs to be prepared for the potential that the officer may go into pursuit. When an officer responds to a burglary alarm at a business, the dispatcher needs to anticipate that the officer may be requesting a responsible party to respond. When an officer makes a traffic stop and the person’s driver’s license record indicates he/she has a suspended driver’s license, the dispatcher needs to anticipate that the officer will be requesting a tow for the vehicle.

Prioritizing Calls

Calls for service are prioritized based on the priority code assigned to the incident type code used when entering the call for service. Each incident type code has a designated priority code that is reflected on the CAD entry along with a recommended number of units to dispatch.

Dispatchers are to be attentive to the prioritization of calls to be dispatched, the recommended number of units to dispatch, and the length of time calls are holding. When priority calls are holding, the dispatcher is to advise units in the field that the call is holding so that any available units can clear and respond. If a call is holding longer than is reasonable or appropriate and there are no units available to respond, the Watch Commander should be notified so that direction can be provided.

SECTION NINE**GENERAL PERFORMANCE SKILLS**

Trainee: _____

Trainer: _____

SUBJECT	REVIEWED Trainer & Trainee Initials & Date	COMPETENT Trainer & Trainee Initials & Date	DESCRIPTION
Written Skills			The trainee is required to demonstrate the general ability to compile a concise and accurate call for service, CLETS transaction, or any written communication in a timely manner.
Verbal Skills			The trainee is required to demonstrate the ability to accurately relay necessary information verbally to others in a concise, timely, and understandable manner.
Listening			The trainee is required to demonstrate the general ability to hear and comprehend information relayed to the trainee via phone, radio, or in person.
Typing Skills			The trainee is required to demonstrate the ability to accurately type calls for service and utilize CAD commands with minimal errors.
Retention of Information			The trainee is required to demonstrate the ability to retain both long-term and short-term information.
Stress Control			The trainee is required to exhibit a controlled attitude, an ability to perform under pressure, and to maintain flexibility in adjusting to continually changing situations.
Initiative			The trainee is required to demonstrate the ability to do the extras to increase efficiency and job knowledge.
Decision-Making / Problem Solving			The trainee is required to demonstrate an ability to assess problems and situations, anticipate needs, and make appropriate decisions.
Interpersonal Skills			The trainee is required to demonstrate the ability to communicate clearly, effectively, and professionally with callers, employees, and supervisors.
Acceptance of Criticism			The trainee is required to accept criticism in a constructive manner.

SUBJECT	REVIEWED Trainer & Trainee Initials & Date	COMPETENT Trainer & Trainee Initials & Date	DESCRIPTION
Behavior Toward Citizens			The trainee is required to establish competent and courteous interpersonal contacts.
Behavior Toward Personnel			The trainee is required to respect and support the duties, roles, and responsibilities of other department personnel.
Self-Image / Confidence			The trainee is required to generally display behavior that indicates a positive self-image.

PERFORMANCE ANCHORS

Performance anchors are guidelines used to help evaluate a dispatcher trainee. For each chapter in the Dispatcher Training Manual there are corresponding anchors. These anchors assist the trainer in the evaluation process by identifying the knowledge and performance required for a trainee to be considered competent in the categories covered in each chapter. Performance anchors are also intended to assist the trainee in understanding the competency knowledge and performance levels required.

Section 1 ORIENTATION

Competency rating is N/A. Trainee should demonstrate a general understanding of the information covered in this chapter.

Section 2 CODES AND ABBREVIATIONS

Competent:

Demonstrates the ability to accurately memorize, understand, and consistently apply appropriate codes. Obtains a passing score on tests.

Needs Improvement:

Is not able to accurately memorize, understand, and consistently apply codes.

Section 3 PHONES AND RELATED PROCEDURES

A. CALL SCREENING

Competent:

General ability to effectively triage multiple incoming calls

- a. Answers phones in correct order of priority
- b. Is able to shift between calls on hold without requiring callers to continually repeat information as calls are processed.
- c. Does not forget callers on hold
- d. Does not get overwhelmed by call volume or multi-tasking
- e. Is able to quickly and accurately assess and determine the nature of calls
- f. Is able to process a TDD (TTY) call
- g. Demonstrates understanding of procedures for handling and transferring 9-1-1 calls
- h. Is able to take control and maintain control of calls

- i. Is able to handle difficult or emotionally charged calls
- j. Is able to prioritize calls
- k. Is able to gather and enter pertinent information into CAD
- l. Is able to communicate effectively with callers

Needs Improvement:

General inability to effectively triage multiple incoming calls.

- a. Is unable to answer phones in correct order of priority.
- b. Is unable to shift between calls on hold without requiring callers to continually repeat information as calls are processed
- c. Forgets callers on hold
- d. Gets overwhelmed by call volume or multi-tasking
- e. Is unable to quickly and accurately assess and determine the nature of calls
- f. Is unable to process a TDD (TTY) call
- g. Does not demonstrate understanding of procedures for handling and transferring 9-1-1 calls
- h. Is unable to take control and maintain control of calls
- i. Is unable to handle difficult or emotionally charged calls
- j. Is unable to prioritize calls
- k. Is unable to gather and enter pertinent information
- l. Is unable to communicate effectively with callers

B. CALL CARDS

Competent

Demonstrates the ability to accurately and quickly utilize call cards

- a. Legibility
- b. Relevant information
- c. Accurate documentation of time/date
- d. Includes priority of call type and assigns correct beat
- e. Documents units involved and updates appropriate information as needed

Needs Improvement

Does not demonstrate the ability to accurately and quickly utilize call cards

- a. Difficult to read

- b. Lacks relevant information
- c. Inaccurate or missing date/time documentation
- d. Inaccurate or missing priority and beat assignment
- e. Lacks documentation of units involved and/or updated information

C. EQUIPMENT

Competent:

Demonstrates a working knowledge of the phone system utilized in the Dispatch center

- a. Uses the in-house transfers, paging, and voice mail correctly and efficiently
- b. Understands the differences and can effectively use speed dials, ring down lines, and 9-1-1 transfers
- c. Understands the priority answering function
- d. Is able to effectively use the Instant Recall Recorder
- e. Understands the proper circumstances and can correctly use Reverse ANI
- f. Is able to effectively use the TTY/TDD screen and keyboard arbitrator
- g. Is able to retransmit to update Phase 1 9-1-1 call to Phase 2
- h. Is able to input latitude/longitude information into CADMAP

Needs Improvement:

Does not demonstrate a working knowledge of the phone system utilized in the Dispatch center

- a. Is unable to correctly and efficiently use the in-house transfers, paging, and voice mail
- b. Does not understand and cannot effectively use speed dials, ring down lines, and 9-1-1 transfers
- c. Does not understand the priority answering function
- d. Is unable to effectively use the Instant Recall Recorder
- e. Does not understand and/or cannot correctly use Reverse ANI
- f. Is unable to effectively use the TTY/TDD screen and keyboard arbitrator
- g. Is unable to retransmit to update Phase 1 9-1-1 call to Phase 2 call
- h. Is unable to input latitude/longitude information into CADMAP

Section 4 ENTERING CALLS FOR SERVICE

Competent:

- a. Demonstrates the ability to quickly and accurately obtain and enter pertinent information into the Computer Aided Dispatch (CAD) system.
- b. Assesses information received; determine and enter appropriate incident type code and other applicable codes to the call record in CAD.

Needs Improvement:

- a. Is unable to quickly and accurately obtain and enter pertinent information into the Computer Aided Dispatch (CAD) system.
- b. After assessing information received, is unable determine and enter the appropriate incident type code and other applicable codes to the call record in CAD.

Section 5 DISPATCH OPERATIONS

A. GENERAL OPERATIONS

Competent:

- a. Demonstrates an understanding and related operational use of information regarding allied agencies, locations within and outside the city, positions within the Police Department
- b. Demonstrates an understanding of and the ability to effectively and appropriately use law enforcement systems and databases (CLETS/NCIC, Cal Photo, SBSJ JIMSNET, CLEW, ISO Claim Search/VIN Assist, VESTA 4, and Higher Ground Capture 911 System / MIRRA)
- c. Understands various operational and procedural information covered in Section 5 (see extensive list in Section 5).

Needs Improvement:

- a. Does not demonstrate understanding and related operational use of information regarding allied agencies, locations within and outside the city, positions within the Police Department
- b. Does not demonstrate understanding of and the ability to effectively and appropriately use law enforcement systems and databases

- c. Does not demonstrate understanding various operational and procedural information covered in Section 5 (see extensive list in Section 5)

B. GEOGRAPHY

Competent:

General ability to utilize the various maps, memorize the most common locations and landmarks in the city, as well as the surrounding agencies and their jurisdictions.

- a. Demonstrates ability to effectively use beat plan maps
- b. Demonstrates ability to effectively use city and other maps
- c. Demonstrates ability to use computerized street listings and directions
- d. Demonstrates ability to utilize the Internet as a mapping resource
- e. Demonstrates ability to utilize CADMAP

Needs Improvement:

General inability to utilize the various map books, memorize the most common locations and landmarks in the city, as well as the surrounding agencies and their jurisdictions, on a continual basis.

- a. Is unable to effectively use beat plan maps
- b. Is unable to effectively use city and other maps
- c. Is unable to use computerized street listings and directions
- d. Is unable to utilize the Internet as a mapping resource
- e. Is unable to utilize CADMAP

C. RESOURCES

Competent:

Understands and utilizes available resources efficiently

- a. Understands how to utilize resources for reference
- b. Reviews resources periodically
- c. Knows both what and where information is available
- d. Is able to use the CAD NOTE file to find information
- e. Is able to find information in the premise file
- f. Is able to find information in the Policy and Procedures Manual

Needs Improvement:

Does not understand and/or utilize available resources

- a. Does not understand how to utilize resources
- b. Relies on others for answers rather than utilizing resources
- c. Does not know both what and where information is available
- d. Is unable to use the CAD NOTE file to find information
- e. Is unable to find information in the premise file
- f. Is unable to find information in the Policy and Procedures Manual

D. SHIFT RESPONSIBILITIES

Competent:

General ability to handle specific responsibilities unique to each shift on a continual basis

- a. Document off-sick information on daily log and on a sick slip
- b. Shift on the units in CAD and document the shift lineup in CAD
- c. Understand and perform after-hours Records CLETS duties
- d. Document court information in CAD and make notifications
- e. Perform call-outs for Humane, City Yards, TSM, LEMS
- f. Complete IT work request and Building Maintenance work request

Needs Improvement:

General inability to handle specific responsibilities unique to each shift on a continual basis.

- a. Regularly forgets either the sick slip or the CAD entry for off-sick information
- b. Fails to shift on units into CAD or document shift lineup on daily log on a continual basis
- c. Regularly does not complete after-hours CLETS entries or other after-hours Records duties
- d. Incorrectly documents or does not document court information in CAD; fails to make related notifications
- e. Fails to correctly perform call-outs for Humane, City Yards, TSM, LEMS
- f. Unable to complete IT work request and/or Building Maintenance work request

Section 6 CAD OPERATIONS AND USE

Competent:

Demonstrates understanding and consistent ability to use and perform duties involving:

- a. CAD/RMS System
- b. Logging on and off of the CAD/RMS System
- c. Troubleshooting
- d. Command screen
- e. Call manipulation commands
- f. Search and display commands
- g. Status monitor screen
- h. Externals
- i. MDC messages
- j. Records Management System (RMS)
- k. Numbers – CR, AR, FI, Incident
- l. NOTE File
- m. Call comments
- n. Premise File
- o. CALINQ
- p. Tagging Externals
- q. System down procedure

Needs Improvement:

Does not demonstrates understanding and consistent ability to use and perform duties involving:

- a. CAD/RMS System
- b. Logging on and off of the CAD/RMS System
- c. Troubleshooting
- d. Command screen
- e. Call manipulation commands
- f. Search and display commands
- g. Status monitor screen
- h. Externals
- i. MDC messages
- j. Records Management System (RMS)
- k. Numbers – CR, AR, FI, Incident
- l. NOTE File
- m. Call Comments
- n. Premise File
- o. CALINQ
- p. Tagging Externals

- q. System down procedure

Section 7 CLETS AND NCIC SYSTEM

A. CLETS TERMINAL

Competent:

General ability to effectively operate the CLETS terminal.

- a. Understands and is able to log on and off from the CLETS terminal
- b. Ability to effectively use the Externals options and CAD commands for system inquiries and transactions
- c. Is able to complete a LOJACK inquiry
- d. Is able to perform transactions (entries, locates, clear, cancel)
- e. Is able to send an administrative message
- f. Is able to send a 10-Minute Hit Request and send a 10-Minute Hit Response
- g. Is able to perform Externals commands/inquiries
- h. Is able to quickly read and interpret CLETS responses
- i. Understands and follows CLETS/NCIC policies for system use and security.
- j. Knows and can recite the Montclair PD ORI and mnemonic and the ORI to West Valley Detention Center
- k. Is able to effectively use the CJIS Manual to make CLETS entries

Needs Improvement:

General inability to effectively operate the CLETS terminal

- a. Does not understand and/or fails to either log on or off from the CLETS terminal
- b. Is unable to effectively use the Externals options and CAD commands for system inquiries and transactions
- c. Is unable to complete a LOJACK inquiry
- d. Is unable to perform transactions (entries, locates, clear, cancel)
- e. Is unable to send an administrative message
- f. Is unable to send a 10-Minute Hit Request and send a 10-Minute Hit Response
- g. Is unable to perform Externals commands/inquiries
- h. Is unable to quickly read and interpret CLETS messages
- i. Does not understand and/or does not follow CLETS/NCIC policies for system use and security
- j. Does not know and cannot recite the Montclair PD ORI and mnemonic and the ORI to West Valley Detention Center

- k. Is unable to effectively use the CJIS Manual when making CLETS entries

B. CLETS DATABASES

Competent:

Demonstrates a working knowledge of the databases most used by Dispatch.

- a. Stolen Vehicle System (SVS)
- b. Wanted Persons System (WPS)
- c. Automated Firearm System (AFS)
- d. Criminal History Database (CHS)
- e. California Restrained and Protective Order System (CARPOS)
- f. Supervised Release File (SRF)
- g. Administrative Message (Option: ADMIN)
- h. DMV – Out of State (Option: USDMV)
- i. DMV – California DRIVER
- j. Automated Property System (APS)
- k. 10-Minute Hit Request and 10-Minute Hit Response
- l. Missing and Unidentified Persons System (MUPS)
- m. Sex and Arson Registry (CSAR)

Needs Improvement:

Does not demonstrate a working knowledge of the databases most used by Dispatch.

- a. Stolen Vehicle System (SVS)
- b. Wanted Persons System (WPS)
- c. Automated Firearm System (AFS)
- d. Criminal History Database (CHS)
- e. California Restrained and Protective Order System (CARPOS)
- f. Supervised Release File (SRF)
- g. Administrative Message (Option: ADMIN)
- h. DMV – Out of State (Option: USDMV)
- i. DMV – California DRIVER
- j. Automated Property System (APS)
- k. 10-Minute Hit Request and 10-Minute Hit Response
- l. Missing and Unidentified Persons System (MUPS)
- m. Sex and Arson Registry (CSAR)

Section 8 RADIO

A. RADIO EQUIPMENT

Competent:

- a. Demonstrates the ability to effectively use the 800 MHz radio console including primary and secondary channels, select vs. unselect, volume controls, alert tone
- b. Demonstrates the ability to effectively use the doomsday radio

Needs Improvement:

- a. Is unable to effectively use the 800 MHz radio console including primary and secondary channels, select vs. unselect, volume controls, alert tone
- b. Is unable to effectively use the doomsday radio

B. RADIO TRAFFIC PROTOCOL AND USE OF RADIO CODES

Competent:

- a. Demonstrates the ability to receive, understand, and transmit information on the radio using the appropriate radio codes and protocol
- b. Demonstrates an understanding of the importance of officer safety considerations in all aspects of dispatching
- c. Has a professional and controlled radio demeanor
- d. Is able to play back radio transmissions for review
- e. Demonstrates competence at monitoring multiple radio channels
- f. Demonstrates the ability to prioritize calls for dispatching
- g. Demonstrates the ability to multi-task while dispatching, answering calls, and performing other ancillary functions.

Needs Improvement:

- a. Is unable to receive, understand, and transmit information on the radio using the appropriate radio codes and protocol
- b. Does not demonstrate an understanding of the importance of officer safety considerations in all aspects of dispatching
- c. Does not have a professional and controlled radio demeanor
- d. Is not able to play back radio transmissions for review
- e. Does not demonstrate competence at monitoring multiple radio channels
- f. Is unable to prioritize calls for dispatching
- g. Is unable to multi-task while dispatching, answering calls, and performing other ancillary functions

C. TRANSMISSIONS/RECEPTION

Competent:

General ability to recognize and respond to radio traffic accurately

- a. Transmissions understandable and concise
- b. Rarely misses radio transmissions
- c. Comprehends most radio transmissions
- d. Good retention of information received
- e. Uses properly modulated vocal pitch
- f. Correctly uses radio codes and terminology

Needs Improvement:

General inability to recognize and respond to radio traffic accurately.

- a. Transmissions are confusing or lengthy on a continual basis
- b. Misses radio transmissions on a continual basis
- c. Unable to comprehend radio transmissions on a continual basis
- d. Poor retention of information received
- e. Does not use properly modulated vocal pitch
- f. Does not use, or uses incorrectly, radio codes and terminology on a continual basis

D. CALL DISPATCHING

Competent:

Dispatches calls in a timely manner, providing only accurate and relevant information, using proper vocal skills

- a. Does not hold calls unnecessarily
- b. Radio traffic displays accuracy, brevity, and clarity
- c. Information is relayed at a reasonable pace with proper diction
- d. Voice inflections do not convey stress or emotion

Needs Improvement:

Does not dispatch calls in a timely manner; provides insufficient information or unnecessary information; does not use proper vocal skills

- a. Holds calls unnecessarily
- b. Radio traffic is conversational, or chatty in nature, and/or lacks accuracy, brevity, or clarity

- c. Information is relayed too rapidly and words are mumbled
- d. Voice inflections convey stress or emotion

E. USE OF UNITS

Competent:

Demonstrates a working knowledge of how and when units are used

- a. Understands primary versus backing units and overlapping shifts
- b. Maintains beat integrity when possible
- c. Does not dispatch units outside of special details or assignments
- d. Dispatches units with officer safety in mind at all times

Improvement Needed:

Does not demonstrate a working knowledge of how and when units are used

- a. Does not understand primary versus backing units and/or overlapping shifts
- b. Does not maintain beat integrity when possible
- c. Dispatches units outside of special details or assignments on a continuous basis
- d. Does not consider officer safety when dispatching units

F. EMERGENCY TRAFFIC

Competent:

Demonstrates the ability to handle emergency traffic as it occurs

- a. Does not get overwhelmed during vehicle or foot pursuits
- b. Responds appropriately to garbled radio traffic
- c. Correctly makes safety checks
- d. Restricts air traffic as needed
- e. Starts backing units promptly
- f. Seeks and rebroadcasts any relevant information

Needs Improvement:

Does not demonstrate the ability to handle emergency traffic as it occurs

- a. Gets overwhelmed during vehicle and foot pursuits
- b. Does not respond appropriately to garbled radio traffic
- c. Does not make safety checks correctly

- d. Fails to restrict air traffic as needed
- e. Does not start backing units promptly
- f. Does not seek and/or rebroadcast any relevant information

Section 9 GENERAL PERFORMANCE SKILLS

A. WRITTEN SKILLS

Competent:

General ability to compile a concise, accurate call for service, CLETS transaction, or any written communication in a timely fashion

- a. Complete statement of facts
- b. Specific crime elements delineated
- c. Proper grammar and spelling
- d. Concise, understandable language
- e. Comments on calls organized correctly/flow logically
- f. Uses accepted acronyms and abbreviations
- g. Additional/corrected information added to call as needed
- h. CLETS transactions are complete and accurate

Needs Improvement:

General inability to compile a concise, accurate call for service, CLETS transaction, or any written communication in a timely manner

- a. Omission or misstatement of facts on a continual basis
- b. Elements of crime missing
- c. Spelling errors occurring regularly
- d. Suspect and/or vehicle information missing or incomplete
- e. Comments on calls disorganized/continually out of order or difficult to understand
- f. Does not use accepted acronyms and abbreviations
- g. Arrest information missing or incomplete
- h. Does not add or update information to call as needed on a continual basis
- i. Errors/omissions on CLETS transactions on a continual basis

B. VERBAL SKILLS

Competent:

General ability to accurately relay necessary information verbally to others in a concise, timely, and understandable manner

- a. Complete and correct statement of facts
- b. Controlled command of conversation and voice inflection
- c. Concise, understandable language
- d. Uses properly modulated vocal pitch

Needs Improvement:

- a. Incomplete and/or inaccurate statement of facts
- b. Poor command of conversation and voice inflection
- c. Confusing or misleading language
- d. Unable to properly modulate vocal pitch

C. LISTENING

Competent:

General ability to accurately hear and comprehend information relayed to the trainee via phone, radio, or in person

- a. Comprehends information received
- b. Rarely misses a radio transmission
- c. Hears verbal communications within the center
- d. Rarely has to have information repeated

Needs Improvement:

General inability to accurately hear and comprehend information relayed to the trainee via phone, radio, or in person

- a. Inability to comprehend information received on a continual basis
- b. Misses radio transmissions on a continual basis
- c. Does not hear verbal communications with the Dispatch center
- d. Must have others repeat information

D. TYPING SKILLS

Competent:

Demonstrates the ability to accurately type calls for service and utilize CAD commands with minimal errors

Needs Improvement:

Inability to accurately type calls for service and utilize CAD commands with minimal errors

E. RETENTION OF INFORMATION

Competent:

Demonstrates the ability to retain information, both short and long-term

- a. Actively takes notes during the training process and refers back to them before seeking an answer from the trainer
- b. Takes notes during phone calls that do not generate calls for service to ensure an accurate relay of information if needed

Needs Improvement:

Does not demonstrate the ability to retain information, both short and long-term, on a continual basis

- a. Does not take notes during the training process, instead continually going to the training officer for answers
- b. Does not take notes during phone calls that do not generate calls for service and is unable to relay accurate information

F. STRESS CONTROL

Competent:

Exhibits a controlled attitude, an ability to perform under pressure, and maintains flexibility in adjusting to continually changing situations

- a. Maintains control of temper and demonstrates patience
- b. Visibly calm and vocally neutral
- c. Able to contain a situation
- d. Able to function during emergency situations

Needs Improvement:

Is outwardly emotional, unable to perform under pressure, and is unable to maintain flexibility in constantly changing situations

- a. Loses temper and gets impatient easily
- b. Visibly nervous, emotional, and/or agitated
- c. Continually unable to control situations
- d. Continually unable to function during emergency situations

G. INITIATIVE

Competent:

General ability to do the extras to increase efficiency and job knowledge

- a. Requires minimal supervision
- b. Tends to do additional independent study to increase efficiency
- c. Utilizes the computer and available resources
- d. Utilizes free time for study and review
- e. Willing to make independent decisions
- f. Applies acquired knowledge to new situations

Needs Improvement:

General inability to do the extras to increase efficiency and job knowledge.

- a. Needs continual direction and/or supervision
- b. Tends to do the minimum required
- c. Fails to utilize the computer and available resources
- d. Sits idle or wastes time during free time
- e. Unwilling to make independent decisions
- f. Does not apply acquired knowledge to new situations

H. DECISION-MAKING / PROBLEM SOLVING

Competent:

Demonstrates an ability to assess problems and situations, anticipate needs, and make appropriate decisions

- a. Ability to reason out a problem
- b. Considers options and alternatives
- c. Solicits other opinions and views
- d. Ability to flexibly adapt to changing situations
- e. Able to prioritize and handle multiple calls and requests
- f. Looks up answers for questions instead of asking others

Needs Improvement:

General inability to assess problems and situations, anticipate needs, and make appropriate decisions

- a. Unable to reason out a problem
- b. Fails to consider options and alternatives
- c. Does not solicit other opinions and views

- d. Inability to flexibly adapt to changing situations
- e. Unable to prioritize and handle multiple calls and requests
- f. Continually asks others for answers instead of researching the answer

I. INTERPERSONAL SKILLS

Competent:

Demonstrates consistent ability to communicate clearly, effectively, and professionally with callers, employees, and supervisors

Needs Improvement:

Demonstrates inability to consistently communicate clearly, effectively, and professionally with callers, employees and/or supervisors

J. ACCEPTANCE OF CRITICISM

Competent:

Able to accept criticism in a constructive manner.

- a. Applies criticism in future efforts
- b. Accepts criticism without being argumentative or defensive
- c. Accepts responsibility for actions taken

Needs Improvement:

Unable to accept criticism in a constructive manner

- a. Argumentative or rationalizes when presented with criticism
- b. Is defensive or hostile
- c. Refuses to make corrections

K. BEHAVIOR TOWARD CITIZENS

Competent:

Generally establishes competent and courteous interpersonal contacts

- a. Pleasant
- b. Empathetic
- c. Impartial
- d. Non-discriminatory

- e. Objective
- f. Professional
- g. Patient

Needs Improvement:

Unable to establish competent and courteous interpersonal contacts

- a. Abrupt
- b. Belligerent
- c. Overbearing
- d. Racist
- e. Sexist
- f. Patronizing
- g. Impatient

L. BEHAVIOR TOWARD PERSONNEL

Competent:

Respects and supports the duties, roles, and responsibilities of other department personnel

- a. Considerate
- b. Sincere
- c. Team player
- d. Follows the chain of command
- e. Supportive
- f. Good listener
- g. Respectful

Needs Improvement:

Belittles and rejects the duties, roles, and responsibilities of other department personnel

- a. Unsociable
- b. Insubordinate
- c. Sarcastic
- d. Gossips maliciously
- e. Disrespectful
- f. Does not follow chain of command

M. SELF-IMAGE/CONFIDENCE

Competent:

Generally displays behavior that indicates a positive self-image

- a. Demonstrates self-confidence
- b. Self-reliant
- c. Self-motivated
- d. Self-starter
- e. Positive interactions with others
- f. Decisive

Needs Improvement:

Displays behavior that indicates a negative self-image

- a. Timid
- b. Lack of confidence
- c. Negative
- d. Overly aggressive
- e. Negative interactions with others
- f. Seeks or requires constant reassurance

INCIDENT TYPE CODES

166	COURT ORDER VIOLATION
166R	COURT ORDER VIOLATION REPORT
20001	HIT & RUN TC WITH INJURY
20001R	HIT & RUN TC WITH INJURY REPORT
20002	HIT & RUN
20002R	HIT & RUN REPORT
207	KIDNAP
207R	KIDNAP REPORT
211	ROBBERY
211R	ROBBERY REPORT
211S	ROBBERY ALARM
215	CARJACKING
215R	CARJACKING REPORT
23103	RECKLESS DRIVING
23110	THROW SUBSTANCE FROM VEHICLE
23110R	THROW SUBSTANCE FROM VEHICLE REPORT
23152	DRUNK DRIVING
242	BATTERY
242R	BATTERY REPORT
245	ASSAULT WITH DEADLY WEAPON (ADW)
245R	ASSAULT WITH DEADLY WEAPON (ADW) REPORT
246	SHOTS AT BUILDING OR VEHICLE
246R	SHOTS AT BUILDING OR VEHICLE REPORT
261	RAPE
261R	RAPE REPORT
288	SEXUAL ASSAULT
288R	SEXUAL ASSAULT REPORT
314	INDECENT EXPOSURE
314R	INDECENT EXPOSURE REPORT
415	DISTURBANCE
415F	DISTURBANCE – FAMILY
415N	DISTURBANCE – NOISE
415P	DISTURBANCE – PARTY
417	BRANDISH WEAPON
417R	BRANDISH WEAPON REPORT
422	TERRORIST THREATS
422R	TERRORIST THREATS REPORT
451	ARSON
451R	ARSON REPORT
459	BURGLARY
459A	AUDIBLE ALARM

459R	BURGLARY REPORT
459S	BURGLARY – SILENT ALARM
470	FORGERY
470R	FORGERY REPORT
475	COUNTERFEIT
475R	COUNTERFEIT
484F2	STOLEN CREDIT/CARD
484F2R	STOLEN CREDIT/CARD REPORT
487	GRAND THEFT
487R	GRAND THEFT REPORT
488	PETTY THEFT
488R	PETTY THEFT REPORT
496	STOLEN PROPERTY
496R	STOLEN PROPERTY REPORT
502R	EMBEZZLEMENT
5150	MENTALLY ILL
5150E	5150 EVALUATION
537	DEFRAUD INKEEPER
537R	DEFRAUD INKEEPER REPORT
594	VANDALISM
594R	VANDALISM REPORT
597	ANIMAL CRUELTY
597R	ANIMAL CRUELTY REPORT
602	TRESPASS
602R	TRESPASS REPORT
647B	PROSTITUTION
647C	BEGGING
647F	DRUNK IN PUBLIC
647H	PROWLER
647HR	PROWLER REPORT
653G	NON-STUDENT ON CAMPUS
653K	SWITCHBLADE ON CAMPUS
653MR	ANNOYING PHONE CALLS REPORT
911	INCOMPLETE 911 CALL <u>or</u> MFD TRANSFER
999	OFFICER NEEDS HELP/OFFICER DOWN
AOA	ASSIST OTHER AGENCY
APS	APS REFERRAL
AREACK	AREA CHECK
ARREST	ARRESTED
ATTSUI	ATTEMPTED SUICIDE
AV	ABANDONED VEHICLE
AWS	ATTEMPT WARRANT SERVICE

BARCK	BAR CHECK
BCK	PROSTITUTE CHECK
BEAT	BEAT INFO
BIKE	BIKE STOP
BOMB	BOMB THREAT
BOSIG	B/O SIGNAL (NOT WORKING)
BOVEH	B/O VEHICLE
BUSCK	BUSINESS CHECK
CHILD	CHILD ABUSE
CITAST	CITIZEN ASSIST
CITCON	CITIZEN CONTACT
CIVIL	CIVIL
CODE32	WANTED SUBJECT
CODE5	SURVEILLANCE
CODE89	BOMB THREAT
COURT	COURT INFO
CPS	CPS REFERRAL
DB	SPECIAL DETAIL
DOWN	MAN DOWN
DUMP	ILLEGAL DUMPING
DV	242 DOMESTIC
FIGHT	FIGHT
FIRE	FIRE
FIREW	FIREWORKS
FLAG	CITIZEN FLAG DOWN
FOLLOW	FOLLOW UP
FOOT	ON FOOT
FOUNDA	FOUND ADULT
FOUNDC	FOUND CHILD
FOUNDP	FOUND PROPERTY
FTY	FAILURE TO YIELD
GR	GRAFFITI
GRR	GRAFFITI REPORT
GTA	AUTO THEFT
GTAR	AUTO THEFT REPORT
GUN	MAN WITH A GUN
HAZARD	HAZARD
HAZMAT	HAZARDOUS MATERIAL
HOME	HOME VISIT
HS	DRUG ACTIVITY
HUMANE	HUMANE CALL
IC	IN-CUSTODY

ID	IDENTITY THEFT
ILLPKG	ILLEGAL PARKER
ILLSOL	ILLEGAL SOLICITOR
INFO	INFORMATION
KNOCK	KNOCK AND TALK
KTP	KEEP THE PEACE
LOG	LOG INFO
LOJACK	LOJACK HIT
LOSTC	LOST CHILD
LOSTP	LOST PROPERTY
MAIL	SUSPICIOUS MAIL
MC	MISSING CRITICAL
MEDIC	MEDICAL ASSIST
MJ	MISSING JUVENILE
MMC	MONTCLAIR MUNICIPAL CODE
MP	MISSING PERSON
NOTIF	NOTIFICATION
NSF	INSUFFICIENT FUNDS CHECK
OD	OVERDOSE
OI	OFFICER INITIATED
OPEN	OPEN DOOR
OTHER	OTHER
OVC	OCCUPIED VEHICLE CHECK
P	PURSUIT
PANIC	PANIC ALARM
PARK	PARK CHECK
PPI	PRIVATE PARTY TOW
RECGTA	RECOVERED GTA
RED	CODE RED
REPO	REPOSSESSION
RESCK	RESIDENCE CHECK
RM	RETURNED MISSING
SAFE	SAFETY CHECK
SEARCH	SEARCH WARRANT
SHIFT1	TEAM 1
SHIFT2	TEAM 2
SHIFT3	TEAM 3
SHIFT4	TEAM 4
SHIFT5	TEAM 5
SHIFT6	TEAM 6
SHOTS	SHOTS (FIRED OR HEARD)
SICK	OFF SICK

SKATE	SKATE PARK CHECK
SMASH	SMASH DETAIL
SOV	SUSPICIOUS OCUPIED VEHICLE
SUBCK	SUBJECT CHECK
SUPP	SUPP REPORT
SUSCIR	SUSPICIOUS CIRCS
SUSPER	SUSPICIOUS PERSON
TCINJ	TRAFFIC COLLISION WITH INJURY
TCNON	TRAFFIC COLLISION NON-INJURY
TCUNK	TRAFFIC COLLISION UNKNOWN INJURY
TOW	TOW
TRAFFIC	TRAFFIC CONTROL
TRUANT	TRUANTS
TS	TRAFFIC STOP
UNKTRB	UNKNOWN TROUBLE
VC	VEHICLE CHECK

DISPOSITION CODES

104	CHECKS 10-4
108	10-8 AVAILABLE FOR CALLS
415	415 ADVISAL LEFT
5150	TRANSPORTED 5150
ACL	ALARM CARD LEFT
ADV	ADVISED
AOA	ASSIST OTHER AGENCY
ARREST	ARRESTED
AST	ASSISTED
BCM	BROADCAST MADE
CANCEL	CANCEL
CITE	CITED
CIVIL	CIVIL DISPUTE
CONADV	CONTACTED AND ADVISED
DUPCALL	DUPLICATE CALL
DV	DOMESTIC VIOLENCE REPORT TAKEN
FI	FI TAKEN
GOA	GONE ON ARRIVAL
HBD	HANDLED BY DISPATCH
HBO	HANDLED BY OFFICER
LIO	LOG ITEM ONLY
MARKED	MARKED
NE	NAMES EXCHANGED
NOT HOME	NOT HOME
NOTE	NOTE LEFT
NOTIF	NOTIFICATION MADE
NPD	NO PROSECUTION DESIRED
NRD	NO REPORT DESIRED
OJ	OTHER JURISDICTION
PK	PEACE KEPT
PWC	PARTIES WILL COMPLY
QUIET	AREA IS QUIET
REC	GTA RECOVERED
RPT	REPORT TAKEN
SUPP	SUPP REPORT TAKEN
TOW	VEHICLE TOWED
UNCOOP	UNCOOPERATIVE
UNF	UNFOUNDED
UTL	UNABLE TO LOCATE

CAD COMMANDS

The Comma

The comma is used to separate different fields within a command string.

QN,,LAST,FIRST,DOB,,GENDER

The Semi-Colon

Everything typed after the semi-colon, or between two semi-colons, goes in the comments section of the call.

Example: TS,3P13;/PLATE;LOCATION

The Forward Slash

The forward slash (/) runs the license plate that follows and can be used with the TS or OI command.

Example: OI,UNIT,TYPE,FREEFORM,LOCATION;/PLATE

OI,3P12,OVC,ALLEY,5100CANOGA;/123ABC

The Commands

AB At Back

Puts a unit, not dispatched, at scene without having the call displayed on the CAD Command screen. This command does not work with the OVR tag.

AB,backing unit,on scene unit [enter]

Example: 3P21 is on scene. 3P22 was not dispatched to the call, but advises he is now on scene with 3P21.

AB,3P22,3P21

AI Address Information

Displays address information connected to a specific location. The AI codes are highlighted in the upper right corner of the CAD Command screen in the Info field.

AI [enter]

AI Codes: AI – Officer Safety Information
B = Business Information

AK Acknowledge (a new call)

AK [enter]

AS At Scene

Puts a unit, not dispatched, at a scene.

AS, unit [enter]

or

AS,unit,OVR [enter]

CC Close Call

Closes a call with one unit assigned.

```
CC,unit,dispo [enter]
CC,3P21,RPT [enter]
```

Closes a call with no unit assigned.

```
CC,@,dispo [enter]
CC,@,HBD [enter]
```

Closes a call with multiple units assigned. The star symbol (*) is called a global close.

```
CC,unit,dispo,* [enter]
```

Closes a call and attaches comments to the call

```
CC,unit,dispo;any comments [enter]
```

Closes a call with multiple units assigned, attaches comments

```
CC,unit,dispo,any comments;* [enter]
```

CD Change Disposition code

The call must be displayed on the CAD Command screen to change a previously assigned disposition.

```
CD,new disposition code [enter]
```

Example: The call was originally closed off with a disposition code of RPT. It needs to be changed to ARREST.

```
CD,ARREST
```

CU Catch Up

Catch Up is the means by which calls are entered into CAD in their proper time-stamped order after the computer has been down. Catch Up also allows CR, AR, and FI numbers to be issued sequentially when the computer is down and then use the computer to issue them in the correct order after the computer comes back up. Issuing the CR, AR, and FI numbers in correct order is critical. If even one CR or AR or FI number is issued out of order, every other call after that will be wrong because the computer issues the numbers sequentially and there is no way to alter that.

Fill in address, call type, reporting party information, and the first three lines of comments (if needed). Do NOT enter the call as normal with the F3 key. When the CAD Command Screen is full, type in the Catch Up string from the command line. Catch Up will only allow the primary unit to be entered.

Any times are in military format, HHMM, and dates are YYMMDD.

```
CU,primary unit, receive time, dispatch time, enroute time,at scene time,close call time, dispo [enter]
```

DB Dispatch Back

Puts the backing unit enroute to back the on-scene unit without the on-scene unit's call being displayed on the CAD Command screen.

```
DB,backing unit, on scene unit [enter]
```

DC Display Closed Calls

Display closed calls in the lower window of the CAD Command window.

DH Display Hold Calls

Display all calls held for that position, regardless of what user is signed on.

DI Dispatch Incident

Used to dispatch units onto a call while the call is open on the CAD Command screen.

DI,unit [enter]

Multiple units can be chained to the command.

DI,unit,unit,unit [enter]

The OVR code dispatches the unit to a new call over the current call the unit is on. If that unit is the only one assigned to the call, the current call will be forced into pending and the unit will be put on the new call. If other officers remain on the first call, it will remain active and not be forced into pending.

DI,unit,OVR [enter]

Adding "cancel" to the command puts the current call the unit is assigned to back into pending.

DI,unit,cancel [enter]

When DI is used, the call the unit is being dispatched to or cancelled from needs to be displayed on the CAD Command screen.

DH [enter]

DK Desk Officer Report (for Records Bureau use only)

Used to enter a CAD incident record that does not appear as a pending call for Dispatch.

DM Display Most Recent

Display the most recent calls for service entered. The list is chronological from newest to oldest and will display the last 24 calls.

DM [enter]

DN Display Notes

Display a complete list of the NOTE file names that have been created.

DN [enter]

Display contents of the specified NOTE file name.

DN,file name [enter]

DU Display Unit

Displays the previously loaded officer information assigned to a specific unit number and that unit's current location.

DU,unit number [enter]

DW Display Warning

Displays prior calls for service at a verified address.

DW [enter]

E9 Enhanced 9-1-1 Data

Displays 9-1-1 caller data from the call taker's console to the radio dispatcher's console if the call taker has brought the data over from the phone system into CAD using the F8 (E911) key.

E9,console position number [enter]

EC Enter Comments

Adds comments to a call that is open on the CAD Command screen

EC;comments [enter]

Adds comments to active calls not open on the CAD Command screen

EC,unit;comments [enter]

EN Enroute

Enroute to a location or call for service

FC Force Call

Used for addresses not in Montclair or not in the geo-file as a valid Montclair address. Enter the address and call information on the CAD Command screen, then force the call. Does not assign a beat or Reporting District (RD).

FC [enter]

GC Get Case

Issues a Unique Number(s) to a call.

Unique Number types:

CR Crime Report number
AR Arrest Report number
FI FI number
LI Log Item number (these are no longer issued)

GC, Unique Number type [enter]

GC,CR [enter]

GC,AR [enter]

GC,FI [enter]

GH Get Hold Calls

Retrieves last call placed in hold

GH [enter]

HC Hold Call

Puts the information on the CAD Command screen into "hold," freeing up the CAD Command screen for another call. Up to ten calls can be placed in "hold."

HC [enter]

IH Incident History

Displays a historical summary of an active or closed call. Shows dates, times, status changes made, locations and comments for all units assigned to the call. Also shows the ID number of the dispatcher that typed the commands. The call must be up in the CAD Commands window to get an incident history. As an alternative, the Records Option: CALINQ can also be used to access the incident history.

IH [enter]

MR Modify Record

MR [enter]

OI Officer Initiated

Used for any officer initiated activity. Any incident type will work. The only field that is not required is the "free form" field. If skipped, remember to put a comma in its place.

OI,unit,incident type,free form,location [enter] .

OI,unit,incident type,,location [enter]

The forward slash will automatically run the plate when it is preceded by the semi-colon.

OI,unit,incident type,,location;/plate [enter]

OVR Override

Used with the DI command. OVR allows the unit's current activity to be replaced with a new activity. If the unit is the only one assigned to a call, the call will get put into pending and the unit will show enroute to the new call. This same command string is also used to re-dispatch a closed call that is open on the CAD Command screen.

DI,unit,OVR [enter]

PI Print Incident

Used to print an incident displayed on the CAD Command window

PS Print Screen

Used to print a particular screen displayed

QA Query Article (CLETS)

QA,unit,serial number or owner applied number [enter]

QB Query Boat (CLETS)

QB,unit,hull serial number [enter]

QG Query Gun (CLETS)

QG,unit,serial number [enter]

QJ Query Lojack

QJ,,lojack number [enter]

QL Query License Plate (CLETS)

Format assumes California license plate unless specified differently.

QL,unit,license plate [enter]

Out-of-state query:

QL,unit,plate,state,expiration year,license type [enter]

QL,3P32,SAM123,NV,12,PC [enter]

QM Query Messages

QM [enter].

QN Query Name (CLETS)

Runs a name through WPS, NCIC, SRF, CARPOS, ANI (DMV driver's license or ID Number), MUPS, SAR, APPS, and in-house Records. Since the system will assume the state to be queried is California, the State field can be skipped, but a comma must go in its place.

QN,UNIT,LAST,FIRST,DOB,,GENDER [enter]

QN,3P13,SMITH,JOHN,070431,,M [enter]

QO Query Operator License Number (CLETS)

QO,unit,CDL or ID card number [enter]

QV Query VIN (CLETS)

QV,unit,vehicle identification number [enter]

RI Reinitialize

Changes the beat plan. When there are calls pending and the beat plan is changed, each call must be pulled up and the address verified in order to activate the new beat plan for that call and then modify the record. The call will then reflect the new beat.

RI,beat plan [enter]

RR Reroute

Used to reroute an incident. In some cases it may be appropriate to enter a new call instead.

RU Recommend Units

Used to recommend units to respond on a call

SA Select Active

Selects and displays the active call the unit is currently on.

SA,unit number [enter]

Selects and displays the call and adds comments at the same time.

SA,unit number;any comments [enter]

SC Status Change

A unit can be status changed whether assigned to a call or not. The time parameter is optional. A location can be attached to a sub-status code using a forward slash

SC,unit number [enter]

SC,unit,time,sub-status code and/or location [enter]

Sub-Status Codes

48	Coffee break
BA	Busy – available
BU	Busy- unavailable
BK	Booking
C7	Code 7
CT	Court
CY	City Yards
FU	Follow-up
TA	Training – available
TU	Training – unavailable
TP	Transporting
1017	Working on paperwork
1019	En-route to the station

SH Shift On/Shift Off

Used to shift units of a particular shift on-duty and off-duty on the Status Monitor

SI Select Item

Used from the Command Line to bring up onto the upper CAD Command window, the information or a call from the lower portion of the CAD Command window.

SI,item number [enter]

Used from the Command Line to bring up an already issued case number (CR), arrest number (AR), field interview number (FI), or log item number (LI) to the CAD Command window.

SI,issued number [enter]

SI,CR133557

SP Switch Primary

Unit number used becomes the primary unit on an active call.

SP,unit [enter]

TG Tag an External Message

An external message displayed in the lower window of the CAD Command window or on the Externals window can be tagged to attach it to the incident displayed on the upper CAD Command window. It can be tagged with or without additional comments.

TG,ADD,msg# [enter]

TG,ADD,75331107 [enter]

TG,ADD,msg#;comment [enter]

TG,ADD,75331107;Blue Ford 22651(h) [enter]

TS Traffic Stop

Used when an officer makes a traffic stop.

The preferred command string is with the license plate, then the location:

```
TS,unit;/plate;location [enter]
TS,3P12;/SAM123;5200 Palo Verde [enter]
```

An alternate command string is with the location first, then the license plate:

```
TS,unit;location;/plate [enter]
TS,3P12;location;/SAM123 [enter]
```

The forward slash runs the license plate, as long as it is preceded by the semi-colon.

UA Unit Arrived

Used to put a unit on scene to the call that the unit is enroute to.

```
UA,unit [enter]
```

Used to put multiple units on scene to the same call.

```
UA,unit,unit,unit [enter]
```

UH Unit History

Displays the history of the requested unit. The default start time is 0000 (read 2400 hours).

```
UH,unit [enter]
```

```
UH,3P32 [enter]
```

Displays the history of the requested unit by a specific time and date parameter. The format is two digit hour and two digit year, then month, then date.

```
UH,unit, hh, yymmdd
```

```
UH,3P32,06,131217
```

VA Verify Address

Used to verify an address is a valid Montclair address

RADIO CODES

10-1 [REDACTED]
10-2 [REDACTED]
10-4 [REDACTED]
10-5 [REDACTED]
10-6 [REDACTED]
10-7 [REDACTED]
10-8 [REDACTED]
10-9 [REDACTED]
10-10 [REDACTED]
10-11 [REDACTED]
10-13 [REDACTED]
10-14 [REDACTED]
10-15 [REDACTED]
10-16 [REDACTED]
10-17 [REDACTED]
10-19 [REDACTED]
10-20 [REDACTED]
10-21 [REDACTED]
10-22 [REDACTED]
10-23 [REDACTED]
10-28 [REDACTED]
10-29 [REDACTED]
10-35 [REDACTED]
10-36 [REDACTED]
10-42 [REDACTED]
10-45 [REDACTED]
10-48 [REDACTED]
10-81 [REDACTED]
10-87 [REDACTED]
10-97 [REDACTED]
10-98 [REDACTED]

CODE 1 [REDACTED]
CODE 3 [REDACTED]
CODE 4 [REDACTED]
CODE 4 ADAM [REDACTED]
CODE 5 [REDACTED]
CODE 7 [REDACTED]
CODE 14 [REDACTED]
CODE 30 [REDACTED]
CODE 32 [REDACTED]
CODE 50 [REDACTED]
CODE 51 [REDACTED]
CODE 89 [REDACTED]
CODE 777 [REDACTED]
CODE 999 [REDACTED]